

COUNSELING SERVICES 2012-2013 END OF YEAR REPORT

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The Counseling Services staff seeks to support and strengthen members of the OTC community by providing the following individualized services:

- Individual and group, mental-health counseling
- Referrals to community resources
- Educational programs (both on and off campus)
- Crisis intervention services
- Campus-wide outreach events
- Comprehensive online, self-help resources

Page two of this report details a summary of the number of individuals who participated in personal, crisis intervention and/or academic counseling services. From this data along with statistics kept for our presentation services and our goals for this past year, there are three specific areas that are especially noteworthy:

1. **The number of campus outreach events sponsored by Counseling Services significantly expanded in 2012-2013.** Beginning July 1, 2012, Career Employment Services assumed responsibility for career counseling, a service previously conducted through Counseling Services. Because of this shift in responsibility, the Counseling Services staff was freed up to be able to offer more campus outreach events. Campus outreach events provide more opportunities for our staff to focus on prevention and wellness with larger numbers of students and employees. These outreach activities included Stress Relief Stations, Lunch Break Seminars, Information Tables, Substance Use Awareness Activities, Mental Health First Aid trainings, National Mental Health Screening events, Pet Therapy of the Ozarks days, "Pay It Forward" activities, and participation in Welcome Day, Campus Picnic and Open House events. In addition, staff had more opportunities to provide direct services at our Education Centers and on the Richwood Valley campus on a more consistent basis.
2. **Distance Counseling services increased in 2012-2013.** In addition to providing webcam-based services to students at the Richwood Valley campus and at the Waynesville and Lebanon Education Centers, the number of individuals helped through electronic means (phone and email) continued to increase. Our staff also added numerous resources (including free and confidential screenings for mental-health and substance use) to our webpages in our effort to continue to support members of our student body who live at a distance and cannot easily access our services in person.
3. **In 2011-2012, we experienced a 77% increase in the number of individuals who participated in personal counseling and crisis intervention services. This year, there was an increase of 14%.** Although the overall number of individuals seen in private counseling sessions was lower this year (due to no longer conducting career counseling sessions, increasing the number of outreach events, and expanding our electronic, distance counseling services), personal and crisis intervention counseling sessions continue to increase. As indicated last year, this increase is largely due to our staff working more closely with the Behavioral Intervention Team (BIT). Through the efforts of Counseling Services and the BIT, our employees and students are more comfortable "recognizing, responding, referring and reporting" students in distress. This, in turn, allows our counselors to reach out earlier and to more students whose behaviors are of concern.

In 2013-2014, our staff will continue to offer monthly outreach activities for students and employees on the Springfield and Richwood Valley campuses as well as at our Education Centers. These outreach events will include those conducted in 2012-2013 along with expanded substance use awareness activities and a mental-health resource fair. We also look forward to continuing our regular presence in classrooms (conducting mental-health and academic success presentations) and at employee professional development activities.

**END OF YEAR REPORT
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2012-2013**

(Unless otherwise indicated, the number of clients indicated does not reflect students who came in more than once. The numbers indicate students seeking services for the first time.)

Counseling Services Statistics

	97-98	98-99	99-00	00-01	01-02	02-03	03-04	04-05	05-06	06-07	07-08	08-09	09-10	10-11	11-12	12-13
TOTAL FIRST TIME CLIENT CONTACTS	170	250	302	380	409	477	439	541	480	531	567	563	708	744	799	408
Educational Counseling (Number <u>does not</u> include clients seen while assisting during peak registration periods)	40	50	73	70	55	52	52	27	48	32	56	58	77	54	24	18
Personal Counseling <i>(beginning '12-'13, includes crisis intervention sessions)</i>	44	65	63	71	85	115	135	182	150	164	145	132	157	186	330	375
Career Counseling <i>(beginning '12-'13, Counseling Services is no longer responsible for Career Counseling Services)</i>	72	105	133	196	236	294	225	314	255	307	342	327	441	471	395	0
Crisis Intervention <i>(beginning '12-'13, crisis int. sessions are included under Personal Counseling)</i>	01	02	00	00	02	01	00	02	01	02	02	09	05	10	20	0
Group Counseling	00	10	00	06	08	08	08	00	00	00	00	06	00	00	00	0
OTHER or Combination of Any of the Above <i>(beginning '12-'13, includes clients seen for financial aid advising, general OTC info, career guidance or any combination thereof)</i>	10	18	33	37	23	09	19	16	26	26	22	31	28	24	30	15
Clients Seeking Any of the Above Services More Than Once	101	135	160	220	232	210	269	234	241	225	219	251	204	213	279	180
Average Number of Sessions per Client	2.4	2.4	2.3	2.1	2.1	2.1	1.9	2	2.7	2.3	1.8	2.2	1.9	2	2.1	3
Average Length of Each Session (includes assessment time)	1½ hrs	1.5 hrs	1 ¼ hrs	1 ¼ hrs	1.3 hrs	1.3 hrs	1.3 hrs	1.2 hrs	1.1 hrs	1.2 hrs	2.0 hrs	1 hr	1.2 hrs	1.3 hrs	1 ¼ hrs	1 hr
Total Number of One-On-One Client Contacts/Appointments Made (New & Continuing) (Number does not include those seen for Group Counseling or Classroom Instruction)	404	599	664	823	878	978	853	1,071	1,279	1,270	1,020	1,227	1,310	1,424	1,677	1,196
Career Assessments Administered <i>(beginning '12-'13, Counseling Services is no longer responsible for Career Counseling and therefore, no career assessments administered)</i>	181	323	433	576	879	1,096	1,134	1,015	1,835	1,133	1,284	1,329	827	862	935	0