

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

St. Louis Community College Counseling Department
2021–2022

This report is compiled on an annual basis pursuant to state statute.

173.2530: Report on compliance with standards for mental health services provided on campus—Beginning in the 2020–2021 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 (https://stlcc.edu/docs/student-support/counseling/stlcc_iacs-annual-assessment.pdf).

For the most recent version of the IACS standards from which this report was compiled, (<https://iacsinc.org/iacs-standards/>).

I. RELATIONSHIP OF THE COUNSELING DEPARTMENT WITH THE COLLEGE COMMUNITY	
A	Administrative Independence and Neutrality STLCC Counseling Department operates independently and with neutrality within the greater Student Affairs Division. Counselors may serve on campus CARE Teams and the Department Chair may serve as a consultant on a District Threat Assessment Committee (I.A). Meets standard.
B	University and Community Relationships Counseling is a District-wide Department that reports to the Vice President of Student Support Programs. The Department Chair has bi-weekly meetings with the VPSSP. Representatives from Counseling attend the bi-weekly meeting of campus Student Affairs Departments as well. Counselors are faculty members, so we also attend faculty Joint Division meetings and maintain good communication with Academic Division Deans on each campus. The Department uses the comprehensive counseling center model, providing therapy, consultation, outreach, and training (I.B). Meets standard.
C	Reporting Structure The Department Chair of Counseling reports to the Vice President of Student Support Programs and has routine direct communication. The Department Chair or other representative from Counseling has routine contact and communication with campus Vice Presidents, Campus Chief Academic Officers, and Academic Deans (I.C). Meets standard.

<p>D</p>	<p>Accreditation of Multiple Counseling Services and Merged Centers</p> <p>The Counseling Department is a single unit with a Department Chair and counselors at multiple campuses. Counseling is the only unit directly involved in providing mental health counseling services to students (I.D). Meets standard.</p>
<p>E</p>	<p>Embedded Counseling Services</p> <p>There are no embedded counselors at STLCC (I.E).</p>
<p>II. COUNSELING DEPARTMENT ROLES AND FUNCTIONS</p>	
<p>A</p>	<p>Individual, Couples, and Group Counseling</p> <p>STLCC Counseling provides individual mental health counseling services that are responsive to student needs. Group Counseling has been offered on a limited basis. Couples counseling is available based on student need and the experience of individual Counselors. Services are tailored on an individual basis to provide culturally sensitive and relevant interventions. Every effort is made to provide services in a timely manner, although at times this may be a challenge at certain times of the year (II.A.1). Meets standard.</p> <p>All STLCC Counselors have Master’s level education and Missouri state licensure (LPC). Many are also National Certified Counselors (NCC). Every attempt is made to hire and retain counselors who represent the diversity of the STLCC student population. Each counselor engages in annual professional development, which includes diversity and multicultural competence (II.A.2). Meets standard.</p> <p>At a minimum of once per semester, students are encouraged to evaluate the effectiveness of their counseling experience (II.A.3). Meets standard.</p> <p>All counselors hold to the ethical standards of the American Counseling Association (ACA), the National Board for Certified Counselors (NBCC), as well as the standards and legal statutes of the State of Missouri and the Missouri Committee for Professional Counselors (II.A.4). Meets standard.</p> <p>Services provided by counseling student interns are supervised by licensed and qualified staff in accordance with professional standards (II.A.5). Meets standard.</p>
<p>B</p>	<p>Psychiatric Services</p> <p>Psychiatric services are not provided on campus, but are in collaboration with community resources (II.B). Meets standard.</p>
<p>C</p>	<p>Case Management Services</p> <p>Not provided but the Counseling Department, but some basic services are offered by the STLCC Student Advocacy and Resource Center (II.C).</p>
<p>D</p>	<p>Testing</p> <p>Not provided (II.D).</p>

<p>E</p>	<p>Crisis Intervention and Emergency Services</p> <p>Emergency and crisis services are provided on a walk-in basis by Counselors during all hours the Counseling Department is open. After hours crisis services are provided in collaboration with community crisis-response services (II.E). Meets standard.</p>
<p>F</p>	<p>Outreach Interventions</p> <p>The Counseling Department provides a variety of outreach and prevention programming options based on student needs, collaboration with other Student Affairs Departments, and requests from faculty and staff to address specific issues (II.F). Meets standard.</p>
<p>G</p>	<p>Consultation Interventions</p> <p>Counseling provides consultation to staff and faculty as needed regarding general student concerns and situations, and specific student issues within the boundaries of confidentiality. Counselors will consult with parents of adult students provided that a release of information is on file from the student, and with minor students upon discussion with the student (II.G.1 and II.G.2). Meets standards.</p> <p>Counselors provide consultation but are not responsible for administrative or academic decisions about individual students (II.G.3). Meets standard.</p>
<p>H</p>	<p>Referral Resources</p> <p>The Counseling Department provides referral information for any other STLCC Department as necessary. The Department also provides a variety of community resources when student needs are outside the scope of practice of the Counselor, or when students leave STLCC. Resources are evaluated regularly for availability and affordability (II.H). Meets standard.</p>
<p>I</p>	<p>Research</p> <p>STLCC is a two-year community college and not a research institution. The Counseling Department uses internal measures to assess student satisfaction and Counselor effectiveness. Staff are encouraged and supported in engaging with local, regional, and national professional development activities including presenting at conferences and workshops (II.I). Meets standard.</p>
<p>J</p>	<p>Program Evaluation</p> <p>The Counseling Department conducts an annual review of services offered and Counselor effectiveness. Changes to procedures and departmental protocols are made as necessary (II.J). Meets standard.</p>
<p>K</p>	<p>Training Programs</p> <p>The Counseling Department has partnered with local educational institutions to provide a training site for Master’s level counseling interns and practicum students. Such students are supervised by licensed Counselors who have experience in providing supervision (II.K). Meets standard.</p>

III. ETHICAL STANDARDS

A	<p>Selection of Staff and Training on Policy/Ethics</p> <p>All professional and administrative staff are oriented and trained regarding policies and procedures; specific emphasis is placed on ethical guidelines regarding Counseling services. The Department Chair reviews the Departmental Protocol and Procedures Manual with new employees and the Manual is reviewed annually (III.A). Meets standard.</p>
B	<p>Confidentiality of Counseling</p> <p>Confidentiality is one of our highest priorities. The Department Chair specifically meets with all new staff to discuss confidentiality in our setting and staff members sign a document that this has been explained to them and that they understand the policy. All new counseling clients sign an informed consent form which explains counselor-client confidentiality, its limits and exceptions (III.B). Meets standard.</p>
C	<p>Imminent Danger</p> <p>Departmental policies, professional guidelines, and legal requirements inform efforts to provide for safety of clients and others, and appropriate notifications when necessary (III.C). Meets standard.</p>
D	<p>Psychological Tests</p> <p>STLCC Counseling Department does not provide psychological testing (III.D).</p>
E	<p>Research</p> <p>STLCC Counselors do not participate in any research with human subjects (III.E).</p>
F	<p>Case Records</p> <p>Client case notes are stored and maintained in individual counselors' offices, securely locked and only accessible to the counselor and appropriate support staff (III.F).</p>
G	<p>Disposition of Records</p> <p>Counseling client records are maintained and disposed of in accordance with the relevant guidelines, standards, and statutes (III.G). Meets standard.</p>
H	<p>Access to Records</p> <p>Counseling records are only accessible by Counselors and appropriate administrative staff members (III.H). Meets standard.</p>
I	<p>Shared Electronic Records System</p> <p>The Counseling Department does not currently use an electronic records system (III.I).</p>

J	<p>Regulatory Awareness</p> <p>Counseling Department personnel are knowledgeable about and function in a manner consistent with relevant criminal and civil laws and are aware of all relevant obligations and limitations associated with national, regional, and local constitutional, statutory, regulatory, and institutional policies (III.J). Meets standard.</p>
K	<p>Technology</p> <p>Case files are not stored electronically. Any identifying information is restricted to office computers. When accessing any information remotely, only a college-issued laptop is used, which includes use of a VPN (III.K.1).</p> <p>Email communication is restricted to the use of counselors, staff, and students officially issued college email addresses (III.K.2).</p> <p>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).</p> <p>The STLCC Counseling Department website is located at www.stlcc.edu/counseling (III.K.4).</p>
L	<p>Telemental Health Services and Contracted Services</p> <p>STLCC Counseling provides telemental health services as appropriate and indicated. Counselors adhere to all relevant legal and ethical guidelines (III.L).</p>
IV. COUNSELING DEPARTMENT PERSONNEL	
A	<p>Diversity Competencies of Staff</p> <p>The Counseling Department highly values having a diverse staff that reflects our student population. The Department makes efforts to maintain a high level of cultural competence for all staff (IV.A). Meets standard.</p>
B	<p>Director/Counseling Department Chair</p> <p>The current Department Chair Troy Hansen has a Master’s Degree in Counseling Psychology from a regionally accredited university. Mr. Hansen meets all qualifications and performs all duties outlined in section IV.B. Meets standard.</p>
C	<p>Professional Staff</p> <p>STLCC Counselors meet the qualifications and perform the duties set forth in section IV.C. Meets standard.</p>
D	<p>Other Department Administrative Staff</p> <p>Not applicable (IV.D).</p>

E	<p>Trainees</p> <p>The STLCC Counseling Department does not host pre- or post-doctoral interns, and does not have paraprofessionals or peer educators (IV.E.2, IV.E.4 and IV.E.5). Practicum students and graduate interns (supervised field placements) are appropriately arranged, trained, and supervised (IV.E.3.). Meets standard.</p>
F	<p>Administrative Support Staff</p> <p>Administrative support staff meet qualifications and perform duties outlined in section IV.F.1. Student workers are assigned tasks limited to their training and are specifically trained in confidentiality. Student workers do not have access to confidential client information (IV.F.2). Meets standards.</p>
G	<p>Professional Status</p> <p>Counseling staff are recognized and have comparable status at STLCC in terms of standing and benefits (IV.G). Meets standard.</p>
V. RESOURCES AND INFRASTRUCTURE	
A	<p>Professional Development</p> <p>Time off is provided for Counselors each year for professional development. Adequate funding is also provided for a number of professional development activities for each individual Counselor (V.A.1). Case consultation is available regularly with either licensed colleagues and/or the Department Chair. Unlicensed staff are under the supervision of a licensed professional (V.A.2). In-service trainings occur at least twice per year (V.A.3). Counselors are members of various professional organizations and are encouraged to do so. They are encouraged to accept positions of leadership in those organizations as well (V.A.4). Counselors attend relevant campus events, and local, regional, and national professional meetings (V.A.5). Meets standards.</p>
B	<p>Consultation Resources</p> <p>Counselors consult regularly as a department and as needed with Nursing faculty, disability specialists, and legal counsel (V.B). Meets standard.</p>

<p>C</p>	<p>Number of Staff</p> <p>Currently the Counseling Department has 1 FTE (full-time equivalent) staff to 2700 students. This does not meet guidelines (V.C.1).</p> <p>The Counseling Department has a single dedicated support staff position for the District. The Department Chair has administrative authority for this position (V.C.2).</p>
<p>D</p>	<p>Department Budget</p> <p>The Counseling Department Chair is responsible for the oversight and management of the budget (V.D). Meets standard.</p>
<p>E</p>	<p>Compensation—Salary and Benefits</p> <p>Salaries are commensurate with credentials and experience (V.E.1) and are in line with other STLCC functional areas (V.E.2).</p> <p>Counselors have opportunity for advancement within the faculty structure (V.E.3). Meets standards.</p>
<p>F</p>	<p>Physical Facilities</p> <p>The Counseling Department is centrally located, readily accessible, and physically separate from campus administration, campus police, and judicial offices (V.F.1).</p> <p>Counselors have offices and equipment necessary to do their jobs confidentially and effectively (V.F.2, V.F.3, V.F.5). STLCC Counseling does not have a dedicated training component (V.F.8).</p> <p>Counseling Department locations have a dedicated waiting area. Where there is a shared waiting area, students are not identified as Counseling clients (V.F.4).</p> <p>The Counseling Department does not provide individual or group testing services (V.F.6) or group counseling. Space is available on campus locations for staff meetings (V.F.7).</p> <p>The Counseling Department has adequate storage space (V.F.9).</p> <p>The Counseling Department does not utilize security cameras (V.F.10).</p> <p>STLCC Counseling does not utilize embedded sites/offices (V.F.11).</p> <p>Meets standards.</p>
<p>G</p>	<p>Malpractice/Liability Insurance</p> <p>Counselors are responsible for providing professional liability insurance at their discretion (V.G).</p>

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

Not applicable (VI.A).