



Office of the Vice President for Student Success
Loew Hall, Room 201
T: 718-289-5864
F: 718-289-6488

Bronx Community College
of the City University of New York
2155 University Avenue
Bronx, New York, 10453

Office of Student Success

Office of Personal Counseling 2017-2018 Annual Report

Submitted by: Vasiliki Torres

Mission

The mission of the Office of Personal Counseling is to assist students with emotional, developmental or psychological concerns that may be interfering with their personal and academic growth. We provide free, confidential, short-term individual and group counseling to help students find healthy ways to cope with college and life stressors in order to enhance their personal growth and support their academic focus at Bronx Community College. The Office of Personal Counseling furnishes the Safe Space program for LGBTQIA students. Our office is a deemed Sanctuary for all vulnerable populations. Our center is dedicated to promoting racial justice. All students are treated with respect and dignity. All students are seen as individuals with unique strengths. Our services are free and confidential.

We are also a liaison to the community, linking appropriate students to more intensive and longer term services as needed. We are committed to supporting the faculty and staff in the identification of students who may benefit from our services and then reaching out to those students in need. We provide educational programming to the campus community and work to emphasize wellness and prevention in our outreach efforts.

(Aligns with Goals: 1, 2, 6, & 7)

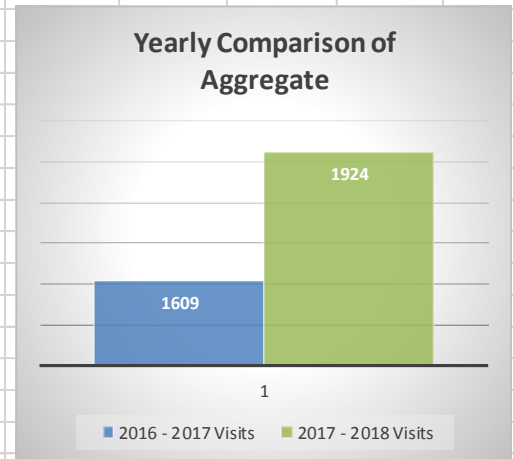
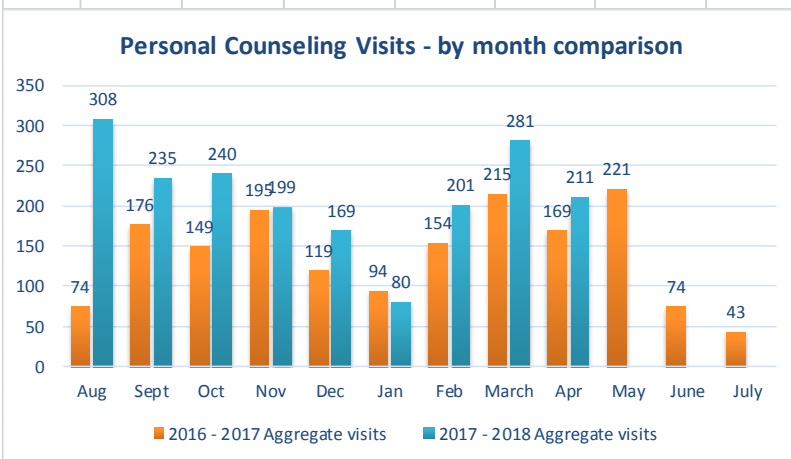
Closing the 2017-2018 Loop

Please See Appendix 1

2017-2018 Annual Report

1. Number of Students Served

Personal Counseling - 2017/2018									
Visit comparison by month and year									
	2016 - 2017 Aggregate visits	2017 - 2018 Aggregate visits	% change from 2016/2017 to 2017/2018	2016 - 2017 New Students	2017 - 2018 New Students	% change from 2016/2017 to 2017/2018	2016-2017 Hospitalized	2017-2018 Hospitalized	% change from 2016/2017 to 2017/2018
Aug	74	308	316.2%	8	108	1250.0%	Not tracked	3	n/a
Sept	176	235	33.5%	30	61	103.3%	Not tracked	7	n/a
Oct	149	240	61.1%	32	56	75.0%	Not tracked	4	n/a
Nov	195	199	2.1%	38	24	-36.8%	Not tracked	3	n/a
Dec	119	169	42.0%	10	18	80.0%	Not tracked	1	n/a
Jan	94	80	-14.9%	8	11	37.5%	Not tracked	0	n/a
Feb	154	201	30.5%	37	47	27.0%	Not tracked	2	n/a
March	215	281	30.7%	26	72	176.9%	Not tracked	0	n/a
Apr	169	211	24.9%	28	46	64.3%	Not tracked	1	n/a
May	221		-100.0%	22		-100.0%	Not tracked		n/a
June	74		-100.0%	9		-100.0%	Not tracked		n/a
July	43		-100.0%	3		-100.0%	Not tracked		n/a
TOT	1609	1924	19.6%	251	443	76.5%	0	21	n/a



Disclaimer #1: Please note that at the time of authoring this report, the academic year is not complete; hence May, June and July data is missing.

Disclaimer #2 - This number does not include in-class workshops provided by Get PSyCh'D; does not include joint consultation with faculty/staff; does not include students who refuse consent; does not include students at campus-wide events, e.g., orientations, service fairs, panel discussions hosted by other departments.

2. Student Success Initiatives/Activities

Esther Levy is a co-founder of the Get PSyCh'D, a peer education and career development program for BCC students pursuing careers in mental health. OPC has received over \$150K in grant funds awarded to date with the following funds being awarded in the 2017-2018 academic year:

- \$14K from the Dammann Fund

Safe Space, founded by Donna Paroff-Sherman, is a program dedicated towards supporting LGBTQIA students with a sense of security on campus as well as identifying faculty and staff who are welcoming and trained to assist. These allies provide referrals to students who want assistance/support due to concerns related to gender- or sexual-identity. Upon completing required training, staff, faculty and student leaders are provided with Safe Space rainbow stickers and bracelets along with a resource manual (*Goals 5.1-5.2, 6.2, 7.2*).

Safe Space provided:

- LGBTQIA awareness
- Coming Out Day
- Day of Silence (anti-bullying)
- LGBTQIA homeless shelters and outreach for Trans students

Department Initiatives: OPC provided the following staff training, support groups, and workshops to the campus community.

Accomplishments: (*Goals: 1.3, 2.1, 2.3, 3, 7.2*)

Staff Training:

- Crisis Intervention
- Community Referrals
- Behavioral Intervention Team protocol

Support Groups:

- LGBTQIA
- Violent Attachments

Workshops:

- Test Anxiety and Stress Reduction Workshops (Final Exam Week Fall/Spring) (Student # approximately 70)
- Suicide Awareness for Students of Color (Student # approximately 60)
- OPC Open House and Mixer (Student # approximately 32)

3. Staff Highlights/Accomplishments (*Goal 7*)

Accomplishments

Esther presented on the Get Psych'D program, expanding this year to national conferences as listed:

- **2018 NASPA Mental Health Conference:** "Increasing Outreach and Diversity through a Community College Mental Health Peer Educator Program" (Presentation)

- **2018 ACCA Conference:** “Increasing Counseling Center Outreach and Promoting Diversity in the Mental Health Fields through a Community College Peer Educator Program” (Presentation)
- Serves on Middle States Committee.
- Creates/formulates webpage design.
- Manages Titanium documentation system.

Donna Paroff-Sherman (DPS)

- Serves as Chairperson of the Safe Space Program.
- Organized two LGBTQIA events: November 2017 enlisted and trained those who identify as “allies” on campus. Guest speakers were from Ali Forney, Trinity Place, Lehman faculty, and Title IX speaker. Manuals were created and distributed by DPS; March 2018 event addressed and discussed LGBTQIA Center on campus (25 attendees).
- Facilitates weekly LGBTQIA support group with one THRIVE fellow.
- Serves on the Bronx Task Force LGBTQIA Committee at the Bronx Borough President’s office, Middle States, and Women’s Committee.
- Participates in Health and Wellness meeting with the District Manager of Community Board 5.
- Completes/organizes all outreach on campus including FYS Peer Mentor training, Athletics, and staff/faculty as per requested.
- Serves as faculty liaison and consultant on cases.
- Assisted with *Planned Parenthood, Project Street Beat* health van services on campus.

Janet Nelson - Intake coordinator

- Attended 2018 ACCA Conference in NC.
- Represented BCC OPC Intake Office at 2018 ACCA Conference.
- Participated in seminars: *Major Unusual Incidents at College Campuses, Caseload management at High Volume Counseling Centers, The Steve Fund and JED Foundation's Equity in Mental Health Framework: Addressing Student of Color Wellbeing, This Is How We Do It": Engaging African American Students in the Therapeutic Process.*

Vasiliki Torres - Director

- Completed third non-teaching, adjunct hire after two candidates left position.
- Continued to work with ASAP on FTE counselor position.
- Created/Supervised 2 embedded interns in Single Stop and Early Childcare Center, *gratis*.
- Worked with Public Safety on NaBita threat assessment 2-day training (over 25 attended).
- Worked with Middle States on surveys, assessments, and standards of OPC.
- Provided suicide/homicide crisis training for 3 interns and 3 THRIVE clinicians.
- Provide administrative, task and clinical supervision for 2 front office staff, 3 MSW interns, 3 THRIVE clinicians, and 2 full-time clinicians.

- Increased center productivity by 312%.

4. Staff Participation in College Wide Activities (*Goals 4.1-4.3; 6.1-6.4*).

OPC staff participated in the following campus wide activities:

Health Services Mental Health Workshop	MEN Fundraiser
COPE Service Fairs	Campus Ministry Events
BCC Annual Health Fair	Club Fair
Enough is Enough	Athletic Events
Health Services Men’s Health Workshop	CUNY Start Events
ALICE	Muslim Association Speakers
Orientations - All	Primary Aggressor Trainings
Title IX Training	Puerto Rico – Hurricane Postvention
Enough is Enough Training	Suicide Awareness Event
NaBita Threat Assessment Training	Panel on Student Diversity
Title IX CUNY Central Training	Open House Mixer
Light in the Darkness Forum	Women’s Center/Gloria Rodriguez
OPC Open House Mixer	Meet and Greet & Activities

5. Description of Linkages/Collaboration: Internal and External Agencies

Listed below are the On-Campus Linkages (*Goals 1, 2, 3, 6 and 7*):

Social Sciences	Human Services	HPEW	ASAP	Early Childhood
Rainbow Alliance	Future Now	COPE/GSI	Single Stop	Title IX
Communications	Nursing	BIT	College Discovery	Disability
Women’s Center	SheSpeaks	Judiciary Affairs	Public Safety	Veterans/Prove
Unity/ Diversity	Health Services	Academic Success	Campus Ministry	NYPIRG

Listed below are the Off-Campus Linkages (*Goals 1, 2, 3, 4, and 5*):

6. Summary of Assessment Activities and Outcomes (*Goals 1.1-1.3; 2.1-2.3*)

Assessments focusing on learning outcomes related to the psychoeducational workshops that we administered were analyzed from the workshop evaluation forms. All benchmarks were reached:

- 92% of students reported having learned a “moderate amount” or “a great deal” of information in the psycho-educational workshop

- 85% of students reported that the information is “moderately” or “extremely” useful
- 85% of students will report that the information is “moderately” or “extremely” relevant to their success at BCC.

DATA/REPORT	How it is/was used (Purpose)	Evidence of Improvement
<ul style="list-style-type: none"> • Student Hospitalizations for Suicide and/or Psychosis • Total 21 	<ul style="list-style-type: none"> • To improve/create ambulance transport. • To improve/created hospital linkages. • To improve/create hospital admissions procedure, experience and discharge. • To implement training and supervision on hospital protocols from admission to discharge and community re-entry. 	<ul style="list-style-type: none"> • Meet with hospital psychiatric social workers and nurses regarding ambulance transport. • Meet with hospital psychiatric social workers and nurses regarding ambulance transport. • Meet with hospital psychiatric social workers and nurses regarding admissions procedure, experience, and discharge.

7. Staff Hires, Retirements and Other (Goals 2.1-2.3; 3.1-3.3)

- Three temporary Non-Teaching Adjunct P/T positions hired; two left; one bilingual LGBTQIA identified male, and another male clinician of color. **Challenges:** part-time position does not offer benefits and FTE salary.
- ASAP counselor vacancy has been posted effective March 2018.
 - **Challenges:** Hiring a bilingual clinician poses challenges due to salary range which is not competitive.
- Two additional THRIVE clinicians; one bi-lingual female and one male of color.
- Created two embedded graduate level internship sites for diverse candidates (Single Stop/Childhood Center).
- Get PSyCh'D proceeded with hiring peer educators.
- Re-integrated P/T male clinician of color in Disposition meeting and in supervisory role.

8. Development, Modification, Revision, Enhancement of Policies or Operations

- No new enhancements/revisions – all under review.

9. Areas in Need of Improvement/Attention

- OPC needs additional front office staff for full coverage.
- OPC needs to diversify the clinicians in order to reflect the student body.
- OPC needs to improve referral process for crisis clients and Public Safety and Single Stop.
- OPC needs to create a confidential, noise free environment with continual discussion of conference room restrictions and assignments along with a private entrance from the stairwell.

2018-2019 Annual Plan, Goals, and Targets

1. Student Success Initiatives/Activities (Goals 6.1-6.4)

Program evaluation indicates that OPC workshops are successful in terms of learning outcomes. OPC continues to identify additional strategies for reaching students to be able provide preventive services and thus, destigmatize help seeking.

Plans

- Seek additional funding to continue the Get PSyCh'D peer program to increase outreach and psychoeducation.
- Safe Space will continue to provide trainings for faculty, staff and students to increase trained LGBTQIA allies building tolerance.

2. Professional Development (Goals 3.1-3.3;5.2;6.2-6.4)

OPC staff must attend licensure professional development for NYS law and CEUs. This year, clinicians are focusing on threat assessment, racial trauma, and suicidology.

Plans

- Work with the Office of Public Safety and Judiciary Affairs to host any additional threat assessment training.
- Continue to upgrade suicidal and homicidal assessments.
- Continue education on domestic, human trafficking and slavery.

3. Linkages/Collaboration: Internal and External Agencies (Goals 4.1-4.3; 5.2)

Plans:

- Collaborate between Academy for Transitions to Health Professions and Get PSyCh'D.
- Collaborate with Judicial Affairs and OPS to provide faculty and staff trainings.
- Strengthen relationships with LGBTQIA immigration organizations in the community.
- Continue to work with Immigration Community Networks to ensure sanctuary status.
- Continue to collaborate with Judiciary Affairs and Public Safety regarding BIT protocol.
- Provide Therapy Dog supports during final exam week.
 - **Challenges:** Budget
- Create further linkages for gay identified men of color.
- Continue to create MOUs with neighboring hospitals.
 - **Challenges:** Mental Health Insurance.

4. Use of Data to Improve Operations, Student Outcomes

OPC will continue to utilize up-dated surveys in order to assess operations and student outcomes.

Challenges: Students who are vulnerable or suffering are compromised and depleted thus, unable to complete surveys.

5. Development, Modification, Revision or Enhancement of Policies/Operations (*Goals 3 & 6*)

OPC will continue to enhance suicidal and threat assessment policies and procedures.

6. Additional Goals/Targets for Areas in need of attention/improvement (*Goals 1-7*)

- OPC will continue to grow and recruit THRIVE candidates thus, providing BCC with additional free labor in the amount of \$558,000 in order to meet the high level of student need.
- OPC will continue in its attempt to provide a center that is therapeutic, confidential, private, safe and clinically healing.
 - **Challenges:** OPC is not an enclosed space that offers privacy, confidentiality, safety, or healing by therapeutic standards due to the location design. There is no dedicated area designated for the counseling center and its clients. The clinical offices are exposed and sporadically staggered throughout the hallway with no private entrance or exit. The conference room is utilized by the entire campus.

Appendix #1

Closing the 2017 – 2018 Loop

Task/Goal/Project	Completed: yes, no, in progress, N/A	Date completed	Strat goal alignment	Notes
ASAP Counselor	In-Progress	Pending	2.1-2.3; 3.1-3.3	Increase in Staffing via ASAP funding
Public Soda Machines Removed for Confidentiality/Noise	Yes	08/17	2.1-2.3; 3.1-3.3	Privacy, Confidentiality & Clinical Comportment
Elevator Door Repaired for Safety and Noise	Yes	09/17	2.1-2.3; 3.1-3.3	Privacy, Confidentiality & Clinical Comportment
Elevator Key for Access and Safety	Yes	09/17	2.1-2.3; 3.1-3.3	Privacy, Confidentiality & Clinical Comportment
Improved Hallway/Bathroom Area Repair & Appearance	Yes	10/17	2.1-2.3; 3.1-3.3	Privacy, Confidentiality & Clinical Comportment
Additional 2 THRIVE candidates	Yes	08/17	2.1-2.3; 3.1-3.3	Increase in FTE Staffing (3 yrs) for Free
Conference Room	In-Progress	Pending	2.1-2.3; 3.1-3.3	Privacy, Confidentiality & Clinical Comportment