

Center for Counseling and Student Development

Counseling Services Procedures

The Center for Counseling and Student Development (CCSD) is dedicated to providing a wide range of programs and services that empower students to persist academically, and to develop personally and socially in a nurturing environment. Programs and services provided by the CCSD are confidential and free of charge for Coppin State students.

Availability of Services

The CCSD is open for regular services during the entire year. Hours of operation are from 8:30 am to 5:00 pm, Monday through Friday. The CCSD observes holiday and vacation days as designated by the university.

Individual Counseling services offered by the Center for Counseling and Student Development (CCSD) are non-clinical and intended to provide help to students whose problems can be addressed over a short-term period. Students may meet individually with a counselor to discuss a variety of issues. These issues may include personal feelings, relationships, coping with stress and anxiety, self-awareness, and other personal concerns. Because the goal is to provide short-term immediate help in order to facilitate students' college success and adjustment, counseling will focus on short-term objectives. Students requiring counseling services beyond the scope of the CCSD will be referred to an outside agency for services.

Group Counseling services offered by the CCSD usually consist of 4-10 students and 1 or 2 group leaders. Most groups meet every week at the same time for 1 hour. Group counseling is often the most beneficial option for many student concerns. Group counseling may be particularly useful for students who are having difficulties in their relationships or who want to learn about themselves and their connections to other people. Group counseling is the only long-term counseling option offered at the CCSD.

Crisis Intervention counseling services offered by the CCSD offer immediate, short-term help to students experiencing an event that produces emotional, mental, physical, and behavioral distress or problems. CCSD staff is available during regular office hours to help with crisis situations. If you are with a student in a crisis situation, you may call us or accompany the student to the center. After business hours, please call campus police at 410-951-3900.

Services Not Offered:

The following services are not offered by the CCSD:

- mandated mental health evaluations or counseling
- court appearances/testimony/evaluations
- court-ordered assessment and treatment
- learning disability or ADHD assessments
- personal counseling for students who are already receiving psychotherapy from another off-campus mental health professional; the exceptions would be for students who are experiencing a crisis or requesting group counseling.

Referral Resources

To assist in meeting the continuing and longer-term wellness needs of CSU Students, the CCSD attempts to maintain an adequate referral list of community mental health agencies. This list includes local marriage and family therapists, psychologists, psychiatrists, hospitals and extended care facilities, hotlines, and other specialized agencies.

In formulating referrals, the Counseling Center attempts to identify clinically competent community counselors and agencies, agencies that will accommodate student insurance. The CCSD referral list is subject to ongoing revision, and is updated continually in order to evaluate the quality of service providers included as well as to maintain good working relationships with these agencies. However, the CCSD does not assume responsibility for actual services rendered by outside agencies.

CONFIDENTIALITY

In accordance with professional ethics and Maryland state law, any information shared in the context of professional counseling is considered confidential. All CCSD Staff (i.e., the Director, all counseling staff, and administrative staff are obligated to take reasonable steps to protect the confidentiality of clients.

Counseling staff must notify potential clients of the following exceptions to confidentiality:

- The counselor believes that a client is a danger to harm himself/herself.
- The counselor believes that a client is a danger to harm another person.
- The counselor is informed of or suspects the abuse or potential abuse of a child.
- The counselor is informed of or suspects the abuse or potential abuse of an elderly person or other dependent adult.
- The client's record is subpoenaed in accordance with an appropriate, legally defined situation.

SPECIFIC COUNSELING PROCEDURAL GUIDELINES

Client Records

The CCSD utilizes Titanium Schedule, an electronic medical records (EMR) system designed specifically for university and college counseling centers. Any counseling contact between a CCSD counselor and a client, by phone or in person, is documented appropriately in Titanium.

Intake

The first session a client will attend is an intake session (with the exception of crises situations). During the intake session, the client is expected to complete the CCSD Intake Form. The goal of the intake session is to initiate counseling and help determine goals that best meet the client's needs. After the initial session clients may choose to continue counseling or the counselor may choose to refer the client to an off-campus agency if there need is beyond the scope of CCSD services.

Documentation

- It is expected that notes will be written, in a timely fashion, at the end of counseling session.
- In most circumstances, notes should be completed the day of the appointment. In the rare instances in which it is not possible to complete the note, partial documentation should be done on the day of the appointment. This partial documentation should include information about the presence or absence of relevant risk factors and any other information needed to document assessment and management of health and safety concerns.
- Leaders of groups should complete summary notes for clients who participated. Such summaries should be prepared at the end of each semester.