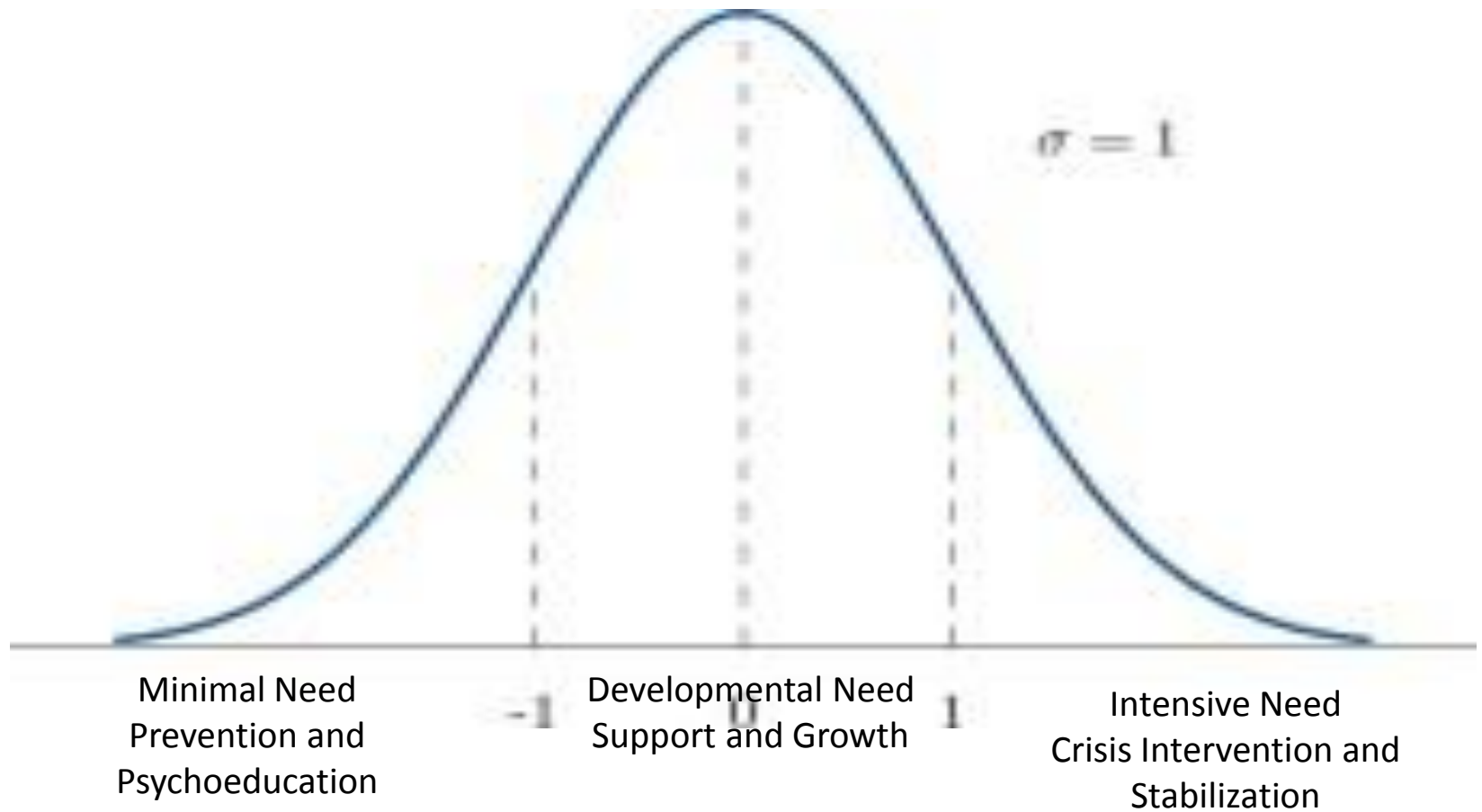


# The College of William and Mary Counseling Center

Warrenetta Mann, Psy.D.

Director

# Eliminating the Waitlist



# Clinician Driven Change

## Before 2010-11

- Team Approach to meeting campus needs
- Evidence Based Clinical Services
- Competent professionals making decisions
- **Intakes**
- Focus on providing what every student **wants**
- Limited Disposition options
- Waitlist and feelings of overwhelm from clinicians trying to do their best

## 2011 to the present

- Team Approach to meeting campus needs
- Evidence Based Clinical Services
- Competent professionals making decisions
  - Training a new generation of professionals
- **Initial Assessments**
- Focus on providing what students **need**
- **Expanded** Disposition options
- **No Waitlist** and only temporary feelings of overwhelm during peak times of the semesters

# The Team Approach

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Staff	Staff	Staff	Staff	Staff
Intern	Intern	PT Staff	PT Staff	Intern
Practicum Std		Practicum Std	Practicum Std	

- The Team is responsible for all Initial Assessments, Walk-Ins, Consultation, Crisis Intervention, and Phone contacts on their team day with one Team Leader
- Each member of the team has an assigned number of IA appointments (Approximately 40+ new student appts. weekly)
- Goal is to see students quickly and begin 'treatment' quickly
- Student Disposition is determined and driven by the Center Scope of Service and sound clinical decision making
- When you see a client they are yours to manage, but individual therapy is not your only option

# Expanded Disposition



- Individual therapy
- Group therapy
- New Leaf Clinic – on campus Motivational Interviewing for substance use/abuse
- Academic Support
- Relaxation and Mindfulness Sessions
- Community Referrals and Case Management
- Physicians, psychiatrist or other physiological interventions
- Brief screening assessment and referral

# Where We Are Now

## Hallmarks

- Allows clinicians to get back to community based developmental work with students (our bread and butter)
- Addresses the changing landscape of our student population that has a different level of need
- Gets student seen quickly and quickly engaged in symptom relief or progress on goals
- Relieve clinicians of their 'superman complex'

## Challenges

- Requires multiple staff and/or training program
- Requires good supervision of trainees who may not be able to make disposition early-on
- Requires flexibility of other staff on days when team gets overwhelmed
- Requires community level education regarding resources and use of resources
  - Counseling Center is not the answer to everything