



Annual Report 2022-2023

Program Overview



- New Horizons Family Counseling Center (NHFCC) offers family counseling services to K-12 students and their families in the surrounding communities and provides educational opportunities to counselors in training. The mission of NHFCC is to serve the community through collaboration with public school systems and other community services in the provision of free couples and family counseling. This mission would not be possible without the ongoing partnership of the New Horizons Regional Education Centers (NHREC) and the surrounding school districts.
- The NHFCC is within the Flanagan Counselor Education Clinic that is housed at the William & Mary (W&M) School of Education. The clinic is run primarily by the doctoral and master students who serve as the counseling interns, supervisors, and directors. The clinic also includes involvement from the faculty in the W&M Counselor Education program as clinical and administrative supervisors.

Program Overview

- In the NHFCC, counselors help their clients by facilitating personal and interpersonal growth across the lifespan with a focus on emotional, social, vocational, educational, developmental, and mental health concerns. Through the integration of theory, research and practice, and with sensitivity to multicultural concerns, they help people improve clients' wellbeing, alleviate distress, and resolve crises.
- NHFCC provided counseling services to **95 individuals and families** (over 220 people in sessions). We received **146 referrals for services**. This report provides a summary of various aspects of the services provided by the NHFCC during the 2022-2023 school year including referral sources, reasons for referral, school districts served, and new initiatives.





Staff and Leadership in the Clinic

Leadership Changes

- The search for a full-time clinic director was on-going throughout much of the 2022-2023 academic year.
- Faculty in the counselor education stepped in to filled the role in various ways. These faculty included:
 - Dr. Patrick Mullen, Fall 2022 Interim Director (no longer at W&M)
 - Dr. Amber Pope, Early Spring 2023 Interim Director
 - Dr. Bianca Augustine
 - Dr. Craig Cashwell
 - Dr. Elizabeth Burgin
- The 2022-2023 Student Co-Directors, Philippa Chin and Tamika Jackson, were a critical part of the clinic's leadership
- In March 2023, Dr. Erin Woods stepped into the role of Clinic Director



Our Current Team

- Tamika Jackson, Student Director
- Young Kwon Kim, Student Assistant Director
- 5 Doctoral Student Graduate Assistants
- 7 Master's Level Counseling Interns



Service Delivery Updates



Service Delivery Updates

During the academic year 2022-2023, the NHFCC provided services in-person and through a HIPAA compliant telehealth platform. As families and individuals have continued to have the option of participating in counseling via telehealth, we continued to note several benefits that included:

- Improved cost-efficiency without needing to travel to remote in-person sites.
- Feedback from families suggested a high level of comfort with the counseling process and reduced stigma associated with mental health care utilizing this platform.
- Families reported fewer barriers to consistent attendance such as transportation, extracurricular activities, or work schedule problems.
- Family members who resided in different locations, such as in the case of blended or co-parenting families, were able to participate from their locations consistently, thus adding value to the change process.

While the clinic has not resumed remote in-person services, this is a goal for the near future with the aim to reduce barriers for families to receive services.

Program Summary

Synthesis of programs and
populations served



Executive Summary

- 146 referrals were received for counseling.
- School counselors and staff continued to be a primary referral source (73%).
- Family self-referrals remained a common source of referrals (16%).
- Reasons for referral continued to focus primarily on family communication, peer/social support, and family communication.
- School Districts: Referrals from Williamsburg-James City County remain the largest source followed by York County and Newport News.

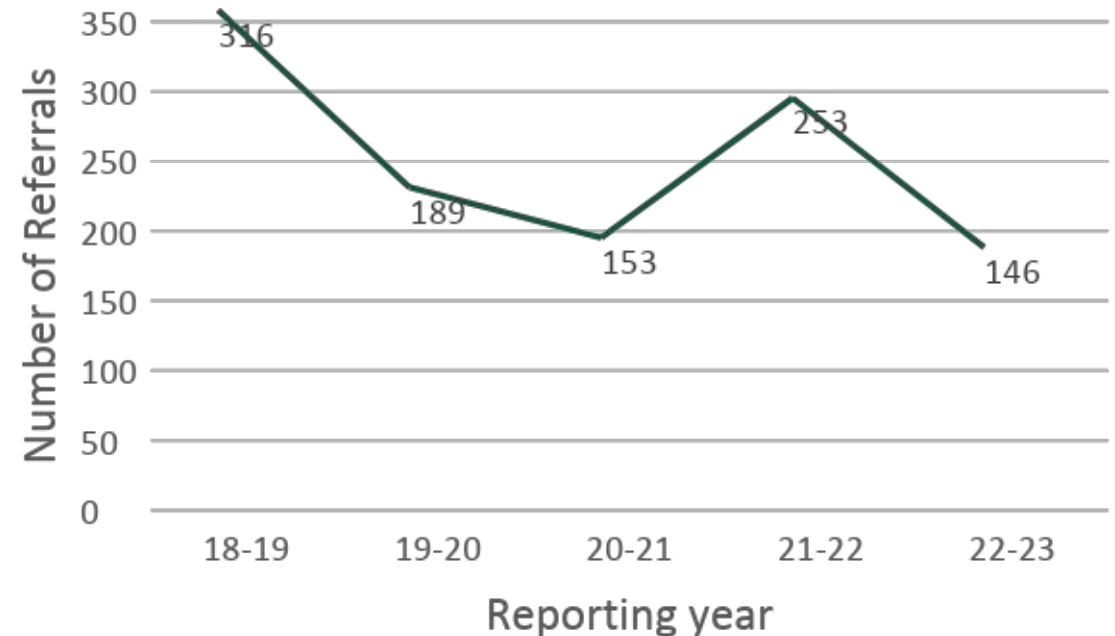


Key Program Data

Continuing to care

Number of Referrals and Trends

- A total of **146 referrals** were received.
 - Includes Fall 2022-Summer 2023
- The referral rate is down compared to the last reporting year (253 referrals) and pre pandemic referral rates (316 referrals).
- We have plans to increase outreach which include attendance at school events, the development of new marketing materials, and an increase in our social media presence.

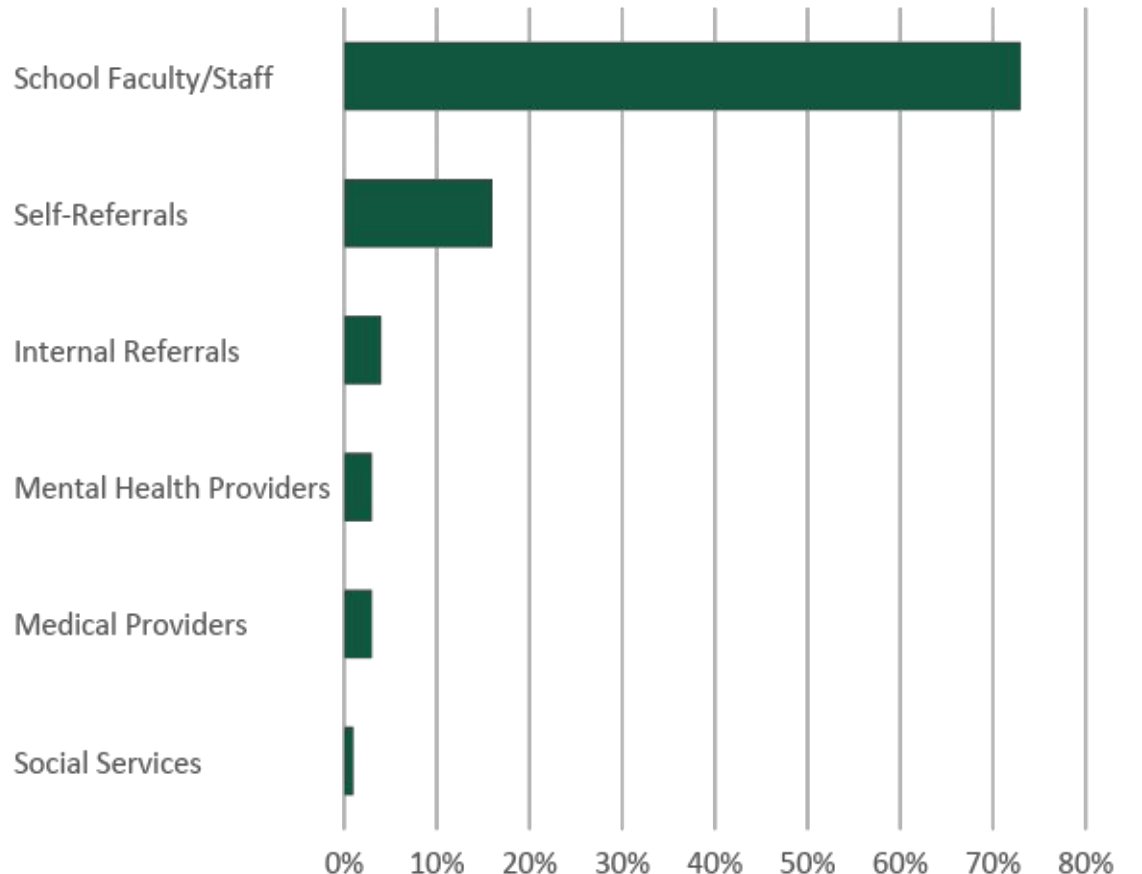


People who make the Referrals

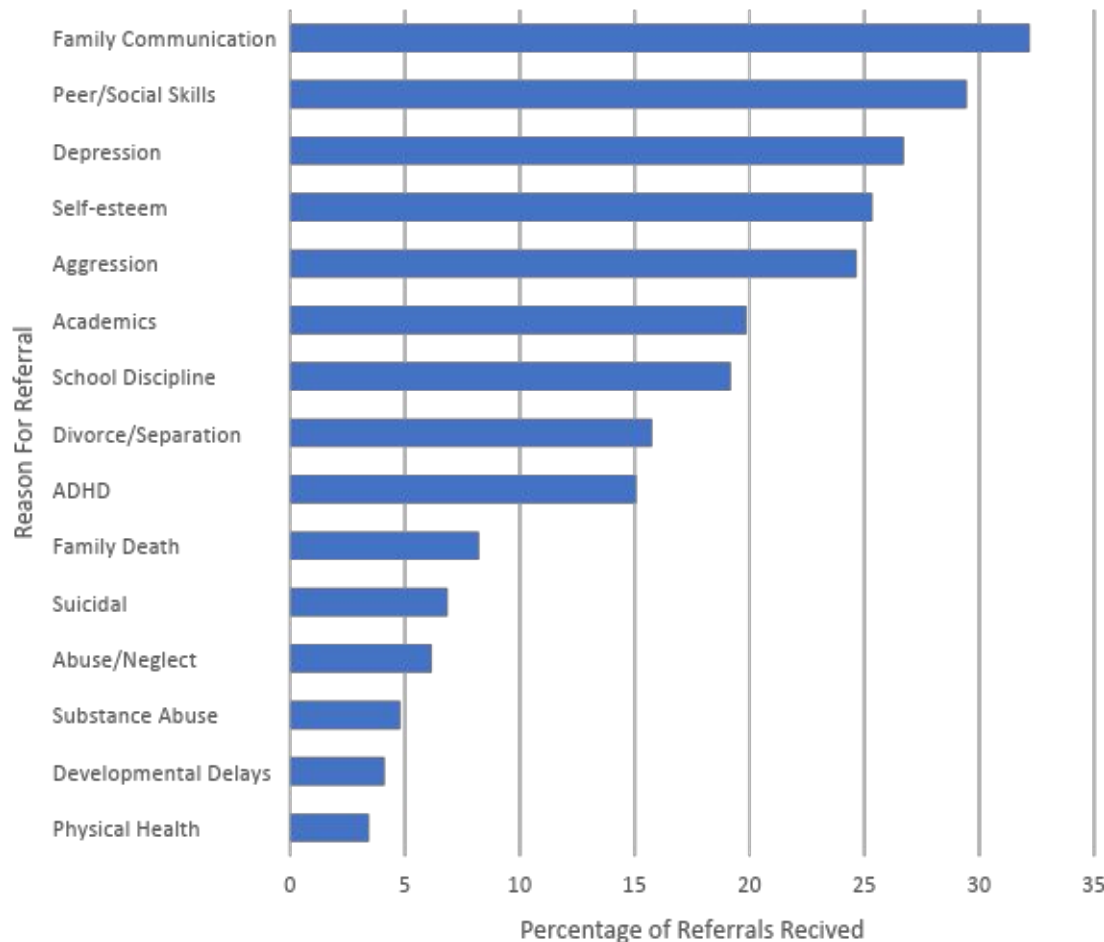
Most of our referrals throughout the year came from:

- School Faculty/Staff (73%)
- Self-Referrals (16%)

Other common referral sources include referrals from within the FCEC and from other community providers.



Reasons for Referral



When referred to the NHFCC, referrers and clients identify their reason for seeking counseling. The most common reasons for the referrals include:

- Family Communication (32%)
- Personal/Social Skills (29%)
- Depression (27%)
- Self-Esteem (25%)
- Aggression (25%)
- Academics (20%)

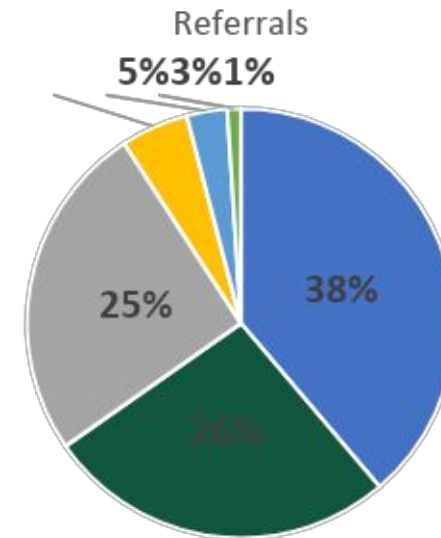
** Most clients select more than one referral reason, which is why the % adds up to more than 100%*

School Divisions Served

The NHFCC receives referrals from the consortium of school divisions served by NHREC. Of these districts:

- 38% Williamsburg James City
- 26% from York
- 25% from Newport News
- 5% from Hampton
- 3% from other areas (telehealth)
- 1% from New Kent
- < 1% from Gloucester
- < 1% from Poquoson

Williamsburg/James City County remains the largest source of referrals.



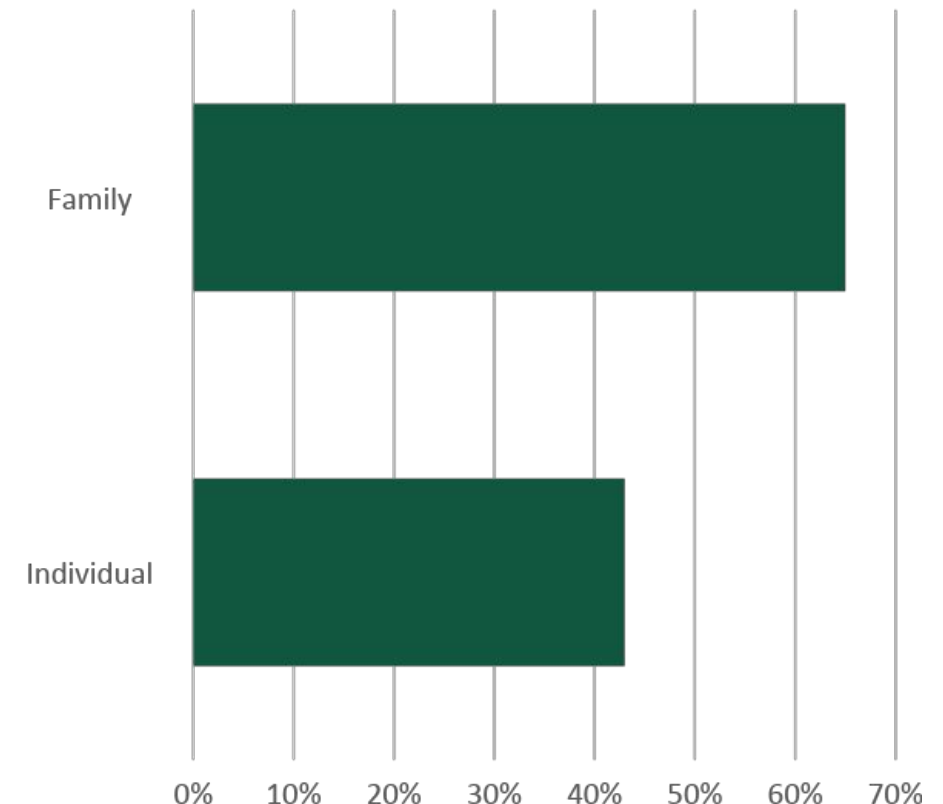
- WJCC
- York
- Newport News
- Hampton
- Other Areas
- New Kent
- Gloucester
- Poquoson

Type of Services

The NHFCC provides Family Counseling as a primary approach to counseling. In 2022-2023, we began offering more individual services based on the needs of the clients. The breakdown of service types includes:

- 65% of clients received family counseling services
- 43% of clients received individual counseling services
- A variety of group services were also provided

** Some clients receive family and individual services, which is why the % adds up to more than 100%*





New Program Initiatives Goals

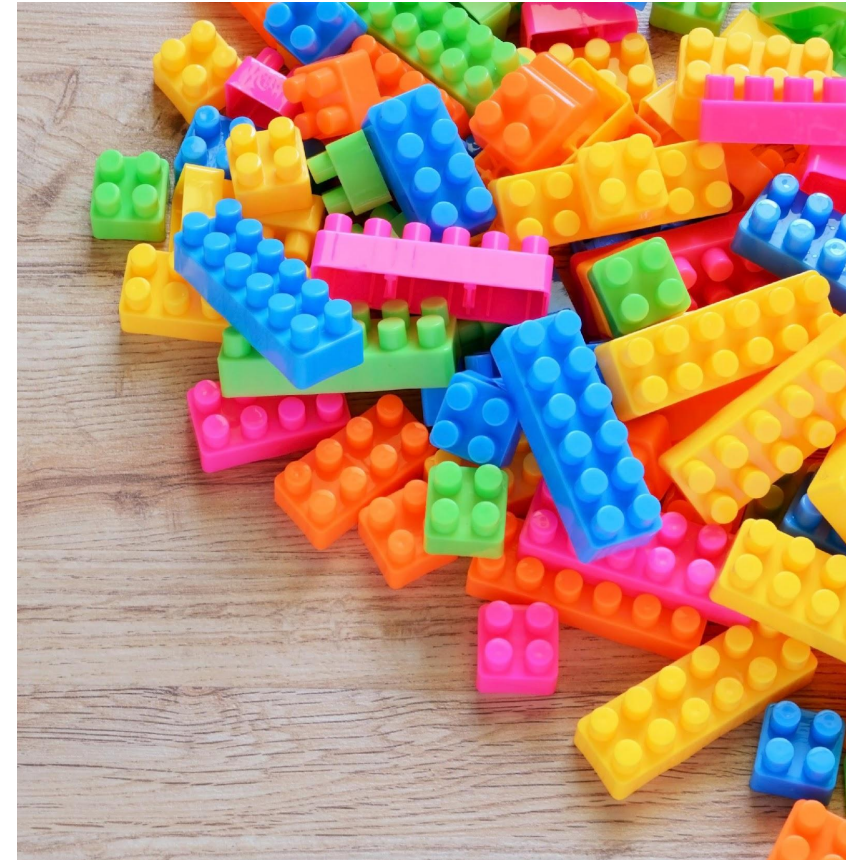
New Program Initiatives


The FCEC and W&M Counseling Program recognized a need for play therapy providers in our communities. We were able to partner with the Williamsburg Health Foundation and begin work on the Play to Thrive Program. Through this partnership, we:

- Provided free Play Therapy training to 40 area providers (including multiple FCEC interns)
- Plan to pilot a program with various WJCC Head Start programs to provide classroom based paraprofessional play therapy services.
- Are currently creating a play therapy space in the FCEC to provide play therapy services in the clinic.

The Flanagan Counselor Education Clinic is also forging ahead with attempts to offer a variety of new services, such as

- New group counseling options
- Expanding our couples therapy services





Looking Ahead: 2023-2024 School Improvement Plan Goals

Building Connections, Offering New
Services, and Enhancing Access

Looking Ahead

Impact of leadership changes on School Improvement Plan Goals

The current FCEC leadership recognizes the impact COVID and multiple leadership changes have had on the clinic over the past few years. We plan to utilize the 2023-2024 academic year to evaluate and enhance our current practices and rebuild where necessary. We plan to continue to provide exemplary care for clients, outstanding training for students, and meaningful contributions to our community partnerships. Our goals this year focus on:


- Enhancing access to services
- Developing new services options
- Building connections

2023-2024 School Improvement Plan Goals

Goal 1: By August 2024, increase accessibility through the development of a more streamlined referral system that allows for faster follow-up.

Goal 2: By August 2024, increase engagement with school counselors and staff through attendance at school events and hosting at least two opportunities for counselors to meet with the clinic director.

Goal 3: By August 2024, expand group counseling services by offering at least 2 new groups.

A group of diverse people, including men, women, and children, are smiling and huddled together in a warm, affectionate embrace. The image is partially obscured by a white overlay on the left side where the text is located.

Thank you for
continuing to
support our
families!
