

**Clinical Mental Health Counseling Program  
2023-2024 Annual Report**



**Program Mission**

The mission of the Jacksonville University’s School of Applied Health Sciences Clinical Mental Health Counseling (CMHC) program is to provide an academically rigorous, inclusive, and supportive environment in which to prepare professional counselors to work in a variety of mental health settings including but not limited to, private practice, hospitals, community counseling centers, for profit and non-profit agencies, public health departments, and schools that offer therapeutic services. This preparation occurs in an atmosphere of fairness, equity, and justice, emphasizing creative learning, excellence in counseling skills and techniques, ethical and professional integrity, and social justice, advocacy and multicultural competencies.

**Vital Statistics**

The Council for Accreditation of Counseling and Related Educational Programs (CACREP) requires that programs make certain information publicly available each year. The following data was obtained from program records, graduate surveys, Center for Credentialing and Education (CCE), Tevera, and reports from the Florida Board of Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling.

**Program Summary, Academic Year 2023-2024**

<b>Enrolled students</b>	<b>Total = 76 (Palm Coast = 35*; Arlington = 41)</b>
Number of program graduates	41 (Arlington = 20; Palm Coast = 21) <small>*2 students moved to 2024 graduating cohort</small>
**Program completion rate	41/41 (100%)
***Employment rate	100% (N=21)
Counselor Preparation Comprehensive Exam pass rate	100% (N=76)

+National Clinical Mental Health Counseling Examination (NCMHCE) Pass Rate, Fall 2022, Spring 2023	1/1 (100%)
+Percentage of graduates who are currently employed in mental health counseling and/or MFT positions	95% (N=21)

\*Reports generated for AY 23-24: Fall 2023, Spring 2024, Summer 2024

\*\* Program completion rate indicates proportion of students who complete degree requirements within expected time to degree (6 semesters for full-time MS students).

\*\*\*Employment rate indicates proportion of alumni reporting who desired employment and who were employed or engaged in full-time advanced academic study within six months of graduation. Many graduates secure employment prior to graduation.

\*+ Of the alumni reporting

### Program Objectives and Major Program Activities

The CMHC program incorporates seven program objectives, which are stated in each syllabus and outlined below. Upon completion of the program, students will:

1. Demonstrate holistic and multicultural skills in working with diverse populations across the human life span.
2. Apply evidenced-based practices in treatment planning and counseling processes.
3. Apply ethical standards in mental health counseling research and practice.
4. Accurately interview, assess, and identify clients' problems.
5. Monitor personal reactions to clients and peers while assessing interpersonal impact on others.
6. Demonstrate ability to communicate recognized resiliencies and strengths of clients in treatment planning and counseling.
7. Highlight the interactive dynamics in a household and among extended family and society as individual's developmental needs align or conflict with each other.

During the 2023-2024 academic year, the CMHC faculty engaged in the following major program activities and modifications:

#### Program Accomplishments and Recognition

- The JU CMHC program was awarded the 2024 Innovation in Counseling: Counselor Education Community Engagement Award from the National Board for Certified Counselors (NBCC), a leading organization for professional development in the field of counseling. The award recognizes our department's community engagement and

reciprocity across the curriculum, through direct engagement, and through collaborative scholarship. NBCC will also be highlighting the department's work as part of an article to be featured in their NBCC Visions newsletter.

- In 2023, Drs. Indelicato and George were awarded a grant of \$350,000 from the Florida Blue Foundation and a gift of \$25,000 from Mayo Clinic to provide scholarships to seventeen CMHC students over 3 years. Students will each receive \$10,800 each toward educational expenses.
- The other grant awards were in collaboration with Dr. Whitney George for scholarships for JU Clinical Mental Health Counseling students. One was funded by the Florida Blue Foundation and the other was funded by the Mayo Clinic.
- In 2023, the JU CMHC program received a \$14,328 award from the Baptist Health Strategic Investment application made by Dr. LaTonya Summers. Funds were granted to support the newly developed Center for Men's Mental Wellness.

### **Program Modifications**

- Using the JU mascot as an acronym, the JU CMHC program faculty collaborated to develop the DOLPHINS dispositions to guide student professional development at orientation and throughout the program. The DOLPHINS dispositions can be found in our JU CMHC Student Handbook linked [here](#).
- In response to student and faculty feedback, faculty evaluation of student progress was moved from end of semester 3 to end of semester 1 for 1st year students. Faculty evaluation of student progress was moved from semester 5 to end of semester 4 for second year students. The goal of these changes was to identify students who were doing well and those who needed additional support or remediation earlier in their program progression.
- The JU evaluation plan was updated to reflect these changes.

### **Clinical Service Provision**

- The members of the 2024 graduating cohort (N=41) provided over 32,000 hours of mental health counseling to individuals, groups, families, and couples at 22 different sites providing mental health counseling in the greater Northeast Florida community
- The CMHC program currently holds 47 active affiliation agreements with community agencies and organizations serving Duval, Nassau, Clay, St. Johns, Flagler, and Volusia counties.

### **Continued growth of CMHC program in Palm Coast, FL**

- Since opening in August 2021, the site has grown from two full-time faculty and 23 students to four full-time faculty and 46 students.

- Dr. Seneka Gainer was selected to serve as Clinical Director for Palm Coast.

### **JU Men's Center**

- Since opening in September 2023, students at the JU CMHC Center for Men's Mental Wellness have provided 50+ hours of counseling services to uninsured men. Detailed information about the Men's Center can be found on our website: <https://www.ju.edu/mentalhealth/mens-mental-wellness-clinic.php>
- The JU CMHC program received a \$14,328 award from the Baptist Health Strategic Investment application made by Dr. LaTonya Summers. Funds were granted to support the newly developed Center for Men's Mental Wellness.
- The Macquerie Group awarded a \$6350 grant to the Center for Men's Mental Wellness.

### **Graduate Certificate in Play Therapy**

- In August 2024, the Graduate Certificate in Play Therapy graduated an inaugural cohort of 13, including 9 CMHC students. The Certificate in Play Therapy is a four-course (12-credit hour) hybrid format focused on experiential learning opportunities
- Dr. Page Thanasiu continues to serve as the Program Coordinator for the Graduate Certificate in Play Therapy program.
- The Graduate Certificate in Play Therapy collaborates with Registered Play Therapists and Registered Play Therapy Supervisors in the Jacksonville area to provide instruction to our students.
- This year, students in the Graduate Play Therapy Certificate program began providing free counseling services to underserved children through Embrace Jax and Head Start Services in Jacksonville.
- Detailed information about the Graduate Certificate in Play Therapy can be found on our website: <https://www.ju.edu/mentalhealth/programs/play-therapy-certificate.php>

### **Accreditation Updates**

- A required mid-cycle accreditation report and Digital Substantive Change report were submitted to CACREP in September 2023 as part of our 8-year accreditation cycle. The program was first accredited in Arlington in 2019 and later accredited for the addition of the Palm Coast site (2021); however, graduates of the program are considered CACREP graduates beginning in December 2017. We are currently accredited through October 31, 2027.
- In July 2024, CACREP updated their accreditation standards to the [2024 Standards](#). Programs will have two years to fully incorporate and implement the new standards.

The JU CMHC program will align our programs policies, procedures, and curriculum to address the 2024 Standards to maintain our accreditation status.

### **Activities of the Eta Upsilon Chapter of Chi Sigma Iota International**

- Thirty-five new members were inducted in 2024, up from twenty-four new members in 2023. A total of 8 officers were inducted into the Eta Upsilon Chapter of CSI in April of 2024, up from 5 officers that were inducted in June 2023.
- Drs. Kelley Holladay and W. Bradley McKibben served as the Chapter Faculty Advisors through May of 2024. In June of 2024, Dr. Holladay became the Chapter Faculty Advisor of CSI Eta Upsilon.
- Under their leadership, the chapter was structured to include an Executive Committee, as well as Chapter Development, Counselor Community Engagement, and Awards Committees. A mentorship committee was formed in 2024.

### **Program faculty changes**

- In August 2024, Dr. Natalie Indelicato transitioned from Department Chair to a full-time, core faculty role. Dr. Indelicato was also promoted from associate to full professor.
- Dr. LaTonya Summers received tenure and promotion to Associate Professor in May 2024 and was promoted to Department Chair in August 2024.
- Dr. Ne'Shaun Borden transitioned in leadership and was promoted from Palm Coast Clinical Director to Program Director in August 2024.
- In August 2024, Dr. Seneka Gainer was selected to serve as the Clinical Director at Palm Coast.
- The CMHC faculty list is linked here:  
<https://www.ju.edu/mentalhealth/faculty/index.php>

### **Program Evaluation & Findings**

Our program evaluation plan is aligned with the program's seven objectives. The objectives and evaluation plan are available on the Jacksonville University CMHC website, linked [here](#).

Each program objective is paired with an associated Key Performance Indicator (KPI) and evaluation plan. In addition to course embedded assignments, student and employer post-graduation surveys, site supervisor evaluations of students, and faculty rated CCS-R are used for student and program evaluation. The CCS-R assesses counselors' and trainees' skills development and professional competencies. Additionally, the CCS-R provides counselors and trainees with direct feedback regarding their demonstrated ability to apply counseling skills and

facilitate therapeutic conditions, and their counseling dispositions and behaviors, offering the counselors and trainees practical areas for improvement to support their development as effective and ethical professional counselors.

***Counselor Competencies Scale-Revised (CCS-R)***

The CMHC program uses the Counseling Competency Scale Revised (CCS-R; Lambie, Mullen, Swank, & Blount, 2015) to assess student and aggregate level data related to the development of counseling skills and dispositions for 4 out of 7 program objectives and 4 out of 9 Key Performance Indicators. Faculty meet as a group to discuss and complete the CCS-R for each student. Students are assessed once in year 1 (semester 3) and once in year 2 (semester 5) of their program. At each time point, faculty share the student’s CCS-R data in Tevera and offer to meet one-on-one to provide feedback to the student. There are two parts of the CCS-R, Part I: Counseling Skills and Therapeutic Conditions and Part II: Counseling Dispositions and Behaviors. Part I includes 12-items on a 5-point Likert scale and part II includes 11-items on a 5-point Likert scale. The chart below shows the average scores for each cohort within the program for Part I and Part II of the CCS-R.

CCS-R Section	CCS-R Rating	Year 1 Class of 2024) N=41)
<b>Part I: Counseling Skills &amp; Therapeutic Conditions</b>  Includes assessment of nonverbal skills, encouragers, questions, paraphrasing, reflection of feelings, summarizing, advanced reflection-meaning, confrontation, goal setting, locus of counseling, empathy and caring, respect and compassion	Unable to observe	0%
	Harmful	0%
	Below Expectations/Unacceptable	0%
	Near expectations/Developing competency	9.75%
	Meets expectations/Demonstrates competency	73.1%
	Exceeds expectations/Demonstrates competency	17.07%

<b>Part II: Counseling Dispositions &amp; Behaviors</b>  includes assessment of professional ethics, professional behavior, professional and personal boundaries, knowledge and adherence to site and course policies, record keeping and task completion, multicultural competence in the counseling relationship, emotional stability and self-control, motivated to learn and grow/initiative, openness to feedback, flexibility and adaptability, congruence and genuineness	Unable to observe	0%
	Harmful	0%
	Below Expectations/Unacceptable	0%
	Near expectations/Developing consistency	14.6%
	Meets expectations/Demonstrates competency	70.7%
	Exceeds expectations/Demonstrates competency	14.6%

**Course Evaluations**

The following summary incorporates data from Fall 2023, Spring 2024, and Summer 2024. Students complete Course Evaluations (IDEA Student Rating of Instruction Forms) providing feedback on the course content and instructor performance at the completion of each course. Aggregate data on faculty in each of the categories outlined by the IDEA rating form is outlined in the table below.

**Summary of IDEA Evaluation, JU CMHC Faculty**

	Fall 2023		Spring 2024		Summer 2024	
	Average	Unit Score	Average	Unit Score	Average	Unit Score
A) Summary	4.6	58	4.5	56	4.2	52

b) Progress on relevant objectives	4.5	58	4.3	56	4.2	54
c) Excellent teacher	4.7	56	4.6	55	4.3	49
d) Excellent course	4.6	58	4.5	56	4.1	50

Average: 5 = Very effective, 4 = effective, 3 = moderately effective, 2 = somewhat effective, 1 = ineffective  
 Converted Average: 63 or higher = Highest 10%, 56-62 = Next 20%, 45-55 = Middle 40%, 38-44 = Next 20%, 37 or lower = Lowest 10%

### ***Counselor Preparation Comprehensive Exam (CPCE)***

The table below represents the results on the CPCE in Summer 2023 for Jacksonville University’s Class of 2024 CMHC program. Passing the CPCE means achieving a total score that is within one (1) standard deviation of the national mean for non-exit exam total scores and achieving a score that is within one (1) standard deviation of the national mean on at least four (4) of the eight (8) content areas. The mean JU student scores are listed below along with the CPCE National Descriptive Statistics including mean, standard deviation, and passing score.

Considering specific content areas, Jacksonville University CMHC students excelled in 3 of the 8 content areas (C1: Professional Counseling Orientation & Ethical Practice, C5: Counseling & Helping Relationships, and C6: Group Counseling & Group Work). Scores in other content areas show that our students are scoring comparable to the national mean. Our overall program mean score was on par with the national mean and significantly higher than the required passing score.

### **CPCE Results by Content Area, Class of 2024, Summer 2023**

<b>Content Area</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Passing Score</b>	<b>Program Mean Score</b>
C1: Professional Counseling Orientation & Ethical Practice	11.57	3.32	8	<b>13.10</b>
C2: Social & Cultural Diversity	10.63	2.55	8	<b>9.93</b>
C3: Human Growth & Development	11.66	2.98	9	<b>10.73</b>
C4: Career Development	11.57	2.68	9	<b>11.38</b>
C5: Counseling & Helping Relationships	10.72	3.3	7	<b>11.18</b>
C6: Group Counseling & Group Work	10.72	2.67	8	<b>11.65</b>
C7: Assessment & Testing	11.06	2.03	9	<b>10.63</b>
C8: Research & Program Evaluation	12.48	2.25	10	<b>11.35</b>



Total Score	90.45	17.62	73	89.93
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**Survey of Graduating Students, Employers and Site Supervisors**

Once per year, the CMHC program sends out surveys to graduating students, employers of program graduates, and clinical supervisors of current and past students. In 2024, 34% (N=14) of graduating students completed the Exit Interview survey, 2 employers completed the Employer Survey, 11 alumni completed the Alumni Survey, and 3 clinical supervisors completed the Site Supervisor Survey. Graduating students and employers were asked to indicate whether the JU CMHC program fell below their expectations, met their expectations, or exceeded their expectations on the seven program objectives. Additionally, Employers and Site Supervisors were asked additional questions aimed at gathering information regarding JU CMHC student’s clinical preparation. The tables below indicate the percentage of those who responded in each category. Graduating students were also asked to provide information regarding their plans post-graduation. A table outlining the results of each of these surveys is listed below.

Graduating Student Survey	Class of 2024 (N=14; 34% response rate)
Percentage of students who have established employment or will be seeking higher education post-graduation	50%
Percentage of students who plan to take the National Clinical Mental Health Counseling Examination (NCMHCE) within 6 months post-graduation	79%
Percentage of students who plan to stay in Northeast Florida within 6 months post-graduation	71.4%

Survey Results for Employers of Program Graduates and Clinical Supervisors					
Question	Respondent Employers (N=2) Site Supervisors (N=2)	Exceeded Expectations	Met Expectations	Below/Does not meet Expectations	Did not Observe

1.	Apply ethical standards in mental health counseling research and practice.	Employers Site Supervisors	100 % 37.5%	0% 62.5%	0% 0%	0% 0%
2.	Accurately interview, assess and identify clients' problems.	Employers Site Supervisors	100% 25%	0 % 62.5%	0% 0%	0% 12.5%
3.	Ability to establish and maintain a therapeutic relationship that facilitates	Employers Site Supervisors	100 % 37.5%	0 % 62.5%	0% 0%	0% 0%

progress in counseling.						
4. Understanding of counseling techniques, client dynamics, and counseling theories.	Employers Site Supervisors	100 % 37.5%	0% 62.5%	0% 0%	0% 0%	
5. Ability to accurately diagnose mental illness using DSM-5.	Employers Site Supervisors	50% 12.5%	50 % 87.5%	0 % 0%	0% 0%	
6. Ability to use procedures for		50% 12.5%	50% 87.5%	0% 0%	0% 0%	

assessing and managing suicide risk.	Employers Site Supervisors				
7. Professional conduct - maintaining appropriate personal and professional boundaries.	Employers Site Supervisors	100% 62.5%	0 % 37.5%	0% 0%	0% 0%
8. Counseling skills in facilitating clients' exploration of their thoughts and feelings, in facilitating insight	Site Supervisors	0%	100 %	0%	0%

that leads to change					
9. Ability to conduct and interpret counseling assessments	Site Supervisors	0%	100 %	0%	0%
10. Ability to apply counseling theories and techniques to clinical interventions.	Site Supervisors	25%	75%	0%	0%

<p>11. Ability to manage developmental issues (age/stage appropriate interventions) when counseling.</p>	<p>Site Supervisors</p>	<p>0%</p>	<p>100%</p>	<p>0%</p>	<p>0%</p>
<p>12. Shows cultural competence in working with diverse groups.</p>	<p>Site Supervisors</p>	<p>75%</p>	<p>25%</p>	<p>12.5%</p>	<p>0%</p>
<p>13. Ability to articulate their approach to counseling and develop a plan for address</p>	<p>Site Supervisors</p>	<p>0%</p>	<p>100%</p>	<p>0%</p>	<p>0%</p>

ing client concerns.					
14. Ability to make good use of supervision	Site Supervisors	33.33%	33.33%	33.33%	0%
15. Ability for self-awareness, personal growth, and self-care.	Site Supervisors	0 %	25%	75%	0%
16. Overall, how would you rate the academic preparation of JU CMHC	Employers Site Supervisors	100% 0%	0% 75%	0% 25%	0% 0%

graduates?					
17. Overall, how would you rate the clinical training of JU CMHC graduates?	Employers Site Supervisors	100 % 0 %	0 % 100 %	0% 0%	0% 0%

Survey Results for Graduating Students and Employers					
Program Objective	Respondent Graduating Students, Class of 2024 (N=14) Employers (N=2)	Exceeded Expectations	Met Expectations	Below Expectations	Did not observe



<p>1. Your/Student's ability to demonstrate holistic and multicultural skills in working with diverse populations across the human life span.</p>	<p>Graduating Students</p> <p>Employers</p>	<p>64.3 %</p> <p>100 %</p>	<p>28.5 %</p> <p>0%</p>	<p>7.1%</p> <p>0%</p>	<p>N/A</p> <p>0%</p>
<p>2. Your/Student's ability to apply evidenced-based practices in treatment planning and counseling</p>	<p>Graduating Students</p> <p>Employers</p>	<p>50%</p> <p>100%</p>	<p>50%</p> <p>0%</p>	<p>0%</p> <p>0%</p>	<p>N/A</p> <p>0%</p>

processes.					
3. Your/Student's ability to apply ethical standards in mental health counseling research and practice.	<p>Graduating Students</p> <p>Employers</p>	<p>78.6 %</p> <p>100%</p>	<p>21.4 %</p> <p>0%</p>	<p>0%</p> <p>0%</p>	<p>N/A</p> <p>0%</p>
4. Your/Student's ability to accurately interview, assess and identify clients'	<p>Graduating Students</p> <p>Employers</p>	<p>57.1%</p> <p>100%</p>	<p>42.9%</p> <p>0%</p>	<p>0%</p> <p>0%</p>	<p>N/A</p> <p>0%</p>

problems.					
5. Your/Student's ability to monitor personal reactions to clients and peers while assessing your interpersonal impact on others.	Graduating Students	64.2 %	35.8%	0%	N/A
	Employers	50%	50%	0%	0%
6. Your/Student's ability to communicate recognized resilience	Graduating Students	57.1%	42.9 %	0%	N/A
	Employers	100%	0%	0%	0%

cies and strengt hs of clients in treatme nt plannin g and counseli ng.					
<p>7. Your/St udent’s ability to highligh t the interact ive dynami cs in a househ old and among extende d family and society as individu al’s develop mental needs align or conflict with</p>	<p>Graduating Students</p> <p>Employers</p>	<p>42.8 %</p> <p>100%</p>	<p>50%</p> <p>0%</p>	<p>7.14%</p> <p>0%</p>	<p>N/A</p> <p>0%</p>

each other.					
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### **Report Summary**

The JU CMHC program engages in annual quantitative and qualitative program evaluation to determine strengths, challenges, and opportunities and to inform systemic program changes. The program evaluation data for the 2023-2024 academic year reflects continued growth in student enrollment, faculty retention and promotion, community partnerships, and clinical impact. Growth in Palm Coast and sustaining the Play Therapy Graduate Certificate program have been driven by the need for increased mental health professionals in Northeast Florida. Between 2019-2024, the number of enrolled students in the JU CMHC program increased, and program graduates increased, totaling 154 graduated students in 5 years. Regarding clinical impact, in the past year, JU CMHC students provided over 32,000 hours of mental health counseling to individuals, groups, families, and couples in Northeast Florida.

During the 2023-2024 academic year, we retained students at a rate of 100% across both the Arlington and Palm Coast sites. We graduated 13 students in our inaugural class of the Play Therapy Graduate Certificate program.

Findings from surveys of our graduating students, employers of our alumni, and site supervisors indicate that we are either exceeding or meeting program objectives. Employers qualitatively share that our graduates are consistently prepared for the roles and responsibilities of the field. Graduating students share that they have confidence in their counseling skills and professional

dispositions. On the comprehensive exam, our students excelled in 2 of the 8 content areas (C1: Professional Counseling Orientation & Ethical Practice, and C6: Group Counseling and Group Work. Overall, our students are scoring at a mean of 89.93, very comparable to the overall national mean of 90.45. Graduating students also share that they value relationships with the faculty. Aggregate faculty evaluation data show that faculty is between “effective” and “very effective” on all content areas assessed. The findings show that the faculty rank consistently highest in the area of “excellent teacher”.

CCS-R data shows that most students met or exceeded expectations on the “Counseling Skills and Therapeutic Conditions” and “Counseling Dispositions & Behaviors” sections of this faculty-scored scale. In addition to the CCS-R completed by faculty at two time points in their program, students utilize the CCS-R to assess themselves and their supervisors use the CCS-R to assess their skill and professional competency development in their 2nd year in the program. By receiving feedback from multiple perspectives, the CCS-R is a tool that allows for objective improvement on student competencies, as well as specific language for faculty and supervisors to utilize to provide feedback and areas for remediation when needed.

In 2024-2025, the CMHC program will work to increase enrollment in the Play Therapy Graduate Certificate program, grow and support the JU Men’s Center for Mental Wellness, provide continuing education training for community mental health professionals, and continue to seek external funding for scholarship support for our students. To achieve these goals and improve as a program, we will continue to base program modifications on data gathered from alumni, graduating students, site supervisors, employers, and key stakeholders. We deeply value the support we receive from our community partners—particularly the engaged, creative and committed clinical supervisors who work with our students in the field. In collaboration with our community partners, we continue to be committed to preparing mental health professionals who practice with excellence in counseling skills and techniques, ethical and professional integrity, and cultural humility and responsiveness.