1. Support Services Report Template

Report Info
Name of the person completing this report: Ryan Guetersloh
Title of the person completing this report: Supervisor of Counseling Services
Supervisor/dean reviewing report: Andrea Wilson, Director SCHS
Service: SHCS - Counseling Services
Division/College: Administration and Finance
Name of second reviewer (if necessary): Brad Wells, Vice President

3. Mandated Service

Link to Scoring Rubric

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

Executive Order: 1053

Provide a brief explanation, if necessary, in < 60 words.
At a minimum, CSU campuses shall offer the following basic services:
Counseling/Psychotherapy
Suicide and Personal Violence Services
Emergency/Crisis Services
Outreach
Mental Health Consultation
Referral Resources

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words

We provide professional mental health services to the students of the university. These services include individual (one on one) counseling, couple's counseling, and group counseling and daily crisis services. We also provide outreach and consultation to the campus community along with offering mental health related workshops. Our purpose is to support students in their academic and life goals by helping them to balance and navigate personal issues and challenges.

Link to Scoring Rubric

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students: 98%
Faculty: 1%
Administrators/staff: 1%
Total: 100%

Link to Scoring Rubric

2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while
managing utility services would be indirect).

<table>
<thead>
<tr>
<th></th>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your selection for each area.

<table>
<thead>
<tr>
<th></th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>Counseling Services presents to incoming freshmen and transfer students at orientation on creating balance in academic, work, and social/family life. This directly impacts their transition to the university and their ability to function in the different areas of their lives.</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>By helping students with their personal and mental health needs, they are better able to complete their degrees, along with building more satisfying personal and interpersonal relationships. Counseling services also treats students with significant mental health diagnoses in order for them to be able to achieve academic, personal, and professional success.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>For those who have used our services they have most often developed better relational and interpersonal skills as well as reducing the suffering they experience from mental health issues and trauma. As a result, students are more prepared to navigate their personal and professional lives.</td>
</tr>
</tbody>
</table>

Link to Scoring Rubric

2.3 Applying the four choices presented below, please indicate the consequence of NOT having this service on each of the actions in the left hand column.

<table>
<thead>
<tr>
<th></th>
<th>4 - Service provides evidence of direct impact in more than one area</th>
<th>3 - Service provides evidence of direct impact in one area</th>
<th>2 - Service provides evidence of indirect impact in more than one area</th>
<th>1 - Service provides evidence of indirect impact in one area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your choice.

<table>
<thead>
<tr>
<th></th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each selection)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>This is a particularly important point at which students intersect with Counseling Services as their mental health functioning will be a primary factor in their academic success. As students enter the university and navigate the many transitions it is pivotal they are aware of the mental health support that is available to them as life and academic stress increase.</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>Many of our students do not have health insurance, and have little or no access to mental health services. By not having mental health services, students will suffer in many ways, including increased levels of stress, depression, anxiety, and relational conflict, which most often deeply</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>By working on their mental health issues in their time at CSUEB, students benefit greatly with decreased levels of depression, anxiety, stress, relational conflict, and by having the ability to navigate mental health challenges.</td>
</tr>
</tbody>
</table>

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### 2.4 Alignment with Shared Strategic Commitments

**How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below?**

<table>
<thead>
<tr>
<th>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</th>
<th>If aligned or contributing, provide a description. (&lt;60 words for each SSC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</td>
<td>Our counseling services focus on serving each student through his/her cultural context and personal belief systems. We are acutely aware of the need for counseling services to be leaders in the understanding of, and sensitivity to the diverse student community and we continue to train and practice cultural humility in our services.</td>
</tr>
<tr>
<td>Serve students first, by expanding access and enhancing each student’s educational experience and prospects for success as a graduate and life-long learner</td>
<td></td>
</tr>
<tr>
<td>Foster a vibrant community through enriched student services and student life that support student engagement and learning</td>
<td>Quality mental health services significantly contribute to fostering a vibrant community through helping students in distress find balance, grow in their interpersonal and academic relationships, and by helping them navigate mental health challenges which often cause students to disengage with their academic life.</td>
</tr>
<tr>
<td>Contribute to a sustainable planet through our academic programs, university operations, and individual behavior</td>
<td>Counseling services promotes a sustainable planet through our use of electronic documentation.</td>
</tr>
<tr>
<td>Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University</td>
<td>Counseling services regularly responds to, and works closely with academic departments and student services across the campus to collaborate in supporting students personal and mental health needs. Departments regularly consult with counseling services and we promote our availability to the campus community for consultation and support.</td>
</tr>
<tr>
<td>Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility</td>
<td></td>
</tr>
<tr>
<td>Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM)</td>
<td></td>
</tr>
</tbody>
</table>

### 2.5 How might the demand for this service change over the next five years? (Please choose one category below).

Likely to increase

Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.
As perceptions about mental health services change across the broader culture, Counseling Services has seen a steady increase in utilization of mental health services. In addition, Counseling Services continues to actively pursue outreach to the campus community in ways that have helped to increase utilization of services.

5. Quality of Service

3.1 Do you assess the quality of the service you provide?

Yes

If “Yes”, what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.

Counseling services assess the quality of services in several ways. Counselor faculty participate in weekly clinical case consultation, which is in conjunction with psychiatry, and we provide both ongoing in-service trainings as well as funds for each counselor to do ongoing continuing education. Counselor interns are under the supervision of licensed staff, who review and lock all intern documentation.

Student Health and Counseling Services does student surveys twice a year as well as ongoing review by the director and supervisor of counseling. The department has received substantial compliance by the Accreditation Association for Ambulatory Health Care. Regular Quality Insurance (QI) studies establish baseline measurement and re-evaluates effectiveness after an intervention has been implemented.

3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

Over the course of the last three years, Counseling Services has made significant improvements to improve the quality of counseling services. Most significantly, counseling services removed the lifetime session limit of 10 counseling sessions, and moved to a more dynamic and realistic model of providing "brief/short term counseling". This has increased the quality of our service in that it has removed a significant barrier to students who avoided the service, fearing it would not be enough, as well as has allowed those who have used the service in the past to return when issues and challenges appear in their lives.

3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in <120 words.

Counseling services rotates members in our quality improvement committee (QI) and we conduct yearly QI studies to address growing and changing needs and areas in which we can better serve the student population.

Counseling also holds weekly peer review meetings to provide support and over site for the clinical management of cases as well as counselor competency. A higher level of quality improvement is provided for post-master's counselor interns. They receive weekly individual and group supervision as well as monthly trainings on appropriate clinical issues which regularly present in the counseling center. In addition, all counselor intern notes are reviewed and signed by a clinical supervisor.

3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.
Additional resources would allow for an increase in counseling by providing more regular in service training to counselors which would help to standardize and more closely meet specialized needs. In addition, we would send counselors for trainings in order to provide the most up to date and clinically effective treatments for our student clients.

Additional funds would improve the quality of services by allowing for an increase of 10 month counselor faculty to 12 month counselor faculty, allowing for continuity of care and increased counselor availability.

**Link to Scoring Rubric**

3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes

If yes, describe the process and most recent results in <120 words. If no, please explain.

Satisfaction surveys are collected twice a year for services conducted by Counseling Services. Clients complete evaluations to evaluate perceived competency of their counselor, level of knowledge gained through the clinic sessions, and their overall impressions of the clinic sessions.

**Link to Scoring Rubric**

3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.

Survey results for Student Health & Counseling Services mirror positive comments collected through Health & Wellness surveys. It is validating to hear feedback from CSUEB students about our services.

**Link to Scoring Rubric**

3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?

Yes

If yes, please describe in <120 words. If no, please explain.

Counseling Services holds a students-first attitude and keeps clients needs central to development of all services. We have an extensive policies and procedures manual which is updated once a year. Since our field is extensively governed by legal and ethical standards, we constantly review our policies to fall within “best practices” within the field of counseling and psychotherapy.

**Link to Scoring Rubric**

3.8 Does your service have annual goals (targets) of achievement regarding the quality of the service provided?

Yes

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

Quality of services in counseling is closely overseen by both the supervisor of counseling and the director of Student Health and Counseling Services. In addition, both our quality improvement committee and our accreditation as a health and counseling center examine the quality of our services. In accreditation, our goal is to meet and achieve substantial compliance in all areas of service, which we have done, and will have to do again for our next accreditation.

**Link to Scoring Rubric**

3.9 Does your service have annual goals (targets) of achievement regarding the quantity of service provided?
Yes

If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in < 120 words. If no, please explain.

The estimated output for counseling services is 65% direct clinical services (individual, couples, and group counseling) and 35% administrative. These are the contractual ratios for counselors, which we regularly meet by structuring the schedule to meet this ratio.

6. Efficiency of Service (cost effectiveness)

4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

354708

Attach your allocated spreadsheet here.

Student Health Svc 2011-12 Expenses Reviewed 08-19-13.xlsx

4.2 Using the spreadsheet provided, please distribute your department’s annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

1614

4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

1617

Attach your allocated spreadsheet here.

Space AF Stud Health Reviewed 08-19-13.xlsx

4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

Yes

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

Counseling Services regularly reviews and improves policies and procedures. Specific improvements in efficiency over the last three years have included:
* Changing outreach efforts from information fairs and tabling to classroom based presentations and participating in orientations, which directly access large numbers of students.
* We monitor and regularly meet our contractual requirement of 65% direct clinical contact/35% administrative.
* We have formalized our procedures for hiring counselor interns in that it is now consistent with our hiring procedures for
4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

* In fall of 2013 we will offer after hours phone counseling through Protocall, a 24/7 off site mental health counseling call in service.

4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were provided. Please describe your idea(s) in <120 words.

*Moving 10 month counselor faculty to 12 month employees.

4.7 Do you have any plan(s) to improve the efficiency (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?

No

If yes, please specify whether these plan(s) involve reducing salary costs, operating expenses and/or use of space. Please describe your plan(s) in <120 words. If no, please explain.

4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.

Counseling Services provided 3268 clinical contacts in the 2011/2012 academic year, and showed an increase to 3680 clinical contacts in the 2012/2013 academic year. This represents an increase in direct services provided of 12.6%. These clinical contacts reflect 45-50 minute individual, couple’s, or group counseling sessions.

5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?

Yes

If yes, please provide a list of those departments. How are the services described here similar or different? Please describe in < 60 words.

The Department of Educational Psychology has a Community Counseling Center (CCC). There are significant differences in our services. SHCS Counseling Services serves the student population of the university in compliance with the Executive Order. The CCC serves the community outside the university. In addition, SHCS employs only licensed and pre-licensed post-master’s professional staff. The CCC is staffed by university students.

5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.
Counseling services provides students with high quality counseling/psychotherapy by licensed and pre-licensed mental health professionals. This is a service that is utilized well both by students who have previous experience with mental health services, and those who do not. Because students do not pay out of pocket for these services, we are often a first choice for students who are dealing with mental health challenges even if they have outside insurance.

5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.

Counseling Services works hard to have a dynamic and passionate counseling center for the students of this university. We feel we meet the mental health needs of the student community very well, and at the same time, we are open to growth opportunities and perspectives about how we can improve our services. Our staff and the way we serve students reflects the rich diversity and mission of the campus and we will strive to continue to improve and grow as the mental health needs of our students grow and change.

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