

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

Missouri State University  
2020-2021

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	
<b>A</b>	<b>Administrative Independence and Neutrality</b> The MSU Counseling Center operates independently and with neutrality. The Center does not engage in mandatory assessments or consultations. If required to do so, the assessment or consultation would be conducted after providing informed consent. Sharing of information would be permitted only with a Release of Information from the student.
<b>B</b>	<b>University and Community Relationships</b> The MSU Counseling Center collaborates extensively with key Student Affairs departments, including Magers Health and Wellness, the Office of the Dean of Students and related units including Fraternity and Sorority Life, Student Involvement, and Parent and Family Relations and Residential Life. Other campus partners include University Police, Athletics, Multicultural Resource Center, Title IX, and numerous academic units and community partners.
<b>C</b>	<b>Reporting Structure</b> The MSU Counseling Center reports directly to the Dean of Students Office and has routine, direct communication. There are regularly scheduled meetings between the Center Director and the Dean of Students. As needed, additional meetings as well as phone and electronic communications are used to address issues arising between said meetings. Crisis intervention, individual and group counseling, training, consultation with the campus regarding student development and campus safety are among the services provided by the Center.
<b>D</b>	<b>Accreditation of Multiple Counseling Services and Merged Centers</b> The MSU Counseling Center functions as a single, non-merged counseling and mental health department on campus.

<b>E</b>	<p><b>Embedded Counseling Services</b> The MSU Counseling Center does not currently provide for embedded counseling on campus.</p>
<b>II. COUNSELING SERVICES ROLES AND FUNCTIONS</b>	
<b>A</b>	<p><b>Individual, Couples and Group Counseling</b> The MSU Counseling Center provides individual and group counseling services that are responsive to students needs and consistently strives to balance making services accessible while maintaining the capacity to provide students with ongoing counseling services (II.A.1).</p> <p>Staff are hired with attention to their ability to provide services that address the needs of various student communities and awareness and growth towards inclusive excellence and diversity competence is expected. (II.A.2).</p> <p>The Center conducts a client feedback survey that invites student users to provide 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/improvements (II.A.3).</p> <p>All professional and administrative support staff at the MSU Counseling Center are selected carefully and thoroughly trained regarding appropriate policies and procedures (II.A.4).</p> <p>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 (II.A.5).</p>
<b>B</b>	<p><b>Psychiatric Services</b> Psychiatric referrals to either Magers Health and Wellness Center on campus or to community providers are provided to MSU students on an as needed basis.</p>
<b>C</b>	<p><b>Case Management Services</b> The MSU Counseling Center does not currently provide for a Case Manager position. Any Case Management services is provided directly through the Counseling staff.</p>
<b>D</b>	<p><b>Testing</b> Psychological and/or diagnostic testing needs are managed via referrals to either the Learning Diagnostic Clinic on campus or through community providers.</p>
<b>E</b>	<p><b>Crisis Intervention and Emergency Services</b> In-person and remote Crisis services provided by Center staff are available whenever the Counseling Center is open. The availability of these services is widely advertised and well known by members of the campus community.</p> <p>In addition, when the Center is not open (after business hours and weekends), crisis services are available by calling the Center’s phone number and being connected</p>

with our contracted, after-hours service (ProtoCall) for assistance with de-escalation, support, and decision making about whether the student would benefit from more immediate support (i.e., welfare check by law enforcement, transport to local emergency department or psych hospital for evaluation, etc.).

The Center receives a report of any contact for appropriate follow up. The use of crisis services including ProtoCall is available to students, parents or other members of the campus community with concerns about a student.

**F Outreach Interventions**

The Counseling Center has a robust outreach and prevention function coordinated by a Mental Health Clinician. Staff engage in outreach upon request and sponsor outreach initiatives focused on assisting students to effectively engage in the educational process and for faculty, staff, parents and others to more effectively assist students in a number of ways. Partnerships with numerous Schools/Colleges, and departments, including the Multicultural Resource Center at MSU, contribute to the awareness of resources and encourage help-seeking behaviors among students who would perhaps be less comfortable seeking out counseling services.

**G Consultation Interventions**

MSU Counseling Center provides a highly utilized and well-regarded consultation service to students, parents, faculty, staff, administrators and other members of the campus community on a variety of student concerns, safety issues, and student development topics; however, confidentiality of student information is not compromised. (II.G.1)

MSU Counseling Center provides a highly utilized and well-regarded consultation service to students, parents, faculty, staff, administrators and other members of the campus community on a variety of student concerns, campus safety, and student development topics; however, confidentiality of student information is not compromised. (II.G.2)

Counseling Center clinicians serve as consultants on committees as well as participate in campus discussions related to campus disruptions and safety concerns. The Center staff are not responsible for making academic or administrative decisions about students. (II.G.3)

**H Referral Resources**

The Counseling Center maintains strong connections with the local counseling provider community as well as with campus resources that can assist students in their progress towards degree completion. Whenever possible, students with limited resources are assisted with locating resources appropriate for their needs.

However, student willingness to follow through on referrals will vary despite the level of assistance provided to bridge them until an external appointment is available. Whenever possible and feasible, referral resources are provided to students while

considering the availability, experience of student navigating systems, and cost to the student.

**I Research**  
MSU CC does not currently participate in any research efforts (II.I.1 and II.I.2)

At this time no active, 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 for student information. (II.I.3)

Staff are encouraged and supported to engage in national and regional professional development activities including presenting at conferences and workshops as time and funds allow. Several staff members are active in local, regional and national associations and have occasionally presented at conferences. A couple of staff are also engaged in the activities of local and regional professional organizations. (II.I.4)

**J Program Evaluation**  
The MSU Counseling Center conducts a client feedback survey that invites student users to provide feedback about their counseling experience and to offer suggestions about improvements. The CCMH data set (CCAPS—Counseling Center Assessment of Psychological Symptoms) allows comparisons across centers of comparable size and type that informs process and service adjustments/improvements.

**K Training Programs**  
The MSU Counseling Center trains 4 or more Graduate Assistants annually within the Master’s in Counseling, Social Work and Clinical Psychology programs at MSU. The four GA slots are filled as openings occur by an application/interview process. 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. In-service trainings are held weekly throughout the academic year for staff learning and development.

**III. ETHICAL STANDARDS**

**A Selection of Staff and Training on Policy/Ethics**  
All professional and administrative support staff at the MSU Counseling Center are selected carefully and thoroughly trained regarding appropriate policies and procedures.

<b>B</b>	<p><b>Confidentiality of Counseling</b></p> <p>The MSU Counseling Center’s policies and procedures regarding client confidentiality and handling of protected health information are consistent with professional ethical standards and legal statutes. Staff and trainees are carefully trained to adhere to these policies.</p>
<b>C</b>	<p><b>Imminent Danger</b></p> <p>In cases in which a client is indicative or 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>
<b>D</b>	<p><b>Psychological Tests</b></p> <p>The MSU Counseling Center utilizes self-report measure of symptomology appropriate for a college population (CCAPS-62 and CCAPS-34). Staff adhere to professional and ethical standards when preparing, administering, or disseminating the results of this brief psychological measure. Trainees receive appropriate supervision by licensed staff members when engaging in any clinical services, including when utilizing the CCAPS measures.</p>
<b>E</b>	<p><b>Research</b></p> <p>The MSU Counseling Center does not currently participate in research.</p>
<b>F</b>	<p><b>Case Records</b></p> <p>The MSU Counseling Center maintains both physical and electronic records, however the majority of records are electronic. All procedures for record storage adhere to professional and legal standards of practice. Digital records are housed with the secure Titanium Schedule server, which is entirely separate from the MSU standard server.</p>
<b>G</b>	<p><b>Disposition of Records</b></p> <p>MSU’s procedures for the disposition of client and agency records is consistent with all relevant guidelines, standards, and statutes.</p>
<b>H</b>	<p><b>Access to Records</b></p> <p>Access to client records are limited to appropriate counseling service 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>
<b>I</b>	<p><b>Shared Electronic Records System</b></p> <p>The MSU Counseling Center does not share electronic records with medical or other units.</p>
<b>J</b>	<p><b>Regulatory Awareness</b></p>

Staff and trainees are carefully trained to adhere to relevant civil and criminal laws, including obligations and limitations imposed on the institution by national, regional, and local constitutional, statutory, regulatory, and institutional policy.

**K Technology**

Staff are able to utilize necessary technology in accordance with professional and legal standards. MSU CC is supported by Campus IT Services when technical assistance is required.

Computerized client data is stored on a secure server that is only accessible to staff and trainees at MUCC. Video recordings for supervision purposes are stored on a separate secured server from client records and are only accessible to trainees and their supervisors. Recordings are electronically shredded at the end of treatment. Remote access is secured via encrypted networks (MSU Campus VPN). Staff are trained on appropriate behavior when handling electronic clinical data. (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)

The current MSU Counseling Center website meets the above criteria with the exception of "use of email" policy and procedure. This has been brought to the attention of the appropriate individuals and corrected in a timely manner in order to bring the Center into compliance. (III.K.4)

**L Telemental Health Services and Contracted Services**

MSU Counseling Center provides telemental health services to students on an as needed basis. All CC counseling staff have been adequately trained to provide quality telemental health services according to guidelines set out by national authorities.

The MSU CC contracts with the national provider, ProtoCall Services, to provide adjunctive mental health crisis care during non-business hours.

**IV. COUNSELING SERVICES PERSONNEL**

<b>A</b>	<p><b>Diversity Competencies of Staff</b></p> <p>The MSU Counseling Center hiring procedures reflect a commitment to hiring staff members who demonstrate cultural competency in working with students from diverse backgrounds and identities.</p>
<b>B</b>	<p><b>Director</b></p> <p>The MSU Counseling Center is currently led by Director, Rhonda Lesley, MA, LPC. Director Lesley earned her Masters in Counseling from Adams State University in Alamosa, CO. Her master’s program is nationally accredited by CACREP . She completed her internships at the San Luis Valley Community Mental Health Center and at the Adams State University Counseling Center.</p> <p>Director Lesley has been employed as a senior staff clinician at the MSU counseling center for the past 6 years. The administrative roles that she has held prior to her position at MSU in the center include: Counseling Center Director, Mental Health Clinician, Intake Coordinator, Director, Arts Director, Director of Career Development, and Orientation Coordinator. She has served as the direct supervisor for all the clinical staff within the MSU CC and has been clinical supervisor and PLPC supervisor for several additional professional staff and graduate assistants over the years. (IV.B.1.c). This vast experience enables Director Lesley to effectively represent the Center to the campus community (IV.B.1.d). Director Lesley has been a Licensed Professional Counselor in the state of Missouri for over 25 years (IV.B.1.e).</p> <p>The responsibilities of the Counseling Center Director are in line with standards IV.B.2.a-i. This includes serving on the leadership team of the Dean of Students (IV.B.2.e).</p>
<b>C</b>	<p><b>Professional Staff</b></p> <p>Staff at the MSU Counseling Center are highly qualified for their positions and meet all of the professional qualifications and responsibilities outlined in Section IV.C.</p>
<b>D</b>	<p><b>Other Center Administrative Staff</b></p> <p>The MSU Counseling Center has the ability to develop its administrative structure based on size and need, and any individuals appointed to fill positions such as associate or assistant director are appropriately vetted based on their qualifications and expertise.</p>
<b>E</b>	<p><b>Trainees</b></p> <p>Masters level graduate assistants selected from MSU’s Counseling, Psychology and Social Work programs are provided with 1 hour of supervision each week. Case assignment to trainees is based on their current level of training and competency. They also participate in multiple training seminars over the year and receive supervision for their outreach activities. Graduate assistants participate in a standard G.A. training process during the summer months. (IV.E.1.).</p>

The MSU Counseling Center does not employ Pre-Doctoral Interns.  
(IV.E.2)

The MSU Counseling Center occasionally allows center graduate assistants to complete practicums and internships as part of their graduate assistantship work in the CC. This work is coordinated and overseen through the student's graduate program and the student's direct supervisor in the CC.  
(IV.E.3).

The MSU Counseling Center does not offer Post-Doctoral Residents/Fellows/Post-Graduate Practitioner positions. (IV.E.4).

The MSU Counseling Center does not hire paraprofessionals or peer educators.  
(IV.E.5).

**F Administrative Support Staff**

The MSU Counseling Center does utilize student workers for scheduling clients and answering the telephone at the front desk and does not have an adequate number of well-trained administrative support staff required to meet the needs of the Center at this time. Plans are being made to hire a part-time support staff person to assist the Administrative Assistant in scheduling and additional tasks during the busiest time of the work day.

**G Professional Status**

Counseling Center staff are not considered faculty and are coded as "staff." However, the mental health professionals employed at the counseling center are well respected and considered to be the mental health experts on campus.

**V. RESOURCES AND INFRASTRUCTURE**

**A Professional Development**

Release time is supported to attend low/no cost professional development. Some funding for more professional development is available, but is limited compared with the size of the staff and CEU/training requirements for maintaining licensure. (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)

The MSU Counseling Center has a Diversity/Inclusive Excellence Working Group that organizes trainings for staff and develops plans for ongoing inclusive excellence in the service of students. (V.A.3) Staff are members of and participate in appropriate professional organizations, such as: AUCCCD, ACA, NASW, EMDRIA, ; and are encouraged to accept leadership responsibilities within their respective local and



	<p>national organizations. (V.A.4) Staff also attend relevant campus events and seminars and local, regional, provincial and national professional meetings. (V.A.5)</p>
<b>B</b>	<p><b>Consultation Resources</b></p> <p>MSU CC staff have access to a variety of resources for consultation, such as professional staff both in the CC, across campus and within the Springfield, MO community and written and electronic resources.</p>
<b>C</b>	<p><b>Number of Staff</b></p> <p>The MSU Counseling Center has a 1 FTE staff to 2272 student ratio. (V.C.1)</p> <p>Administrative support staff is not adequate for assuming all receptionist and secretarial duties required for the MSU Counseling Center and are overseen by the Center Director. (V.C.2)</p>
<b>D</b>	<p><b>Center Budget</b></p> <p>The MSU CC Director has responsibility for managing all aspects of the center's budget.</p>
<b>E</b>	<p><b>Compensation – Salary and Benefits</b></p> <p>At the MSU Counseling Center, salaries are commensurate with credentials, experience and responsibilities (V.E.1) and are in line with the broader MSU community and peer institutions (V.E.2). Staff are provided with opportunities to advance to positions of responsibility within the Center as positions become available(V.E.3). The current assistant director, who has been with the Center for the past 18 years, is an example of opportunities for advancement.</p>
<b>F</b>	<p><b>Physical Facilities</b></p> <p>The Counseling Center is readily accessible to students and is physically separate from administrative offices, campus police, and judicial/conduct offices (V.F.1).</p> <p>All offices are equipped with telephone, computer, and adequate furniture. Printers are shared among groups of staff based on their physical location within the building and are placed in central areas that are secured (require key access) and available to all staff assigned to that printer (V.F.2).</p> <p>Counseling service staff and interns have access to computers and technology support for scheduling, record-keeping, data storage/file management, research, and publication activities (V.F.3).</p> <p>Students have access to a separate and private reception/waiting room when they come to the MSU Counseling Center. The reception area is quickly becoming inadequate for the number of clientele who come to the center for services (V.F.4).</p>

All MSU staff and students have access to MSU libraries which have an extensive collection of psychology/counseling journals and texts. All members of campus (including staff) have access to Wi-Fi while on campus (V.F.5).

The Center does not administer psychological tests which require specialized accommodations. Clients complete a limited number of self-report measures (CCAPS-62 and -34, CCMH Demographic questionnaire, initial evaluation paperwork) on via our web component (V.F.6).

Adequate space is maintained for group counseling sessions and staff meetings (V.F.7); and there is adequate space for storage (V.F.9).

Counseling services with training components have adequate audio-visual recording and observation capability as an integral part of supervision (V.F.8).

There are currently no security cameras in or nearby the MSU Counseling Center that pose a risk to confidentiality (V.F.10). As the MSU Counseling Center is not an embedded center, V.F.11 is not applicable.

**G Malpractice/Liability Insurance**

The State 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.