

### Appendix I: IUPUI CAPS Strategic Plan Progress

GOAL	"SMART" OBJECTIVE	2009-10	2010-11
Excellence in prevention	1-A Increase in number of presentations related to wellness by 5%	31 presentations, 23 Orientation sessions , 9 other health or resource fairs <b>Decrease in presentations due to high clinical demand and limited staff.</b>	30 presentations, 20 Orientation sessions , 4 other health or resource fairs
	1-B Increase percentage of wellness-based treatment by 5%	39.2% OQ below clinical cutoff (+6.7%) GAF: 0.2% good +25.2% slight + 55.8% mild impairment = 81.2% (+6.9%)	Transitioned from OQ to CCAPS. GAF 1.7% good +17.2% slight + 53.3% mild impairment = 72.2% (-9%); CCAPS 26% had no clinical scale elevations (>59) (N=230)
	1-C Increase number of students served by 5%	791 (+6.6%)	835 (+5.6%)
	1-D Increase number of appropriate referrals by faculty/staff by 5%	245 (-2%)	194 (-21%)
	1-E Increase number of students reached through outreach programming by 5%	6860 served = >4,000 Orientation + ~1,000 at 9 health Fairs + 118 screened + 754 online screen/education + 989 at 31 presentations <b>Outreach efforts reduced due to high clinical demand and limited staff.</b>	>4,000 Orientation + ~1,000 at 4 health Fairs + 128 screened + 558 online screen + 33+ online education + 1427 at 30 presentations
	1-F Screen >50 students for depression	Depression = 25 + 251 online depression + 137 online Bipolar  EDO screening = 19	Depression = 32 (16 referred) + 222 online depression + 134 online Bipolar  EDO screening = 31 (8 referred)
	1-G Screen >50 students for anxiety	Anxiety = 36 + 172 online anxiety + 47 online PTSD	Anxiety = 46 (39 referred) + 169 online anxiety + 33 online PTSD
	1-G increase substance abuse prevention activities by 5%	E-Chug = 147 Screened = 38	E-Chug = 242, E-Toke = 94 Screened = 19 (7 referred)
	1-H Complete collaborative intervention with IUPUI Police >3/year	Lash and Lewis – BCT Core Team; collaboration in CISD Team development - trained 31 individuals in 2 sessions	Lash and Lewis – BCT Core Team; collaboration in CISM Team
	1-I Complete feasibility proposal for satellite office	Not feasible at this time.	Focused on relocation

Excellence in Student Engagement	2-A Provide >4 hours of training to RA Staff	GHD 4; RA 4 staff x 3 hours	GHD 6; RA 4 staff x 3 hours
	2-B Increase availability of psychiatric services by 5%	Changed provider in March 2010 from IU Psychiatry to Dr. DeLynn Williams. Contract for ~8 hours/week. 97 intakes (-5%) + 449 med checks (+13.7%) Number of students: 181 (+7.7%)	Contract for ~8 hours/week. 110 intakes (+13.4%) + 406 med checks (-9.8%) Number of students: 180 (nc)
	2-C Establish presence in New Student Orientation	Participated in 23 summer orientation sessions -- June-July 2009 ~ 4,000 students.	Participated in 20 summer orientation sessions -- June-July 2009 ~ 4,000 students.
	2-D Increase recognition of CAPS by 5% based on IMIR data	Student Life Reputation Survey 87.5% of students had not used or experienced Individual Counseling at CAPS and 40.3% of faculty/staff were not aware of Individual Counseling Services at CAPS for student referrals.	-----
	2-E Increase satisfaction with CAPS services	89% found the visits useful (#12); 80% experienced improvement in their condition (#13); 49% indicated that CAPS' services helped them to remain at IUPUI (#14); and, 54% believed CAPS' services helped to improve their academic performance (#15). Number surveys: 189 Increased number of surveys completed by on-line solicitation and response.	88% found the visits useful (#10) and 89% were satisfied (#19); >76% experienced improvement in their condition (#13); 50% indicated that CAPS' services helped them to remain at IUPUI (#15); and, 59% believed CAPS' services helped to improve their academic performance (#16). Number surveys: 258 Increased number of surveys completed by on-line solicitation and response.
	2-F Make available fee reduction structure for services	20 awarded in 2009-10 6 of the 20 were for alumni	43 awarded in 2010-11
	2-G Make changes to environment to increase professional and confidential atmosphere	Implement web-based client information input and assessment instruments. Seeking new location for 2011 due to anticipated demolition of Union Bldg.	Implemented web-based client information input and assessment instruments. Relocated to Walker Plaza. New furnishings for most offices.

Excellence in professional practice	3-A Continue to reserve at least 10 hours a week for crisis response services	40 hours of crisis services, clinical screening protocol refined. (76 sessions)	40 hours of crisis services Increased number of sessions (131)
	3-B Maintain graduate student satisfaction with training program at >90%	Of the 5 completed anonymous exit interviews, all noted Strongly Agree with the item "This experience was a valuable part of my overall training." Of the 5 exit interviews, all indicated they would recommend a placement at IUPUI CAPS to their peers.	Of the 7 completed anonymous exit interviews, 6 noted Strongly Agree with the item "This experience was a valuable part of my overall training." Of the 6 exit interviews, all indicated they would recommend a placement at IUPUI CAPS to their peers.
	3-C Annual evaluation of Didactic Training seminars and adjust offerings as indicated	Ratings collected during fall semester and rankings collected at end of semester. Have identified at least 3 didactics to revisit/revise based on student comments.	Ratings collected during fall semester and rankings collected at end of semester. Have identified at least 3 didactics to revisit/revise based on student comments.
	3-D Increase consultation with faculty and staff by 5%	Resumed new format for tracking in January 2010. During the spring semester of 2010, 20 formal consultations were logged.	75 formal consultations for ~13 hours of direct contact
	3-E Make >2 presentations to underserved populations each semester	Made contact/invitation to collaborate with scholar groups. 1 presentation to 21 <sup>st</sup> Cent. Scholar group. 2 presentations to McNair Scholar Summer Research Program. Additionally: 1 presentation to SASUE (GLBT group), information table at Latino/a Student Organization Function, training with OIA staff, presentations at LLM and OIA student orientations. Total = 8 events	Presentations to McNair Scholars, SASE, Office of Veteran and Military Personnel, International Affairs, and two for the Nina Scholars. CAPS was present at two events sponsored by Office for Women. Total 8 events
	3-F Maintain diversity of client population greater than student population	69% white, 61.8% female	70.4% white, 63.9% female
	3-G Establish and implement policy for transitional services for recent graduates of IUPUI	15 alumni served	27 alumni served

	3-H Increase revenue >5%	\$620,395 total budget reduced due to reduction in State funding. Income = \$66,722 = 8,240 (initial fee) + 12,960 (testing) + 23,163 (counseling) + 22,359(psychiatry) One-time student fee allocation: \$13,000	68,640 (+2.9%)income = 8,906 initial + 19881 ind coun + 2105 rel coun + 11047 testing + 4585 undetermined +22116 psychiatry, 28,000 required, \$637,700 initial - 274860 base funds + 310000 GFF and 24,840 added for new counselor partial year - funding for 7th position and second postdoc secured for following year
	3-I Complete proposal for new health facility	No new actions.	No new actions. Relocated to Walker Plaza.
	3-J Increase number of licensed staff to >10 FTEs	Added 2: Misty Spitler (7/1/09), Luana Nan (8/1/09); Added 1 part-time: Jo Beck-Jennings (11/09) Lost 1: Suzanne Hillin (10/09)	Resignation Thamasak, March 2011; Hines and Stempel transitioned from postdocs to staff in March 2011, start date 7/11/11 for Jason Katte, elimination of part time position (J Beck Jennings)
Excellence in Community Building	4-A Establish partnership with at least one community agency	Collaborated with ICAN for administration of substance use/abuse survey in spring 2010.	began discussions with INCSAPP for sexual assault prevention
	4-B Determine feasibility plan for providing supported education program	Not feasible at this time. Two staff members attended conference on transition of students with autism spectrum characteristics to college environment.	Not feasible at this time.
	4-C Revise policy for HR referrals	HR developed relationship with new EAP. CAPS will no longer provide these services.	---
	4-D Publicize retention and graduation rates of CAPS' clients	New data obtained and distributed including 6-year graduation rates for FTFT with CAPS rate 1.5x that of peers. One-page summary for Dean's meetings, included in presentations to Council on Retention and Graduation, Advisors Group, and in e-newsletter.	Information continues to be included in presentations to faculty/staff/student leaders and is available on web-page.
	4-E Increase CAPS' staff involvement in campus health-related activities by one per year (partner with other units)	9 health fairs Health & Benefits Fair, Spring Break Health Fair, SH continued involvement in BISD, New Assoc. Fac. Orientation, New Fac. Orientation, GSO, Latino student org.	maintained involvement in health fairs, liaison relationships - Hines to work with SH

Excellence in Professional Development	5-A Achieve IACS accreditation	not feasible at this time	not feasible at this time
	5-B Achieve APA accreditation	not feasible at this time	not feasible at this time
	5-C Maintain APPIC membership	Maintained – up for renewal in 2011	Maintained and have secured funding for 2012-13 group. Will need to complete renewal materials on 2011-12.
	5-D Each staff member will maintain professional licensure in good status	Acquired HSPP: Lewis, Spitler, Beck-Jennings Completed pre-requisites for HSPP: Nan Maintained Licensure: Lash, Thamasak	Acquired HSPP: Nan, Hines, Stempel Maintained Licensure: all others
	5-E Increase staff diversity to increase utilization of student population	Clinical: 1 W F L; 1 A F H; 3 W F H; 1 W EE F H; Office: 1 W F H	Clinical: 1WFL; 3WFH; 1WEEFH; 2 WMH; Office: 1 WFH
	5-F Increase staffing hours in front office	Maintain 3 evening and 2 daytime assistants and one full-time Office Manager.	Maintain 3 evening and 2 daytime assistants and one full-time Office Manager.
	5-G Develop plan to maintain consistency of front office functions	continue training	continue training
	5-H Upgrade CAPS technology to meet accreditation standards	Electronic notes with minimal hard copies: initiated July 1, 2010. Maintain HelpNet plan.	Electronic notes and client data input successfully implemented throughout year.
	5-I Establish full HIPAA compliance	have not completed documentation of compliance	have not completed documentation of compliance
	5-J Increase resources for training program to meet accreditation standards	not feasible at this time	not feasible at this time
	5-K Develop and implement plan for improving environment of waiting and reception areas	None	New furnishings and new office space resulted in significant improvements in this area.
	5-L Complete at least one research project using CAPS' data	None to date	None to date