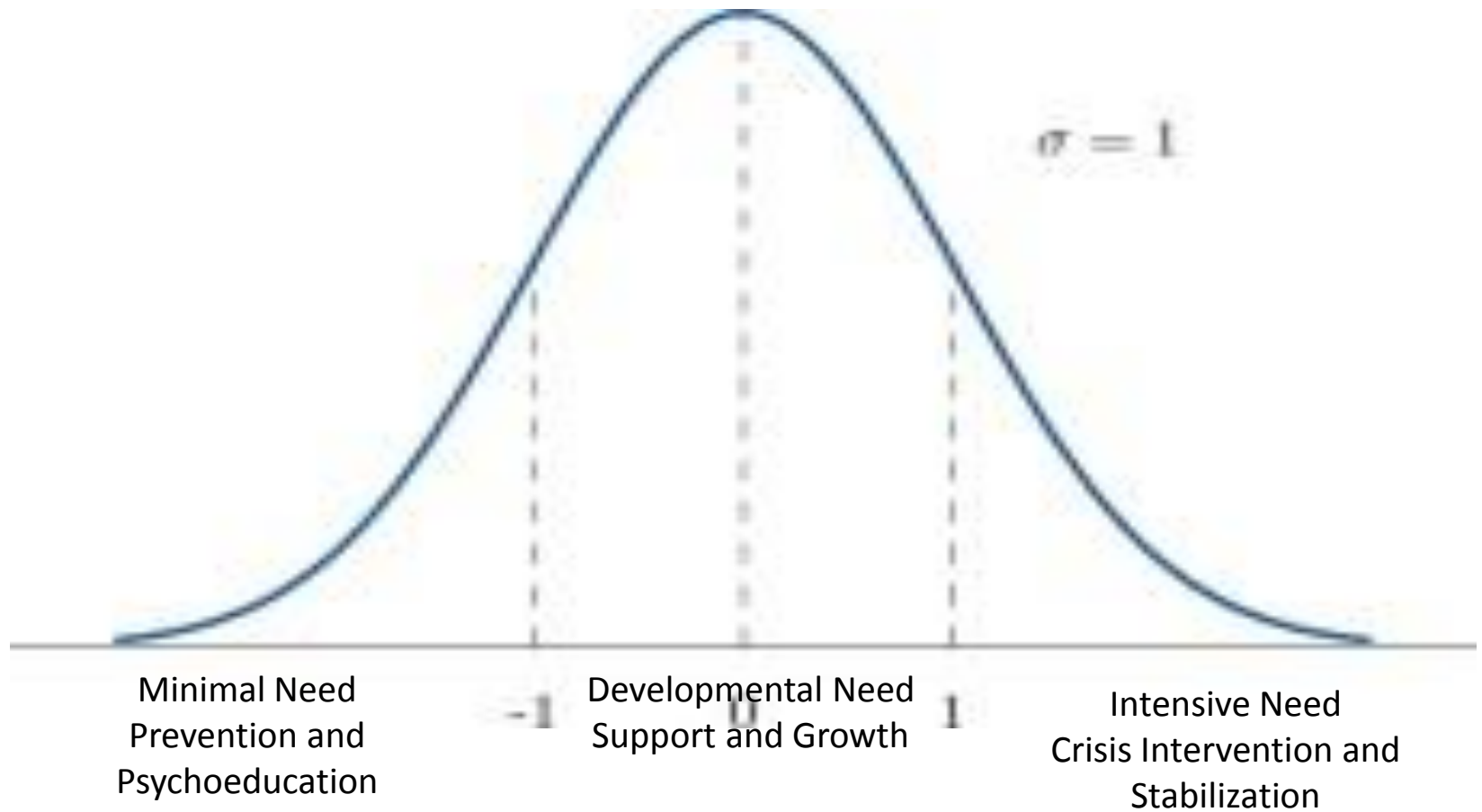


The College of William and Mary Counseling Center

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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