

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

Crowder College Counseling Center  
2022-2023

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.

For the most recent version of the IACS standards from which this report was compiled, [click here](#).

## I. RELATIONSHIP OF THE COUNSELING CENTER TO THE UNIVERSITY COMMUNITY

### I.A. Administrative Independence and Neutrality

Crowder Counseling operates independently and with academic neutrality. Counseling services are voluntary and only occur with the student's written consent. While the Counseling Director serves on the Behavioral Intervention Team, the Counseling Center does not take part in decisions determining disciplinary or academic decisions.

### I.B. University and Community Relationships

The Crowder Counseling Center reports to the Associate VP of Student Affairs and has routine, direct communication. The Counseling Director is on the Student Affairs Leadership Team and the Counseling Center participates and provides training and outreach to facilitate solid working relationships with faculty, Student Support Services, and Campus Life.

### I.C. Reporting Structure

The Crowder Counseling Center reports to the Associate VP of Student Affairs and has routine, direct communication.

### I.D. Accreditation of Multiple Counseling Centers and Merged Centers

The Crowder Counseling Center is a single unit, with no merged centers. While the Counseling Center is located on the Neosho campus, Neosho Counseling staff provide services at satellite campuses (Joplin, Webb City, Cassville, McDonald County, and Nevada) on an as-needed basis. These satellite campuses provide a private space for counseling services to occur when needed, but do not house a Counseling Center or staff on a regular basis.

### I.E. Embedded Counseling Services

There are no embedded counselors at Crowder College.

## II. COUNSELING AND CLINICAL SERVICES

## **II.A. Individual, Couples and Group Counseling**

The Crowder Counseling Center provides individual counseling that is responsive to student needs. Services are individualized to provide appropriate, culturally sensitive and relevant interventions. Issues addressed in counseling may include educational, career, personal, developmental and relationship concerns. Services are timely; Wait times are typically less than a week, although during heavy demand times of the year this may be longer. Four hours a week are reserved for Walk-Ins so that students in need are able to receive timely services without a wait list. Crowder College currently offers one counseling group, with plans of expanding group services in the fall. Couples counseling is not available, though referrals can be provided. (II.A.1).

The counselor at Crowder Counseling Center holds a Master's of Science degree in psychology and is a fully Licensed Professional Counselor (LPC) in the state of Missouri. The counselor is able to provide a high level of service to students and to work effectively with a wide range of cultural identities and individual needs. Ongoing training and support is provided so that the counselor can continue to provide effective and relevant services. (II.A.2).

Client surveys are distributed at the end of each semester to students who have utilized counseling services. Feedback is collected anonymously and reviewed to continually improve effectiveness of services (II.A.3).

The American Counseling Association (ACA) Code of Ethics is the primary guideline for professional behavior in the Crowder Counseling Center, along with all relevant state and federal laws. All Counseling staff and interns are expected to be familiar with and adhere to these principles in practice (II.A.4).

Services may also be provided by master's level trainees, who are supervised by fully licensed staff. Individual supervision is provided on a regular basis, and in compliance with professional training standards. This supervision includes review of clinical records, observation, and routine case consultation to ensure appropriate standards of care and skill development (II.A.5).

## **II.B. Psychiatric Services**

Psychiatric services are not provided on campus, though community referrals are made. Staff strives to collaborate with community providers, and to maintain current information about available resources.

## **II.C. Case Management Services**

Clinical Case Management services are not provided, though services such as referrals and psychoeducation may be provided by a counselor as needed.

## **II.D. Testing**

Formal psychological testing is not provided.

## **II.E. Crisis Intervention and Emergency Services**

Crisis and emergency services are provided on a walk-in basis during all hours the Crowder Counseling Center is open. Appropriate assessment of risk is conducted in all crisis situations, and a written safety plan is created with the student's input. If the student is a danger to themselves or others and unable to engage in safety planning, community crisis services

including immediate hospitalization is utilized. Students are connected with appropriate follow-up services, which may include a community referral.

If a crisis occurs afterhours, students are directed to Campus Safety or 911. Crisis Intervention procedures are outlined to all students receiving counseling services as part of informed consent.

#### **II.F. Outreach Interventions**

Crowder Counseling Center has a range of outreach and prevention programs that are offered throughout the year. Topics include suicide prevention, drug and alcohol prevention, mental health topics, and stress management, among others. Programs seek to raise awareness about counseling services and decrease stigma about utilizing these resources, as well as to promote healthy behaviors and teach effective skills that promote overall wellness. Programs are conducted in collaboration with a wide range of campus departments and are developed for faculty, staff and students.

#### **II.G. Consultation Interventions**

Crowder Counseling Center provides consultation services to students, parents, faculty and staff on a variety of student concerns and safety issues in order to advocate for student wellbeing. When consultation concerns a specific client, considerations of client confidentiality are a priority (II.G.1, II.G.2, II.G.3).

#### **II.H Referral Resources**

When a student has a concern that is outside of the scope of the Crowder Counseling Center's services, appropriate referrals are made. These referrals are made with individual student needs in mind, including low cost and sliding scale agencies for those with limited resources. The Counseling Center strives to build and maintain positive relationships with local community resources, and is familiar with a variety of community resources.

#### **II.I Research**

Local research is currently limited to evaluation of effectiveness and accessibility of counseling services. Anonymous client satisfaction surveys are distributed at the end of each semester and reviewed by the Counseling Center Director and the Associate VP of Student Affairs in order to evaluate effectiveness of services and areas for improvement. Audience evaluations are collected after outreach presentations. When patterns are observed or suspected regarding the needs of specific populations (i.e. student athletes, nursing students, etc.), additional surveys are conducted to explore potential approaches to make counseling services more effective and accessible. Ethical guidelines are followed and procedures are reviewed by an appointed Crowder staff member that overviews all research at Crowder. Contributing to national data collection efforts or the field of counseling at large is limited at this time due to the size of the Counseling Center.

#### **II.J Program Evaluation**

Anonymous client satisfaction surveys are distributed at the end of each semester and reviewed by the Counseling Center Director and the Associate VP of Student Affairs in order to evaluate effectiveness of services and areas for improvement. Audience evaluations are collected after outreach presentations.

## **II.K. Training Programs**

Crowder Counseling Center works with local graduate programs and provides master's level intern placement for students in a counseling program. Counseling staff provides at least one hour of supervision per week. 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 level of client need and urgency, and trainees are assigned clients that are appropriate to their level of experience.

## **III. ETHICAL STANDARDS**

### **III.A. Selection of Staff and Training on Policy/Ethics**

Crowder College follows careful selection of staff and trains staff thoroughly regarding appropriate agency policies and procedures.

### **III.B. Confidentiality of Counseling**

Confidentiality policies followed at Crowder College Counseling is consistent with the American Counseling Association (ACA) Code of Ethics guidelines, along with all relevant state and federal laws. All Counseling staff and interns are expected to maintain confidentiality, and be aware of the nature of the limitations of confidentiality. Students are informed of confidentiality and the limits thereof during the informed consent process.

### **III.C. Imminent Danger**

When Counseling Center staff believes that a student poses a clear and present danger to themselves, the Counseling Center may selectively release information, without the student's consent if necessary, to aid in the care and protection of the student or the endangered party.

### **III.D. Psychological Tests**

The Crowder Counseling Center does not provide psychological testing.

### **III.E. Research**

The Crowder Counseling Center follows institution protocols for review of all research proposals to ensure high ethical standards are maintained.

### **III.F. Case Records**

Case records are maintained in Theranest, a product specifically designed for counseling centers.

### **III.G. Disposition of Records**

Crowder Counseling Center's procedures for the disposition of client and agency records is consistent with all relevant guidelines, standards and statutes, with records maintained for a minimum of 7 years from the last date of service.

### **III.H. Access to Records**

Client records are maintained in Theranest, which is not used by any other department at Crowder. Access to client records is limited to counseling personnel. An informed, signed release

of information must be obtained from the client before any confidential information is shared with any other campus personnel or outside agencies.

**III.I. Shared Electronic Records Systems**

Crowder Counseling Center does not utilize shared electronic records systems. Client records are maintained in Theranest, which is not used by any other department at Crowder.

**III.J. Regulatory Awareness**

Counseling staff are knowledgeable about and function in a manner consistent with relevant civil and criminal laws.

**III.K. Technology**

Counseling staff has been trained to utilize technology in a secure and ethical manner. Computerized client data is stored in a system utilizing two-step security, and staff are trained to not compromise this data by poor handling (such as storing on flash drives or using personal devices without appropriate password protection or VPN (III.K.1).

Email is not used to transmit confidential information. Our electronic records system uses encrypted and secure messaging for client communication. Students are educated through the informed consent process about the risks to confidentiality of email communication, and are encouraged to utilize secure messaging (III.K.2).

All electronic equipment is secured from unauthorized access, and informed consent is obtained before information is transmitted electronically (III.K.3).

Crowder Counseling's website can be found at <https://www.crowder.edu/counseling> (III.K.4).

**III.L. Telemental Health Services and Contracted Services**

Crowder Counseling provides telemental health services as appropriate and indicated, after individualized considerations for safety and access. Counseling staff has been trained in providing telehealth services, and follows all relevant guidelines.

An existing MOU allows for Central Methodist University (CMU) to provide adjunct telehealth services for Crowder students and staff. Prior to a referral to CMU telehealth services, Counselor will screen Crowder students to determine the most appropriate course of service.

**IV. COUNSELING SERVICE PERSONNEL**

**IV.A. Diversity Competencies of Staff**

While Crowder Counseling highly values having a diverse staff, currently the center has only one full-time staff member. Crowder Counseling utilizes an approach of *Cultural Humility*, recognizing that understanding of other cultures is always an ongoing process that includes a commitment to self-evaluation and an openness to other's experiences, rather than simply gaining factual knowledge.

**IV.B. Director**

The Crowder Counseling Center Director, Amanda Hall, has a Master of Science in Clinical Psychology from Pittsburg State University, a CACREP accredited university, and is a Licensed Professional Counselor in the state of Missouri.

The Director provides overall administration and coordination of the resources and activities of the counseling service, including strategic planning and goal setting, resource allocation, program evaluation, counseling, outreach, consultation and preventative mental health activities; Preparation and administration of counseling services budget, development of annual reports and other documents that represent and advocate for the needs of the counseling center; Provides crisis intervention, counseling, clinical supervision, outreach and consultation to the college community; Participates in policy planning for campus mental health program development, serves on Student Affairs Leadership Team, Professional Staff Association; Coordinates with other campus units to provide counseling off-site; Serves on Behavioral Intervention Team.

**IV.C. Professional Staff**

Counseling staff at Crowder Counseling Center hold a Master degree and are appropriately licensed to practice counseling. There is currently only one staff member, who manages both Director and Clinical roles. At some points during the semester, direct service appointments make up more than 65% of clinical staff's time.

Counselor provides individual and group counseling, assessment and crisis services; designs and conducts developmental and outreach program activities; provides consultation services as requested to students, faculty and staff within the university; provides appropriate training to graduate trainees; and performs other assigned functions that contribute to the offerings of the center and academic mission of Crowder.

**IV.D. Other Center Administrative Staff**

The Crowder College Counseling Center has one employee that fills the role of Director and Counselor.

**IV.E. Trainees**

The Crowder Counseling Center can accommodate one practicum student or Masters level intern per semester. This intern is appropriately trained and provided with direct supervision. Co-counseling is utilized to determine the intern's level of competency prior to them being assigned cases to counsel on their own, and ongoing supervision is provided. Cases are screened by the Counselor to ensure they are an appropriate fit for the level of service the intern can provide. Cases assigned to trainees do not exceed 40% of the center's clientele.

The Counseling Center does not current host any pre- or post-doctoral interns, paraprofessionals or peer educators.

**IV.F. Administrative Support Staff**

There are currently no support staff employed by Crowder Counseling Center.

The Crowder Counseling Center is hosted inside the Student Success Center, and the administrative support staff from the Student Success Center does assist in greeting students and providing information about counseling services.

No student employees are employed in the Counseling Center.

**IV.G. Professional Status**

The Counselor is a member of the Professional Staff Association and receives appropriate standing and benefits within the Crowder Community.

**V. RESOURCES AND INFRASTRUCTURE**

**V.A. Professional Development**

Release time and budget resources are made available for professional development. Counselor is able to obtain CEUs as required for licensure, as well as additional training that is appropriate to meet the duties for this position. The counselor meets biweekly with a consultation group of other college counselors for case consultation and peer supervision.

The Counselor holds memberships with ACA (American Counseling Association) and ACCA (American College Counseling Association), and engages with these groups through listservs and conferences. The Counselor also attends appropriate in-service trainings ('Facts and Snacks').

**V.B. Consultation Resources**

The Counselor stays informed of outside community resources as needed to meet student's needs.

**V.C. Number of Staff**

Crowder Counseling has 1 FTE staff for roughly 4000 students, which does not meet IACS standards. There are no dedicated administrative support staff, though some assistance is provided from another department.

**V.D. Center Budget**

The director is responsible for oversight and management of the Counseling Services budget, with approval from the associate VP of Student Affairs.

**V.E. Compensation – Salary and Benefits**

Salaries are commensurate with credentials, experience, responsibilities and duties, and are typically in line with the broader Crowder community and peer institutions. Release time is supported to attend professional development and career advancement opportunities.

**V.F. Physical Facilities**

The Counseling Center is centrally located on the Neosho campus within the Student Success Center. This area is readily accessible to all students, and adequate private office space is equipped for confidential communication. Counselor and intern both have the necessary equipment for scheduling and record-keeping, as well as appropriate resources (professional journals, books). Consideration has been made for making this space relaxing and welcoming to students (V.F.1, V.F.2, V.F.3, V.F.5).

A waiting area is shared with the Student Success Center, but students are not identified as counseling center clients. The Counseling Center works with the college to obtain spaces for group counseling outside of the Counseling Center, with consideration to student accessibility

and confidentiality. Observation of interns occurs within the Counseling Center as part of supervision and training. The Counseling Center has adequate space for storage of confidential materials. The college provides general storage space for non-confidential outreach materials as needed (V.F.4, V.F.7, V.F.8, V.F.9).

Testing is not performed within the Counseling Center (V.F.6). Security cameras are not utilized by the counseling center (V.F.10). There are currently no embedded counseling spaces, but when the counselor travels to off-site campuses, the counselor works with the campus to obtain a private space to meet with students (V.F.11).

**V.G. Malpractice/Liability Insurance**

Liability insurance is provided by the Crowder Counseling budget.

**VI. SPECIAL CONCERNS**

**VI. Issues Affecting Counseling Centers Outside of the United States**

Not applicable.