

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

Missouri University of Science & Technology
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 S&T Counselors operate independently and with neutrality within the department of Student Well-Being without responsibility for admissions, disciplinary, curricular, or other administrative decisions involving students.
B	University and Community Relationships Housed administratively in the Division of Student Affairs, S&T Counselors collaborate extensively with other key Student Affairs departments, including Care Management, Student Well-Being, Student Health Services, Residential Life, Student Involvement, and Athletics; other campus partners include University Police and New Student Programs; and maintain positive relationships with Phelps Health and Russell House.
C	Reporting Structure S&T Counselors report to Student Well-Being, that reports to the Vice Chancellor of Student Affairs. Student Well-Being has routine, direct, in-person communication during monthly meetings with the Vice Chancellor. S&T Counselors provide individual and group counseling, crisis intervention, consultation with the campus community on student issues and safety, and training in the form of workshops and presentations.
D	Accreditation of Multiple Counseling Services and Merged Centers S&T Counselors function as the single mental health unit on campus within Student Well-Being. S&T joined JED Campus in support of student well-being and mental health as of February 2021.
E	Embedded Counseling Services S&T Student Well-Being does not have counselors embedded in other units.

II. COUNSELING SERVICES ROLES AND FUNCTIONS

A Individual, Couples and Group Counseling

Individual and group counseling are provided to address student presenting concerns, which are assessed primarily through a clinical interview and the nationally accepted Counseling Center Assessment of Psychological Symptoms (CCAPS) 64 for initial assessment. Consultation and Screenings are available for consultations, initial access, and crisis intervention. Ongoing treatment is conducted through scheduled appointments. (II.A.1).

S&T Counselors provide counseling interventions responsive to the needs of diverse students respecting differences in gender, race, nation of origin, faith, sexual orientation, ability, etc. and that address situational and mental health issues. All clinical staff possess a masters or doctoral degree, maintain appropriate professional licensure, engage in professional development that includes multicultural competencies, adhere to ethics for their discipline, and comply with state and federal laws. When filling a vacancy, efforts are made to recruit a diverse candidate pool. (II.A.2).

Satisfaction with services is evaluated through electronic feedback surveys. (II.A.3).

All clinical staff maintain appropriate professional licensure, adhere to ethics for their discipline, and comply with state and federal laws. (II.A.4).

Trainees, who have been practicum students from a doctoral or masters counseling program, receive at least minimum the required hours of supervision outlined in training and/or licensure requirements. (II.A.5).

B Psychiatric Services

Psychiatric services are available to students through the general medical providers at Student Health Services and in the local community. Tele-Psychiatry is being explored by Student Health Services to expand the access to psychiatric services.

C Case Management Services

Care Management services are provided at S&T through Student Affairs.

D Testing

S&T does not provide psychological testing.

E Crisis Intervention and Emergency Services

Crisis services are provided as needed during business hours by S&T Counselors, and after hours by S&T Police and other community resources.

The counselors work closely with Care Managers, Residential Life, and S&T Police, as well as the local hospital and community providers, to identify, respond to students in crisis or who present a danger to themselves or others, and provide follow-up care.

Resources for mental health medication and inpatient care are limited and often unsatisfactory options to students due to access, cost, or location.

A Crisis Stabilization Center through Compass Health, known as Crisis Access Point(CAP), which is available 24/7, recently opened in Rolla, MO as of early 2022.

<p>F</p>	<p>Outreach Interventions</p> <p>S&T Student Well-Being provides mental health awareness and screening programming and promotes <i>Ask Listen Refer</i>, which is an online suicide awareness and prevention training available to students, faculty, and staff on an ongoing basis. It also promotes a Collegiate Recovery Ally Training to help faculty, staff and students support individuals in recovery from substance use disorders. Services also include Test Anxiety workshops for students and other programs can be provided upon request. S&T Student Well-Being works collaboratively with Wellness Coordinators, Residential Life, and Student Involvement to provide both active and passive programming around developmental needs and promote mental well-being. Topics include but are not limited to sexual violence prevention, healthy relationships, alcohol risk management, StepUp! and appreciation of diversity/cultural differences.</p> <p>Availability of services is actively and consistently promoted to parents of incoming students, new students, student leaders, staff, and faculty through mail, email, print, in-person presentations, and the website.</p>
<p>G</p>	<p>Consultation Interventions</p> <p>Within the limits of confidentiality, S&T Student Well-Being staff members provide consultation and training, pertaining to students of concern, to staff, faculty, students, administrators, and parents. (II.G.1 and II.G.2)</p> <p>The Assistant Director of Student Well-Being is a consulting member of the UCARE team, S&T's campus student of concern committee; however Student Well-Being is not responsible for administrative or academic decisions. (II.G.3)</p>
<p>H</p>	<p>Referral Resources</p> <p>S&T Student Well-Being makes information about campus, local, and national resources available to students, faculty, and staff. The availability, experience of the student navigating systems, and cost to the student are considered when including resources. Student willingness to follow through on referrals varies and low/no cost options are limited.</p> <p>The Assistant Dean of Students administers the Student Emergency Fund to respond to unmet basic needs interfering with academic success.</p>
<p>I</p>	<p>Research</p> <p>While no active local research projects are underway, a client satisfaction survey and a 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)</p> <p>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)</p> <p>Efforts to contribute to the fields of counseling, psychology and other relevant professions are not currently feasible at the S&T Counseling Service. S&T engaged in the National Institute of Mental Health (iAIM) research project this past year. (II.I.4)</p>
<p>J</p>	<p>Program Evaluation</p> <p>S&T Student Well-Being routinely collects client satisfaction survey data to provide information relevant to counseling effectiveness and service quality. In addition, de-identified data is provided to the Center for Collegiate Mental Health's (CCMH) national data set, which allows us to demonstrate efficacy, to inform possible adjustments to service delivery, to provide meaningful comparisons with participating centers nationally, and to support requests for additional staff, as needed.</p>

K	<p>Training Programs</p> <p>When hosting doctoral or master’s degree students, S&T Student Well-Being strives to recruit trainees who add to the diversity of our staff. We have been fortunate to have several international students complete their practicums at our site.</p> <p>We offer trainings to include Alcohol Skills Program Training, Ask.Listen.Refer Suicide prevention, MACRO Collegiate Recovery, MoSafeRx, Party Safe, and State of MO Alcohol Responsibility Training</p>
III. ETHICAL STANDARDS	
A	<p>Selection of Staff and Training on Policy/Ethics</p> <p>All professional and administrative support staff at S&T Student Well-Being are carefully selected and thoroughly trained regarding appropriate policies and procedures.</p>
B	<p>Confidentiality of Counseling</p> <p>Confidentiality is one of our highest ethical priorities. Trainees and new employees meet with the Assistant Director to discuss confidentiality and sign a document stating they understand and agree to uphold confidentiality.</p>
C	<p>Imminent Danger</p> <p>In cases in which a client indicates clear and immediate danger to self or others, counseling professionals are trained in and cognizant of relevant ethical principles, statutes, and local mental health guidelines.</p>
D	<p>Psychological Tests</p> <p>S&T does not provide psychological testing.</p>
E	<p>Research</p> <p>S&T’s Student Well-Being participates in research sponsored by the Center for Collegiate Mental Health and maintains current IRB approval to submit data. They also participated in the National Institute of Mental Health research project (iAIM) this past year.</p>
F	<p>Case Records</p> <p>Our case records are maintained in Titanium software, a product specifically designed for university counseling centers. We are looking to transition to PyraMED EHR in 2022-2023. Records contain all pertinent clinical documentation, are confidential and secure, and accessible to all staff, and are the property of S&T Student Well-Being.</p>
G	<p>Disposition of Records</p> <p>S&T’s procedures for the disposition of client and agency records is consistent with all relevant guidelines, standards, and statutes.</p>
H	<p>Access to Records</p> <p>Access to client records is limited to appropriate S&T Student Well-Being personnel. An informed, signed release of information is obtained from the client before records or other confidential information is shared with any other individual/unit within the University or outside agencies.</p>
I	<p>Shared Electronic Records System</p> <p>S&T electronic system for Counseling records, Titanium, is not shared with other departments and is not accessible to individuals outside Student Well-Being.</p>
J	<p>Regulatory Awareness</p> <p>S&T Student Well-Being staff are knowledgeable of and work within relevant civil and criminal laws, limitations imposed on the institution by national, regional, and local constitutional, statutory, regulatory, and institutional policy.</p>

K Technology

The COVID pandemic created challenges and opportunities related both to providing services across state lines and through telehealth around professional licensure and insurance coverage. S&T Student Well-Being staff gained training and competence using technology to provide remote services securely and confidentially. Client welfare is intentionally prioritized when providing services remotely and in-person.

S&T uses a secure VPN to connect to office desktop computers to access Titanium. (III.K.1)

Staff are aware of confidentiality risks associated with email communication and how to communicate with clients in this fashion consistent with ethical practices and policies, laws, and regulations. (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)

S&T Student Well-Being website is user-friendly, searchable, and contains disclaimer statements on usage and contact information; it includes policies on confidentiality and use of e-mail; crisis and emergency information, and services accessible to students with disabilities. (III.K.4)

L Tele-Mental Health Services and Contracted Services

S&T Student Well-Being staff completed training and provides tele-counseling in adherence with ethical guidelines and local, state, and federal regulations.

S&T does not contract with any companies to provide adjunctive services.

IV. COUNSELING SERVICES PERSONNEL

A Diversity Competencies of Staff

S&T Student Well-Being’s hiring procedures comply with local, state, and national regulations and reflect a commitment to hiring staff members who demonstrate cultural competency in working with students from diverse backgrounds and identities.

B Director

The S&T Student Well-Being Assistant Director meets the qualifications and responsibilities as outlined in the IACS Standards, with the exception of the standards below due to the organizational structure of Student Well-Being and the University. (IV.B.) The structure of Student Well-Being does not alter or diminish the autonomy of S&T Counselors.

Responsibility for administration and coordination of resources, preparation and administration of the budget, development of annual reports, advocacy for department needs, and mental health policy formation and program development are shared with the Director of Student Well-Being. Outreach programs related to student mental well-being at S&T have been decentralized. (IV.B.2.a, IV.B.2.b, IV.B.2.c, IV.B.2.d, and IV.B.2.e).

Counseling provides clinical treatment in the form of crisis intervention, counseling, clinical supervision, and consultation. (IV.B.2.d) The Assistant Director serves on S&T’s UCARE team with knowledge of legal responsibility of confidentiality and exceptions related to risk of harm to self or others. (IV.B.2.g)

C Professional Staff

Staff at the S&T Student Well-Being department 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 Not applicable- S&T Student Well-Being currently does not have any Associate, Assistant, or Training Directors.
E	Trainees When S&T Student Well-Being hosts practicum students from a doctoral or masters counseling program, trainees receive at least minimum the required hours of supervision outlined in training and/or licensure requirements and work with clients who are appropriate based on their training and competency. (IV.E.1) S&T Student Well-Being provides an appropriate range of training, supervision, and learning experiences. (IV.E.3). S&T does not have pre-doctoral interns. (IV.E.2). S&T does not have post-doctoral residents, fellows, or post-graduate practitioners (IV.E.4) S&T's Peer Educators operate out of Student Well-Being department in collaboration with Counseling. (IV.E.5).
F	Administrative Support Staff There is an adequate number of non-student support staff in the S&T Student Well-Being Dept. (IV.F.1). S&T Counseling does not employ student workers, although there are student workers within Student Well-Being. (IV.F.2).
G	Professional Status Staff at S&T have lower status in general than faculty. Counseling staff are well respected on campus.
V. RESOURCES AND INFRASTRUCTURE	
A	Professional Development Release time is supported to attend low/no cost professional development. (V.A.1) Counseling staff are provided with opportunities for clinical/peer supervision and case consultation. When unlicensed staff members are hired, they receive supervision by licensed staff. (V.A.2) In-service trainings occur informally throughout the academic year (V.A.3). The Assistant Director has the support to participate in the Association for University and College Counseling Center Directors community. (V.A.4). Staff members engage in campus events as appropriate and feasible. (V.A.5).
B	Consultation Resources S&T Counselors have access to consult with Care Managers, Student Accessibility and Testing staff, and medical providers at Student Health Services. Additionally, arrangements are in place for counselors to consult with a licensed psychologist as needed.
C	Number of Staff In 2021 – 2022, S&T Student Well-Being Counselors had approximately a ratio of 1 FTE staff to 1344 students. Other mental well-being services and programming are provided by Wellness Coordinators and Care Management. (V.C.1) In May 2021, S&T Student Well-Being has two FTE support staff due to the current organizational structure. (V.C.2).
D	Center Budget Decisions regarding S&T Counseling budget are made with input from Student Affairs and Student Well-Being
E	Compensation – Salary and Benefits At S&T Student Well-Being, salaries are commensurate with credentials, experience, and responsibilities (V.E.1), and have been adjusted to be comparable to the broader Rolla community and peer institutions (V.E.2). Counselors with the required experience are classified as Senior Counselors. (V.E.3).

F	<p>Physical Facilities</p> <p>S&T Student Well-Being is readily accessible to students and is physically separate from administrative offices, campus police, and judicial/conduct offices (V.F.1). Offices are equipped with the appropriate resources (V.F.2-3, V.F.5, V.F.8); and adequate spaces are available for individual and group counseling, a reception and waiting room area, storage space, etc. (V.F.4, V.F.6, V.F.7, V.F.9).</p> <p>Security cameras do not compromise the privacy or confidentiality of service users (V.F.10).</p> <p>Standard V.F.11 is not applicable to the S&T Counseling Service.</p>
G	<p>Malpractice/Liability Insurance</p> <p>The University of Missouri System provides liability insurance. Individuals may purchase additional or separate coverage at their discretion.</p>
VI. SPECIAL CONCERNS	
A	<p>Issues Affecting Counseling Centers Outside of the United States</p> <p>Not applicable.</p>