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></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>2014</td>
<td>394</td>
<td>393</td>
<td>551</td>
<td>499</td>
<td>953</td>
</tr>
<tr>
<td>2015</td>
<td>393</td>
<td>393</td>
<td>551</td>
<td>499</td>
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</tr>
<tr>
<td>2016</td>
<td>551</td>
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</tr>
<tr>
<td>2017</td>
<td>499</td>
<td>499</td>
<td>499</td>
<td>499</td>
<td>953</td>
</tr>
<tr>
<td>2018</td>
<td>953</td>
<td>953</td>
<td>953</td>
<td>953</td>
<td>953</td>
</tr>
</tbody>
</table>

Increase in the number of Initial appointments from 2017: 91%
Overall increase in the number of Initial appointments from 2014: 142%
Urgent Walk Ins

Decrease in the number of Urgent Walk Ins from 2017: 45%

Overall Increase in the number of Urgent Walk Ins from 2014: 10%

<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>101</td>
<td>82</td>
<td>137</td>
<td>201</td>
<td>111</td>
</tr>
</tbody>
</table>
Individual Counseling

- Increase in the number of Individual Counseling sessions from 2017.
  - 55%

- Overall increase in the number of Individual Counseling sessions from 2014.
  - 193%
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>Number of Screenings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2014</td>
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<tr>
<td>Fall 2015</td>
<td>37</td>
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<tr>
<td>Fall 2016</td>
<td>31</td>
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<tr>
<td>Fall 2017</td>
<td>38</td>
</tr>
<tr>
<td>Fall 2018</td>
<td>64</td>
</tr>
</tbody>
</table>
Increase in Group Participation from 2017: 231%

Overall increase in Group Participation from 2014: 678%

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2014</td>
<td>46</td>
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<tr>
<td>Fall 2015</td>
<td>104</td>
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<tr>
<td>Fall 2016</td>
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<tr>
<td>Fall 2017</td>
<td>108</td>
</tr>
<tr>
<td>Fall 2018</td>
<td>358</td>
</tr>
</tbody>
</table>
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>
<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>64</td>
<td>87</td>
<td>47</td>
<td>10</td>
<td>22</td>
</tr>
</tbody>
</table>

Increase: 120%

Decrease: 66%
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.
Positive Comments

- “I feel like my information is being treated respectfully and would definitely recommend PACS.”
- “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.”
- “Always an amazing resource for me. Worth the time.”
- “I learned how to manage my emotions and deal with things better!”
- “The graduate support group has been immensely helpful as an outlet during Grad School.”
“Getting an appointment with the psychiatrist is difficult, they’re like a month out.”

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

“Online appointment scheduling.”

“It’s hard to fit into my schedule.”

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

“More publicity of services offered.”

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

“More than 8 sessions per year.”
OUTREACH

Fall 2018
Areas of Focus

MEDIA ENGAGEMENT
- Interviews
- Articles
- Newsletters

CONSULTATIONS
- Let’s Talk Programs

PRESENTATIONS
- Faculty and Staff
- Students
- Administration

EDUCATION
- Trainings
- Workshops

VISIBILITY
- Orientations
- Events
- Meetings
- Open House
- Meet-Ups
- Assemblies
- Dinners

TOTAL NUMBER OF EVENTS: 288

- Committees 17% (49)
- Panel/Discussion 2% (7)
- Consultations 27% (78)
- Tabling 7% (14)
- Presentations 6% (18)
- Workshops 9% (26)
- Visibility 26% (76)
- Trainings 5% (44)