

School Education and Human Services Counseling Center

Annual Report 2009 – 2010



**The SEHS Counseling Center is a training, service and research facility
for the
Department of Counseling**

**Patrick Faircloth, M. A.
Doctoral Candidate
Coordinator, SEHS Counseling Center**

**Luellen Ramey, Ph.D.
Associate Professor
Director, SEHS Counseling Center**

**Lisa D. Hawley, Ph.D.
Chair, Department of Counseling**

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This report provides an overview of the services and use of the School of Education and Human Services Counseling Center (SEHS CC), a part of the Department of Counseling at Oakland University, Rochester, Michigan. It includes the following:

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I. 2009 – 2010 FACULTY and STAFF of the SEHS COUNSELING CENTER

2010 SEHS Dean	Louis B. Gallien, Jr. Ed.D.
2009 – 2010 Interim Dean	William G. Keane, Ed.D.
Counseling Department Chair	Lisa D. Hawley, Ph.D.
SEHS CC Director	Luellen Ramey, Ph.D.
SEHS CC Coordinator:	Pat Faircloth, M.A.
Autism Spectrum Disorder Counselor:	Bonita Pomeroy, M.A.
Pontiac Practicum Coordinator/ Supervisor:	Enid L. Kleiner, M.A.

The following fulltime and parttime faculty used the counseling center in the training of their students during 2009-2010:

Erin Binkley, Ph.D.	Ross Flynn, Ph.D.	Kristin A. Smiley, Ph.D.
Thomas Blume, Ph.D.	James T. Hansen, Ph.D.	Gloria Sosa, Ph.D.
Michael P Chaney, Ph.D.	Tracy R Juliao, Ph.D.	Luellen Ramey, Ph.D.
Elyce A. Cron, Ph.D.	Connie Justice-Billiter, M.A.	Tobi Y Russell, M.A.
Mary Rose Day, Ph.D.	Todd W. Leibert, Ph.D.	Donna Weinstein, Ph.D.
Donald E Deering, Ph.D.	Terrance McClain, M.A.	Jean Williams, M.A.
Robert S. Fink, Ph.D.	Milissa Pierce, M.A.	

Clinical Supervisors are part-time employed Licensed Professional Counselors (LPCs) who individually supervised student counselors. For 2009- 2010 they included:

Kathleen Abke	Ross Flynn	Michelle Mannina
Kathleen Aeltyne	Connie Justice-Billiter	Terrance McClain
Marianne Balton	Lynn Kelemen	Gloria Sosa
Michelle Brown	Enid Kleiner	Jason Vannest
Maechi Chue	Lyanna Leibert	Donna Weinstein
Pat Faircloth	Ann Liesen	Jean Williams

Faculty researchers collect data for the purpose of analysis and publication. For 2009 – 2010 they included: Todd W. Leibert, Ph.D. & Brian J. Taber, Ph.D.

CC Part-time Receptionists:

Anne Bicego	Patrick O'Brien	Meghan O'Neill
Kaitlyn Shields	Brian Sutton	Teria White

CC Intern: Alexandra Dunne-Bryant, CC Graduate Assistant: Sarah Eikelberg

Please see the SEHS Counseling Center website at www.oakland.edu/sehs/cc

Please feel free to contact Pat Faircloth at 248-370-4187 for a tour of the Counseling Center. The Counseling Center front desk can be contacted at 248-370-2633.

II. SEHS COUNSELING CENTER FAST FACTS (Fall 2009 through Summer 2010)

- **1388** clients received services at the SEHS Counseling Center. These included clients who received individual, couple, family or group counseling services.
- Children diagnosed with Autism Spectrum Disorders and their families were among the clients served by the Counseling Center.
- **120** student counselors served clients in the Counseling Center
- **422** students were enrolled in clinical classes that used the Counseling Center.
- Approximately **7000*** hours of no-cost counseling were provided to the community.
- The Counseling Center connected to approximately **150** agencies, churches, schools, and individuals for the purpose of marketing and referral.
- Faculty members continued to collect and analyze data on counseling outcomes.
- The SEHS Counseling Center was open 62 hours per week, except for scheduled university closings.
- THE SEHS Counseling Center was a part of the CACREP accreditation process for the Department of Counseling that lead to a full 8 year accreditation.

* hours estimated on an average number of completed direct hours for each student counselor, total hours for group, couple, and family counseling, speaking engagements, and referral services

III. MISSION STATEMENT of the SEHS COUNSELING CENTER

The mission of the School of Education and Human Services Counseling Center at Oakland University is to achieve national prominence through a tripartite model of excellence in training, service and research.

The SEHS Counseling Center is located in 250 Pawley Hall.

IV. GOALS OF THE SEHS COUNSELING CENTER

1. To train masters, specialization, and doctoral students in quality supervised clinical counseling, in compliance with CACREP standards, while providing no-cost individual, couple, family, group, and career counseling services to members of the university and surrounding communities.
2. To provide the technological capacity for counseling students and their supervisors and professors to view recordings of counseling sessions for the purpose of skill development.
3. To promote and assist research goals of the Department of Counseling, while training masters, specialization and doctoral students under professional supervision.
4. To work closely with the Adult Career Counseling Center, a service unit of the Department of Counseling, located within the SEHS Counseling Center.

V: ACTIVITIES BY GOAL:

GOAL 1: To train masters, specialization, and doctoral students in supervised quality clinical counseling, in compliance with CACREP standards, while providing no-cost individual, couple, family, group, and career counseling services to members of the university and surrounding communities.

The primary purpose of the SEHS CC is to provide quality counseling training experiences for Counseling graduate students who have enrolled in CNS 664: Practicum in Counseling, and CNS 780: Advanced Practicum in Counseling.

Students also use the SEHS CC for the following courses:

- CNS 264: Education & Career Exploration
- CNS 274: Integrating Academic, Career, and Professional Development
- CNS 661: Techniques in Counseling
- CNS 663: Group Counseling
- CNS 672: Seminar in Counselor Supervision
- CNS 683: Advanced Appraisal: Models and Methods.

In addition, the SEHS CC provides a setting for post-masters specialization students.

Specific uses of the CC include:

- A. Each student in CNS 664: Practicum in Counseling is required to complete a minimum of 40 direct client contact hours in the SEHS CC per CACREP standards. However, many students average 50 or more direct counseling hours.
- B. Generally, each Practicum student is assigned a client load of 6-11 clients.
- C. The student counselor meets with each client for a 50-minute session, typically once per week for up to 14 weeks.
- D. Each student counselor meets for individual supervision once per week in the SEHS CC.
- E. Each student in CNS 780: Advanced Practicum is required to complete a minimum of 40 direct client hours of clinical experience, per CACREP standards.
- F. CNS 780: Advanced Practicum students are assigned clients by the coordinator; these cases are more complex than clients assigned to CNS 664 students.

- G. The SEHS CC also services the students in CNS 661: Techniques in Counseling, and CNS 663: Group Counseling. These students are preparing for the practicum experience. They use the SEHS CC to practice peer and group counseling in a supervised, videoed environment.
- H. Doctoral students in CNS 672: Seminar in Counselor Supervision, supervise CNS 664 students, as these practicum students fulfill their supervision requirements.
- I. Doctoral students in CNS 683: Advanced Appraisal, utilize rooms within the SEHS CC to conduct testing and assessment.
- J. The SEHS CC provides clients and counseling rooms for advanced specialization students.
- K. The SEHS CC provides counseling services to Oakland University and the surrounding communities year round.
- L. The coordinator maintains records of all counselors and clients who use the SEHS CC.
- M. The SEHS CC also facilitates assessment procedures for students to administer to clients via software, internet and paper assessments.

The following activities related to Goal I are accomplished by the CC coordinator and staff:

- A. Developing referral resources for the SEHS CC both on campus and in the community.
- B. Providing prompt response time when a prospective client has scheduled an appointment.
- C. Providing group support on various topics to meet the needs of clients who contact the center.
- D. Engaging in proactive marketing strategies.

GOAL 2: To provide the technological capacity for counseling students, supervisors and professors to view recordings of counseling sessions for the purpose of skill development.

Activities involved in carrying out this goal are:

- A. Maintaining all equipment for recording sessions for those who use the SEHS CC.

- B. Providing receptionist assistance during the 62 hours the SEHS CC is open to the counselors, clients, and the public.
 - C. Ordering equipment as needed to maintain files and recording equipment.
 - D. Maintaining the counseling rooms used by students.
 - E. The SEHS CC Coordinator is on-call during all 62 hours of operation.
- GOAL 3:** To promote and assist research goals of the Department of Counseling, while training masters, specialization, and doctoral students under professional supervision.

Activities involved in carrying out this goal are:

- A. Working closely with counseling faculty members interested in conducting research in the SEHS CC.
 - B. Assisting doctoral candidates to collect data in the SEHS CC.
 - C. Strongly supporting and encouraging the use of the SEHS CC for research purposes.
- GOAL 4:** To work closely with the Adult Career Counseling Center, a service unit of the Department of Counseling located within the SEHS Counseling Center.

The Adult Career Counseling Center (ACCC) is housed in rooms 280 A, B, C, and D within the SEHS CC. The collaborative coordination of the services of these two separate units has taken place to the benefit of both centers. The two centers refer clients to each other and the SEHS CC staff assists ACCC clients that check in for appointments at the front desk. The SEHS CC Coordinator now attends all ACCC staff meetings and ACCC Advisory Board meetings. The SEHS CC Coordinator has assisted the ACCC in conducting graduate assistant position interviews for the ACCC, and assisted with computer and technology issues.

The ACCC produced its own annual report.

VI. STUDENT AND CLIENT DEMOGRAPHICS

The SEHS CC was used by the following classes and students in fulfillment for course requirements during the 2009 – 2010 academic year:

Fall Semester 2009	No. of Students
CNS 664: Counseling Practicum – 5 sections	48
CNS 661: Techniques in Counseling - 5 sections	53
CNS 663: Group Counseling – 2 sections	43
Total course sections: 12	Total students: 144

Winter Semester 2010	No. of Students
CNS 664: Counseling Practicum – 4 sections	34
CNS 780: Advanced Practicum- 1 section	3
CNS 661: Techniques in Counseling - 5 sections	58
CNS 663: Group Counseling – 3 sections	67
CNS 672: Seminar in Counselor Supervision – 1 section	3
Total course sections: 15	Total students: 165

Summer Semester 2010	No. of Students
CNS 664: Counseling Practicum - 4 sections	35
CNS 661: Techniques in Counseling – 4 sections	32
CNS 663: Group Counseling – 3 sections	43
CNS 683: Advanced Appraisal: Models/Methods – 1 section	3
Total course sections: 12	Total students: 113

Grand Total Course Sections: 49
Grand Total No. of Students: 422

VI. STUDENT AND CLIENT DEMOGRAPHICS (Continued)

The following demographic information describes the clients seen by Graduate Student Counselors during the 2009 – 2010 academic year.

Demographics	Fall 2009	Winter 2010	Summer 2010	Total
Registrations	469	501	418	1388
Returned	147	151	129	427
Total Clients Seen	322	350	289	961

Modality	Fall 2009	Winter 2010	Summer 2010	Total
Individual	293	316	247	856
Couples	32	40	36	108
Family	10	10	17	37
Career	118	121	114	353
Group	90*	90*	90*	270*
Combination	13	13	3	29
Data not available	-	-	-	-
Totals	543	577	504	1624

Gender	Fall 2009	Winter 2010	Summer 2010	Total
Male	164	183	127	474
Female	279	278	259	816
Couples	32	40	36	108

Age	Fall 2009	Winter 2010	Summer 2010	Total
5-12	24	24	26	64
13-19	39	54	44	137
20-30	173	139	129	441
31-40	83	94	77	254
41+	131	144	141	416
N/A	21	44	11	76

Total number of clients served in the 2009 – 2010 academic year: 1388

VII. REFERRAL SOURCES

Adult Career Counseling Center of Oakland University
Allendale High School, Allendale, MI
Alumni of Oakland University
Auburn Hills Community Center
Avondale Academy, Oakland County
Baker College, Macomb County
Beaumont Family Medicine, Oakland County
Beaumont Hospital, Oakland County
Black Elementary School, Warren, MI
Bolen School, Tawas City, MI
Bonny Pomeroy, ASD Coordinator, Oakland University
C&G Newspapers Oakland, Macomb & Wayne County
Career Services of Oakland University
Catholic Social Services of Oakland County
Children's hospital of Detroit
Clarkston, MI. H/S counselor
Common Ground of Oakland County
Community Living Services of Wayne County
Community Network Service of Oakland County
Counseling Center for Women of Oakland County
Crittien Hospital of Oakland County
Crossroads for youth, of Oakland County
Current Client's of the SEHS Counseling Center
Current student of Oakland University
Department of Human Resource and Development, Oakland University
Department of Human Services, Agent, of Oakland County
Disability Network of Oakland and Macomb

Dr. Tom Blume
Dr. Cohen
Dr. Elyce Cron
Dr. Duquette
Dr. James Gall
Dr. Gregory
Dr. Darlene Groomes
Dr. Lisa Hawley
Dr. Hillenberg
Dr. Judy Jacobs
Dr. Kunkle
Dr. Marsh
Dr. Terri Orbuch
Dr. Luellen Ramey
Dr. Simmons
Dr. Kristin Smiley
Dr. Gloria Sosa
Dr. Donna Wienstien
Dr. Wren
Eagle Newspaper, Birmingham, MI
Easter Seals, Auburn Hills, MI
Enid Kleiner, SBPE Coordinator, Oakland University
Eppler Jr. High School, Utica, MI
Faith Lutheran, Troy, MI
Family Services of Emmet County
Fox News, Southfield, MI
General Dynamics, Sterling Hts, MI
Google Search
Graham Counseling Center, Oakland University
Graham Health Center, Oakland University
Growth works of Wayne County
Harbor Oaks Hospital, New Baltimore, MI
Haven of Oakland County
Henry Ford Macomb Hospital, Mount Clemens, MI

Highland Church of Christ, Detroit, MI
Holly Academy, Holly, MI
Jack's Place, Southfield, MI
Jewish Vocational Services, Southfield, MI
Kensington Community Church of Oakland County
Lake Orion Church of Oakland County
Lake Orion High School, Lake Orion, MI
Macomb City Health Department
Macomb Community College, counseling department
Macomb County Access Center, Macomb County
Macomb County Access Program
Macomb County Crisis Center
Macomb Family Services
Macomb-Oakland Regional Center
Men's group, Oakland University
Mental health counseling of MI
MI rehab services of Oakland County
Michigan Works, Troy, MI
Mt. Vista Counseling, Lake Orion, MI
Network of Hope, Grand Rapids, MI
New Day Counseling, Troy, MI
New Horizons Counseling, Trenton, MI
Oakland Chapter Autism of America
Oakland Community Collage
Oakland County Community Mental Health
Oakland County Health Department
Oakland County Health Services
Oakland County Website, Pontiac, MI
Oakland Family Services, Pontiac, MI
Oakland press of Oakland County
Oakland University, Rochester, MI
OU Cares, Oakland Univeristy
OU Department of Psychology
OU Marquee, Oakland Univeristy

OU Undergrad Catalog, Oakland Univeristy
OU Website, Oakland Univeristy
Oxford Community Schools, Oxford, MI
Oxford Elementary, Oxford, MI
Patrick Faircloth, SEHS CC Coordinator
Pontiac High School, Pontiac, MI
Pontiac Veterens Clinic, Pontiac, MI
Probation Officer, Oakland County
Professor Powell
Renaissance Unity Church, Warren, MI
Rochester Adams H.S., Rochester, MI
Rochester Library, Rochester, MI
Royal Oak Review, Royal Oak, MI
Ruether Middle School, Rochester Hills, MI
SEHS Counseling Center Brochure, Oakland University
Shelby Jr. High, Shelby Township, MI
St. Andrew's Career Ministry, Rochester, MI
St. Anges Church, Fowlerville, MI
St. Daniel's, Clarkston, MI
St. Irenaeus Career Network, Rochester Hills, MI
St. Irenaeus Career Path, Rochester Hills, MI
St. Paul's Church, Grosse Pointe, MI
St. Thecla, Clinton Township, MI
Study Skills Announcements to all K-12 Schools in a 30 Mile Radius of Oakland Univeristy
Troy Career Center, Troy, MI
Troy High School, Troy, MI
Van Hoosen Middle School, Rochester Hills, MI
Warren Schools, Warren, MI
West Middle School, Rochester Hills, MI
Women's Group, Oakland University

Note: This is a list of reported referrals and does not include all referral sources

VIII. SET-UP AND FUNCTIONING OF THE SEHS CC

The SEHS CC is located in 250 Pawley Hall. The center is comprised of 29 rooms. They are utilized as follows:

- 250A—Coordinator office
- 250D—Control room
- 250 E & G—Group rooms
- 250 F & H—Observation rooms
- 250 J—Child therapy room
- 250K—Classroom for university classes
- 280 E—Graduate assistant office
- 280 L—ASD Coordinator office
- 270 A—Group/Meeting Room
- 270 B—Staff room for Practicum students

Supervision rooms:

- 280 F, 280 G, 280 H, 280 J, 280 K. These are the only rooms used to conduct supervision sessions. They are also used for intake sessions and career counseling sessions where internet access is required. They are also used for research rooms as they can both play and record to DVD.

Couple counseling rooms:

- 270 Q & P. These rooms are equipped with a small sofa to accommodate couples and/or small families.

Counseling rooms:

- 270 D, 270 E, 270 F, 270 G, 270 H, 270 J, 270 K, 270 L, 270 M, 270 N. These rooms are used primarily for individual counseling sessions for CNS 664 Practicum students and CNS 661 Techniques of Counseling students.

Group rooms & Child Counseling room:

- 250 E, 250 G. These rooms are used by on-going groups and CNS 663 Groups Class. 250 J. This room is used for play therapy, on-going groups and CNS 663 Groups Class.
- 270 A—Group/Meeting Room. This room is used by CNS 664 practicum students to case conceptualize as needed, by CNS 561 Techniques students, CNS 663 Group students, CNS 698 Couple & Family Practicum, staff and special meetings of the ACCC and the SEHS CC.

Assessment Center:

- Within the SEHS CC there is a suite of nine special education assessment rooms that belong to the Department of Human Development and Child Studies, chaired by Dr. Carol Swift. We collaborate with HDCS on the use of these rooms

REVIEW OF ACTIVITIES AND ACCOMPLISHMENTS

A. SEHS CC Hours of Operation

The SEHS CC is open six days per week, 62 hours per week, year round, except for university breaks and closings. This amounts to a total annual available service time of approximately 65,500 hours. This is currently accomplished with all part-time staff.

B. HANDBOOKS/MANUALS

The CC coordinator oversees the update of the following manuals:

1. **Practicum Counselor's Guide:** This student counselor guide outlines the procedures for all aspects of counseling clients and recording/storing information. The guide is updated each semester as needed.
2. **Supervision Guide:** This document outlines the policies and procedures counseling supervisors are expected to follow. It includes the procedures for treating clients, the forms used, and contact information for emergency situations. Copies are distributed to all supervisors and professors using the SEHS Counseling Center.
3. **The Red Folder:** Added in 2008, a copy of this document is found in every counseling room and provides the counselor with a detailed script, policies and procedures to follow if a client expresses any level of suicidal ideation.

C. Publicity, Marketing, Partnerships and New Activities

1. A brochure designed for the SEHS CC is distributed to all incoming Practicum students each semester. This brochure is also available for walk-in clients who are interested in the services the SEHS CC offers. We also include the brochure in all mailings to schools, places of worship, community organizations, counselors in private practice and agency settings, etc.
2. Each semester several press releases are published in local papers, religious bulletins, school newsletters, agency newsletters, etc.
3. Our website has been linked to all other Oakland University websites that refer for personal and career counseling.
4. Continued relationships with various campus services are maintained in addition to an increase in the departments we provided our services to. Our student counselors conduct career assessments & counseling for several

- sections in the Department of Human Resource Development. Every fall semester our students conduct MBTI testing for the School of Nursing.
5. The SEHS CC and the University Counseling Center located in the Graham Health Center have an ongoing relationship. Patrick Faircloth met with the clinical staff of the University Counseling Center. The services and roles of each center were clarified and possible future collaborations are the topic of continuing discussions.
 6. Collaborations are continuously explored with on-campus departments and off-campus organizations that promise to continue to yield beneficial outcomes.
 7. The SEHS CC continued to support the efforts of Enid L. Kleiner who coordinates the Pontiac school-based practicum component for our center and Dr. Mary Rose Day who coordinates a group experience for practicum students with GEAR UP for Life during the Transition to High School summer program.
 8. The SEHS CC continued to assist Kellie Klink who is the instructor for CNS 264: Education & Career Exploration and CNS 274: Integrating Academic, Career & Personal Development, by providing rooms for small group counseling experiences facilitated by practicum students.
 9. The SEHS CC continued to maintain the position of ASD Coordinator. The SEHS CC Coordinator provided clinical supervision for the ASD Coordinator and co-facilitates a group for the OU Cares/Waterford-Rochester Transition Program. The ASD Coordinator facilitated an ASD parent support group.
 10. The SEHS CC has established and maintains several on-going groups such as the Men's Group and Women's group with a focus on displaced workers and gender related issues, and the Study Skills Groups servicing K-12 students from the surrounding community, and other various groups depending on need.
 11. During this period of the annual report the SEHS CC created and maintained an e-space page for the use of SEHS CC students, faculty and staff. This event can be seen as the second step in moving the SEHS CC to a paperless office.
 12. The SEHS CC Coordinator, Pat Faircloth, served on the following committees: Oakland University Crisis Counseling Team, Oakland University Threat Assessment Team and the Oakland University Core Behavior Concerns Committee and the Oakland University Homecoming Committee.
 13. The SEHS CC Coordinator established and maintained referral arrangements with many on-campus and off-campus agencies, increasing the number of referral sources in the past three years from 49 to over 150.

14. The SEHS CC Coordinator presented to the following groups on a range of subjects and on the services offered by the SEHS CC:

OU/Beaumont Graduate Program of Nurse Anesthesia (2nd year - requested)
St. Andrew's Church – Career Ministry (Regular presenter for three years)
St. Mary Queen of Creation Career Transition Support Ministry
Chrysler Annual Health Fair - At Chrysler World Headquarters
Fenton First United Methodist Church - Career Transition Ministry
St. Jane's Career Development Ministry

D. FILING

The client files from past years are stored in the SEHS CC file room alphabetically by semester and year. The staff will keep all files for 7 years. Upon expiration, all files are destroyed via shredding.

E. STAFF

The SEHS CC staff consists of the Coordinator (a 30 hour on-site employee and 62 hours on-call), 3-4 receptionists (work study students) at any one time. Internships are also available in the CC. During the period of this annual report one intern worked as staff and as a student counselor in the CC. One Graduate Assistant worked 10 hours per week in the SEHS CC.

F. ASSESSMENTS

The SEHS CC Coordinator orders the Strong Interest Inventory online as needed for Practicum students. We also order MBTI test booklet, score sheets, and answer sheets as needed. The most recent test the SEHS CC ordered is the Self Directed Search (SDS) that may be used as a career instrument for adults.

G. ELECTRONIC STORAGE

Client demographics are entered into a database as collected. This database serves as our tracking mechanism to monitor all client assignment and activity.

A webpage for the SEHS CC is currently available. Clients can read about the center, email questions, and register online if they choose. The coordinator of the center is now the webmaster of the SEHS CC website.

X. EVALUATION OF THE CENTER

An informal internal audit of the SEHS CC is conducted every year. Information of the informal internal audit were used during the period of this annual report to prepare for CACREP accreditation.