Utilization of PACS Services
5 Year Comparison

APPOINTMENTS
Initial Consultations

Increase in the number of Initial appointments from 2017.

Overall increase in the number of Initial appointments from 2014.

<table>
<thead>
<tr>
<th>Fall</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>394</td>
<td>393</td>
<td>551</td>
<td>499</td>
<td>862</td>
</tr>
</tbody>
</table>

73%

119%
Urgent Walk Ins

- Decrease in the number of Urgent Walk Ins from 2017: 56%
- Overall decrease in the number of Urgent Walk Ins from 2014: 13%

Bar chart showing:
- Fall 2014: 101
- Fall 2015: 82
- Fall 2016: 137
- Fall 2017: 201
- Fall 2018: 87
Individual Counseling

Increase in the number of Individual Counseling sessions from 2017.

Overall increase in the number of Individual Counseling sessions from 2014.
Group Screenings

Increase in the number of Group Screenings from 2017: 68%

Overall increase in the number of Group Screenings from 2015: 73%

<table>
<thead>
<tr>
<th>Year</th>
<th>Fall 2014</th>
<th>Fall 2015</th>
<th>Fall 2016</th>
<th>Fall 2017</th>
<th>Fall 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>37</td>
<td>31</td>
<td>38</td>
<td>64</td>
</tr>
</tbody>
</table>
Group Participants

- Increase in Group Participation from 2017: 164%
- Overall increase in Group Participation from 2014: 520%

Bar chart showing:
- Fall 2014: 46
- Fall 2015: 104
- Fall 2016: 155
- Fall 2017: 108
- Fall 2018: 285
Consultation & Referral

Increase in the number of Consultation & Referrals from 2017.

Overall decrease in the number of Consultation & Referrals from 2014.

<table>
<thead>
<tr>
<th>Year</th>
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<th>Fall 2017</th>
<th>Fall 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>64</td>
<td>87</td>
<td>47</td>
<td>10</td>
<td>18</td>
</tr>
</tbody>
</table>

80%  
72%
Accessing Services

I was able to schedule an appointment in a reasonable amount of time. 92%

The staff were professional, courteous and helpful. 97%

It was easy for me to find out about PACS services. 89%
Clinical Services

- 85% I believe my experience at PACS will help me to succeed at UNH.
- 90% I was understood and affirmed by my therapist.
- 69% I made progress toward my stated counseling goals.
- 92% I would recommend PACS services to a friend.
Reception

99% My information was treated in a respectful and confidential manner.

93% The PACS office was conveniently located and easily accessible.
“My counselor is extremely helpful to me and I have recommended PACS to many people.”

“I feel like my information is being treated respectfully and would definitely recommend PACS.”

“I learned how to manage my emotions and deal with things better!”

“Accepting, insightful, helpful and safe.”

“I just started going here, but the staff is really nice and supportive.”

“I’m very thankful for this resource on campus.”

“The graduate support group has been immensely helpful as an outlet during Grad School.”

“Always an amazing resource for me. Worth the time.”
Constructive Comments

“Getting an appointment with the psychiatrist is difficult, they’re like a month out.”

“Online appointment scheduling.”

“It’s hard to fit into my schedule.”

“Walk In appointments (non-crisis) should be offered.”

“More publicity of services offered.”

“The meetings are great, but there needs to be improvements in scheduling my appointments. I have been moved three times without my consent.”

"More appointments offered between 3p and 8p.”

“More than 8 sessions per year.”