

NORTH CAROLINA COMMUNITY COLLEGE SYSTEM
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Best Practices Manual for Counseling Referrals

Compiled by

The North Carolina
Community College System
Department of
Student Development Services

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Purpose for Best Practices Manual for Counseling Referrals

The purpose of this manual is to offer resources, intervention strategies, and guidance when working with emotionally distressed students or students whose psychiatric/psychological needs exceed the services offered on your campus.

This manual can be helpful to faculty and staff when they sense the safety and well-being of a student is in jeopardy. We recognize each campus may have specific interventions when responding to students in emotional distress. This manual is a guide to offer awareness and resources.

We hope this manual will not only help to assess what can sometimes be difficult situations, but give you some specific ideas about what you can do when interacting with a student who is in distress.

The following information should prove to be useful in helping you think more clearly about options for intervention should you chose to assist the student.

How to Make Effective Referrals *

1. Displaying an attitude of sincere interest and helpfulness toward a person in need is most important.

2. A mutual decision between the student and faculty/staff member regarding concerns and the need for referral creates the best climate for helping a person…unless the student is seriously disturbed and is unable to accept such responsibility.

3. The purpose of the referral should be made clear to the student (to see a professional counselor on campus who will offer immediate assistance and assess the need for referral for ongoing counseling).

4. Timing is crucial. When the student is receptive, pick up the phone to alert the counselor that you are bringing a student to his/her office.

5. Walk with the student to the counselor's office and remain until the counselor is available to speak with him/her. Introduce the student to the counselor and give a brief introduction to the issue at hand.

Note that it can be very traumatic for a student to retell their story to a stranger. Any assistance you can provide to help normalize the situation can be very helpful, both to the student and to the counselor.

If the issue is not urgent and you cannot accompany the student to the counselor, you should make the student aware that services are available and, if the student is agreeable, make a referral to the counseling unit.

6. It is **not** your responsibility to make a psychological judgment/diagnosis about the student's state of mind, nor is it your obligation to refer students for counseling. However, any assistance you may provide to assist students is encouraged.

7. **Confidentiality:** Remember to adhere to the legal and ethical standards of student confidentiality as outlined in FERPA (Family Educational Rights and Privacy Act of 1974). Refer to FERPA Guidelines for Faculty and Staff on pp. 15-16.

****Please note that this process is not to be used for poor academic performance. It is intended to help us serve students in emotional and psychological distress.***

Understanding Emotional Distress

Emotional Distress is a physical and psychological reaction to issues and events emanating from one's environment. Perceived obstacles to goal achievement, environmental change, life challenges, and periods of significant transition are common stress triggers for college students.

As a faculty or staff member interacting daily with students, you are in an excellent position to recognize behavior changes that characterize an emotionally troubled student. You may observe that at certain times of the year, particularly during midterms, finals, and holidays, students experience increased anxiety.

A student's behavior, especially if it is inconsistent with your previous observations, could well constitute an attempt to draw attention to his/her plight…"a cry for help."

Below is a list of common causes of emotional distress:

- Relationship problems/ break-ups
- Family problems
- Grief and loss
- Divorce
- Anxiety
- Sexual or physical abuse or assault
- Identity confusion/sexual or racial
- Depression
- Loneliness
- Academic pressure or failure
- Serious illness or injury
- Difficulty adjusting to college life
- Eating disorders
- Drug/alcohol abuse
- Career indecision
- Low self-esteem

Tips for Recognizing Emotionally Distressed Students

College students typically encounter a great deal of stress (i.e. academic, social, family, work, financial) during the course of their educational experiences. While most students cope successfully with the demands of college life, for some the pressures can become overwhelming and unmanageable.

At one time or another, everyone feels depressed or upset. However, there are three levels of student distress which, when present over a period of time, suggest that the problems are more than the "normal" ones.

Level 1 Behaviors

Although not disruptive these behaviors may indicate that something is wrong and that help may be needed:

1. Serious grade problems or unaccountable changes in performance
2. Change from frequent attendance to excessive absences
3. Marked change in mood, motor activity, or speech
4. Marked change in physical appearance
5. Falling asleep inappropriately

Level 2 Behaviors

These behaviors may indicate significant emotional distress or a reluctance or an inability to acknowledge a need for personal help:

1. Repeated request for special consideration
2. New or regularly occurring behavior which pushes the limits and may interfere with class management or be disruptive to others
3. Unusual or exaggerated emotional response

Level 3 Behaviors

These behaviors usually show that the student is in crisis and needs emergency care:

1. Highly disruptive behavior (hostility, aggression, etc.)
2. Inability to communicate clearly (garbled, slurred speech, disjointed thoughts)
3. Loss of contact with reality (seeing/hearing things that are not there and beliefs or actions at odds with reality)
4. Overt suicidal thoughts (suicide is a current option)
5. Homicidal threats

Responding to Emotionally Distressed Students

A faculty or staff member is often the first person to recognize when a student is in distress and to reach out to that student. Faculty and staff are not expected to provide personal counseling to students. Rather, faculty and staff play an important role in encouraging students to use campus resources, including facilitating a referral to the designated counselor or Counseling Center.

There is no one correct way to deal with a student in distress. Each person has his/her own style of approaching others and differing capacities to deal with problems. It is important to know your personal abilities and limits.

If you decide to intervene and try to help a distressed student, or if a student approaches you to talk about personal problems, here are some suggestions:

1. Speak directly to the student when you sense that he/she is in academic and/or personal distress.

2. Openly acknowledge that you are aware of their distress, that you are sincerely concerned about their welfare and that you are willing to help them explore their options.

3. Request to see the student in private. Briefly acknowledge your observations and perceptions of their situation and express your concerns directly and honestly.

4. Listen carefully to what the student is troubled about and try to see the issue from his/her point of view without agreeing or disagreeing.

5. Strange and inappropriate behavior should not be ignored. The student can be informed that such behavior is distracting and inappropriate.

6. Your receptivity to an alienated student will allow him/her to respond more effectively to your concerns. Help the student identify options for action and explore possible consequences.

7. Be open about the limits on your ability to help them. If the student appears to be in imminent danger of hurting self or others, consult the Counseling Center or the campus police immediately. Do not promise to keep a student's threats to self or others secret.

Signs That You May Have Over Extended Yourself

1. Feeling stressed out or overwhelmed by the situation
2. Feeling angry at the student
3. Feeling afraid
4. Having thoughts of "adopting" or otherwise rescuing the student
5. Reliving similar experiences of your own

Student Code of Conduct and Disruptive Behavior Policies

Student Codes of Conduct are used to ensure a safe and appropriate learning environment. These policies outline the responsibility and rights of the faculty, staff and students, define disruptive behavior, and clearly state the policy and possible sanctions. Student Code of Conducts are usually found in your student handbook.

The Family Education Rights and Privacy Act (FERPA)

Postsecondary officials are regularly asked to balance the interests of safety and privacy for individual students. While the *Family Educational Rights and Privacy Act (FERPA)* generally requires institutions to ask for written consent before disclosing a student's personally identifiable information, it also allows colleges and universities to take key steps to maintain campus safety. Understanding the law empowers school officials to act decisively and quickly when issues arise.

Health or Safety Emergency

In an emergency, *FERPA* permits school officials to disclose without student consent education records, including personally identifiable information from those records, to protect the health or safety of students or other individuals. At such times, records and information may be released to appropriate parties such as law enforcement officials, public health officials, and trained medical personnel. *See* 34 CFR § 99.31(a)(10) and § 99.36.

This exception to *FERPA's* general consent rule is limited to the period of the emergency and generally does not allow for a blanket release of personally identifiable information from a student's education records. In addition, the Department interprets *FERPA* to permit institutions to disclose information from education records to parents if a health or safety emergency involves their son or daughter.

Disciplinary Records

While student disciplinary records are protected as education records under *FERPA*, there are certain circumstances in which disciplinary records may be disclosed without the student's consent. A postsecondary institution may disclose to an alleged victim of any crime of violence or non-forcible sex offense the final results of a disciplinary proceeding conducted by the institution against the alleged perpetrator of that crime, regardless of whether the institution concluded a violation was committed.

An institution may disclose to anyone—not just the victim—the final results of a disciplinary proceeding, if it determines that the student is an alleged perpetrator of a crime of violence or non-forcible sex offense, and with respect to the allegation made against him or her, the student has committed a violation of the institution's rules or policies. *See* 34 CFR §§ 99.31(a)(13) and (14).

The Clery Act

The *Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act* requires postsecondary institutions to provide timely warnings of crimes that represent a threat to the safety of students or employees and to make public their campus security policies. It also requires that crime data be collected, reported, and disseminated to the campus community and to the Department annually. The *Clery Act* is intended to provide students and their families with accurate, complete, and timely information about safety on campuses so that they can make informed decisions. Such disclosures are permitted under *FERPA*.

The following web sites provide more information about these and other provisions about campus safety and student privacy. Visit the U.S. Department of Education at http://www.ed.gov/admins/lead/safety/campus. html or http://www.ed.gov/policy/gen/guid/fpco/brochures/postsec.html.

FERPA Guidelines for Faculty and Staff

Faculty and staff members play an important role in the protection of student records. Please use these guidelines to determine what information can be released to the public without a student's written consent as determined by FERPA requirements. http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html.

1. "Directory Information" can be released without a student's permission. Each college has some discretion to determine what information is released. Most directories include the following information: student's name; attendance record (enrollment status and curriculum); current address, email and telephone number; degrees, diplomas or certificates earned; awards received; participation in officially recognized activities (example clubs); and most recent previous educational institution attended.

Students not wanting this directory information released must request this in writing to the Chief Student Affairs Administrator.

2. "Educational Records" include any personally identifiable information that is directly related to the student such as: social security number; student ID number; race, gender or ethnicity; transcripts and grade reports; attendance records; and advising records.

A student has a right to access these records, but the release of these records to others without the student's written consent is against FERPA regulations. Student release of information consents are kept in the student's file located in the Student Development Office.

3. Educational records can be shared with faculty or staff members within the college where there is a legitimate education interest.

4. Student scores or grades may not be publicly displayed using any personally identifiable information such as social security number or Student ID. Some other code known only to the student and instructor can be used.

5. Information from student educational records should not be shared by telephone. In advising situations, have the student provide you with a Student ID or Social Security number before discussing schedules or registering the student.

6. Do not discuss student information with a student's parent(s) unless you can determine that the student is under 18 or have received written permission from the student indicating what information you can share. In some instances where parents can prove that an 18 year old is still their dependent, this written permission can be waived.

Send the parent to the Chief Student Affairs Office where that determination can be made. Wait to disclose information until you have been notified by the Director of Enrollment Management or the Chief Student Affairs Office.

7. Institutions can disclose non-directory information for health or safety issues of the student, when complying with a judicial order or subpoena, or when disciplinary action has been taken as a result of a violent crime and the victim seeks disclosure. With the exception of health and safety issues, the Chief Student Affairs Office will be responsible for providing this disclosure.

Featured Colleges

Best Practices

For

Counseling Referrals

Asheville-Buncombe Technical Community College

Who is primarily responsible for counseling referrals?

All professional counselors on our staff make referrals as needed.

How is the decision made to refer a student who needs psychiatric assistance?

An evaluation of each individual student's needs and status are made. We provide resource information for students relative to choices of practitioners. Some decisions are made relative to whether the student has insurance.

What is the process to refer a student who needs psychiatric assistance?

We provide students with a list of practitioners with information about areas of specialization, what insurances are accepted, contact information and whether or not there is a sliding fee scale.

At what point does psychological behavior impact student enrollment?

We clearly delineate between counseling services and disciplinary action. Our Vice President for Student Services is responsible for student discipline. Disruption of classes is not acceptable whether the student has a psychological disability or not.

To what agencies do you refer students who need additional counseling not provided by your campus?

- We refer students to private practices
- Community mental health center (Western Highlands)
- non-profit counseling services such as All Souls or Catholic Charities

Does campus security receive notification when a student is referred for psychological evaluation or assistance?

In general; no. However, if we need assistance in transporting a student for care, (e.g. suicidal,) security provides transportation and we accompany the student. If a student poses a threat to himself/herself or others, security will be contacted.

CRISIS INTERVENTION PROCEDURE

Asheville-Buncombe Technical Community College

PURPOSE:

To establish procedures for working with students who are in an active crisis state.

PROCEDURE:

I. Identification

1. Receptionist on duty in the Counseling Center will immediately contact professional counseling staff when a student arrives in the Counseling Center exhibiting symptoms of or expressly communicating significant distress.

2. If the student exhibits behavior that feels threatening to staff, campus security will be called immediately.

3. The student will be seen immediately by professional counseling staff.

II. Assessment

1. An assessment of the situation will be made. The assessment will include observation and interview. A determination will be made as to the appropriate intervention and an action plan will be established.

2. The counselor will inform the student of his/her assessment of the student's status.

3. Emergency contact information will be obtained from the student and recorded.

III. Consultation

1. The counselor will consult with others on the counseling staff or campus security at any time during and/or after initial contact if he/she feels it would be of assistance.

IV. Action Plan

1. Counseling will be provided to the student.

2. If in the judgment of the counselor the student requires further referral, a release of confidential information form will be signed if possible.

3. Family members may be contacted if deemed appropriate.

4. Students may be referred to community agencies, private practitioners, physicians, the emergency room or any other appropriate resource.

5. The referrals will be determined after assessing the student's insurance and/or other financial resources.

6. If the student is suicidal, and is willing to be referred for treatment, transportation will be provided by Campus Security to the local public mental health office, previously known as Blue Ridge Center. Security will be accompanied by a member of the Counseling Center staff during transport.

7. If the situation described in #6 occurs outside the local public mental health office's standard operating hours, the counselor will contact Campus Security requesting that transportation be provided to the emergency room.

8. If the student is assessed as suicidal, yet is unwilling to seek treatment, the counselor will employ all powers of persuasion to get the student to go for treatment voluntarily.

9. If the student remains unwilling to get treatment, the counselor will contact his/her family and urge them to take out a petition at the magistrate's office for involuntary commitment.

10. If family members cannot be reached, the counselor will inform the student that the counselor ethically and legally may not allow the student to leave the premises without pursuing treatment on his/her behalf.

11. The Asheville Police Department will be called.

12. The counselor will provide relevant information to Asheville Police Department personnel.

13. The counselor will establish a written record of the occurrence.

14. The Director of Counseling will receive a formal report on all such occurrences from the counselor involved.

15. In the event that anything other than voluntary acceptance of care occurs, the Director of Counseling will inform the Vice President for Student Services.

Caldwell Community College & Technical Institute

Who is primarily responsible for counseling referrals?

- Director of Counseling and Advisement Services (Hudson Campus)
- Student Counselor (Watauga Campus)

How is the decision made to refer a student who needs psychiatric assistance?

Anyone on campus, including student self-referrals, can make referrals to Career and Counseling Services. If it is determined by the counselor that there are emotional/mental health issues beyond the scope of practice for a community college counseling center, a referral is made to an outside provider.

CCC&TI has developed a structured Counseling Referral Program (CRP) where we maintain contracts with psychological services providers in the region who agree to receive referrals from the college for intense/crisis or ongoing counseling or psychiatric services.

The CCC&TI Foundation Office has set aside funds to pay for up to five visits with an outside provider when negotiated between the provider, the CCC&TI counselor, and the student being referred.

In the rare event of a psychotic episode on campus, a 911 call is made to allow emergency services personnel to intervene and transport the student to an appropriate mental health or medical facility.

What is the process to refer a student who needs psychiatric assistance?

When a counselor referral is made to an outside psychological service provider, a call to the outside provider is made from the CCC&TI counselor's office to make an appointment. A letter of referral is either sent with the student, or mailed as a follow-up, to the outside provider.

In the case of a psychotic episode on campus, the college makes a call to 911 and emergency services personnel from the county take care of all procedures from that point on.

At what point does psychological behavior impact student enrollment?

The impact is determined by the Vice President of Student Services when a student's behavior creates a significantly negative impact on the learning environment, or if the student is deemed to be at risk of causing harm to him/herself or others.

To what agencies do you refer students who need additional counseling not provided by your campus?

We maintain and active relationship with all area psychological services providers and contract annually with those who will agree to accept our referrals and payments at a reduced rate.

Does campus security receive notification when a student is referred for psychological evaluation or assistance? NO

Central Piedmont Community College

Who is primarily responsible for counseling referrals?

There is a team of PCAP Counselors (Personal Counseling Assistance Program) who see students needing assistance with issues of a personal nature. These counselors refer students to outside sources when the individual's need surpasses the services offered at the College.

How is the decision made to refer a student who needs psychiatric assistance?

Each PCAP counselor has the training and skill to make an assessment and determination regarding a student receiving counseling services. If the student's degree of need or trauma goes beyond the assistance that can be provided in our offices within six sessions, he/she is referred to local agencies that can provide in-depth therapy and care. United Family Services in Charlotte, NC, and Mecklenburg County Mental Health are the two main agencies for referrals.

What is the process to refer a student who needs psychiatric assistance?

If the referral is of an urgent nature the PCAP counselor alerts the student first, and then contacts Campus Security. A Security Officer then speaks with the student explaining the process and proceeds to make contacts with the above or other adequate agencies and services.

At what point does psychological behavior impact student enrollment?

The impact on student enrollment would depend on the individual's ability to maintain coping mechanisms offered, and the level of in service/outside services needed.

To what agencies do you refer students who need additional counseling not provided by your campus?

- United Family Services 704-332-9034
- Mecklenburg County Area Mental Health 704-336-6156 or 704-336-2810
- 24-Hour Crisis Hotlines
- Carolinas Behavioral Health 704-4442400
- National Suicide Hotline 1-800-999-9999
- www.alcoholics-anonymous.org 704-377-0244

Does campus security receive notification when a student is referred for psychological evaluation or assistance? YES

Coastal Carolina Community College

Who is primarily responsible for counseling referrals?

- Counseling Coordinator

How is the decision made to refer a student who needs psychiatric assistance?

Fortunately, CCCC has not had to refer many students for psychiatric assistance. We do provide phone numbers if a student requests information about the Department of Social Services, Base Legal Assistance, the Women's Center, or various private practices.

What is the process to refer a student who needs psychiatric assistance?

If a student is not considered a danger to themselves or others, the standard practice is to allow them to make a call to an outside agency from the counselor's office, or to provide them with a choice of numbers and encourage them to make a call on their own. If a student needs to be transferred to a psychiatric facility, typically Campus Security is notified first and is made available to transport the student.

Other options include calling EMS, the Jacksonville Police Department, or the Onslow County Sheriff's Department for transportation to an area hospital, law enforcement building, or psychiatric facility, depending upon the nature of the situation.

At what point does psychological behavior impact student enrollment?

If an instructor or staff member feels a student's behavior is negatively impacting the individual's or class' classroom experience, the Division Chair of Student Services or the Director of Admissions is contacted. In most instances, an instructor contacts his or her specific supervisor (Division Chair), and that person notifies the Division Chair of Student Services.

The Division Chair then appoints a counselor to assess the situation by speaking with the instructor and the student. If necessary, an instructor or staff member can request Campus Security to escort a student from class or from campus.

To what agencies do you refer students who need additional counseling not provided by your campus?

Students have been referred to:

- Department of Social Services;
- Onslow Women's Center;
- Jacksonville Police Department;
- Onslow County Sheriff's Department;
- Bryn Marr Behavioral Health Care;
- Onslow County Behavioral Health Care;

- Onslow Memorial Hospital;
- Camp Lejeune Naval Hospital; and
- Various community mental health providers.

Does campus security receive notification when a student is referred for psychological evaluation or assistance?

Campus Security is not notified unless they are required to provide transportation for a student.

Halifax Community College

Who is primarily responsible for counseling referrals?

Faculty and staff

How is the decision made to refer a student who needs psychiatric assistance?

If faculty or staff detect that a student could benefit from counseling because of certain behaviors, the student is referred to the Director of Counseling

What is the process to refer a student who needs psychiatric assistance?

The student is referred to the Counselor who refers out to other agencies if necessary

At what point does psychological behavior impact student enrollment?

When students are absent an excessive amount of days from class and are dropped because of this

To what agencies do you refer students who need additional counseling not provided by your campus?

- Mental Health Agency
- Department of Rehabilitative Services

Does campus security receive notification when a student is referred for psychological evaluation or assistance? YES

Isothermal Community College

Who is primarily responsible for counseling referrals?

The Student Affairs Counselor

How is the decision made to refer a student who needs psychiatric assistance?

If the student's condition and required assistance needed is beyond the counselor's scope of expertise and services that the College can provide, the student is referred to an appropriate community agency.

What is the process to refer a student who needs psychiatric assistance?

The correct procedure is for the instructors and/or concerned staff members such as the Disability Services Coordinator, to refer the student to the counselor who then assesses the student for imminent danger concerns and, if needed, will make the appropriate referrals.

At what point does psychological behavior impact student enrollment?

At the point that psychological behavior becomes disruptive, the student must meet with the Dean of Student Affairs who then evaluates the student's enrollment according to the Code of Conduct.

Regardless of disability status, all students are accountable to the same Code of Conduct and therefore, are not treated more leniently than non-disability students. The American with Disabilities Act (ADA) does not require special treatment for persons with disabilities in the area of conduct.

To what agencies do you refer students who need additional counseling not provided by your campus?

A call is made to the Local Management Entity (LME) of the county in which the student resides. If available, the LME staff member conducts a screening over the phone and then provides an appointment time with local providers.

Does campus security receive notification when a student is referred for psychological evaluation or assistance?

No, it would be inappropriate to notify security in every incidence. In fact, this would be a huge confidentiality breach. However, if there is suspicion that the individual is a threat to himself and particularly a threat to others, security may be called to be on stand by.

McDowell Technical Community College

Who is primarily responsible for counseling referrals?

- Counselor
- Vice President for Learning and Student Services

How is the decision made to refer a student who needs psychiatric assistance?

Through discussion with the student

What is the process to refer a student who needs psychiatric assistance?

Once the student states that they want to be referred for assistance, the appropriate phone number is provided and assistance is provided, if the student desires

At what point does psychological behavior impact student enrollment?

When the student's behavior detracts from the educational process and disrupts the learning environment

To what agencies do you refer students who need additional counseling not provided by your campus?

- Mental Health Association of North Carolina

Does campus security receive notification when a student is referred for psychological evaluation or assistance?

As needed and on an individual basis.

Montgomery Community College

Who is primarily responsible for counseling referrals?

The Director of Counseling Services is primarily responsible for counseling students that are referred from instructors and/or other faculty members. Referrals are based on excessive absences, inappropriate classroom behaviors, risk of academic failure, or any other barriers that are stated in the College's Student Handbook.

How is the decision made to refer a student who needs psychiatric assistance?

The decision to refer a student who may need psychiatric assistance is based upon a thorough analysis and recommendation by the Director of Counseling Services. However, before any transactions are made, the Director must always confer with the Vice President of Student Services.

It is imperative that the administrative staff in your area be kept abreast concerning all important matters concerning students on your campus.

What is the process to refer a student who needs psychiatric assistance?

Once the student has been referred by an instructor, other faculty members or individually referred, the counselor is then able to begin an intense and thorough investigation in order to obtain reliable information on the student involved. Information may concern attendance history, academic history, and if the student has a current or former psychological evaluation.

Whatever information the counselor can obtain to help make an informed decision concerning the student's best interests, is then shared with the Vice-President of Student Services. Together informed decisions are made in the best interest of the student.

At what point does psychological behavior impact student enrollment?

If the student is deemed to be a danger to her/himself, classmates, or anyone else on campus, a referral is done immediately and the student is quickly removed from the academic environment. Security or local police departments are asked for immediate assistance, if necessary.

If the student is disruptive to the academic /educational process, actions that are taken are clearly defined in Articles of Student Conduct located in the Student Handbook. The decision to remove the student from the academic environment is made by the Vice-President of Student Services

To what agencies do you refer students who need additional counseling not provided by your campus?

Students may be referred to the following:

- Vocational Rehabilitation
- Local mental health agency
- A hospital or private counseling practitioner

Does campus security receive notification when a student is referred for psychological evaluation or assistance? YES

Sandhills Community College

Who is primarily responsible for counseling referrals?

- Admissions Coordinator
- Career Counselor

How is the decision made to refer a student who needs psychiatric assistance?

Counselors consult with one another. After assessing the student if the general consensus is that the student's need is beyond our scope of practice i.e., psychotic disorders, we would proceed to make a referral**.**

What is the process to refer a student who needs psychiatric assistance?

Most students are referred by faculty to a Sandhills Community College Counselor. The counselor would complete an initial assessment on the student. If the student is in need of intervention beyond our model, we would refer to an agency or a private practice individual.

At what point does psychological behavior impact student enrollment?

We do not screen for psychological diagnoses. The college does not ask about mental health or any other type of health history on the admissions application. If a student is clearly disruptive and loud with disorderly behavior, normally the student would be referred to the Vice President of Student Services. The initial reaction of the college with disorderly behavior would be to go through a disciplinary process. However, in the past, the Vice President has referred some students to the counseling staff for an assessment, instead of or in addition to disciplinary action (when it was felt that "there was more to the story "on a particular student).

To what agencies do you refer students who need additional counseling not provided by your campus?

- We refer to area private providers and area public providers such as:
- Sandhills Center
- Pinehurst Treatment Center (for Substance Abuse)
- Moore Regional Behavioral Health.

Does campus security receive notification when a student is referred for psychological evaluation or assistance? NO

Except for students that will be harmful to themselves or someone else. We have a "Duty to Warn" police, campus security, and the person who's being threatened.

South Piedmont Community College

Who is primarily responsible for counseling referrals?

- Director of the Counseling Center

How is the decision made to refer a student who needs psychiatric assistance?

If a student is having psychiatric problems, they are referred to the Disability Services Office. If the person is not currently being treated, or is out of control, the Disability Services Provider and/or the Vice President of Student Success would make the determination to get that student help.

What is the process to refer a student who needs psychiatric assistance?

Contact Daymark Recovery, Sandhills Mental Health or Vocational Rehabilitation with the student present and have the student to make an appointment for evaluation and treatment.

At what point does psychological behavior impact student enrollment?

When behavior becomes disruptive in classes, students can no longer continue to be enrolled. The student must get their behavior under control and have a doctor's note showing current level of functioning is acceptable for school before the student is readmitted.

To what agencies do you refer students who need additional counseling not provided by your campus?

- Daymark Recovery Services
- Sandhills Mental Health
- Vocational Rehabilitation
- The student's primary care physician

Does campus security receive notification when a student is referred for psychological evaluation or assistance? NO

Southeastern Community College

Who is primarily responsible for counseling referrals?

- Counselor
- Dean of Students (for disciplinary issues)
- Vice President of Student Development Services

How is the decision made to refer a student who needs psychiatric assistance?

A student is referred if he has been involved in a disciplinary action or if the student is experiencing some level of distress.

What is the process to refer a student who needs psychiatric assistance?

It depends upon the situation. Non-emergency referrals are just made by the student. Some students may be required to undergo an evaluation in order to return to school, etc.

At what point does psychological behavior impact student enrollment?

Again, it depends upon the severity of the behavior.

To what agencies do you refer students who need additional counseling not provided by your campus?

We refer to local psychologists/psychiatrists.

Does campus security receive notification when a student is referred for psychological evaluation or assistance?

Again, it depends upon the severity of the behavior. If disciplinary action has been taken, then security is notified.

Stanly Community College

Who is primarily responsible for counseling referrals?

Stanly Community College is fortunate to have three professional counselors with master's degrees in counseling and a strong variety of work experiences. One counselor has experience working at two private universities, an attorney's office and at the local mental health center.

Another counselor has experience working for five years with the public housing authority. The third counselor has experience working as a counselor with the Employment Security Commission and at another community college prior to coming to Stanly Community College.

One counselor has national credentials and state licensing (NCC, LPC) and the other two counselors are working on their national credentialing this year (NCC). All three counselors have been trained on the Distance Counseling Credential (DCC) through the ReadyMinds Company.

All three counselors are qualified to assess and evaluate the need for psychiatric referrals to other agencies and to the emergency crisis services at the local hospital. We normally confer with each other on the more challenging situations.

The Associate Dean for Counseling Services is normally consulted when referrals need to be made and when a final decision needs to be made on a referral for psychiatric assistance.

How is the decision made to refer a student who needs psychiatric assistance?

All three counselors are qualified to assess and evaluate the need for psychiatric referrals to other agencies and to the emergency crisis services at the local hospital. We normally confer with each other on the more challenging situations and we ask our counselor who has the mental health experience to provide guidance as to the proper procedures for psychiatric referrals.

The Associate Dean for Counseling Services is normally consulted, when available, when referrals need to be made or when a final decision needs to be made on a referral for psychiatric assistance.

What is the process to refer a student who needs psychiatric assistance?

All three counselors assess and evaluate the need for psychiatric referrals to other agencies and to the emergency crisis services at the local hospital. We normally confer with each other on the more challenging situations and we ask our counselor who has the mental health experience to provide guidance as to the proper procedures for psychiatric referrals.

The Associate Dean for Counseling Services is normally consulted, when available, when referrals need to be made and when a final decision needs to be made on a referral for psychiatric assistance.

At what point does psychological behavior impact student enrollment?

The psychological behavior of individual students who "act out" on campus, either verbally or physically can have an impact on student enrollment. If students feel threatened in some way by the environment on campus, they may feel less likely to participate in activities on campus and they may feel less "connected" to "their" college.

In general, students who feel less "connected" to their college, or who feel that the college is a threatening environment, will be less likely to complete their intended program of study. Our colleges could have fewer students enrolling in programs and therefore will have a lower graduation rate.

Colleges should ensure, as much as possible, that all students feel they are safe when they enter the college campus and that "their college" is doing as much as possible to provide them with a secure learning environment.

To what agencies do you refer students who need additional counseling not provided by your campus?

Stanly Community College has developed a Memorandum of Understanding (MOU) with the local Foundations Behavioral Services agency in Albemarle for referrals of our students.

The counselors, faculty and other Student Development staff also receive an updated list of human service agencies with names, addresses and telephone numbers when referrals are needed. *

*These resources are contained in the **"Summary List of Health and Human Services in Stanly County,"** which is attached in an Excel spreadsheet for your review.

Does campus security receive notification when a student is referred for psychological evaluation or assistance? NO

The campus security does not receive notification from the counselors when a student is referred for psychological evaluation or assistance because the counselors are required to follow confidentiality guidelines from the Code of Ethics by the American Counseling Association (ACA).

Several national and state laws are also designed to protect the student's privacy and confidentiality in these referral situations. The welfare of the individual is of primary importance to counselors during this process.

Counselors may be allowed to break confidentiality in situations when the counselor, in his or her professional judgment, has determined that the individual has stated that he or she may intend to harm themselves or harm someone else.

In these situations where individuals indicate intent to harm themselves or someone else, the counselor would then contact the appropriate emergency crisis counseling agency, or the local law enforcement authorities, in order to transport the individual to the crisis agency or to the emergency center at the local hospital.

***Summary List of Health and Human Services in Stanly County**
(Compiled by Mary Kimrey, Stanly County Department of Social Services, June, 2005)

	Provider Agency	Service Description
Abuse/Neglect of Children	Stanly County Dept. of Social Services 1000 North First Street, Suite 2 Albemarle, NC 28001 (704) 982-6100	DSS is required by law to receive and investigate reports of abuse or neglect of children by parents or caretakers.
Advocacy Services for Persons with Disabilities	The ARC of Stanly County 130 North First Street Albemarle, NC 28001 (704) 983-3911	Offered for families or individuals with disabilities.
Adult Health Clinic	Stanly County Health Department 1000 North First Street, Suite 3 Albemarle, NC 28001 (704) 982-9171	Many health care services for adults and children.
Adult/Child Health Services	Community Care Clinic 234-D Yadkin Street Albemarle, NC 28001 (704) 982-6640	Free health care for persons who do not have health insurance, Medicaid or Medicare. Eligibility is based on income and the number of persons in the household.
Child Care Resources	Stanly County Partnership for Children 1000 North First Street, Suite 8 Albemarle, NC 28001 (704) 982-2038	This service assists parents in finding child care. CCR maintains a database listing of licensed centers and registered day care homes.
Clothing Closet/ Assistance Center	Stanly Community Christian Ministries 506 South First Street Albemarle, NC 28001 (704) 982-7915	Provides assistance to needy families with clothing, food, and house wares.
	Stanly Clothing Closet 1324 East Main St. P O Box 58 Albemarle, NC 28002 704- 982-0246	Provides clothing to individuals/families who come on referral from DSS or SCCM along with household goods, such as sheets, blankets, cookware, dishes, etc.
Disability Services	NC Division of Vocational Rehabilitation 702 Henson Street Albemarle, NC 28001 (704) 982-8124	VR counselors work with individuals who have a disabling condition to provide them job services, training services and rehabilitation services.
Domestic Violence	Crisis Council, Inc. 160-27 North First Street (PO Box 218) Albemarle, NC 28001 1-800-551-5497 (704) 985-1981 (24-hour hotline)	24-hour crisis line serving women and children victims of domestic violence, rape, etc. Shelter care is provided to women and children for up to 30 days.
Employment	Employment Security Commission 2215 US Hwy. 52 North Albemarle, NC 28001 (704) 982-2183	Assists any individual in need of vocational guidance and employment.
Legal Services	Legal Services of Southern Piedmont 133 Union Street South Concord, NC 28025 (704) 786-4145	Legal services offered free of charge to low-income qualified individuals for civil action.

Vance-Granville Community College

Who is primarily responsible for counseling referrals?

- Faculty
- Staff members

How is the decision made to refer a student who needs psychiatric assistance?

After assessing the student, a group discussion is held (between student, faculty, and counselor) to determine whether certain behavior patterns observed in classrooms or elsewhere on campus (e.g., poses any threat to student and/or others, student's needs go beyond our level of expertise).

What is the process to refer a student who needs psychiatric assistance?

Call and/or walk the student to Counseling Services. After assessing the situation (if emergency), call 9-1-1/campus security/Vice President of Student Affairs. Follow Up with the student later.

At what point does psychological behavior impact student enrollment?

When he/she becomes a danger to him/herself and/or others there may be a need to withdraw.

To what agencies do you refer students who need additional counseling not provided by your campus?

- Local area mental health

Does campus security receive notification when a student is referred for psychological evaluation or assistance? Yes

Wake Technical Community College

Who is primarily responsible for counseling referrals?

- Counselors

How is the decision made to refer a student who needs psychiatric assistance?

Students are referred if they express or exhibit signs of being in crisis that might include:

- Expressions/thoughts/acts indicating suicide or other self-harming behaviors
- Emotions of extreme anger, loneliness, isolation, irritability
- Constant crying
- Tonal expressions of being from a family with a history of mental illness
- Revelations of having been diagnosed with specific disorders (panic
- attacks, etc.)
- Irrational statements

What is the process to refer a student who needs psychiatric assistance?

Counselors do an informal assessment; then contact one of our communities for availability and agency referral procedure. Agency contact information is made available and/or appointments are made for the student.

At what point does psychological behavior impact student enrollment?

When behavior becomes interruptive or is offensive and impedes the learning environment

To what agencies do you refer students who need additional counseling not provided by your campus?

- Triangle Family Services
- Wake County Mental Health Services
- Wake County Crisis Center
- Wake Teen
- Holly Hill
- Peace of Mind
- Frank Horton Associates

Does campus security receive notification when a student is referred for psychological evaluation or assistance? SOMETIMES

Wilkes Community College

Who is primarily responsible for counseling referrals?

Director of Counseling and Career Services

How is the decision made to refer a student who needs psychiatric assistance?

The student is assessed by one of the student services counselors who is a Licensed Professional Counselor. Based on the assessment, the student may be referred to services off campus that will best serve the student.

What is the process to refer a student who needs psychiatric assistance?

The mental health agency serving our county is contacted and the student is referred to a specific person or to the crisis intervention unit, based on need.

At what point does psychological behavior impact student enrollment?

Behavior and/or psychological state impact a student's enrollment if there is a disruption of the learning environment and the student is not able or willing to change his/her behavior. We try to work with the student to the extent possible with student enrollment being impacted as the last option.

To what agencies do you refer students who need additional counseling not provided by your campus?

The primary referral is to the local mental health agency. If a student has resources to pay out of pocket or through insurance coverage, information about private providers is also provided.

Does campus security receive notification when a student is referred for psychological evaluation or assistance?

Not typically, but there have been instances where this has been warranted or an instructor, due to student behaviors, has initiated contact with security.

Wilson Community College

Who is primarily responsible for counseling referrals?

All three of our counselors can make referrals, under the leadership of the Director of Admissions. Our commitment to personal counseling is limited to initial assessment and referral. Referral means discussing options and mental health access with the student.

How is the decision made to refer a student who needs psychiatric assistance?

It is usually a result of a collective decision on the part of the Dean of Student Services and the Vice President of Instruction and Student Services.

What is the process to refer a student who needs psychiatric assistance?

We keep a referral list of professional counselors, psychologists and psychiatrists in the area.

At what point does psychological behavior impact student enrollment?

We do not believe the college has the legal authority to require psychological evaluation for a student or to make enrollment contingent upon such an evaluation.

To what agencies do you refer students who need additional counseling not provided by your campus?

Both agency and private practice professionals.

Does campus security receive notification when a student is referred for psychological evaluation or assistance?

No…campus security is notified only when a student has been permanently suspended from the college, which has nothing to with the decision to make a counseling referral to a student.

Mental Health Links

Web Address Disclaimer: Note that web addresses are provided for additional information and for sources of self-help for students. "Web Counseling" should never be considered a substitute for face-to-face counseling with a qualified professional.

- About: www.about.com
- American Association of Community College: http://www.aacc.nche.edu/
- American Counseling Association: http://www.counseling.org/
- Campus Blues: http://www.campusblues.com
- Healthy Minds: http://www.healthyminds.org/
- Mental Health InfoSource: www.cmellc.com
- National Institute of Mental Health: www.nimh.nih.gov
- NC Counseling Association: http://www.nccounseling.org/
- NC Community College Faculty Association: http://ncccfa.org/election/index.htm
- Ulifeline: http://www.ulifeline.org

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