



# CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS POLICY MANUAL

**Student Affairs**

**Approved By:** Richard R. Rush

**Policy Number:** SA.19.002

**Effective Date:** 11/02/15

**Page 1 of 8**

## Policy on Student Mental Health Services

### **PURPOSE:**

This policy governs the provision of mental health services at California State University Channel Islands (CI).

### **BACKGROUND:**

The California State University (CSU) Executive Order (EO) 1053 states: “Student mental health services shall be established and maintained to enhance the academic performance of matriculated students and to facilitate their retention in state-supported programs of the university. These services shall include accessible, professional mental health care; counseling, outreach and consultation programs; and educational programs and services.”

### **POLICY:**

#### **Accountability:**

Vice President for Student Affairs, Associate Vice President for Student Affairs - Wellness and Athletics, Director of Counseling and Health Services, and all mental health providers and administrative staff employed in Counseling and Psychological Services (CAPS) are accountable for this policy. The Student Health Advisory Committee shall be advisory to the University President, or designee, and CAPS on the scope of service, delivery, funding, and other critical issues relating to mental health services at CI.

#### **Applicability:**

This policy applies to regularly enrolled continuing CI students in state-supported programs (*i.e.*, students paying the Category II Student Health Services fee). There is no unit minimum to receive services at CAPS as long as the student has paid their Student Health Services fee.

#### **Definition(s):**

Regularly enrolled continuing student: is a student who is enrolled as a matriculated student in state-supported instruction during the current or preceding term, paid all charges and fees due to the campus, and registered for the succeeding term.

#### **Policy Text:**

Basic mental health care is provided at CAPS in a short-term therapy model. Treatment for significant psychopathology requiring long-term care is beyond the scope of CAPS services. Students are referred to community providers for these services, and it is the student’s responsibility to pay costs associated



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**Student Affairs**

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**Page 2 of 8**

## **Policy on Student Mental Health Services**

with the referral. Therefore, it is important for students to carry health insurance. Faculty and staff are not eligible for services at CAPS unless they are also enrolled as matriculated students. Services will be provided in accordance with the procedures listed below wherein a definition of services, range and extent of services, maintenance of records, the application of service fees, and criteria for eligibility to receive services are addressed. Maintenance of confidentiality of records and verbal communication is regulated the Federal Educational Right to Privacy Act (FERPA), California Business and Professions Code, relevant licensing boards, and the California Privacy Act.

### **I. Required Basic Mental Health Services**

- A. The following basic mental health services shall be available at CAPS subject to the limitations stated below. These basic services shall be available to all regularly enrolled (*i.e.*, fees paid) continuing students. CAPS will:
1. Conduct short-term individual counseling and group counseling services that are responsive to the diverse population of currently enrolled students;
  2. Provide couples counseling (if both partners are matriculated students);
  3. Respond immediately to suicidal and violent behavior;
  4. Address mental health crises that occur during CAPS hours of operations;
  5. Respond to mental health crises after regular business hours with the assistance of a vendor who provides professional 24/7 phone counseling and the CI Police Department.
  6. Provide outreach including psychoeducational workshops, programs, and services;
  7. Consult with members of the University community regarding student mental health issues (e.g., faculty, staff, parents, spouse, concerned friends, and other agents assisting with student care) consistent with State and Federal confidentiality laws; and
  8. Provide referrals both within the University and the local community to assist students whose problems are outside the scope of CAPS' basic mental health services.



# CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS POLICY MANUAL

**Student Affairs**

**Approved By:** Richard R. Rush

**Policy Number:** SA.19.002

**Effective Date:** 11/02/15

**Page 3 of 8**

## Policy on Student Mental Health Services

### B. Continued Care

The Director of Counseling and Health Services may authorize continued care to a client who has become ineligible but has not completed prescribed treatment begun while an eligible student. Such care may continue up to two sessions beyond when the student has become ineligible due to no longer being enrolled at CI. In no case should care extend more than one academic term beyond the loss of eligibility. Continued care is subject to the payment of fees defined in Section III “Provision of Mental Health Services.”

### C. Denial of Care

The Director of Counseling and Health Services may, in some cases, deny care beyond an initial assessment. The following are general criteria used in considering denial of ongoing counseling services at CAPS.

- Students whose primary concern and history suggest a poor prognosis for a short-term therapy (e.g., severe psychopathology, severe and chronic substance abuse);
- Students with chronic levels of need for high contact counseling services (e.g., counseling required more than once a week, frequent after-hours care necessary, and/or a history of multiple hospitalizations);
- Students who are being seen concurrently by an outside clinician;
- Students whose psychopathology requires long-term counseling;
- Students who present for counseling repeatedly but fail to benefit from short-term interventions; and
- Students who have the financial means and/or insurance to receive ongoing treatment as so indicated.

## II. Augmented Services

CAPS offers augmented mental health services beyond the scope of basic services.

- A. The augmented services CAPS may offer includes, but is not limited to, the following:



# CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS POLICY MANUAL

**Student Affairs**

**Approved By:** Richard R. Rush

**Policy Number:** SA.19.002

**Effective Date:** 11/02/15

**Page 4 of 8**

## Policy on Student Mental Health Services

1. Specialty care appropriate to the mental health needs of students (e.g., psychiatry services), and
  2. Services to students of non-state-supported programs of the University (e.g., those offered through extended education).
- B. Conditions for Approval of Augmented Services
1. The President, or designee, is delegated the authority to approve augmented services such as those listed above subject to all of the following conditions:
    - a. The service is provided in a manner that is consistent with EO 1053 and it does not prevent the adequate provision of basic mental health services;
    - b. The mental health provider is qualified and equipped to provide the service;
    - c. Justification of student need or demand for the service has been made;
    - d. The augmented service is effective in terms of both treatment and cost; and
    - e. The proposed service has been reviewed by the Student Health Advisory Committee (if available), prior to review by the campus President or designee.
- C. Funding of Augmented Services
1. EO 1053 states that campuses are authorized to establish a Category II mandatory campus-based fee for Mental Health Services or to increase an existing Health Services fee by a specific amount to be dedicated to Mental Health Services;
  2. An augmented service may be supported by user specific fees, and
  3. The student, not the University, is financially responsible to the provider for all mental health services received off campus.
- D. Procedures for deposit, accounting, and expenditure of augmented fees shall be in compliance with policies established or approved by the CI Division of Business and Financial Affairs.



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**Student Affairs**

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**Policy Number:** SA.19.002

**Effective Date:** 11/02/15

**Page 5 of 8**

## Policy on Student Mental Health Services

### III. Provision of Counseling and Psychological Services (CAPS)

#### A. Academic Year

CAPS shall provide mental health services Monday through Friday throughout the academic year, excluding campus closures and holidays, to serve all students matriculated in state-supported instruction.

#### B. Summer

CAPS provides services during summer periods to regularly enrolled continuing students on a limited basis.

### IV. Training Programs

CAPS may provide practicum, internship, and postdoctoral training programs. Mental health training programs shall serve as a mechanism to provide additional mental health services for students in addition to cultivating future professional mental health providers. Such programs shall be periodically evaluated to assess the adequacy of services provided by trainees and the cost/benefit of the program (comparing direct program costs with the cost of the clinical time lost to administer and supervise the programs).

### V. Expectations and Qualifications of Mental Health Professionals at CSU Campuses

A. The CSU Classification and Qualification Standards, state law (as it relates to mental health clinicians), and the current Unit 3 CBA guide hiring of mental health clinicians. Channel Islands requires the following minimum qualifications of clinicians:

1. Both at the time of hire and throughout their employment, mental health clinicians shall provide documentation of and demonstrate:
  - a. Knowledge, skills, and abilities in working with students of diverse backgrounds.
  - b. A thorough understanding of normative developmental issues faced by university students of various ages. Clinicians should also demonstrate the ability to work with students presenting with a wide variety of concerns.



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**Approved By:** Richard R. Rush

**Policy Number:** SA.19.002

**Effective Date:** 11/02/15

**Page** 6 of 8

## **Policy on Student Mental Health Services**

- c. A competency in providing individual and group counseling, crisis intervention, outreach and consultation, case management such as assisting with referrals, and program development. To effectively carry out these duties, mental health providers must demonstrate an ability to communicate effectively with a wide-range of students, faculty, staff, and administrators.
- d. Remain current in relevant research and outcome-based assessment.
- e. All mental health clinicians who are currently licensed shall maintain their license. If licensed within another state or unlicensed, they shall obtain licensure in California within one year. Those who are unlicensed or possess a license within another state may provide care during the interim period of obtaining a license while practicing under the supervision of a licensed clinician. CAPS shall routinely check the licensure status and disciplinary actions for each mental health clinician.

### **B. Trainees**

Trainees shall demonstrate appropriate qualifications and experience, and shall be trained and supervised by professional staff members holding the appropriate educational credentials and licensure status as established by the relevant licensing boards.

### **C. Psychiatrists**

Psychiatrists shall meet all requirements set forth in the Union of American Physicians and Dentists (UAPD) collective bargaining agreement, those set forth in CSU Executive Order 943 or its successor, and the Student Mental Health Policy.

## **VI. Program Evaluation**

CAPS shall undergo both internal and external regular reviews as part of an ongoing assessment program directed toward program improvement.



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**Student Affairs**

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**Policy Number:** SA.19.002

**Effective Date:** 11/02/15

**Page** 7 of 8

## Policy on Student Mental Health Services

### VII. Mental Health Records

- A. Mental health records shall be secured in compliance with state and federal laws. The records shall also conform to standards of practice set by appropriate professional bodies.
- B. Only persons authorized by the Director of Counseling and Health Services may gain access to mental health records in accordance with state and federal law.
- C. The mental health record shall meet state requirements and shall document:
  - 1. Informed Consent for Counseling and Psychological Services
  - 2. All assessments, diagnoses, services, and follow-up, indicating the date, name of the student, name of the provider(s), and a description of the service
  - 3. All referrals
  - 4. All correspondence
  - 5. All legal documents, including release of information form(s)
- D. Confidentiality of all mental health information shall be maintained in accordance with applicable state and federal laws.

### VIII. Insurance and Liability Coverage

The President, or designee, shall be responsible for ensuring that the CAPS providers are adequately covered through risk management, insurance, and liability coverage.

### IX. Security of Health Facilities

CAPS shall have an established process for monitoring all areas of campus that provide mental health services in order to ensure that client confidentiality is maintained and that equipment is protected.

### X. Mental Health Disaster Planning



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**Page** 8 of 8

## **Policy on Student Mental Health Services**

The President or Director of Counseling and Health Services shall be responsible for ensuring that CI emergency plans include provision for the training and assignment of CAPS staff in disasters that may require emergency psychological first aid.

### **XI. Oversight Responsibilities**

- A. To assist the CI President with oversight responsibilities, a CI Student Health Advisory committee was established. This advisory committee shall meet the requirements of the CSU EO 943.
- B. The President, or designee, shall report annually to the Chancellor's Office.

### **EXHIBITS:**

None.