International Accreditation of Counseling Services (IACS) Annual Assessment (RSMo. 173.2530)

University of Missouri – St. Louis
2021-2022

This report is compiled on an annual basis pursuant to state statute.

173.2530: Report on compliance with standards for mental health services provided on campus — Beginning in the 2020-21 school year, and continuing on an annual basis thereafter, each public institution of higher education shall publish a report measuring compliance with the standards promulgated by the International Association of Counseling Services, Inc., relating to mental health services provided on college campuses. The report shall include a measure of the institution's ability to adequately meet student mental health needs. All reports required by this section shall be made available to the public. (Link)

For the most recent version of the IACS standards from which this report was compiled, click here.

	I. RELATIONSHIP OF THE COUNSELING CENTER WITH THE UNIVERSITY COMMUNITY
A	**Administrative Independence and Neutrality** UMSL Counseling Services, which is a merged unit, operates independently and with neutrality. The Center assists other campus units with assessments of substance misuse and behavioral concerns, including Residential Life, Student Conduct, CARE team, and Athletics. Participation in these assessments are voluntary on the part of the student and only occur with the student's written consent.
B	**University and Community Relationships** UMSL Counseling Services reports to the Dean of Students and has routine, direct communication. Director has, at minimum, weekly communication with senior Student Affairs administrators. The Center uses the comprehensive counseling center model, providing therapy, consultation, outreach, and training.
C	**Reporting Structure** UMSL Counseling Services reports to the Dean of Students and has routine, direct communication. Director has, at minimum, weekly communication with senior Student Affairs administrators. The Center uses the comprehensive counseling center model, providing therapy, consultation, outreach, and training.
D	**Accreditation of Multiple Counseling Services and Merged Centers** UMSL Counseling Services is a merged unit along with Health Services and Disability Access Services. Counseling Services is the only unit directly involved in providing counseling resources to students.
E	**Embedded Counseling Services** There are no embedded counselors at UMSL.

	II. COUNSELING SERVICES ROLES AND FUNCTIONS
A	**Individual, Couples and Group Counseling** UMSL Counseling Services provides individual counseling services that are responsive to student needs. Services are tailored on an individual basis to provide culturally sensitive and relevant interventions. Every effort is made to make counseling available in a timely fashion, although at heavy demand times of the year this is a challenge. There are a variety of group counseling options. (II.A.1). All UMSL Counseling Services staff hold either a master's or doctoral degree in counseling, social work or psychology. All staff are experienced in providing client services and are fully licensed in their respective professional division. Staff hiring decisions are based in identifying candidates who are able to provide a high level of service to students and the campus. This includes an ability to work effectively with a wide range of cultural identities and individual needs. Ongoing training and support are provided and encouraged so all staff provide effective and relevant services. (II.A.2). Client satisfaction surveys are regularly distributed to students who have utilized services. Feedback is collected anonymously, although students are also encouraged to contact administrators with any concerns that may arise. (II.A.3). All staff are expected to engage in ethical and professional conduct at all times. All staff are required to be licensed. New hires are expected to be license-eligible and, if needed, engaged in the process of moving towards full licensure in a timely fashion. Trainees are similarly required to adhere to all relevant state and federal laws. (II.A.4). Services are also provided by master's level trainees, who are supervised by full time staff and include both an individual supervisor, as well as group supervision led by the training coordinator. This supervision includes review of clinical records, recorded sessions, and routine oversight to ensure appropriate standards of care. (II.A.5).
B	**Psychiatric Services** Psychiatric services are provided in collaboration with community resources, as well as with providers in UMSL Health Services.
C	**Case Management Services** Not provided.
D	**Testing** Not provided.
E	**Crisis Intervention and Emergency Services** Emergency and crisis services are provided on a walk-in basis by Counseling staff during all hours Counseling Services is open. After hours crisis services are provided

	by a contracted phone service (ProtoCall). All contacts with ProtoCall are documented and referred to Counseling Services staff for appropriate follow. Psychiatric services are coordinated and provided by Health Services, which are co-located with Counseling Services.
F	**Outreach Interventions** Counseling Services has a range of outreach and prevention programs led by a staff member who coordinates outreach activities. Programs and topics include suicide prevention, mental health topics, and skills development. Programs emphasize decreasing mental health stigma and promoting healthy behaviors and relationships. Programs are conducted in collaboration with a wide range of campus partners and are developed for faculty, staff, and students.
G	**Consultation Interventions** Counseling Services provides consultation service to students, parents, faculty, and staff on a variety of student concerns, safety issues, and student development topics. Counseling staff make confidentiality of any client or student information a priority. (II.G.1 and II.G.2) Counseling staff serve on a variety of campus committees related to student wellbeing. Staff are not responsible for making any academic or administrative decisions related to students. (II.G.3)
H	**Referral Resources** Counseling Services has a number of formal collaboration agreements with community agencies providing counseling and mental health treatment resources. Additionally, referrals are provided to students seeking alternatives and additional supports, while emphasizing low cost and sliding scale agencies for students with limited resources.
I	**Research** While no active local research projects are underway, client satisfaction survey and periodically administered Counseling Center Assessment of Psychological Symptoms-34 (CCAPS-34) data provide information relevant to counseling effectiveness and service quality. De-identified data is provided to the Center for Collegiate Mental Health's (CCMH) national data set to contribute to the ongoing research in college and university counseling center. CCMH data collection requires approval by the campus research committee and is periodically reviewed. (II.I.1 and II.I.2) At this time no local research projects are being conducted; however, if approached, the Counseling Center would consider assisting researchers by providing information that is de-identified and does not risk the Center's reputation for maintaining confidentiality of student information. Currently, no active local research projects are underway; however, the CCAPS 34 data provide information relevant to counseling effectiveness and service quality. (II.I.3)

		Staff are encouraged and supported to engage in national and regional professional development activities, including presenting at conferences and workshops. (II.I.4)
J	**Program Evaluation**	
	Counseling Services conducts ongoing client evaluations and satisfaction survey to provide opportunities for students to give feedback about their counseling experience and to offer suggestions about improvements. The CCMH data set allows comparisons across centers of comparable size and type that informs process and service adjustments and improvements.	
K	**Training Programs**	
	Counseling Services works with several local graduate programs and provides master's level intern placement for students in counseling, social work, and psychology programs. Intern positions are available for 20 hours per week and run for the academic year from August to May. As noted above, counseling staff provides at least weekly individual supervision above and the training coordinator conducts weekly group supervision. All supervision is provided appropriate to the level of the trainee and in accordance with accreditation standards, state licensure laws, academic program rules, and staff supervision experience.	
	All incoming counseling requests are screened by Counseling staff to determine the level of client need and urgency. This system also assures that trainees see clients that are appropriate to their level of experience. Trainee caseloads loads constitute less than 40% of the Counseling Services' clientele.	

III. ETHICAL STANDARDS

A	**Selection of Staff and Training on Policy/Ethics**	
	UMSL follows a stringent and comprehensive process for selecting and training all staff with regards to office policy and professional ethics.	
B	**Confidentiality of Counseling**	
	Confidentiality is one of our highest ethical priorities. Trainees and new employees meet with the director to discuss confidentiality and sign a document stating they understand and agree to uphold confidentiality.	
C	**Imminent Danger**	
	Counseling Services policy, legal requirements, and professional guidelines inform efforts to promote safety and provide for appropriate notifications.	
D	**Psychological Tests**	
	UMSL Counseling Services does not provide psychological testing.	

E	**Research** UMSL does not participate in any research with human subjects.
F	**Case Records** Clinical records are maintained in Point and Click data system, a product specifically designed for university health and counseling centers.
G	**Disposition of Records** UMSL's procedures for the disposition of client and agency records is consistent with all relevant guidelines, standards, and statutes.
H	**Access to Records** As a merged treatment center, Health and Counseling Services clinical staff have access to relevant medical and counseling records.
I	**Shared Electronic Records System** As a merged treatment center, Health and Counseling Services clinical staff have access to relevant medical and counseling records.
J	**Regulatory Awareness** UMSL staff are knowledgeable about and function in a manner consistent with relevant criminal and civil laws, and are aware of all relevant obligations and limitations associated with national, regional and local constitutional, statutory, regulatory and institutional policies.
K	**Technology** Our electronic records system has two step security. (III.K.1) Email is not used to transmit confidential information. Our electronic records system uses encrypted and secure messaging for any client communications. (III.K.2) All electronic equipment and confidential information transmitted electronically are secured from unauthorized access and informed consent is sought whenever confidential information is transmitted electronically. (III.K.3) UMSL's Counseling Services website can be found at https://hcdas.umsl.edu. (III.K.4)
L	**Telemental Health Services and Contracted Services** UMSL Counseling Services provides telemental health services as appropriate and indicated. All staff receive additional and ongoing training related to the provision of telemental health services and closely adhere to all relevant guidelines.

IV. COUNSELING SERVICES PERSONNEL

A	**Diversity Competencies of Staff** UMSL Counseling Services highly values having a diverse staff and continues to make efforts to maintain a high level of cultural competence for all staff.
B	**Director** The UMSL Counseling Services Director, Dr. Christopher Sullivan, has a Ph.D. in Counselor Education from a CACREP and HLC-accredited university. The Director performs all of the duties and responsibilities outlined in Section IV.B.
C	**Professional Staff** Staff at the UMSL Counseling Service are highly qualified for their positions and meet all of the professional qualifications and responsibilities outlined in Section IV.C.
D	**Other Center Administrative Staff** The UMSL Counseling Center meets this standard.
E	**Trainees** UMSL Counseling Services does not host pre- or post-doctoral interns, and does not have paraprofessionals or peer educators. (IV.E.2, IV.E.4 and IV.E.5). Practicum students, externs, and supervised field placements are appropriately trained, supervised, and arranged. (IV.E.3.)
F	**Administrative Support Staff** There is an adequate number of non-student support staff in the UMSL Counseling Services (IV.F.1). No student employees are employed in Counseling Services. (IV.F.2).
G	**Professional Status** Counseling staff are well respected on the UMSL campus.
**V. RESOURCES AND INFRASTRUCTURE**
A	**Professional Development** Release time is supported to attend professional development. Funding is provided for a limited amount of training each year. (V.A.1) Counseling service staff are provided with opportunities for clinical/peer supervision and case consultation. Unlicensed staff members are under the supervision of licensed staff. (V.A.2) In-service trainings occur informally throughout the academic year (V.A.3). The Director participates in the Association for University and College Counseling Center Directors. Staff participate in organizations involving group work, outreach, and clinical supervision. (V.A.4).

		Staff members are engaged in campus events as appropriate and feasible (V.A.5).
B	**Consultation Resources**	UMSL Counseling Services staff members regularly meet to consult on clinicals matters, as well as with providers in UMSL Health Services. (V.B.)
C	**Number of Staff**	UMSL Counseling Services has a 1 FTE staff to 1700 student ratio. (V.C.1) Administrative support staff is adequate to meet all administrative needs for the functioning of an effective counseling service. The Director has administrative authority over the administrative support staff. (V.C.2).
D	**Center Budget**	The director is responsible for oversight and management of all aspects of Counseling Services' budget (V.D.)
E	**Compensation – Salary and Benefits**	Salaries are commensurate with credentials, experience, responsibilities and duties (V.E.1) and are typically in line with the broader UMSL community and peer institutions (V.E.2). Release time is supported to attend professional development. Funding is provided for a limited amount of training each year. (V.E.3).
F	**Physical Facilities**	The Counseling Center is centrally located and readily accessible to all students (V.F.1), and staff are provided with offices and equipment necessary to effectively and confidentially do their jobs (V.F.2, V.F.3, V.F.5, and V.F.8). Adequate space suitable for group counseling sessions and staff meetings is maintained (V.F.7), as well as space for storage (V.F.9). UMSL's reception area is shared with Health and Disability Access Services, as well as Student Social Services. (V.F.4). UMSL Counseling Services does not utilize security cameras (V.F.10).
G	**Malpractice/Liability Insurance**	The University of Missouri System provides liability insurance. Individuals may purchase additional or separate coverage at their discretion.

VI. SPECIAL CONCERNS

A	**Issues Affecting Counseling Centers Outside of the United States**	Not applicable.