

**Missouri Southern State University
2023-2024**

**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 (CS) is not responsible for admissions, disciplinary, curricular, or administrative decisions involving students. Counseling Services is considered a traditional center.
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 - Lead Mental Health Counselor works closely with key administrators in Academic and Student Success 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. Lead Mental Health Counselor reports directly to the Dean of Students.
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 and practicum students 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 and/or other appropriate referral services.

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 provide 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 417-347-7720, or 988.

F	<p>Outreach Interventions</p> <p>Counseling services offer 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.</p>
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, if 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>The Missouri Assessment for College Health Behaviors (MACHB) is given to students annually, which evaluates data and trends. Counseling Services annually evaluates the Policy and Procedure manual, and conducts exit interviews with interns/practicum students upon their departure.</p>
K	<p>Training Programs</p> <p>Counseling Services has offered a training program for counseling intern/practicum students since 2010.</p>

III. ETHICAL STANDARDS

A	Selection of Staff and Training on Policy/Ethics 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.
B	Confidentiality of Counseling All 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 Counseling Services professionals are trained in 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 regarding 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 isn't seeking accreditation and therefore CS is following the Missouri Code of State Regulations for the Committee for Professional Counselors regarding disposition of records. Counseling Services assures that all data entries to treatment records are maintained for a period of five years from the 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 Counseling Services does not share electronic records systems and wouldn't share client information without the written consent of the client.
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)- When Counseling Services works remotely, they access 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 or Text the ***Suicide & Prevention Lifeline*** at 988 or Chat 988lifeline.org
- 4) Call 911, if on campus JPD will dispatch a UPD officer

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

(III.K.3) The copy/scanner/faxing device is in a location that ensures confidentiality and CS has its own folder that sends any scanned counseling documents into the CS network folder.

(III.K.4) <https://www.mssu.edu/student-affairs/counseling/index.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. TMH services are only provided in the state (Missouri) in which the Counseling Services personnel are licensed. CS does not have contracts with any companies to provide adjunctive 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)-There is no director. The Lead Mental Health Counselor has a master's degree from a CACREP counseling program.

(IV.B.1.b)- There is no director. The Lead Mental Health Counselor has had a supervised internship.

(IV.B.1.c)- There is no director. The Lead Mental Health Counselor has had a minimum of 5 years' previous experience as a staff member in a counseling setting.

(IV.B.1.d)- There is no director. The Lead Mental Health Counselor can effectively represent mental health issues in the campus community.

(IV.B.1.e)- There is no director. The Lead Mental Health Counselor is a Licensed Professional Counselor (LPC).

(IV.B.1.f)- There is no director. The Lead Mental Health Counselor has the appropriate graduate-level training.

(IV.b.1.g)- There is no director. The Lead Mental Health Counselor has 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 Lead Mental Health Counselor develops and implements philosophy, policies, and procedures for the operations of counseling services.

(IV.B.2.b)- With the assistance of Counseling Services staff, The Lead Mental Health Counselor facilitates the 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 Lead Mental Health Counselor 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 Counseling Services staff provides crisis intervention, and consultation services to the university community.

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

(IV.B.2.f)- 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 is no longer a merged center; this change 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 Lead Mental Health Counselor provide 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)-There is no director however the workload of the Lead Mental Health Counselor is unique and reflects responsibilities not incumbent on the professional staff and the workload is structured to reflect the demands of a director's position.

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 principles 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 operate with 65% 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 Lead Mental Health Counselor, mental health counselor, and intern/s/practicum students 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)-While Counseling Services doesn't employ an administrative assistant, CS does occasionally have access to the Dean of Students administrative assistant who has received training on all relevant technology and does help with scheduling, outreach planning, and data analysis.
 (IV.F.2)-There are no student workers employed with Counseling Services.

G 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.

V. RESOURCES AND INFRASTRUCTURE

A Professional Development
 (V.A.1)-Both release time and budget resources are made available to pursue ongoing professional development activities.
 (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.
 (V.A.3)- Counseling Services has participated in in-service training programs, seminars, and workshops.
 (V.A.4)-Counseling Services staff members are members of and participate in appropriate professional organizations.
 (V.A.5)- Counseling Services staff members attend relevant campus events, professional meetings, and seminars.

B Consultation Resources- all professional staff members and trainees have access to appropriate consultation resources.

C Number of Staff
 (V.C.1)- Total students 3,361 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) This amounts to a total of 1.6 FTE counselors for the 3,361 students.
 (V.C.2)- While Counseling Services doesn't employ an administrative assistant, CS does occasionally have access to the Dean of Students administrative assistant who has received training on all relevant technology and does help with scheduling, outreach planning, and data analysis.

D	Center Budget -The Lead Mental Health Counselor makes decisions and manages all aspects of the budget.
E	<p>Compensation – Salary and Benefits</p> <p>(V.E.1)-Credentials and experience are not factored into compensation. (V.E.2)- The following salary ranges were found for Counselors through 2023-2024 Association for University and College Counseling Center Directors (AUCCCD) salary report, and the U. S. Bureau of Labor Statistics (BLS) (2023 data).</p> <p><u>MSSU</u> Counselor \$40,045 Lead Counselor \$44,237</p> <p><u>AUCCCD</u> Counselor- School Size- 2,501-5,000 Min- \$48,000, Med-\$ 68,433.33, Max-\$108,729.62</p> <p><u>BLS-Master’s level Counselors only</u> \$53,710-\$89,920</p> <p>(V.E.3)- Currently, Counseling Services does not have any career advancement opportunities for counselors.</p>
F	<p>Physical Facilities</p> <p>(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 shares its waiting room with the Dean of Students/Title IX Coordinator. Counseling client’s self- check-in, if needed, they are checked in by professional staff. (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 is being offered) and staff meetings. (V.F.8)-Counseling Services, as an integral part of supervision, have 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.</p>

G Malpractice/Liability Insurance-Counseling Services staff carry 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.