STUDENT SERVICES FEE
Progress Report

Please fill in the gray boxes with the information requested

Department Name: Counseling and Psychological Services  Date: 12/15/2009
Project Supported by Student Services Fee: Counseling and Psychological Services Accessibility
Amount of Award: $100,000  Project Type: Profess. & Support Service Staffing  # Years Funded: 3
Contact Person: Marian Binder, Ph.D.  Contact Information: Binder@health.arizona.edu or 621-3334

Project Scope:
A 1.0-FTE Psychologist/Assistant Director, Glenn Matchett-Morris, Ph.D., was on staff throughout 2009. His position was funded in order to provide improved access to professional counseling services and offer additional managerial oversight to enhance CAPS service delivery. In addition, a portion (.30-FTE) of a new 1.0-FTE Support Services (front desk) position was funded. The purpose of this was to improve telephonic and in-person access to CAPS for students as well as to enhance the management of student counseling appointments.

Outcomes: For the 2009 year to date, Dr. Glenn Matchett-Morris provided 682 student contacts for 294 unique U of A students. Of these, 226 of the students were new patients to the CAPS unit. His position additionally served to enhance service to students by incorporating responsibilities for Triage/Intake and Emergency coverage scheduling as well as numerous clinical consultations. He provided primary clinical oversight for 6-CAPS professional counselors and the 3-front desk staff. Dr. Matchett-Morris was also involved in frequent crisis outreach and training. He instituted QPR (Gatekeeper training) for suicidality to assist faculty and staff to recognize students in crisis and know how to refer them for help.

With regard to the front desk position, CAPS professional staff noticed a marked decrease in student’s complaints about their ability to gain access to CAPS. In addition, waiting lines to check-in or make follow-up appointments were essentially eliminated.

Student Response: The primary impact, as planned, has been to improve access to CAPS services for U of A students. While CAPS professional staffing is still far from ideal, several hundred additional unique students were able to receive CAPS services this year as a direct result of this funding. Students have appreciated enhanced telephone access to CAPS as well as significantly shorter wait times at the front desk.

Attempts to Obtain Additional Funding:
We have engaged in conversations with prospective donors which have yielded support for some programming efforts, but not for staffing to date.

Other Funding Sources:
In order to optimize the impact to students of the additional front desk staffing at CAPS, the Campus Health Service has funded the additional .70-FTE to bring the new front desk position to 1.0-FTE.

Provide: (Not Necessary in June Report) By December 31, 2009, $50,000 of the $100,000 will have been expended in support of these two service enhancements. At this point in time, we do not anticipate any unused balance to remain at the end of the fiscal year (6/30/2010).

Submit Report: To JoLene Unruh via email attachment: jlundh@email.arizona.edu
Progress reports are due twice each year: for projects funded FY 08-09, progress report is due by June 15, 2009. For projects funded FY 09-10, reports are due December 30, 2009 and again June 30, 2010.