

Wayne State University
Counseling and Psychological Services

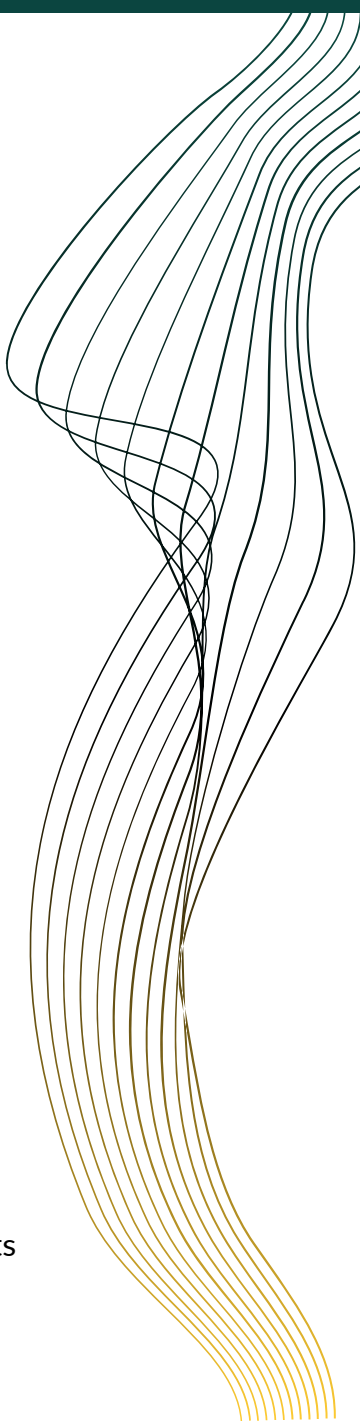
ANNUAL REPORT 2023-2024





Counseling and
Psychological Services

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Letter from the Director

Dear Campus Partners,

I hope the reader will find the second edition of the WSU CAPS Annual Report to be illuminating! The report presents highlights of CAPS achievements that occurred between August 1, 2023 and July 31, 2024. A major honor this year was the full accreditation of our psychology internship by the American Psychological Association, the culmination of many years of hard work! Also, an important new chapter began with a change in reporting lines, such that Dr. Brandon Gross, Assistant Vice President for Strategic Operations and Academic Communications, now oversees CAPS. Dr. Gross brought with him a wealth of higher education leadership experience, and has already shown his strong and impactful support for CAPS, and a staunch dedication to meeting the needs of our students.

Thank you as always to all CAPS staff and trainees, who made it another successful year! Also, the contributors who wrote up each section of this report are much appreciated. And let us not forget our student clients, who work so diligently on their mental health and personal growth, helping us to help them, as well as those who attend so many outreaches and workshops. Finally, special recognition goes to Theresa Perlman, LPC, who for a second year edited and coordinated this project.

Sincerely,

Jeff Kuentzel, Ph.D., LP
Senior Director
Counseling and Psychological Services (CAPS)

Mission

CAPS enhances the wellness and success of our diverse student body and the university community by providing tailored, culturally-competent, research-based, ethical, collaborative, and inclusive mental health services, consultation, crisis response, and outreach.

We maintain the highest standards of care by continually fostering the professional development of our staff, providing immersive and evidence-based education to our trainees, and making scholarly contributions to our disciplines.

Vision

A Wayne State University community where no mental health need goes unmet and all students reach their highest personal and academic potential.

Diversity

At CAPS, we value and respect the diversity of our students and staff. We see diversity and culture as broad, inclusive and ever evolving, and therefore, representing the many social and cultural groups in our society. We recognize the importance of having a multi-cultural, multi-disciplinary, and multi-theoretical staff to address our diverse populations' needs.

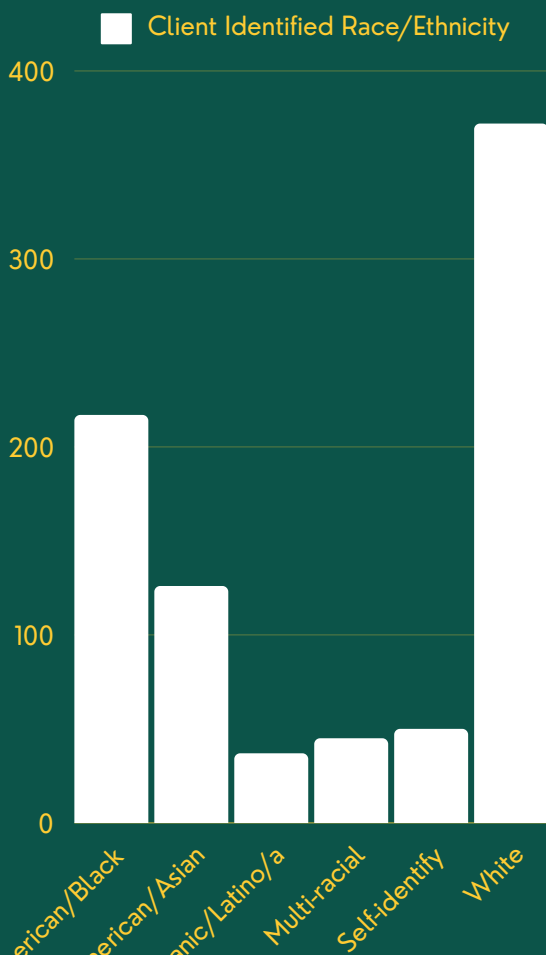
We acknowledge that oppression, prejudice, privilege, and discrimination impact all of us in detrimental ways. CAPS aims to support our students and the broader university in understanding the impact of these issues, advocating for social justice, and providing appropriate and effective mental health services.

We strive to create a safe, inclusive, and affirming climate where students can feel welcome to explore the importance of their diverse identities and life experiences. We also recognize that building and cultivating self-awareness and self-identity is a continuous and life long journey.

We promote this among our staff and trainees through various learning opportunities offered on campus and within the greater community. These opportunities assist us in building awareness regarding our own bias and privilege as well as systemic bias. It is our hope that by building this awareness we can better serve our students and community.

Who We Serve

Client Demographic Information 2023-24



1,367

Total students served

(7% increase)

10,817

Total appointments attended

(1,209 students)

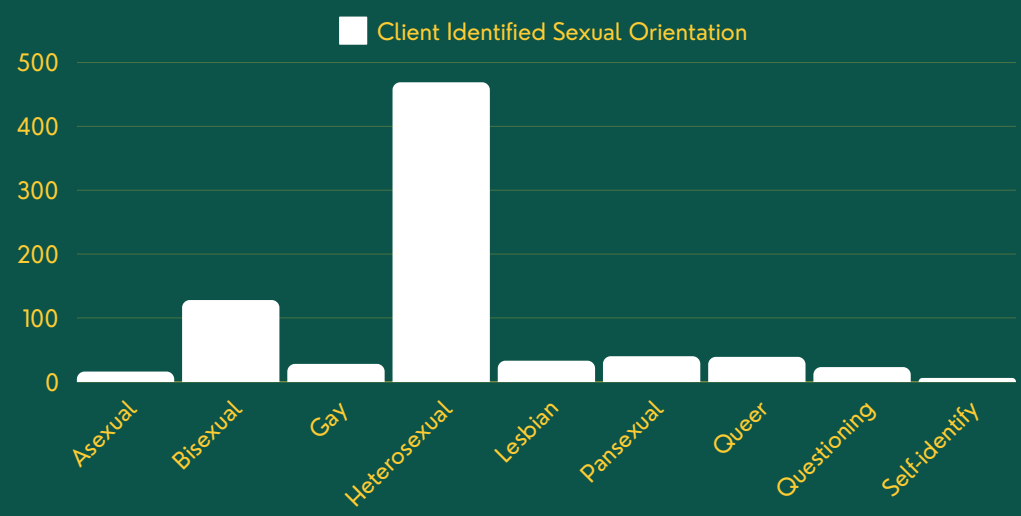
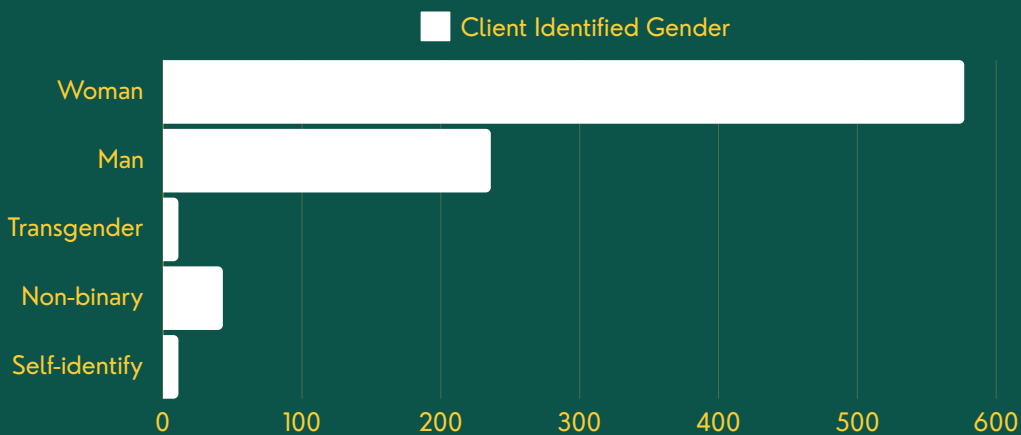
1,772

In-person appointments

5,887

Telehealth appointments

Who We Serve



Clinical Services

Initial Consultations and Intakes

805
Initial
Consultations
Completed

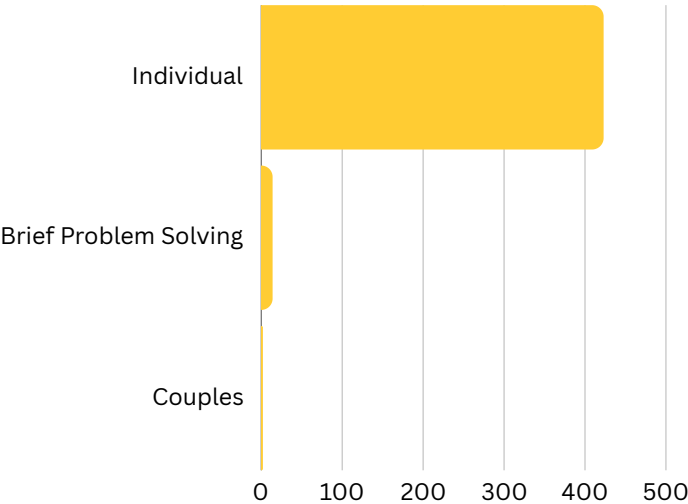
Jessica Chester, M.S.W., LMSW
Initial Consultation Training Coordinator

Initial consultations are a student's first contact with CAPS. Students meet with a CAPS Access Specialist for a brief assessment and discussion about what services, either at CAPS or in the community, would be best for the issues the student is reporting.

The Initial Consultation (IC) Training Coordinator position serves to ensure that all new trainees and staff are thoroughly instructed on providing initial consultations. Upon completing this specialized training, incoming staff and trainees will be able to effectively assess student needs, determine appropriate treatment options, and provide helpful referrals to students.

During the 2023-24 academic year, the IC Training Coordinator assisted 10 trainees and 1 staff member in learning how to conduct effective initial consultations. Together, we were able to connect 805 students to mental health services.

439
Total Intakes



Clinical Services

Brief Problem Solving (BPS) and Group Therapy

30

**BPS
appointments
provided**

11

**BPS
clients**

Jessica Chester, M.S.W., LMSW and
David Tucker, Psy.D., LP
Brief Problem Solving Coordinators

This service focuses on assisting students with targeted and/or time-sensitive problems by offering specific, solution focused interventions over the course of 4 sessions or less.

Since its start during the 2022-2023 academic year, Brief Problem Solving (BPS) has served 30 students.

Total BPS Services (2022-2024):

- 87 appointments
- 32 students
- Trained 12 counselors & trainees

2023-2024 Academic Year:

- 49 appointments
- 18 students
- 3 trainees

11

**Groups
12 offered**

115

**Unique group
clients**

Theresa Perlman, M.A., LPC
Group Therapy Coordinator

CAPS offers multiple group options for students, including support groups, psychoeducational groups, and processing groups, with different topics related to student need, such as anxiety, trauma, interpersonal relationships, and developing coping skills for emotional regulation.

Groups are designed as a space for students to receive and provide feedback to each other, therefore experiencing different perspectives, with the goal of utilizing peer to peer support.

Clinical Services

**Embedded Counselor at Eugene Applebaum
College of Pharmacy and Health Sciences
(EACPHS)**

223

**EACPHS
students
received
CAPS services**

41

**Outreach
events
provided to
EACPHS
students**

Patti Dixon, M.S.W., LMSW
Embedded Counselor

The unique needs of the various programs and schools within EACPHS were met in 2023-24 through confidential clinical service delivery, tailored outreaches, educational outreaches and prevention programming. The embedded counselor also provided instruction for Mental Health First Aid Classes, QPR suicide prevention and other psychoeducational classes on anxiety and stress management. All 13 EACPHS programs had outreach event uniquely tailored to the needs of the students.

The embedded counselor and two additional counselors from CAPS Main will be providing support for a research project being developed by the Occupational Therapy Program's Stella Lab in Fall 2024, which will feature the integration of dogs with students struggling with mental health concerns.



Clinical Services

Outreach and Mental Health First Aid

263

**Mental health
outreaches
provided**

616

**Hours of in-
person and
virtual
connections
to the WSU
community**

Stephanie Kastely, Ph.D., LPC
Outreach and Mental Health First Aid
Coordinator

CAPS has demonstrated its service for the Wayne State community in the form of mental health outreaches on and off campus, serving thousands of students, faculty, staff and community members over the past year.

Outreaches ranged from psychoeducation sessions, mental health resource tables, mental health presentations on numerous mental health concerns, mental health trainings, new and transfer student orientation events, guest speakers, guest lectures, mental health experts for interviews with local and national media, and participation and presence at large scale university events. CAPS also provides mental health training seminars every year during RA orientation. CAPS can tailor outreaches to meet the needs of Wayne State students, faculty and staff, and community.

13

**MHFA
trainings
provided**

500

**Individuals
trained in
MHFA**

CAPS has two certified Mental Health First Aid (MHFA) instructors. MHFA is a six to eight hour course that teaches participants how to identify, understand and respond to signs of mental illnesses and substance use disorders.

CAPS provides dedicated suicide prevention trainings once a month which are open to students, faculty/staff, and Wayne State community. CAPS also provides suicide prevention education programming during Suicide Prevention Month and Mental Health Month.

In 2023-24, trainings were provided to Wayne State staff, faculty, students and the larger university community, including local law enforcement and first responders. MHFA is also a part of all incoming first year medical students' orientation at Wayne State, as well as new housing and RA staff every year.

Clinical Services

Workshops and “Let’s Talk”

22

**Workshops
provided in
2023-24**

Ebony Fails, M.A., LPC
Workshop Coordinator

CAPS offers various psychoeducational workshops to the Wayne State community. Workshops are a great way to receive information about mental health topics and get an introduction into the CAPS office and services. Workshops are offered throughout the academic year, and are provided by staff, interns, and trainees. Topics this year included the KORU mindfulness program, anxiety, stress, gender and sexuality, and mental health concerns.

11

**University
departments
and student
groups
participated in
“Let’s Talk”**

Alex Stoklosa, Ph.D., LP
“Let’s Talk” Coordinator

“Let’s Talk” is a program that provides Wayne State students and staff with the opportunity to seek free, private, drop-in consultations in person or using Zoom with one of the “Let’s Talk” counselors. Although there is no set time for consultations, “Let’s Talk” consultations typically take 15 to 20 minutes.

“Let’s Talk” acts as a resource for the university community to seek consultations about supporting students, as well as reinforces liaison connections with various departments and student groups on campus.

33

**“Let’s Talk”
consultations
completed in
2023-24**

In the 2023-24 year, “Let’s Talk” was offered for 1-3 hour sessions, 4 days a week. A follow-up email was introduced for enhanced communication of resources and referrals with the students attending “Let’s Talk”, and follow-up survey was introduced letting students share their feedback on the program's structure and effectiveness.

Clinical Services

Case Management and After-Hours Services

1,037

Total case management appointments and hours

Janel Lynn, M.S.W., LLMSW
Case Management Coordinator

Case Management works to identify and minimize the individual barriers associated with accessing the services needed to maintain and advance the health of the student. Case management provides support in the referral and establishment of care with community health providers that are able to best meet the needs of the individual student.

543

Unique individuals serviced

2715

Total contacts

5

Average number of contacts per individual

Patti Dixon, M.S.W., LMSW
After-Hours Coordinator

The Afterhours Program has now completed two full years of service to WSU Students. The continued support of WSU Board of Governors allowed the program to expand this year from two fulltime crisis specialist and an administrator, to three fulltime crisis specialist, one part-time staff and an administrator. Program staff can be reached 7 days a week and 24-hours-a-day for a total of 168 hours of coverage each week. The After-Hours program can be reached at 313-577-CAPS (2277).

After-Hours crisis staff mitigate crisis, prevent unnecessary hospital ER trips, and link students to needed mental health supports on campus and in the community. After-Hours staff often collaborate with Housing staff, Wayne State Police Department, the Dean of Students Office, other faculty and staff from the University, and friends/family of the students.

CAPS Professional Commitment

Department, Campus, and Community

CAPS Training Program

Kristie Van de Laar, Ph.D, LP
Directors of CAPS Training Program

CAPS offers an immersive and developmentally-tailored training experience. CAPS aims to foster professional growth in a supportive and inclusive environment. Training experiences are structured with developmentally appropriate challenges that are based in trainees' past experience and areas of interest. During their training at CAPS, trainees immerse themselves in all aspects of work at a university counseling center, including clinical services, consultation, outreach to the University community, and professional development.

The aim of our training program is to create competent and ethical entry-level clinicians who value interdisciplinary collaboration, and demonstrate the skills needed to evaluate empirical knowledge and consider individual differences and diverse identities in their clinical practice. CAPS training program is multidisciplinary and multilevel. CAPS offers training opportunities to doctoral-level psychology interns, psychiatric residents, master's level psychology practicum students, master's level social work interns, and master's level counseling interns.

CAPS achieved accreditation with the American Psychological Association (APA) for our Psychology Internship (PI) program in May 2023. In 2023-24, CAPS received 33 applications for the psychology internship program, and awarded three positions. For other mental health disciplines, CAPS had four psychiatry residents, two psychology practicum students, two master's-level social work interns, and two master's level counseling interns.

CAPS Professional Commitment

Department, Campus, and Community

Critical Incident Response Team

Patti Dixon, M.S.W., LMSW, Coordinator

CAPS is honored to coordinate and provide critical incident support to the Wayne State campus and surrounding community. The Critical Incident Response Team is a collaboration with the Wayne State Police Department, Detroit Fire Department, CAPS staff and other campus faculty and staff members. The team meets monthly to train and practice the Mitchell Model of critical incident response. This allows members to become familiar with each other to build team alliance to improve mutual response.

In 2023-24, the Midtown Collaborative Team provided 24 unique sessions of Critical Incident Stress Management (CISM) support on campus. These responses included the deaths of students, faculty and staff, social justice protest on campus, support for an officer after a critical call involving use of weapons, and support to athletics after a former WSU athlete died by suicide.

In the upcoming year, three of the Wayne State University CISM Team members will be attending the Michigan Crisis Response Association Annual Conference with one team member teaching a course at the conference on mental health first aid.



CAPS Professional Commitment

Department, Campus, and Community

CAPS Liaison Staff Partnerships

Jennifer Bohanon, M.A., LPC, Coordinator

CAPS has many partnerships across the Wayne State community. Campus partnerships help CAPS increase our reach to students, by giving departments a direct line of communication to a CAPS staff member, and having a representative that a university department can contact for outreaches specifically for their department. We have 30 partnerships with various departments across campus.

Please see the following table for a list of liaison partnerships and CAPS staff contact:

School/College/University Committee	CAPS Staff Liaison
Coalition for Equity and Inclusive Excellence	Jennifer Bohanon
College of Education MHaWC	Janel Lynn
College of Nursing	Patti Dixon
College of Pharmacy and Health Sciences	Patti Dixon
Council of Undergrad Administrators	Jeffrey Kuentzel
Graduate School	Jennifer Bohanon
Law School	Kristie Van de Laar
School of Library and Information Sciences	Stephanie Kastely
School of Medicine	P. Dixon, S. Kastely, P.Smith
School of Social Work	Patti Dixon
WSU Extension Center	Alex Stoklosa

Campus Department	CAPS Staff Liaison
Academic Success Center	Theresa Perlman
Athletics	Ebony Fails
Campus Health Center	Stephanie Kastely
Center for Latino/a and Latin American Studies	Patti Dixon
Computer Information and Technology	Charisse Ormanian
Crisis Management Team	Jeffrey Kuentzel
Dean of Students Office (DOSO)	Jeffrey Kuentzel and Robyn Dover
Greek Life	Pauline Smith
Housing and Residential Life	Charisse Ormanian
Newman Center/Detroit Catholic Ministry	David Tucker
Office of International Students and Scholars (OISS)	Alex Stoklosa
Office of Military Veterans and Academic Excellence (OMVAE)	Angela Fedewa
Office of Sexual Violence and Prevention Education	OPEN
Psychology Clinic	Jeffrey Kuentzel
Undergraduate Advising Center (UAC)	Theresa Perlman
Warrior 360	Jessica Chester
Wayne Health	Pauline Smith
WSU Police Department	Patti Dixon

CAPS Professional Commitment

Department, Campus, and Community

CAPS Professional Development

Mara Furlich, M.S.W., LLMSW
Coordinator

CAPS encourages all staff to participate in various professional development opportunities, both outside and within the department. Professional development provided directly to CAPS staff within the department is accomplished by different subject-matter experts presenting various important topics to CAPS staff every other week. This includes representatives from different Wayne State departments, representatives from community resources, CAPS staff, and having interns and trainees provide case presentations to all staff during their training. Interns also provide a research presentation. In the 2023-24 academic year, 13 professional developments were provided, along with the option to join an extended compassion fatigue workshop for several additional weeks.

Topics included General Psychiatric Management (GPM) for borderline personality disorder, treating eating disorders on college campuses, and sexual violence prevention. Avalon Healing, WSU Office of Sexual Violence Prevention and Education, Office of Multicultural Student Engagement, and the Dean of Students Office also had representatives present to CAPS staff.

CAPS Diversity Committee

David Tucker, Psy.D., LP
Coordinator

The Diversity Committee at CAPS works to engage staff members on the topics of Diversity and Inclusion to create growth and dialogue. The Diversity Committee works to embody the Diversity statements of Wayne State and CAPS. Training activities in 2023-2024 included topics and events such as the impacts of poverty, how different cultures grieve, a closer look at the demographics of our clients, and identifying and interrupting microaggressions.

During the November activity there were some unintentional but serious mistakes made and upon a great deal of review and reflection, the Diversity Committee decided to go on a hiatus and then regroup. CAPS continues to prioritize Diversity, Equity, Inclusion, and Belonging, and has ambitious plans for efforts in these areas in 2024.

CAPS Professional Commitment

Department, Campus, and Community

Staff Professional Achievement

CAPS staff are active in research, publication, presenting, and continuing education. Presentation topics have covered various topics, such as college student mental health concerns, non suicidal self injury, crisis management, wellness initiatives, college counseling center staff self-care, and creative interventions in college counseling centers.

Presentations at Conferences and Conventions

- ACCA Annual Conference - Come Together: Advocacy and Community Through Adversity, Orlando, FL: "Breaking Down the Barriers: Meeting Students' Changing Mental Health Needs". (K. Van de Laar & A. Stoklosa, presenters)
- Depression on College Campuses Annual Conference – A New Generation, Ann Arbor, MI: "Reaching Out: Meeting Students' Changing Mental Health Needs" (A. Stoklosa & K. Van de Laar, presenters)
- Student Affairs Administrators in Higher Education (NASPA) Annual Conference, Seattle, WA: "Creativity in Mental Health Education and Outreach on a University Campus" (S. Kastely & P. Dixon, presenters)
- American College Personnel Association-Michigan Conference, Detroit, MI: "Mental Health Outreach and Education on a University Campus Post Pandemic" (S. Kastely, presenter)
- Wayne State University Annual Academic Advising Summit, Detroit, MI: "Mental Health Outreach and Education on a University Campus Post Pandemic" (S.Kastely & P.Dixon, presenters)
- Wayne State University Social Work Annual Research Symposium: "Assessing Student Needs for a Collegiate Recovery Program" (E. Cox, J. Kuentzel, E. Pasman & S. Resko, presenters)

CAPS Professional Commitment

Department, Campus, and Community

Staff Professional Achievement

Media Interviews

CAPS staff participated in many media interviews and publicity efforts, including Mindset News, the Wayne State South End newspaper, WILX news, WWJ radio, Today@Wayne, Wayne State Get Involved, Wayne State School of Social Work news page, and Wayne State Instagram and Wayne State Athletics Instagram accounts.

Grant Awards

- 2024 - 2025 The Children's Foundation/Jamie Daniels Foundation. Wayne State University Collegiate Recovery Program Enhancement, \$55,000

CAPS Staff Continuing Education

- Stephanie Kastely, Ph.D., LPC: Masters in Public Health, Wayne State
- Jennifer Bohanon, M.A., LPC: Master of Arts In Education - Sports Administration, Wayne State
- Ebony Fails, M.A., LPC: Master of Arts in Education - Sports Administration, Wayne State
- Janel Lynn, M.S.W., LMSW: Awarded LMSW, enrolled in Master's in Public Health, Wayne State

CAPS Staff Promotions 2023-24

- Candice Warren: Receptionist to Office Services Clerk II
- Stephanie Kastely, Ph.D., LPC: University Counselor II to University Counselor III
- Jeffrey Kuentzel, Ph.D., LP: Director to Senior Director

CAPS Staff and Trainees 2023-24

	Clinical Staff	
Kaifa Alsoofy, M.S.W., LMSW Counselor (Grand Valley State University)	Mara Furlich, MSW, LLMSW Counselor/After Hours Specialist (Grand Valley State University)	Jaclyn Pfingsten, M.S.W., LLMSW Counselor (Wayne State University)
Jennifer Bohanon, M.A., LPC Counselor (Ball State University)	Nour Ismail, M.S.W., LMSW Access Specialist (Wayne State University)	Brittany Rutland, Psy.D., LP Counselor (Michigan School of Psychology)
Jessica Chester, M.S.W., LMSW Access Specialist (Wayne State University)	Stephanie Kastely, Ph.D., LPC Counseling (Wayne State University)	Pauline Smith, M.D. Psychiatrist (Wayne State University)
Anne Di Iorio-Fitzpatrick M.S.W., LMSW After-Hours Specialist (Wayne State University)	Jeffrey Kuentzel, Ph.D., LP Senior Director (Wayne State University)	Aleksandra Stoklosa, Ph.D., LP Counselor (Wayne State University)
Patricia Dixon, M.S.W., LMSW Associate Director of After-Hours Services (Wayne State University)	Sheila Lewis, M.A., LPC After Hours Specialist (Ashland Theological Seminary)	David Tucker, Psy.D, LP Counselor (Michigan School of Psychology)
Robyn Dover, M.S.W., LMSW Counselor (University of Michigan)	Janel Lynn, M.S.W., LMSW Case Manager (Wayne State University)	Kristin Van de Laar, Ph.D., LP Associate Director of Training (Southern Illinois University)
Ebony Fails, M.A., LPC Counselor (Wayne State University)	Charisse Ormanian, M.A., LLP Associate Director of Clinical Services (Wayne State University)	Lenette Wood, M.S., LPC Crisis Response Case Manager (University of Phoenix)
Angela Fedewa, Ph.D., LP Counselor (Wayne State University)	Theresa Perlman, M.A., LPC Counselor (Wayne State University)	

CAPS Staff and Trainees 2023-24

Administrative Support Staff

- Tanya Vines (Destiny School of Ministry) - Secretary IV
- Candice Warren, B.A. (Wayne State University) - Receptionist
- Dan Cotton, A.S. (Wayne County Community College) (Secretary III)
- Ivy Neal, A.A.S. (Oakland Community College) - Receptionist

Psychology Interns

- Logan Chappell (Michigan School of Psychology)
- Rebecca Jarvis (Michigan School of Psychology)
- Bettie Williams (Michigan School of Psychology)

Psychiatry Residents

- Astian Ayoola, DO (Ohio University Heritage College of Osteopathic Medicine)
- Saara Mohammed, MD (Wayne State University)
- Camille Olechowski, MD
- Maria Selander, MD (University of Cincinnati College of Medicine)

Psychology Practicum Student

- Vincent Mangiapane (Michigan School of Psychology)
- Kris Shehu (Michigan School of Psychology)

Master's-Level Interns

- Micah Adler-Goldsmith, Social Work (Wayne State University)
- Isadora Baughman, Counseling (Eastern Michigan University)
- Alexandra Maxwell, Counseling (Wayne State University)
- Lindsay Schimler, Counseling (Eastern Michigan University)
- Drew Stapleton, Social Work (Wayne State University)



WAYNE STATE
UNIVERSITY

Counseling and Psychological Services

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*Counseling and Psychological Services is accredited by
the International Accreditation of Counseling Services (IACS)
and the American Psychological Association (APA)*

