

DIRECTOR'S CORNER

Fall Greetings Cougar Community!

On behalf of the entire Counseling & Psychological Services (CAPS) staff, I would like to extend a warm welcome to all new and returning students, faculty and staff to the University of Houston and wish you a very successful 2009-2010 academic year!

CAPS is very pleased to welcome a new group of clinical and support staff this academic year, joining the already outstanding staff. More than ever, we are fully dedicated to helping students succeed by enhancing their emotional and psychological health. We feel strongly that our work with students contributes to the enrichment of their educational experience which results in higher rates of retention.

We are pleased to announce many exciting changes this semester, including the unveiling of our new logo and slogan:



We also have a newly revamped website. Please take a minute to check it out at www.caps.uh.edu. You will find a list of the CAPS staff and their clinical areas of interest/expertise, new relaxation audio clips, the ever-popular self-help videos (on stress management, conflict resolution for couples, anxiety, depression, grief, etc.), a faculty/staff consultation section detailing a step-by-step model of how to consult about an individual of concern, a list of CAPS liaisons to many university departments and a brochure entitled, "Information for Faculty and Staff Recognizing Students in Crisis and Referral" can be found at http://caps.uh.edu/brochure/Recognizing_Students_in_Crisis.pdf.

In addition to these exciting changes, I wanted you to be aware of some wonderful upcoming events: On September 15, 2009 through October 15, 2009, we will be joining the nation in celebrating national Hispanic Heritage Month. This is a time to be cognizant of and celebrate the richness and diversity of these cultures. On September 24, 2009 and November 10, 2009, we will be one of the proud sponsors of the next Cougar Ally Training which is a collaborative effort to raise awareness, sensitivity and support for Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) students, staff, and faculty at the University of Houston. Please visit our website for a link to Cougar Allies to obtain more details on registration and location. On October 8, 2009, we will be participating in National Depression Screening Day. We will have informational tables at the University Center to raise awareness, pass out helpful resources and provide depression screenings.

As you can see, we have already been involved in a lot of planning and preparation for a great semester. As always, it is our desire to continually examine and improve the quality of our services. We welcome suggestions from the students, faculty, staff and administration of this great University. Please do not hesitate to contact us at 713.743.5454. My best wishes to all of you for a wonderful and productive semester. Go Coogs!

Warm Regards,

Dr. Norma Ngo
Interim Director



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GET TO KNOW... THE CAPS STAFF!

Administrative Staff

Norma Ngo, Psy.D.

Interim Director

Assistant Director/ Clinical Director

Kimberly James, Ph.D.

Assistant Director/ Outreach Director

Cecilia Sun, Ph.D.

Assistant Director/ Training Director

Senior Staff

Jo Ann Formby, Psy.D.

Psychologist I

Christopher Scott, Ph.D.

Psychologist I

Brent Lane, Ph.D.

Psychologist II

Kathryn Shaw, Psy.D.

Clinical/Assessment Postdoctoral Fellow

Jennifer Norten, Ph.D.

Psychologist I

Lynne A. Shepherd, Psy.D.

Psychologist I

A. Chantelle Pseekos, Ph.D.

Multicultural Postdoctoral Fellow

Thusnelda M. Valdes, Ed.D.

Psychologist II

GET TO KNOW... THE CAPS STAFF!

Doctoral Psychology Interns

Debbie Grammas, M.A.

Matthew Hand, M.A.

Lisa Neuenschwander, M.S.

Tina Ya-Ting Yang, M.Ed.

Practicum Students

Barbra Martinez

Jana Tran

Graduate Assistant

Andrew Robinson

Front Office Staff

Tonya Winters, *Office Coordinator*

Huyen Tran, *Office Assistant*

Michelle Le, *Financial Coordinator*

Wesley Schweke, *LAN Administrator*

PAST OUTREACH EVENTS

World Suicide Prevention Day

Thursday, September 10, 2009

11am-1pm, SSC1, Bayou Oaks, Cougar Place, Moody Towers and the Quadrangle

World Suicide Prevention Day: Promoting Mental Health is an annual CAPS sponsored event to raise awareness of suicide prevention, mental health issues and CAPS services among the UH community. CAPS staff were stationed at 5 locations across campus: Student Service Center 1 Building Porch, Bayou Oaks, Cougar Place, Moody Towers and the Quadrangle. Although this event is one day, CAPS is available throughout the year to provide suicide prevention training to our UH colleagues through our QPR Training. QPR, which stands for "Question, Persuade, Refer", is a nationally recognized suicide prevention program designed to educate persons to recognize and respond to the signs of suicidal thinking or behavior. Research has shown that persons who ultimately attempt suicide often provide numerous direct or indirect clues as to their intentions, and the goal of this training is to recognize these verbal, behavioral, or situational clues and take steps to get the person professional help. The presentation helps persons learn how to ask the suicide question, how to persuade the person to contact appropriate assistance, and how to identify referral options. Once trained, these persons act as gatekeepers for the campus community, informed and ready to intervene on behalf of students considering suicide.

UPCOMING CAPS SPONSORED OUTREACH EVENTS

Depression Screening Day

October 8, 2009

UC Arbor, 11am-2pm

Co-sponsored by UH Wellness... come out for a depression screening, information and prizes!

Counseling and Psychological Services (CAPS) and the Wellness Center, two departments at the University of Houston, are dedicated to providing excellent services to the students. National Depression Screening Day will be held at the University Center's 1st floor in the Arbor from 11 am to 2 pm. The goal of the screening day is (1) to provide opportunities for students to be screened for depression, free of cost, (2) to educate students about depression and its symptoms, and (3) to connect those in need of treatment to the services offered at CAPS. UH Wellness, Health Services and Center for Students with Disabilities' (CSD) and Women's Resource Center will also have tables at the event. In addition, free prizes will be raffled off to student attendees. Last year, CAPS screened over 175 students of both genders, various ethnicities, and age levels, within a time span of four hours, an accomplishment never been achieved before at a National Depression Day Screening Event held at the university. This year we are hoping to again make our mark on campus. For those who are unable to attend this event and would like to be assessed for depression, please call CAPS at 713-743-5454 to arrange for a free intake appointment. CAPS is here to serve you throughout the year.

Professional Counselor Forum

October 16, 2009

Elisabeth Rockwell Pavilion, MD Anderson Library

The Professional Counselor Forum (PCF) is an annual conference sponsored by CAPS that provides high-quality, low-cost training to Houston area mental health professionals and campus professionals who are interested in expanding their knowledge to enhance their work with students. Topics are presented by national speakers on a variety of mental health issues. Past presentations have included: Legal and Ethical Issues in Counseling, Counseling Muslims & Ethical Considerations, Assessing & Managing High Risk Suicidal People and Spiritual, Mental & Emotional Health. **If you would like to participate in PCF or for more information, please contact:** Dr. Kimberly James, Assistant Director/Outreach Director, Phone: (713)743-5454 .

PROFESSIONAL COUNSELOR FORUM (PCF)**October 16, 2009, Elizabeth D. Rockwell Pavilion, 8:30am-4:30pm**

Dr. H. Minette Beckner of the Michael E. DeBakey VA Medical Center will present *The Transition Home: Providing Treatment for Our Returning Veterans* at 9am-12N. Dr. Minette Beckner, Ph.D. is a licensed psychologist and is currently on staff at the Michael E. DeBakey VA Medical Center in Houston, Texas working with returning veterans who have served in Iraq, Afghanistan, or in support of those war zones. She also holds the position of Assistant Professor in the Department of Psychiatry & Behavioral Sciences at the Baylor College of Medicine in Houston. Dr. Beckner received her Ph.D. from Texas A&M University followed by a post-doctoral fellowship at the Michael E. DeBakey VA Medical Center with an emphasis on the treatment of traumatic stress disorders. She maintained her employment with the VA after completing the fellowship, working with veterans who served in various eras. Her work began to focus on the treatment of Operation Enduring Freedom/Operation Iraqi Freedom veterans in 2006. Her clinical work with returning veterans includes psychological assessment/evaluation, individual psychotherapy, group therapy, and couples therapy. Additionally, she has been a part of the hospital's overall outreach to returning veterans and, as such, has spoken to returning National Guard Units and Reserve Units, as well as their family members about related transition/reintegration issues.

War zone exposure is a life changing experience. Since 2001 in Afghanistan, and 2003 In Iraq, our military has been engaged in those war zones. This has involved the efforts of countless active-duty military, as well as National Guardsmen and Reservists who, after deployment, work to make the transition back to their lives at home. This presentation will address issues that will range from adjustment issues to more chronic conditions including Posttraumatic Stress Disorder, Substance Abuse/Dependence, and Traumatic Brain Injury. Treatment interventions discussed will include the Battlemind Recovery Model developed by Walter Reed Army Institute of Research to assist with transition from the war zone to the home environment, as well as various evidence-based treatments for traumatic stress and substance issues. The work of the Polytrauma Unit at the MEDVAMC for the evaluation and treatment of TBI will be described. Those attending will gain a better understanding of the unique characteristics of this veteran population and ways in which to most effectively reach out and provide treatment.

Dr. Salimah Khan of Rice University will present *Counseling Muslims and Ethical Issues*, 1pm-4pm. Dr. Salimah Khan is a licensed clinical psychologist and currently the Assistant Director, Outreach Coordinator, Diversity-Training Coordinator, and Clinical Supervisor at the Rice Counseling Center. Dr. Khan started working at Rice eight years ago after completing a multi-cultural Post Doctoral Fellowship here at the University of Houston Counseling and Psychological Services. Salimah has grown up in an immigrant Muslim family and has both personal and professional experience with the Muslim community. In the past she has worked as a clinician and consultant for a local area Houston Islamic Community serving South Asian Muslims faced with family crises (domestic violence, substance abuse, divorce, acculturation and adjustment issues). She has a part-time clinical practice with an interest in working with minorities, adults, and adolescents on mental health concerns such as depression, anxiety, life changes, GLBT and women's issues.

As outreach coordinator, Salimah speaks on a variety of mental health topics and offers diversity training workshops for Rice and the greater Houston Community. In addition to her ongoing efforts in treating and enhancing the quality of life of the young bright minds at Rice, Salimah's perpetual goal is to facilitate and impact inter-faith, inter-racial, and inter-cultural harmony and dialogue. In light of the changing climate in America in the aftermath of September 11th, combined with ongoing concerns of internal and external threats by Radical Muslim groups, and the current political climate, Muslims residing in the US are a segment of society that face unique pressures and challenges. Moreover, with an increased scrutiny and emphasis on violence and terrorism being linked to Muslim followers, by Government, Americans, and the Media, Muslims are often misunderstood, stereotyped, and are sometimes left feeling alienated in the country they consider home. In this presentation counselors will better understand, empathize, and work with sensitivity in treating the Muslim client by understanding Muslims from a socio-cultural and religious framework. The impact of family, religion, and community, in identity development will be addressed and a Muslim perspective on Marriage/Divorce, Career, and Death and Dying will be offered. Time permitting actual client cases will be presented for review.

UPCOMING CAPS SPONSORED OUTREACH EVENTS



Cougar Ally Diversity Training

November 10, 2009

12:45pm—4:00pm

MD Anderson Library Room 304

Mission

To increase the safety and comfort level for Lesbian, Gay, Bisexual, Transgender, and Queer (GLBTQ) students, staff, and faculty at the University of Houston by training allies to be able to respond knowledgeably and sensitively to expressed needs. CAT is an interdepartmental collaboration offered through the Human Resource's diversity and sensitivity training programs.

Goals

- Increase the diversity training of students, staff, and faculty on the University of Houston campus by providing training on GLBTQ issues
- To provide factual information and dispel myths about GLBTQ individuals
- Reduce homophobia and heterosexism on campus
- To provide a safe and open environment to talk about issues of sexual orientation
- Train safe and knowledgeable people to act as allies who are willing to provide support and information for GLBTQ staff, faculty, and students

ONGOING OUTREACH EVENTS

Voting

CAPS is joining UH in the effort to encourage students to register to vote. Two CAPS staff members will be at the Cougar Resource Fair on Wednesday, September 23, 2009 at the UC to register to vote! Election Day is November 3, 2009 and Early Voting is October 19, 2009 to October 30, 2009. The UH Student Government Association (SGA) is providing a free shuttle service to the Palm Center to assist registered Harris County voters who wish to vote early in person. The free shuttles will leave the campus from the front of the University Center (UC) and run to the Palm Center and back Tuesday through Thursday, October 27 -29, 2009. The free shuttle service will operate from 11am to 2pm all three days of the SGA sponsored program.



ONGOING OUTREACH EVENTS (CONT.)



Celebrating Hispanic Heritage Month

CAPS is proud to recognize Hispanic Heritage Month. During this month, CAPS will be handing out information about this wonderful heritage month to further educate the campus community about notable Hispanic leaders, please click on the following link to read more: <http://hispanicheritagemonth.gov/>.

CONSULTATION WITH CAPS STAFF

CAPS provided mental health consultation to the UH community by focusing on the mental health implications for the UH community. Consultation involves three main parties:

- **Consultant:** CAPS Therapist
- **Consultee:** UH Faculty or UH Staff Member
- **Individual(s) of Concern:** UH student or UH Faculty or UH Staff Member

Consultation with the UH community involves evaluating situations and supporting the intervention of UH faculty and staff in reported situations to manage difficult situations effectively (i.e. traumatic events, grief debriefing, distressed emails, etc.) with individual(s) of concern. When providing consultation we clearly define our roles as consultants and clarify that our obligation is to the consultee and to the university. When providing consultation, we are guided by APA Ethical Principles of Psychologists and Code of Conduct and the Mission Statement of the University of Houston. The goals of consultation at CAPS are to improve the current and future functioning of the consultee and to enhance services to individual(s) of concern. CAPS staff is available to consult if you have any mental health questions or concerns regarding any individual.

CAPS CONSULTATION PROCESS

Stage I: Entry

Exploring the Needs of the Consultee and Individual(s) of Concern, Discussing Roles, Discussing Confidentiality

Stage II: Diagnosis

Gathering Information, Defining the Problem, Setting Goals, Generating Possible Interventions for Consultee to Implement and Possible Referral to CAPS

Stage III: Implementation

Choosing an Intervention, Formulating a Plan, Implementing the Plan, Evaluating the Plan

Stage IV: Disengagement

Evaluating the Consultation Process, Planning Post-consultation Support, Reducing Involvement and Following Up, Finalizing Process, Addressing Future Consultation Possibilities

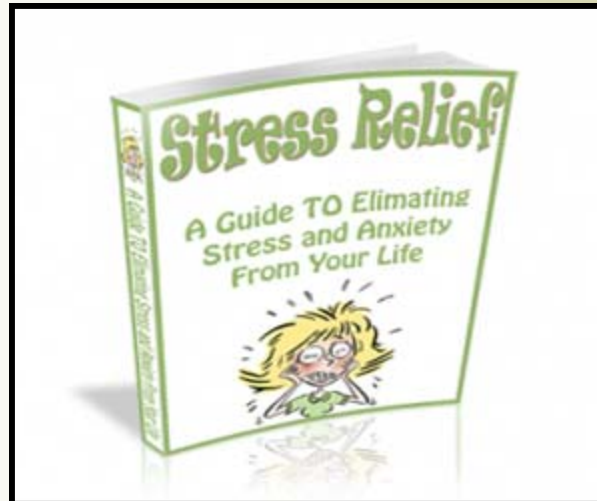
HOW TO CONSULT WITH CAPS

- Call your assigned CAPS liaison (please refer to liaison list on website: www.caps.uh.edu) to consult.
- Call the CAPS front office at 713-743-5454 and ask to speak with a therapist to consult.
- Be prepared to inform the CAPS consultant of the problem and clearly state your needs (e.g., “I received a distressed email and I need to know how to respond to the email...”).
- Be prepared to answer questions from the CAPS consultant so they can gain pertinent information to effectively support you.
- Be prepared to collaborate with the CAPS consultant on the intervention plan; at times it is most effective for individual(s) of concern to have you involved in the intervention with CAPS support.



REASON TO CONSULT WITH CAPS

- Notable change in academic performance, such as deteriorating class work, excessive procrastination, decrease in class attendance, disruptive behavior; papers with themes of distress, hopelessness, death, violence, etc.
- Overly dependent—the individual hangs around or makes excessive appointments to see you
- Repeated requests for special consideration (e.g., deadline extensions)
- Distressed emails or voicemails
- Physical changes—especially sudden weight loss or gain, deteriorating personal hygiene, extreme fatigue lasting beyond a day or two
- Withdrawal and isolation from others (relative to personal norms)
- Inability to concentrate or make decisions despite repeated attempts to clarify, encourage
- Bizarre or strange behavior which is obviously out of place, e.g. talking to someone/thing that is not present (i.e., hallucinating or delusional)
- Impaired speech and disjointed thoughts
- Frequent or high levels of irritable, argumentative, abrasive or aggressive behavior
- Overreaction to criticism or mistakes, agitation
- Overly emotional:
 - Euphoria; unusually fast, non-stop, tangential speech; grandiose; extreme impulsivity or the opposite—sad, despondent, tearful; lethargic, non-responsive
- Threats or acts of violence to self or others; increase in risk-taking behavior

AMERICAN PSYCHOLOGICAL ASSOCIATION STRESS TIP SHEET

In today's fast-paced and ever-connected world, stress has become a fact of life. Stress can cause people to feel overwhelmed or pushed to the limit. The American Psychological Association's 2007 "Stress in America" poll found that one-third of people in the U.S. report experiencing extreme levels of stress. In addition, nearly one-in-five report that they are experiencing high levels of stress 15 or more days per month. While low to moderate levels of stress can be good for you when managed in healthy ways, extreme stress takes both an emotional and physical toll on the individual.

With the consequences of poorly managed stress ranging from fatigue to heart disease and obesity, it is important to know how to recognize high stress levels and take action to handle it in healthy ways. Being able to control stress is a learned behavior, and stress can be effectively managed by taking small steps toward changing unhealthy behaviors.

APA offers the following tips on how to manage your stress:

Understand how you experience stress. Everyone experiences stress differently. How do you know when you are stressed "How are your thoughts or behaviors different from times when you do not feel stressed"

Identify your sources of stress. What events or situations trigger stressful feelings" Are they related to your children, family, health, financial decisions, work, relationships or something else"

Learn your own stress signals. People experience stress in different ways. You may have a hard time concentrating or making decisions, feel angry, irritable or out of control, or experience headaches, muscle tension or a lack of energy. Gauge your stress signals.

Please refer to our relaxation exercises on our website at www.caps.uh.edu.

FOOD FOR THOUGHT WORKSHOPS

**Student Service Center 1 Room 210A
Wednesdays
12:00 p.m.**

9/2/09	Success at College: Creating Balance between School, Work & Relationships
9/9/09	Understanding Anxiety: Signs, Symptoms and Ways to Cope
9/16/09	I'm Listening Honey! Communication among Couples
9/23/09	Learning How to Become More Assertive
9/30/09	Coping with Financial Stress
10/7/09	Understanding Depression: What Everyone Should Know
10/14/09	Undecided! Career Exploration and Planning
10/21/09	Tips for Developing Positive Self-Esteem
10/28/09	Anger Management: Identification, Control and Letting Go
11/4/09	Real Men: An Overview of Men's Issues
11/11/09	Stress Management and Relaxation
11/18/09	Anger Management: Identification, Control and Letting Go
2/3/10	A Step by Step Plan to Setting & Achieving Goals
2/10/10	How to Develop & Maintain a Healthy Romantic Relationship
2/17/10	Helping a Friend with an Eating Disorder
2/24/10	Professionalism & Work Issues
3/3/10	The Key to Dealing with Change - Focus on the Only Thing You Can Control
3/10/10	Dissertation and Thesis Survival
3/24/10	Anger Management: Identification, Control and Letting Go
3/31/10	Alcohol 101: Myths and Facts
4/7/10	Real Women: Stereotypes and Strengths
4/14/10	Stress Management & Relaxation
4/21/10	Anger Management: Identification, Control and Letting Go
4/28/10	10 Ways to Cope with Anxiety and Stress

Helpful Information

CAPS STAFF

CAPS staff consists of licensed psychologists and advanced graduate trainees in counseling and clinical psychology. Our staff offers a wide variety of interests and expertise.

WHO IS ELIGIBLE FOR CAPS SERVICES?

All currently enrolled students at the University of Houston are eligible for comprehensive services at CAPS, most of which are free. UH staff and faculty are eligible for up to three counseling sessions, as well as crisis intervention, consultation, and referrals.

COUNSELING & PSYCHOLOGICAL SERVICES

Individual Counseling

Couples Counseling

Group Counseling

Outreach Services

Crisis Intervention

Learning Disability & Attention Deficit/Hyperactivity Disorder Testing

Question, Persuade, Refer (QPR) Suicide Prevention Program

Collaboration with Psychiatry

Career Exploration & Assessment

Personality Testing

HOW TO SCHEDULE AN INTAKE APPOINTMENT

If you are interested in any of the counseling or assessment services described, simply call CAPS at 713-743-5454 to arrange a free intake appointment. An intake appointment usually requires 90 minutes, including time to complete paperwork. Intakes are available throughout the week and can be scheduled at your convenience. The intake is an opportunity for you and a CAPS clinician to determine what kinds of services will best meet your needs. These may be CAPS services or referrals to other campus and community agencies.


CRISIS INTERVENTION

An University of Houston Student, Staff, or Faculty in crisis can come to CAPS at any time during office hours and receive an in-person evaluation. If this is after business hours and you are in imminent crisis, please call 911 or one of the following numbers:

- MHMRA 713-970-7000
- Crisis Intervention of Houston 713-468-5463
- UH Dept of Public Safety 713-743-3333
- Mobile Crisis Outreach Team 713-970-7520
- Nat'l Strategy for Suicide Prevention 800-273-8255

COUNSELING & PSYCHOLOGICAL SERVICES LOCATION

Student Service Center 1 (Building 524)
 Room 226
 Houston, TX 77204-3026
 Phone: (713) 743-5454
 Fax: (713) 743-5446
www.caps.uh.edu



HOURS OF OPERATION
FALL & SPRING SEMESTERS

Monday	8:00am—7:00pm
Tuesday	8:00am—7:00pm
Wednesday	8:00am—5:00pm
Thursday	8:00am—5:00pm
Friday	8:00am—5:00pm

CLOSED ON WEEKENDS!



Counseling and Psychological Services

"Helping you weather any storm"

UNIVERSITY of **HOUSTON**



Funded by Student Services Fees