

**Missouri Southern State University
2020-2021**

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

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 WITH THE UNIVERSITY COMMUNITY	
A	Administrative Independence and Neutrality -Counseling Services is not responsible for admissions, disciplinary, curricular, or administrative decisions involving students. Counseling Services is considered a merged center, it is in the Advising, Counseling, & Testing Services Office (ACTS).
B	University and Community Relationships - Counseling Services staff work with administrators, faculty, staff, and community members to promote the goal of emotional and psychological development in multiple aspects of college life.
C	Reporting Structure -Director of Counseling Services works closely with key administrators in Academic and Student Affairs to ensure the accomplishment of institutional goals and objectives as well as keeping these administrators informed on the unique role counseling services plays on the campus community.
D	Accreditation of Multiple Counseling Services and Merged Centers -Currently MSSU Counseling Services is not seeking to become an accredited center.
E	Embedded Counseling Services -Currently Counseling Services does not provide any embedded counseling services.
II. COUNSELING SERVICES ROLES AND FUNCTIONS	
A	Individual, Couples and Group Counseling (II.A.1). MSSU Counseling Services provides individual counseling services to currently enrolled MSSU students.

(II.A.2). MSSU Counselors have a minimum of a master's degree in a counseling related field and must earn continuing education units (CEU's) to maintain their license.

(II.A.3). Regular evaluation of the effectiveness of the services is conducted.

(II.A.4). Counseling Services adheres to the ethical standards of the American Counseling Association (ACA) Code of Ethics- <https://www.counseling.org/Resources/aca-code-of-ethics.pdf> ,and the American Psychological Association (APA)- <http://www.apa.org/ethics/code/> except as superseded by ACA, and/or Missouri State Law.

(II.A.5). Interns at MSSU Counseling Services are closely supervised by qualified staff in compliance with professional training standards and state or provincial statutes.

B Psychiatric Services

Currently enrolled MSSU students have access to certain psychiatric services through the Willcoxon Health Center, primarily for the treatment of anxiety and depression, other disorders that require psychiatric services are referred to the Ozark Center.

C Case Management Services

This is currently not a required standard and MSSU Counseling Services does not employ a case manager.

D Testing

MSSU Counseling Services may use appropriate assessments to help with diagnostic procedures, treatment/disposition recommendations to foster client self-understanding and decision-making, and to determine the most effective intervention strategies possible within the limits of available resources.

E Crisis Intervention and Emergency Services

MSSU's Mental Health Counselors are available for urgent care/crisis counseling based on availability. Urgent care/crisis counseling is defined as a situation in which a client and/or potential client feels that their situation needs to be addressed immediately and they do not feel able to schedule a future appointment. Depending on the potential client's needs, they may or may not return as a counseling client. Mental Health Counselors are available at Counseling Services Monday-Friday from 8:00 a.m.-5:00 p.m., while the campus is open. If a crisis arises outside of office hours, contact both MSSU's University Police Department (UPD) 417-623-3131 and Ozark Center Crisis Intervention Services 417-347-7070.

F Outreach Interventions

Counseling services offers preventive programming to help students receive the maximum potential benefit from their academic experience. Counseling Services

	also uses social media to help with outreach efforts as well as to advertise their offered services.
G	<p>Consultation Interventions</p> <p>(II.G.1)-Counseling Services provides consultation to faculty and other campus personnel as needed.</p> <p>(II.G.2)-Counseling Services may provide consultation to parents, spouses, agencies, and others concerned about a student or involved in a student’s safety plan, as long as confidentiality requirements are met.</p> <p>(II.G.3)-Counseling Services serves in a consultative role only and is not responsible for academic or administrative decisions about students.</p>
H	<p>Referral Resources</p> <p>Counseling Services provides referral resources both on and off campus when appropriate.</p>
I	<p>Research</p> <p>(II.I.1)- When Counseling Services conducts research they abide by professional and ethical standards as well as MSSU’s IRB requirements and standards.</p> <p>(II.I.2)-Counseling Services strives to contribute to research at the campus level.</p> <p>(II.I.3)-Counseling Services has not had the opportunity to be involved with students or faculty who wish to conduct individual research on specific student development programs or student characteristics.</p> <p>(II.I.4)-Counseling Services has not had the opportunity to contribute to the fields of psychology, counseling, or other relevant professions.</p>
J	<p>Program Evaluation</p> <p>Every month Counseling Services evaluates data and trends through the Empowering U initiative, along with the Missouri Assessment for College Health Behaviors (MACHB) that is given to students annually.</p>
K	<p>Training Programs</p> <p>Counseling Services has offered a training program for counseling interns since 2010.</p>
III. ETHICAL STANDARDS	
A	<p>Selection of Staff and Training on Policy/Ethics</p> <p>Counseling Services makes sure to carefully select who they hire in all professional and administrative positions and ensures they are appropriately trained regarding policy and procedures.</p>
B	<p>Confidentiality of Counseling</p>

	All of Counseling Services professionals are aware of the confidentiality of counseling as well as its limits and explain/review it with each new client.
C	Imminent Danger All of Counseling Services, professionals are trained on how to respond to a situation when the client is indicative of clear and imminent danger to self or others.
D	Psychological Tests All Counseling Services, professionals would follow procedures with regard to psychological tests and be consistent with professional standards.
E	Research Any research conducted by Counseling Services with human subjects will ensure that standards will be maintained and IRB regulations followed.
F	Case Records Counseling Services utilizes Titanium as its electronic records management system.
G	Disposition of Records Currently, CS is following the Missouri Code of State Regulations for the Committee for Professional Counselors. Counseling Services assures that all data entries to treatment records are maintained for a period of five years from last date of service.
H	Access to Records No records are released without the expressed written consent of the client.
I	Shared Electronic Records System While Counseling Services is considered a merged entity, it does not share electronic records.
J	Regulatory Awareness -All Counseling Services staff are aware of the obligations and limitations imposed on the university by national, regional, and local constitutional, statutory, regulatory, and institutional policy. They also are knowledgeable and function in a manner consistent with applicable criminal and civil laws.
K	Technology (III.K.1)-Prior to March 2020 Titanium was never accessed remotely, nor was counseling done remotely. However, with COVID-19 that changed. When Counseling Services worked remotely, they accessed Titanium via a VPN, used Microsoft Teams and disabled the webcam recording option. No student identifying or mental health information was saved onto portable devices. (III.K.2)-Counseling Services email counselingservices@mssu.edu is for making appointments and appointment reminders, and includes the following disclaimers each time the Counseling Services signature is used:

Please Note: This email address is monitored during business hours only. Messages received after 5 pm during regular work days will be read the following business day. To help ensure privacy clients are cautioned against sending sensitive, detailed or personal information to Counselors or other Counseling Services staff via e-mail. Email should never be used to convey information of an urgent nature to Counselors, or other Counseling Services staff. We cannot guarantee prompt responses to e-mail messages.”

Confidentiality Notice: The contents of this e-mail message and any attachments are intended solely for the addressee. The information may also be confidential and/or legally privileged and is sent for the sole purpose of delivery to the intended recipient. If you have received this transmission in error, any use, reproduction, or dissemination of this transmission is strictly prohibited. If you are not the intended recipient, please immediately notify me by reply e-mail or call me at my direct line listed above and delete this message and its attachments, if any.

IN AN EMERGENCY: After hours or on weekends, you can:

- 1) Call Ozark Center Crisis Services at 417-347-7720 or 1-800-247-0661
- 2) Text the Crisis Text Line: Text REGISTER to 720-TXTOZK (720-789-8695)
- 3) Call the **National Suicide Prevention Lifeline** at 1-800-273-TALK (8255)

All are available every day of the year, at any hour, seven days a week

(III.K.3) All Counseling Services professionals have their own copy/scanner/faxing device in their offices.

(III.K.4) <https://www.mssu.edu/student-affairs/advising-counseling-testing-services/counseling-welcome.php>

L Telemental Health Services and Contracted Services

Prior to March 2020 Telemental Health Services (TMH) did not exist within Counseling Services. All Counseling Services personnel completed a 12-hour training on TMH before providing TMH services.

IV. COUNSELING SERVICES PERSONNEL

A Diversity Competencies of Staff

Counseling Services hiring procedures follow local, state, and national regulations and we strive to hire personnel who demonstrate cultural competency in working with students from diverse identities and backgrounds.

B Director

(IV.B.1.a)-The director of Counseling Services has a master’s degree from a CACREP counseling program.

(IV.B.1.b)-The director of Counseling Services had a supervised internship.

(IV.B.1.c)-The director of Counseling Services has had a minimum of 5 years’ previous experience as a staff member of Counseling Services.

(IV.B.1.d)-The director of Counseling Services can effectively represent mental health issues in the campus community.

(IV.B.1.e)-The director of Counseling Services is a Licensed Professional Counselor (LPC).

(IV.B.1.f)-The director of Counseling Services has had the appropriate graduate-level training.

(IV.b.1.g)- The director of Counseling Services completed the required continuing education requirements as well as any professional development opportunities provided by the university.

Duties

(IV.B.2.a)-With the assistance of Counseling Services staff, the Director develops and implements philosophy, policies, and procedures for the operations of counseling services.

(IV.B.2.b)- Coordination, recruitment, training, supervision, development, and evaluation of professional and administrative support staff.

(IV.B.2.c)- With the assistance of Counseling Services staff, the Director prepares the counseling services budget, develops annual reports or other documents that advocate for the needs of the counseling center and the university community.

(IV.B.2.d)- The Director provides crisis intervention, outreach, and consultation services to the university community.

(IV.B.2.e)- The Director participates in program development and campus mental health policy formation and serves on several committees.

(IV.B.2.f)- The Director, in collaboration with the lead mental health counselor, monitors the quality of all counseling and/or clinical services performed by Counseling Services.

(IV.B.2.g)-The lead mental health counselor serves on MOSO Cares, MSSU's threat assessment team.

(IV.B.2.h)-Counseling Services though being a merged center has not impacted the overall administration and coordination of the resources and activities of the center.

(IV.B.2.i)-With the assistance of Counseling Services staff the Director provides coordination, recruitment, retention, training, supervision, development, and evaluation of professional, trainee, and support staff; preparation and management of the budget; and involvement in university policy formation and program development.

(IV.B.2.j)-The workload of the director of Counseling Services is unique, as they are also the director of the Advising, Counseling, & Testing Services (ACTS) and oversees the First-Year Experience Office (FYE).

C Professional Staff

Qualifications and Competencies

(IV.C.1.a)- All mental health professionals employed by Counseling Services have at least a master's degree.

(IV.C.1.b-d)-This standard is met as part of the hiring process.

(IV.C.1.e)-All professional staff have a degree in an appropriate discipline and their license is current.

(IV.C.1.f)-All professional staff demonstrate knowledge of diverse social and cultural principals when providing outreach, program development, or consultation, etc.

(IV.C.1.g)-All professional staff strive to have effective interpersonal relationships with the entire campus community.

(IV.C.1.h)- This standard is met as part of the hiring process.
(IV.C.1.i)-N/A-All professional staff meet all required qualifications and MSSU is not seeking to be an accredited center.

Duties

(IV.C.2.a)- Currently counseling services operates with 75% (65% or less is the IACS standard) availability for direct service appointments.

(IV.C.2.b)-Counseling Services provides individual counseling, group counseling when appropriate, assessment, and crisis intervention services.

(IV.C.2.c)- Counseling Services provides outreach program activities.

(IV.C.2.d)-Counseling Services provides requested consultation services to the university community.

(IV.C.2.e)-Counseling Services participates in research and evaluation activities as needed.

(IV.C.2.f)-Counseling Services provides appropriate training and supervision to graduate trainees, we have not had paraprofessionals or post-doctoral fellows/residents.

(IV.C.2.g)-Counseling Services staff perform other assigned duties that contribute to the service offerings of the center and the academic mission of the institution.

D Other Center Administrative Staff-Currently Counseling Services does not employ other center Administrative Staff. Staffing consists of the Director, lead mental health counselor, mental health counselor, and intern/s when available.

E Trainees

(IV.E.1)- Cases assigned to trainees do not exceed 40% of the center’s clientele, and cases are assigned to trainees based on their competency and current level of training. When Counseling Services has trainees, we also ask the student’s comfort level of working with a trainee (intern) that is under the supervision of a licensed professional.

(IV.E.2)- When Counseling Services has had Pre-Doctoral Interns, they follow the supervision requirements per the signed affiliation agreement.

(IV.E.3)-When Counseling Services has Practicum Students, Interns, etc., they receive a range of training to include but not limited to learning experiences, supervision, and documentation training.

(IV.E.4)- Counseling Services has not had Post-Doctoral Residents/Fellows/Post-graduate practitioners.

(IV.E.5)- Currently Counseling Services does not use paraprofessional or peer educators.

F Administrative Support Staff

(IV.F.1)-Counseling Services is a merged center with Advising Services, and it shares the administrative assistant and student workers. All academic advisors are

	<p>cross trained and can make counseling appointments. Student workers do not have direct contact with the clients.</p> <p>(IV.F.2)-As mentioned above the student workers do not have direct contact with the clients and provide support for Counseling Services by helping with outreach program activities, inventorying Counseling Services library resources, and photocopying requested research and/or educational material.</p>
G	<p>Professional Status- The permanent clinical staff of the center is recognized for their expertise and has status comparable to other professional staff and/or faculty at the institution with regards to standing and benefits.</p>

V. RESOURCES AND INFRASTRUCTURE

A	<p>Professional Development</p> <p>(V.A.1)-Both release time and budget resources are made available to pursue ongoing professional development activities.</p> <p>(V.A.2)-Counseling Services staff have the opportunity for clinical/peer supervision as well as case consultation. When Counseling Services has an unlicensed staff member, they would be under the supervision of a licensed staff member.</p> <p>(V.A.3)- Counseling Services has participated in in-service training programs, seminars, and workshops.</p> <p>(V.A.4)-Counseling Services staff members are members of and participate in appropriate professional organizations.</p> <p>(V.A.5)- Counseling Services staff members attend relevant campus events, professional meetings, and seminars.</p>
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B	<p>Consultation Resources- all professional staff members and trainees have access to appropriate consultation resources.</p>
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C	<p>Number of Staff</p> <p>(V.C.1)- Total students 4,506 excluding dual-credit students who do not receive counseling services. Currently MSSU Counseling Services employs one full-time Mental Health Counselor (1 full-time counselor), one Lead Mental Health Counselor (.60 of job duties is in direct individual counseling sessions), along with the Director who provides crisis counseling and other administrative duties (.1 job duties). This amounts to a total of 1.7 FTE counselors for the 4,506 students.</p> <p>(V.C.2)- Currently, one Administrative Assistant provides administrative support for both Advising and Counseling. Counseling Services would benefit from a dedicated administrative assistant to assist with scheduling appointments, checking in students, sending reminders for appointments, managing the counseling services email account, and support for outreach program activities. Since Counseling Services is a merged center, the director has shared administrative authority over the administrative assistant.</p>
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D	<p>Center Budget-The director and lead mental health counselor work together to make decisions and manage all aspects of the budget.</p>
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E Compensation – Salary and Benefits

(V.E.1)-Credentials and experience are not factored into compensation.

(V.E.2)- The following salary ranges were found for Counselors, Associate/Assistant Director, and Director at Mid-American Intercollegiate Athletics Association (MIAA) Schools, through the 2019-2020 Missouri Blue Book and the equivalent in Kansas and Nebraska (their information was from 2019), and the U. S. Bureau of Labor Statistics (BLS) (2018 data).

MSSU

Counselor \$37,000

Lead Counselor \$40,952.54

Director-\$49,440

MIAA Schools (excluding MSSU)

Counselor- \$39,140 (10-month contract)-\$57,580

Associate/Assistant Director-\$48,340-\$72,750

Director- \$53,000-\$81,978

BLS-Master's level Counselors only

\$44,630-\$72,990

(V.E.3)- Currently, Counseling Services does not have any career advancement opportunities for counselors.

F Physical Facilities

(V.F.1)-Counseling Services is centrally located, readily accessible to all students, and is physically separate from administrative offices, campus police, and judicial offices.

(V.F.2)- All Counseling Services staff and interns have an individual office that has a telephone, computer, and printer. There is furniture that provides a relaxing environment and white noise machines are used to help create sound insulated offices.

(V.F.3)- All Counseling Services staff and interns should have access to computers and technology support for scheduling, record-keeping, data storage/file management, research, and publication activities.

(V.F.4)-Counseling Services is a merged center and shares its waiting room with Advising Services. Counseling clients are checked in by professional staff only. During the 2020-2021 school year due to Covid-19 protocols only one student was allowed in the office at a time, other students would wait in the hall and the counselor would get them for their appointment but would not acknowledge that the student was there for a counseling appointment.

(V.F.5)- Counseling Services has library resources and access to internet sources.

(V.F.6)-Counseling Services currently does not have an area suitable for group or individual testing as it is not currently a need of the center.

(V.F.7)-Counseling Services has ready access to adequate space for group counseling (if it was being offered) and staff meetings.

(V.F.8)-Counseling Services, as an integral part of supervision, has adequate access to audio-visual recording and observation capability.

(V.F.9)-Counseling Services has adequate storage space.

(V.F.10)-Counseling Services does not use security cameras.

	(V.F.11)-Currently Counseling Services does not have any embedded counseling sites.
G	Malpractice/Liability Insurance -Counseling Services staff carries individual malpractice insurance, and the university has a general liability insurance policy.
VI. SPECIAL CONCERNS	
A	Issues Affecting Counseling Centers Outside of the United States-NA- Counseling Services is not an international entity.

In conclusion, since not all of the IACS standards were met, Counseling Services will conduct a needs assessment in 2021-2022 to evaluate how best to meet those standards.