

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

## Missouri Western State University 2023-2024

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	
<b>A</b>	<b>Administrative Independence and Neutrality</b> The Missouri Western State University (henceforth referred to as MWSU) Counseling Center operates independently and neutrally on campus. As such, it is not responsible for admissions, disciplinary, curricular, or administrative decisions involving students. The Director of Counseling serves on the Campus Assessment, Response, and Evaluation "CARE" Team (formerly the MWSU Behavioral Intervention Team "BIT") in a consultant capacity as related to knowledge of mental health and wellness.
<b>B</b>	<b>University and Community Relationships</b> The MWSU Counseling Center is administratively housed in the Division of Student Affairs and has an extensive network of institutional and community relationships. The MWSU Counseling Center routinely refers to and receives referrals from both campus and community medical and mental health services. Counseling Center staff work with administrators, faculty, staff, and community members to promote the goal of emotional and psychological development in many aspects of college life. The MWSU Counseling Center has a memorandum of agreement with Family Guidance Center, a community mental health agency, that via grant pays for and provides the MWSU Counseling Center with a full-time crisis clinician that is a Licensed Clinical Social Worker.
<b>C</b>	<b>Reporting Structure</b> The Director of Counseling reports to the Assistant Vice President/Dean of Students and has routine and direct communication, meeting on a biweekly basis at minimum. The Assistant Vice President/Dean of Students, as well as other senior administrative staff, are fully aware of and appropriately support the unique role that the MWSU Counseling Center plays within the institution by providing crisis intervention, individual counseling, training, and consultation within the campus community.

<b>D</b>	<p><b>Accreditation of Multiple Counseling Services and Merged Centers</b></p> <p>(I.D.1). The MWSU Counseling Center is considered a single unit and is not currently seeking accredited status.</p> <p>(I.D.2). The MWSU Counseling Center is not a merged entity and operates as part of the campus community but independently of other campus agencies.</p>
<b>E</b>	<p><b>Embedded Counseling Services</b></p> <p>The MWSU Counseling Center does not provide any embedded counseling services.</p>
<b>II. COUNSELING AND CLINICAL SERVICES</b>	
<b>A</b>	<p><b>Individual, Couples and Group Counseling</b></p> <p>(II.A.1). The MWSU Counseling Center provides individual counseling in a timely manner to currently enrolled MWSU students. Counseling sessions address a variety of issues that include but are not limited to educational, career, personal, developmental, and relationship concerns.</p> <p>(II.A.2). MWSU Counselors have master’s degrees in counseling psychology, clinical counseling, and art therapy, and are licensed professional counselors in the state of Missouri. Counselors have the appropriate background and training, including multicultural competence, to meet the diverse needs of students at MWSU.</p> <p>(II.A.3). Regular evaluation of the effectiveness of the services began in the Fall 2023 semester via survey link sent via email and text message to all students that had signed up for or attended at least one session during the semester. Students were surveyed at mid-semester and once again before finals week in the Fall 2023 and Spring 2024 semesters.</p> <p>(II.A.4). The MWSU Counseling Center adheres to the ethical standards of the American Counseling Association (ACA) Code of Ethics (<a href="https://www.counseling.org/Resources/aca-code-of-ethics.pdf">https://www.counseling.org/Resources/aca-code-of-ethics.pdf</a>) and the National Board for Certified Counselors (NBCC) Code of Ethics (<a href="https://www.nbcc.org/assets/Ethics/NBCCCodeofEthics.pdf">https://www.nbcc.org/assets/Ethics/NBCCCodeofEthics.pdf</a>) except as superseded by relevant state and federal law.</p> <p>(II.A.5). Services provided by master’s level interns are closely supervised by qualified staff and are in compliance with professional training standards and state and federal law.</p>
<b>B</b>	<p><b>Psychiatric Services</b></p> <p>MWSU students have access to certain psychiatric services through the Esry Student Health Center, primarily for the treatment of anxiety and depression. Other disorders that require psychiatric services are referred to various community providers.</p>
<b>C</b>	<p><b>Case Management Services</b></p> <p>The MWSU Counseling Center does not employ a case manager.</p>
<b>D</b>	<p><b>Testing</b></p> <p>The MWSU Counseling Center does not provide diagnostic testing and/or assessment.</p>

<b>E</b>	<p><b>Crisis Intervention and Emergency Services</b></p> <p>Emergency and crisis services are provided on a walk-in basis by Counseling staff during all hours the MWSU Counseling Center is open. If a crisis arises outside of office hours, MWSU's University Police Department (UPD) responds to the crisis, the Dean of Students is contacted, and the Director of Counseling is then contacted by the Dean of Students. If the student is deemed a danger to self or others and/or in need of immediate hospitalization (either by UPD or by the Director of Counseling), the student is transported to the Mosaic Life Care Emergency Room for evaluation.</p>
<b>F</b>	<p><b>Outreach Interventions</b></p> <p>The MWSU Counseling Center offers preventive programming to help students receive the maximum potential benefit from their academic experience. Programs are conducted in collaboration with a wide range of campus partners, are developed for faculty, staff, and students, and are presented on a wide variety of topics related to mental health and well-being. MWSU Counseling Center staff participate in campus community outreach events throughout the year to communicate our services to students, as well as to maximize awareness and utilization of our services.</p>
<b>G</b>	<p><b>Consultation Interventions</b></p> <p>(II.G.1). The MWSU Counseling Center provides consultation to faculty, staff and other campus employees as needed.</p> <p>(II.G.2). The MWSU Counseling Center 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). The MWSU Counseling Center serves in a consultative role only and is not responsible for academic or administrative decisions about students.</p>
<b>H</b>	<p><b>Referral Resources</b></p> <p>The MWSU Counseling Center provides referral resources within the institution and the local community to meet the needs of students whose problems are outside the scope of services or resources of the counseling center. Referral resources are evaluated for availability and affordability.</p>
<b>I</b>	<p><b>Research</b></p> <p>(II.I.1). The MWSU Counseling Center does not currently participate in research. When the MWSU Counseling Center conducts research, they abide by professional and ethical standards as well as MWSU's Institutional Review Board (IRB) requirements and standards.</p> <p>(II.I.2). The MWSU Counseling Center has not contributed to research at the campus level or the national level.</p> <p>(II.I.3). The MWSU Counseling Center 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). The MWSU Counseling Center has not had the opportunity to contribute to the fields of psychology, counseling, or other relevant professions through research and other scholarly endeavors.</p>

**J Program Evaluation**  
 Regular evaluation of the effectiveness of the services began in the Fall 2023 semester via survey link sent via email and text message to all students that had signed up for or attended at least one session during the semester. Students were surveyed at mid-semester and once again before finals week in the Fall 2023 and Spring 2024 semesters. MWSU Counseling Center use, data, and trends are evaluated through the comparison of year-to-year interoffice statistics, as well as through the Missouri Assessment for College Health Behaviors (MACHB), given to students annually through Missouri Partners in Prevention (PIP).

**K Training Programs**  
 Training and supervision are provided to master’s level interns that have approached the MWSU Counseling Center needing a practicum placement site as part of their program training. Interns come from local graduate programs, as MWSU does not currently offer a graduate program in a counseling-relevant field. All supervision provided is appropriate to the level of the trainee and in accordance with accreditation standards, state licensure laws, academic program rules, and staff supervision experience.

**III. ETHICAL STANDARDS**

**A Selection of Staff and Training on Policy/Ethics**  
 The MWSU Counseling Center carefully selects hires in all professional and administrative positions and ensures thorough training regarding appropriate policy and procedures for the MWSU Counseling Center and the university overall.

**B Confidentiality of Counseling**  
 All MWSU Counseling Center professionals are cognizant of ethical principles, relevant statutes, and local mental health guidelines that stipulate the limits of confidentiality. The confidential nature of the counseling relationship entered by MWSU Counseling Center professionals is consistent with ethical standards and with local, state, and federal guidelines and state statutes. Information is only released at the request or concurrence of a client who has full and informed knowledge of the nature of the information that is being released, or except as required by law. Appropriate information is released selectively and only to qualified recipients. Instances of statutory limits to confidentiality and other appropriate restrictions are clearly articulated in the intake paperwork that each student signs off on when beginning counseling sessions.

The Director of Counseling has access to university legal counsel when necessary and is well-informed regarding legal issues. Staff members maintain strict adherence to the ethical standards of their profession and licensure/certification requirements. University operating procedures are congruent with confidentiality standards and in no way abridge or contravene an individual staff member’s ethical obligations and privileges.

**C Imminent Danger**  
 MWSU Counseling Center policy, legal requirements, and professional guidelines inform efforts to promote safety and provide for appropriate notifications if the condition of a client is indicative of clear and imminent danger to self or others.

**D Psychological Tests**  
 While the MWSU Counseling Center does not provide psychological testing as part of our services, if such services were to be provided in the future, procedures regarding the preparation, use, and distribution of psychological tests would be consistent with professional standards.

<b>E</b>	<p><b>Research</b></p> <p>While the MWSU Counseling Center does not conduct research, if research were to be conducted, standards regarding research with human subjects would be maintained and review procedures for proposed research would be established to ensure that research efforts would not interfere with service delivery responsibilities of the counseling center. Additionally, any research project that would be undertaken would be proposed to the Missouri Western State University Committee on the Use of Human Subjects in Research (MWSU CUHSR) and would go through the appropriate channels of approval and execution.</p>
<b>F</b>	<p><b>Case Records</b></p> <p>Systematic case records are maintained as required by professional standards and applicable statutes. The record includes all pertinent clinical documentation, such as: intake information, progress notes, etc. The MWSU Counseling Center utilizes Titanium Schedule as its electronic records management system, and as such, confidentiality of data files is ensured through Titanium and is secure and accessible to appropriate staff members. Confidentiality and appropriate handling of information and records are reflected in the collection, storage, classification and maintenance of the data, administrative security, and in the dissemination of information regarding clients.</p>
<b>G</b>	<p><b>Disposition of Records</b></p> <p>Procedures for the disposition of client and agency records for the MWSU Counseling Center are consistent with professional standards, college and university guidelines, and relevant statutes. The complete record is maintained for a minimum of 7 years from the last date of service.</p>
<b>H</b>	<p><b>Access to Records</b></p> <p>Access to client records is limited to appropriate MWSU Counseling Center personnel. Each staff member is provided with an individually identifiable login to access client records in Titanium Schedule, allowing for monitoring and managing against inappropriate access. An informed, signed release of information is obtained from the client before records or other confidential information can be shared with any other individual within merged entities, campus departments, or outside agencies.</p>
<b>I</b>	<p><b>Shared Electronic Records System</b></p> <p>The MWSU Counseling Center is not a merged entity and does not share its electronic record system.</p>
<b>J</b>	<p><b>Regulatory Awareness</b></p> <p>MWSU Counseling Center staff members are knowledgeable about and function in a manner consistent with relevant civil and criminal laws. They are aware of the obligations and limitations imposed on the institution by national, regional, and local constitutional, statutory, regulatory, and institutional policy.</p>
<b>K</b>	<p><b>Technology</b></p> <p>MWSU Counseling Center staff demonstrate a basic understanding of technology and receive appropriate training prior to adopting any modern technology for use. MWSU Counseling Center staff rely upon non-mental health professionals to provide technical assistance. Consultation with MWSU Technology Services is utilized to ensure that the technology used allows services to be delivered in a secure and ethical manner. Professionals providing technical assistance must be given training concerning issues regarding confidentiality and must sign a confidentiality agreement.</p> <p>(III.K.1). Computerized client data such as case records are secured in such a way to prevent unauthorized access. Prior to March 2020, Titanium Schedule</p>

was never accessed remotely, nor was counseling conducted remotely. When MWSU Counseling Center staff worked remotely due to COVID-19, they accessed Titanium via a Virtual Private Network (VPN) and used Google Meet for video sessions. HIPAA compliance for Google Meet was ensured through MWSU Technology Services signing the Google Workspace HIPAA Business Associate Addendum on behalf of the institution and the MWSU Counseling Center. No student identifying or mental health information was saved onto portable devices.

(III.K.2). Electronic mail (e-mail) is not used to transmit confidential information. Students are informed that e-mail communication cannot be viewed in a confidential manner and that in the event of an emergency, emergency services (911) should be contacted.

(III.K.3). 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.4). The MWSU Counseling Center website is located at <https://www.missouriwestern.edu/student-services/counseling/>.

**L Telemental Health Services and Contracted Services**

The MWSU Counseling Center provides telemental health services as appropriate and indicated. All staff receive training related to the provision of telemental health services and closely adhere to all relevant guidelines.

The MWSU Counseling Center does not contract with any company to provide adjunctive services.

**IV. COUNSELING SERVICES PERSONNEL**

**A Diversity Competencies of Staff**

MWSU Counseling Center 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). Qualifications and Competencies

(IV.B.1.a). The Director of Counseling has a master's degree from a regionally accredited university in counseling psychology.

(IV.B.1.b). The Director of Counseling had a supervised internship as part of the requirement for the degree, which included clinical assessment, as well as counseling and crisis intervention.

(IV.B.1.c). The Director of Counseling has 2 years' previous experience as a staff member of the MWSU Counseling Center.

(IV.B.1.d). The Director of Counseling has abilities and attributes that enable effective representation of mental health issues in the community, and effective interaction with, and the ability to gain the respect of, counseling staff, colleagues, administrators, faculty, staff, parents and students.

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

in the State of Missouri.

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

(IV.b.1.g). The Director of Counseling has evidence of involvement and commitment to educational and professional development, including completion of required continuing education hours.

(IV.B.2). Duties

(IV.B.2.a). The Director of Counseling oversees administration and coordination of resources and activities of the MWSU Counseling Center, including: strategic planning and goal setting; identification and attainment of service objectives; resource allocation; counseling; outreach; consultation; and preventative mental health activities. With the assistance of MWSU Counseling Center staff, the Director develops and implements philosophy, policies, and procedures for the operations of the MWSU Counseling Center.

(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 MWSU Counseling Center staff, the Director prepares the MWSU Counseling Center budget, develops annual reports, and other documents that advocate for the needs of the counseling center and the psychological and developmental needs of the university community.

(IV.B.2.d). Provides crisis intervention, counseling, clinical supervision, outreach, and consultation services to the university community as defined by administrative policies and procedures.

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

(IV.B.2.f). The Director of Counseling, in collaboration with MWSU Counseling Center staff, monitors the quality of all counseling services performed by the MWSU Counseling Center.

(IV.B.2.g). The Director of Counseling serves on the MWSU Campus Assessment, Response, and Evaluation "CARE" Team.

(IV.B.2.h). The MWSU Counseling Center is not a merged entity.

(IV.B.2.i). With the assistance of the MWSU Counseling Center 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 is unique and reflects responsibilities not incumbent of the professional staff.

## **C Professional Staff**

### (IV.C.1). Qualifications and Competencies

- (IV.C.1.a). All mental health professionals employed by the MWSU Counseling Center have at least a master's degree in a relevant mental health discipline from a regionally accredited institution of higher education.
- (IV.C.1.b). Documentation of supervised experience at the graduate level in the provision of mental health services is required.
- (IV.C.1.c). Professional staff have had appropriate course work at the graduate level and demonstrate knowledge, skills, and abilities in psychological assessment, theories of personality, psychopathology, human development, learning theory, counseling theory, and other appropriate subjects.
- (IV.C.1.d). Professional staff have had a supervised internship or equivalent experience with diverse populations as part of the degree requirement.
- (IV.C.1.e). All professional staff have a degree in an appropriate discipline and they are licensed to practice within their specialty.
- (IV.C.1.f). Professional staff demonstrate knowledge of principles of program development, consultation, outreach, developmental theories and are able to understand the individual in the context of a diverse social and cultural milieu.
- (IV.C.1.g). Professional staff all have personal attributes that enable them to facilitate effective interpersonal relationships and to communicate with a wide range of students, faculty, staff, and administrators.
- (IV.C.1.h). When a staff member has the responsibility for the clinical supervision of other professional staff members or graduate student trainees, the staff member holds an appropriate graduate degree and experience in the training of other professionals and holds licensure in their chosen mental health field.
- (IV.C.1.i). All professional staff meet all required qualifications and the MWSU Counseling Center is not seeking to be an accredited center.

### (IV.C.2). Duties

- (IV.C.2.a). Staff members have a balanced workload that affords adequate time for all aspects of their professional functioning.
- (IV.C.2.b). Provide individual counseling and crisis intervention services.
- (IV.C.2.c). Design and conduct developmental and program outreach activities.
- (IV.C.2.d). Provide consultation services, as requested, to students, faculty, and staff within the university.
- (IV.C.2.e). MWSU Counseling Center staff do not participate in research and service evaluation activities.



(IV.C.2.f). Provide appropriate training and supervision to graduate trainees.

(IV.C.2.g). Perform other assigned functions that contribute to the service offerings of the center and the academic mission of the institution, such as: committee work, liaison with academic and administrative units, and participation in university program development.

**D Other Center Administrative Staff**

The MWSU Counseling Center does not employ other Center Administrative Staff.

**E Trainees**

When graduate level trainees are used in the delivery of counseling services and programs, their work is closely supervised in accordance with the trainee's professional specialty, and state, and national standards and statutes. Responsibility for placement, supervision, assignment of responsibilities, and quality assurance of the program lies with the trainee's supervisor(s) and the Director of Counseling.

(IV.E.1). Cases are assigned to trainees based on their current level of training and competency to ensure quality services to students.

(IV.E.2). The MWSU Counseling Center does not host predoctoral interns.

(IV.E.3). When the MWSU Counseling Center 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). The MWSU Counseling Center does not host post-doctoral residents/fellows/post-graduate practitioners.

(IV.E.5). Currently the MWSU Counseling Center does not use paraprofessional or peer educators.

**F Administrative Support Staff**

(IV.F.1). The MWSU Counseling Center employs an Administrative Assistant who is trained in the effective use of technology to meet the center's service load. Work tasks include receptionist duties, scheduling, data analysis, word processing, etc. No student workers are employed by the MWSU Counseling Center.

(IV.F.2). No student workers are employed by the MWSU Counseling Center.

**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**

<b>A</b>	<p><b>Professional Development</b></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). MWSU Counseling Center staff have the opportunity for clinical/peer supervision as well as case consultation. When the MWSU Counseling Center has an unlicensed staff member, they would be under the supervision of a licensed staff member.</p> <p>(V.A.3). The MWSU Counseling Center has participated in in-service training programs, seminars, and workshops.</p> <p>(V.A.4). The MWSU Counseling Center staff members are members of and participate in appropriate professional organizations.</p> <p>(V.A.5). The MWSU Counseling Center staff members attend relevant campus events, professional meetings, and seminars.</p>
<b>B</b>	<p><b>Consultation Resources</b></p> <p>All professional staff members and trainees have access to appropriate consultation resources.</p>
<b>C</b>	<p><b>Number of Staff</b></p> <p>(V.C.1). Every effort is made to maintain minimum staffing ratios in the range of one FTE professional staff member (excluding trainees) for every 1,000-1500 students.</p> <p>(V.C.2). One Administrative Assistant provides administrative support and assumes responsibility for all receptionist and secretarial duties necessary for the effective functioning of the MWSU Counseling Center. This position is not shared with any other service on campus.</p>
<b>D</b>	<p><b>Center Budget</b></p> <p>The Director of Counseling and Counseling Center staff work together to make decisions and manage all aspects of the budget.</p>
<b>E</b>	<p><b>Compensation – Salary and Benefits</b></p> <p>(V.E.1). Salaries commensurate with credentials, experience, responsibilities, and duties.</p> <p>(V.E.2). Salaries and benefits commensurate with those of others in the institution with similar qualifications and responsibilities and comparable professionals in other institutions of higher education in the geographic area.</p> <p>(V.E.3). Currently, the MWSU Counseling Center does not have any career advancement opportunities for counselors.</p>

**F Physical Facilities**

- (V.F.1). The MWSU Counseling Center is centrally located, readily accessible to all students, and is physically separate from administrative offices, campus police, and judicial offices.
- (V.F.2). All MWSU Counseling Center staff and interns have an individual office that has a telephone and computer, with access to a network printer that is restricted to only MWSU Counseling Center use.
- (V.F.3). All MWSU Counseling Center staff and interns have access to computers and technology support for scheduling, record-keeping, data storage/file management, and research activities.
- (V.F.4). The MWSU Counseling Center has its own private reception/waiting area for students as it is not a merged entity.
- (V.F.5). The MWSU Counseling Center has access to library resources and internet sources.
- (V.F.6). The MWSU Counseling Center does not provide individual or group testing and so does not require an area that is suitable for such.
- (V.F.7). The MWSU Counseling Center has ready access to adequate space for group counseling (if it was offered) and staff meetings.
- (V.F.8). The MWSU Counseling Center, as an integral part of supervision, has adequate access to audio-visual recording and observation capability.
- (V.F.9). The MWSU Counseling Center has adequate storage space.
- (V.F.10). The MWSU Counseling Center does not use security cameras.
- (V.F.11). The MWSU Counseling Center does not have any embedded counseling sites.

**G Malpractice/Liability Insurance**

Missouri Western State University, its agencies, officials, and employees are protected from causes of action under Missouri law and all other courts of competent jurisdiction to the extent as defined by the State Legal Expenses Fund, Chapter 105.711 RSMo. 1986.

**VI. SPECIAL CONCERNS**

**A Issues Affecting Counseling Centers Outside of the United States**

Not applicable to the MWSU Counseling Center.

In conclusion, since not all IACS standards were met, the MWSU Counseling Center will conduct a needs assessment in 2024-2025 to evaluate how best to meet those standards. Progress has been made in the 2023-2024 academic year as related to program evaluation.