

UNIVERSITY HEALTH & COUNSELING SERVICES

Information for Staff & Faculty Members

REFERRING STUDENTS FOR COUNSELING:

In most cases, the UHCS would appreciate it if students were prescheduled for appointments by telephone (472-1305). In serious crisis situations, students can be seen the same day. Whenever possible, we would prefer that these students also call ahead to be scheduled (see below):

Student calls UHCS to schedule an appointment. They are offered the next available initial appointment time, typically within 1-3 days. If the student is in crisis and cannot wait until the next day to meet with a counselor, he/she is scheduled to be seen during one of the “same-day crisis hours” that are reserved for that purpose, typically at 11 a.m. and 3 p.m. In cases of a crisis that requires an immediate response, the staff/faculty or the student can either call or come directly to UHCS, and a counselor will be assigned to deal with the emergency situation.

STUDENT STEPS THROUGH THE UHCS SYSTEM:

1. Client completes his/her initial paperwork and is then seen for a 40-50 minute initial session. During this session, the counselor gathers information regarding the client’s situation and provides assistance with problem solving. If all information is not gathered during this initial session, the student may be asked to return for a follow-up appointment to complete the process.
2. The counselor determines at the end of the initial session(s) what services would be the most helpful to the client. The decision may be:
 - a. Referral for individual counseling at UHCS
 - b. Referral for group counseling at UHCS
 - c. Referral for a substance abuse assessment or other further psychological assessment at UHCS
 - d. Referral to another UWW resource such as Health Services, academic advisor, etc.
 - e. Referral to the community for longer term mental health or case management services
3. The client will then schedule an appointment to continue appropriate services if remaining at UHCS.

MAKING A SMOOTH REFERRAL

When you refer a student, remember that a referral is a *transfer of trust*. Define the purpose and limitations of your role when talking with the student. Encourage the student to go to UHCS, but remind yourself that the aim of the referral process is to let the student decide for him/herself to seek help. If the student agrees, you can facilitate this by arranging the appointment while the student is with you. You can assist the student in anticipating what will happen and what they will say when they come in for the appointment. When referring a student, point out that asking for help is a sign of strength and courage, not a sign of weakness or failure. Seeking professional help is the smart thing to do, just as it would be for problems with your car, the law, or your health.

CONTACT INFORMATION

Phone: 262-472-1305

Fax: 262-472-1435

Website: www.uww.edu/uwcs

Office hours: Monday through Friday – 8:00 a.m. to 4:30 p.m.

Ambrose Health Center is located on the corner of Prairie & Starin Roads

LENGTH OF TREATMENT: SHORT-TERM MODEL

The staff of University Health and Counseling Services has a strong desire to provide timely and equitable service to the UWW students who request assistance. In an effort to provide UWW students with the timeliest service possible, UHCS utilizes a short-term therapy model, with a goal of providing assistance in areas of decision-making, crisis intervention, problem-solving, adjustment, or matters of personal concern that could interfere with academic success and well-being. Every student is evaluated individually, and treatment decisions are based on each client's unique needs. Treatment length may vary from 1-2 sessions to 13-14 sessions, depending on the individual situation.

CONFIDENTIALITY

All services of the University Health and Counseling Services are strictly confidential. UHCS staff will not release any information regarding clients or the services they receive to anyone outside of UHCS, without the written permission of the client. We value consultative relationships with other professionals who provide services to our clients, and welcome the opportunity to share information that is helpful to the client. This requires that the student complete a release of information.

STAFF

UHCS professional counseling staff have doctoral and/or masters degrees in counseling psychology, clinical psychology, community counseling, and social work. All staff members are licensed or eligible for licensure in the state of Wisconsin. The staff also includes a consulting psychiatrist, who works on a part-time basis. UHCS is a training facility for doctoral and masters students in counseling, social work, and psychology. Most of these therapists hold a masters degree, and all receive direct individual supervision from a licensed UHCS professional staff member.

OUR MISSION

The mission of University Health and Counseling Services (UHCS) is to help students at UWW become successful in meeting their academic goals. Our goal is to help students build a greater sense of self-confidence, manage stress and anxiety, develop and maintain significant relationships, create a healthy life style, and make good decisions for their future. We provide short-term assistance in many areas that could interfere with the academic success and well-being of UWW students. We also provide consultation and crisis response to assist faculty and staff as they encounter psychological issues with UWW students.