Laramie County Community College

**Counseling and Campus Wellness**

**Standard of Operation Manual**

College Mission:

*“Transforming lives through the power of inspired learning.”*

**January 2018**

CCW: PF 207

Health Clinic: CCC129

**Mission**

Our mission is to create, nurture, and promote an environment supportive of healthy life-long behaviors and enhance academic and personal success. We are here to assist students in skill development that will enhance their personal wellness and ability to succeed at LCCC and in life.

**Philosophy**

Counseling and Campus Wellness typically works with students who we believe have the capacity to resolve their own problems with our assistance.  In general, counseling can be most useful for helping clients help themselves by addressing and changing thoughts, feelings and/or behaviors. The LCCC Counseling and Campus Wellness office offers services from a holistic and whole-body viewpoint. Counselors utilize the wide-variety of support services available to student clients which may involve disability services, advising, housing, and coaches to ensure the academic success and wellness of clients.

**Definitions:**

Client:

A client is an LCCC student who is currently enrolled in classes and has signed the CCW disclosure statement and intake form. The disclosure statement and intake form are to be completed by the end of the first counseling session.

Counselor**:**

A Master’s degree in Counseling, Social Work, Psychology, or related equivalent degree (with an emphasis or experience in Student Personnel services or Higher Education).

Professional or Provisional licensure in the state of Wyoming.

Crisis:

Can be defined as one’s perception or experiencing of an event or situation as an intolerable difficulty that exceeds the person’s current resources and coping mechanisms.

Extensive/Long-term Counseling:

A student needing counseling services that extend past 10 sessions (referral at the discretion of the counselor)

Imminent danger:

An immediate threat of substantial harm to self or others.

Minor:

Currently enrolled Laramie County Community College student under the age of 18 (age of the majority). Students who are legally married, active military, or emancipated are not considered to be a minor for the purposes of receiving counseling services.

No Show:

Defined as student not physically attending scheduled session with no prior notice of not being able to attend the session.

Non-Client:

Any student who has not completed an Intake and Disclosure form.

Session:

45-50 minutes of counseling Group or individual counseling

Welfare Check:

1. Communication made by counselor or CARE Team member in an effort to determine physical and mental well-being. This process would not be considered a counseling session.
2. Communication made by Law Enforcement in an effort to determine physical and mental well-being of a student. This process is initiated at the request of a counselor or CARE team member.

**Services**

Laramie County Community College Counseling and Campus Wellness provides direct and indirect support services to help students with mental health and wellness needs.  Services are provided through developmental, preventative, and remedial modes of intervention.  Services may include individual counseling, couple’s counseling, group counseling, psychological assessments, interest inventories, workshops, seminars, crisis intervention and referral.  All services are provided free to currently enrolled students on a short-term basis.  Students needing extensive and/or long-term counseling will be referred to community support agencies.

**Scope of Practice**

While generally students can be helped in approximately 3 - 6 sessions, it is within the discretion of the clinician to determine the appropriate number of sessions needed to support a student. The LCCC counseling office is primarily a short-term solution focused mental health service as well as a bridge to long-term services offered in the community. Short-term, solution focused services include addressing students’ immediate issues that are impeding their ability to focus on their academics. Students with long-term care needs that require more than ten sessions are referred to mental health professionals in the community. There is a ten session maximum per student per presenting issue; however, in rare circumstances, counselors may use their discretion to meet with beyond this limit. Students presenting with new issues will require a new and separate intake form and disclosure statement representing a new series of appointments.

Client Termination Procedure

Once a student has completed services with LCCC Counseling and Campus Wellness the following procedure will terminate service:

* Completion of a brief exit survey and/or referral to a community agency, if appropriate.

Re-entry Procedure

* Students who have previously attended counseling with CCW in previous semesters will be required to complete all new student paperwork, including the intake forms, disclosure statement, and initial survey.

Counselor/Student Relations

Students will be assigned to a single counselor until services are deemed complete. Students may request a counselor at the beginning of services and accommodation will be made on a case-by-case basis. In a crisis situation, students may meet with the first available counselor.

Providing Services to Minors

Students under the age of 18 must receive parental consent prior to engaging in therapeutic treatment. Students under the age of 18 who are married, active military, or emancipated may consent to treatment without parental permission. LCCC counseling services may be provided to a minor without parental consent only under the following exceptions:

1. Presence of child abuse or neglect in the minor’s home
2. Minor’s mental health needs are sufficiently urgent enough to require immediate attention (presence of serious and forseeable harm, ACA Code of Ethics B.2.a)

These services will be provided in accordance with [WY Stat § 14-1-101 (1997 through Reg Sess)](https://law.justia.com/citations.html#WY Stat %C2%A7 14-1-101 (1997 through Reg Sess)). Minors meeting with a counselor for the above circumstances are not guaranteed confidentiality of services due to counselor mandated reporting requirements.

On-Call

Counselors are available after-hours, for critical emergency situations only when contacted by E4 Health, the Dean of Students, the Vice President of Student Services, or the Residence Hall Director. The on-call service center E4 Health, will serve as the emergency after-hours point of contact. On-call therapists are staffed by E4Health to provide crisis counseling for students who call their toll free number, (844) 208-7073. E4 Health will follow LCCC protocols when making referrals and to contact emergency personnel, LCCC Administrators, and the Coordinator of Counseling and Campus Wellness (see appendix A for E4 Health protocol). All necessary LCCC personnel including Campus Safety and Housing have this number. Albany County Campus will also utilize WellConnect services through E4Health for crisis management. The Coordinator of Counseling and Campus Wellness will serve as a liaison for Albany County Campus and E4 Health in regards to at-risk students.

E4 Health will provide the Counseling Coordinator with a call report via email after a student places a call to WellConnect. The content of these emails will remain confidential information maintained by Counseling and Campus Wellness.

Office Staffing

During the fall and spring semesters while students are enrolled, the counseling office will be staffed between the hours of 8 a.m. to 5 p.m. Staffing during the summer semester will be between 7:30 a.m. and 4:00 p.m.

Type of Counseling

Individual, couples and group counseling sessions are the primary services offered through the counseling office. Tele-counseling is not a service that is provided.

Summer and Semester Counseling Protocol

Counseling services are only available when classes are in session. Students must be currently attending the class for which they are registered to be eligible for counseling services. Counselors may use their discretion to provide services for at-risk students in between semesters when the student does not have access to a community mental health provider.

**Data management**

LCCC Counseling and Campus Wellness utilize an off-campus and password protected, encrypted system called *Titanium* to house all clinical notes*.*

Documentation Guidelines

According to the American Counseling Association Code of Ethics A.1.b. Records and Documentation:

Counselors create, safeguard, and maintain documentation necessary for rendering professional services.   Counselors include sufficient and timely documentation to facilitate the delivery and continuity of services. Counselors take reasonable steps to ensure that documentation accurately reflects client progress and services provided.

* All records will be completed within 24 hours of the appointment.
* All records will be typed in Titanium per best practices.
* The following will be tracked by all counselors within the Titanium system:
  + Scheduled, attended, canceled, rescheduled, and client no-shows
  + Counselor re-scheduled sessions
  + Type of need
  + Number of sessions per student
  + Crisis (type)

Data Reports – the Counseling Coordinator is responsible for creating a monthly, semester, and annual report for the LCCC administration. This report reflects both counseling and Student Health Clinic visitation numbers:

Counseling

* Total in-person visitation traffic numbers for counseling, the student health clinic and those seeking general information
* Overview of client related presenting issues
* Total number of appointments/counseling related contacts
* Total number of attended appointments/counseling related contacts
* # of attended sessions per counselor
* # of crises sessions
* # of phone calls/email contacts with clients
* # of times case management was done
* # of times groups or clubs met
* # of no-show clients
* # of session cancelations (client and counselor initiated)
* # of rescheduled sessions (client and counselor initiated)
* Office work (outreach, collaboration, meetings, paperwork, etc.)

Student Health Clinic

* Total number of students attending the Tuesday Night Health Clinic
* Total number of individuals visiting for information/other
* Overview of student patient presenting issues

Policy for No-Shows/Cancellations

Clients who arrive 15 minutes late for their scheduled session will be considered a "no show". Students seeking counseling will agree to the terms and conditions of the counseling relationship outlined within the disclosure statement.  It is the standard of care that any more than two “no-show’ appointments will result in addition to the waitlist, the termination process, and/or referral out for sustained care (at the discretion of the counselor).

For the purpose of risk management, all “no show” clients will be documented in Titanium.

**Title IX:**

Sexual assault incidents are considered confidential. Counselors who provide counseling services to LCCC students regarding a sexual assault issue are not required by law to report any information about the incident to the Title IX Coordinator without a victim’s permission.

A student who speaks to a counselor or advocate must understand that, if the victim wants to maintain confidentiality, the College will be limited in its ability to conduct an investigation into the particular incident or pursue disciplinary action against the alleged perpetrator. Counselors and advocates will assist the victim in receiving necessary protection and support, such as; victim advocacy, academic support or accommodations, health or mental health services, and changes to living, working or course schedules. A student who requests confidentiality may choose to file a complaint with the school and/or report the incident to local law enforcement, and thus have the incident fully investigated.

**NOTE:** If the College determines that the alleged perpetrator(s) pose a serious and immediate threat to the College community, the Title IX Coordinator may be called upon to issue a timely warning to the community. Any such warning should not include any information that identifies the victim.

**TRACKING:** These cases will be tracked in Titanium and identified as Clery Reportable to be used in a numbers only report at the end of each calendar year. Only the number, no identifiable information, will be provided to the LCCC Clery Reporting Officer.

**PROCEDURES**

In the event of a campus mental health/medical crisis during business hours, the following steps will be adhered to:

* In the event of imminent danger:
  + the first person on scene will notify 911 and Campus Safety immediately by telephone;
  + Campus Safety will call the counseling emergency on-call number and the Counseling and Campus Wellness Coordinator;
* No campus employee may transport individuals in imminent or non-imminent situations.
* Options for transport to the Cheyenne Regional Medical Center Emergency Room (which may include subsequent admission to Behavioral Health) may include,
  + Law enforcement (involuntary or voluntary)
  + Ambulance (voluntary)
  + Family Member (by therapist discretion)
  + TI Shuttle
    - As per CCW’s contract with TI Shuttle, student transport to the Cheyenne Regional Medical Center Emergency Room (which may include subsequent admission to Behavioral Health) will be a free service to LCCC students. This transfer will be coordinated by CCW and provided by TI Shuttle through the use of a voucher.
* CCW will call 9-1-1 to arrange any transportation in emergency situations. A release of information will be filled out and allow all CCW counselors to speak with hospitalized client and hospital staff.
* In the event of imminent danger, after hours, Campus Safety and the Sheriff’s Department will be contacted. The Coordinator of Counseling and Campus Wellness will be contacted on an as needed basis for advocacy services and consultation.
* Students in imminent danger who contact E4 Health will be assessed for safety concerns and then 911 will be contacted to offer the student support.

**Substance Use Evaluation**

Students may be referred to CCW to be evaluated for severity of substance use at the request of the Dean of Students, Director of Residential Housing, or Athletics Director. Students seeking a court-ordered assessment for Driving Under the Influence (DUI) or Minor in Possession (MIP) will be referred to a community drug abuse treatment provider; LCCC is unable to provide court-ordered assessments. Students who receive an MIP while on campus premises and are not court-ordered to complete a substance use assessment with an educational course may be mandated to complete the assessment and educational course with LCCC.

Referral party roles

1. Dean of Students:
   1. Refers the general campus population when appropriate based on
      1. Evidence or reason to suspect substance use that is violating the Student Code of Conduct 5.0, C, 12, 13, and 22.
         1. *The manufacture, possession, use, sale, or distribution of narcotics, illegal drugs, drug paraphernalia, or prescription drugs for which the person does not have a prescription, including being under the influence.*
         2. *The manufacture, possession, use, sale, or distribution of alcoholic beverages including public intoxication.*
         3. *Any other conduct not included above, which adversely affects either the function of LCCC or the educational pursuits of the members of the LCCC community.*
         4. This evidence may includeappearing to be under the influence of a substance while on campus premises.
2. Director of Residential Housing
   1. Refers Resident Assistants when appropriate based on
      1. Evidence or reason to suspect substance use that is violating the Student Code of Conduct 5.0, C, 12, 13, and 22.
         1. *The manufacture, possession, use, sale, or distribution of narcotics, illegal drugs, drug paraphernalia, or prescription drugs for which the person does not have a prescription, including being under the influence.*
         2. *The manufacture, possession, use, sale, or distribution of alcoholic beverages including public intoxication.*
         3. *Any other conduct not included above, which adversely affects either the function of LCCC or the educational pursuits of the members of the LCCC community.*
         4. This evidence may include
            1. appearing to be under the influence of a substance while on campus premises (odor and/or behavior).
            2. Presence of alcohol or drugs on the person or in their room.
            3. Testing positive for alcohol or substances.
   2. Refers students residing in Residential Housing based on
      1. Evidence or reason to suspect substance use that is violating the Student Code of Conduct 5.0, C, 12, 13, and 22.
         1. *The manufacture, possession, use, sale, or distribution of narcotics, illegal drugs, drug paraphernalia, or prescription drugs for which the person does not have a prescription, including being under the influence.*
         2. *The manufacture, possession, use, sale, or distribution of alcoholic beverages including public intoxication.*
         3. *Any other conduct not included above, which adversely affects either the function of LCCC or the educational pursuits of the members of the LCCC community.*
         4. This evidence may include
            1. appearing to be under the influence of a substance while on campus premises (odor and/or behavior).
            2. Presence of alcohol or drugs on the person or in their room.
3. Athletics Director
   1. Refers student athletes based on
      1. Evidence or reason to suspect substance use that is violating the Student Code of Conduct 5.0, C, 12, 13, and 22.
         1. *The manufacture, possession, use, sale, or distribution of narcotics, illegal drugs, drug paraphernalia, or prescription drugs for which the person does not have a prescription, including being under the influence.*
         2. *The manufacture, possession, use, sale, or distribution of alcoholic beverages including public intoxication.*
         3. *Any other conduct not included above, which adversely affects either the function of LCCC or the educational pursuits of the members of the LCCC community.*
         4. This evidence may include
            1. appearing to be under the influence of a substance while on campus premises or attending a campus sanctioned event (odor and/or behavior).
            2. Presence of alcohol or drugs on the person or in their belongings.
            3. Testing positive for alcohol or substances.

Assessment procedure

1. The referring party will submit a formal letter of referral for substance use evaluation to CCW by email or paper copy. When the student is notified of needing to complete a mandated substance use evaluation, the referring party will provide the student with
   1. A copy of the formal letter of request for mandated substance use evaluation.
   2. Expectations for completing the substance use evaluation.
      1. Schedule an appointment with CCW.
      2. Attend four sessions
      3. Complete the SASSI and drug-wise course online.
      4. Potential consequences of not successfully completing the evaluation including conduct violation.
      5. Completion of the assessment will result in a $50 refund.
2. Student will complete all necessary intake paperwork, disclosure statement, and release of information for referring party and the Dean of Students.
3. Student will meet with a counselor for a total of four sessions and pay a fee of $150. This fee will cover the expense of the Marijuana-wise or Alcohol-wise education course, Substance Abuse Subtle Screening Inventory (SASSI) inventory, Addiction Severity Index (ASI), and American Society of Addiction Medicine (ASAM) Criteria.
4. Within the four sessions, the student will
   1. take the SASSI prior to beginning the first evaluation session.
   2. complete the ASI with a counselor over the course of two sessions. The counselor will complete the ASAM based on information gathered from the ASI.
   3. complete the Marijuana-wise or Alcohol-wise course prior to attending the final two counseling sessions.
   4. plan for relapse prevention and explore life-style changes in the final two sessions.
5. Students who complete all four sessions and the educational course will be refunded $50.
6. The referring party and the Dean of Students will be notified if a student does not complete all four sessions, the education courses, or refuses to complete the evaluation which may result in additional Student Code of Conduct violations.
7. Upon completion of the four sessions, counselors will finalize the assessment for the student and will provide the referring party with a summary of treatment recommendations appropriate to the severity of the substance use. Referring parties will only receive a copy of the recommendations and will not receive a copy of the complete SASSI, ASI, and ASAM assessment results to respect the student’s confidentiality and privacy.

**Assessment of Services**

Assessment is critical to determining effectiveness.  The Counseling and Campus Wellness center will continually strive to obtain data in order to provide informed decisions and to best impact the effectiveness of services.  The center will participate in institutional research efforts when appropriate, ethical, and applicable to the center.  Obtaining student ID numbers during the intake process will be mandatory. These ID numbers will be used to track student client academic success, as well as retention and completion numbers. Tracking in this manner will ensure complete confidentiality, as students names are not extracted or viewed. This could result in various means of data collection; i.e.: surveys, statistical data, counseling trends, and others deemed to be necessary.

Assessment Tools:

* Post-surveys including direct administration of the CCW Baseline Survey through the use of an iPad following three sessions.
* Titanium reports (monthly, semester-ly, annually)
* Completion Assessment using student ID numbers in collaboration with the Institutional Research Manager
* Program Review years
* Front desk traffic tracking
* Pre-and post-surveys for programming offerings

**Education and Experience Requirements: Coordinator Counseling and Campus Wellness**

* A Master’s degree Counseling, Social Work, Psychology, or related equivalent degree (with an emphasis or experience in Student Personnel services or Higher Education)
* Four years of experience in counseling;  counseling in a college or university setting
* Supervisory experience required
* Professional licensure in the state of Wyoming

**Education and Experience Requirements: Licensed Mental Health Practitioner**

* A Master’s degree Counseling, Social Work, Psychology, or related equivalent degree (with an emphasis or experience in Student Personnel services or Higher Education).
* Experience in higher education preferred
* Professional or provisional licensure in the state of Wyoming. If the current Coordinator is not eligible to supervise, Provisional Professional Counselors (PPC) must be supervised by an external Designated Qualified Clinical supervisor approved by the Wyoming Mental Health Professions Licensing Board and will be financially responsible for their supervision.

Continuing education expectation:

* Maintain professional licensure
* One major conference is expected for each full-time counselor to attend annually
* Counselors will complete SASSI, ASI, and ASAM training prior to complete substance use evaluations for LCCC students.

**Health Clinic and Wellness**

* The Student Health Clinic, Wellness, and Student Health Insurance falls within the scope of responsibility of the Counseling and Campus Wellness Coordinator.

**Wellness and outreach programs**

Programmatic initiatives are key requirements to all positions within the counseling and campus wellness center.  Each counselor is required to participate, plan and execute programs throughout the semester. Student Life collaborative programming may also be implemented in lieu of individual efforts. Internal PR including educational programming for faculty and staff regarding services offered will be developed annually. Outreach programs will assessed for attendance and quality through the use of pre-determined learning objectives- that will be assessed before and after programming events. Additional data may be gathered through the counseling office and or other student assessments.

Examples:

Healthy Relationships

National Eating Disorder Association

Drug and Alcohol Assessments

Suicide Prevention

Mental Health First Aid

D2L Counseling and Campus Wellness Shell

Workshops

In-service presentations

**Counselor wellness**

In order to avoid and prevent counselor burn out, compassion fatigue, and/or vicarious traumatization, it is vitally important that all members of the Counseling and Campus wellness team have a clear and outlined wellness plan.  Structurally, this plan involves the following:

* All mental health professionals will be limited to **5 scheduled clients** per day unless an extreme situation arises that needs immediate attention to allow for counselors to complete necessary documentation, preparation for campus programming and outreach, and attend to crisis needs.
* The Counselor and Campus Wellness Coordinator will see **3 scheduled clients** per day to allow for time to complete Coordinator duties, necessary documentation of client contact, attend to crisis needs, and prepare for campus programming and outreach activities.
* All full time counselors will develop a yearly self-care plan and adhere to it monthly. This plan will be reviewed by the counselor’s supervisor.

**Community Outreach**

Coordination of activities with other divisions and departments ensures that services for students are robust and comprehensive.  In addition, strong community partnerships provide better services and referral opportunities.  This process is the responsibility of everyone within the center.

Examples:

Advisory Board for PEAK

Sheriff’s Department Rape Crisis Officer

Cheyenne Regional Medical Center Crisis Response Team

Grace for 2 Brothers events

Recover Wyoming events

Laramie County Community Partnership

STOP Suicide Coalition

Limits:

Outreach should be related to the Counseling and Campus Wellness Office

Outreach should not impact the minimum number of clients seen per week by counselors

**Internal PR/Marketing of Services**

Annual marketing materials will be developed for incoming students and parents to explain services, scope of practice, and common issues affecting college students.

Posters, newsletters, radio shows, and other marketing sources may be utilized to reach more students and promote referrals by families, community, faculty, and staff.