



Commission for  
Counseling and  
Psychological Services

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## From the Editors

CCAPS Newsletter  
October 2008

Welcome to the fall edition of the CCAPS Newsletter! We know that everyone is “full steam ahead” with the challenges and opportunities of a fresh, new academic year. There’s just something extra invigorating about the freshness and energy of the fall semester!

At the same time, we are all aware that counseling centers across the nation are struggling to handle the increased numbers and severity of student concerns. It seems that the work we do as mental health professionals has never been more important, even as resources often become more stretched. The two featured articles in this fall’s edition of the newsletter address both of these topics: keeping our mental health work sustainable and dealing with serious student concerns. Many of **YOU** contributed to our “Walking the Talk” article, a compilation of wonderful self care ideas edited by Eric Klingensmith. Thanks to you and your colleagues for submitting such creative and useful suggestions! Another article, written by Jane Bost, describes a new program, the Behavior Concerns Advice Line, which has been successfully used by The University of Texas at Austin to detect and prevent campus violence.



Our CCAPS chair, Chanda Corbett, gives updates on a number of ACPA/CCAPS summer highlights, including information on the Mental Health on Campus Improvement Act and the American College Health Association Mental Health Summit. It is exciting to see CCAPS being a strong presence and voice in both of these new developments!

And speaking of exercising your voice, read about the Continuing Education Committee’s opportunities to help continue the tradition of excellent programs at the Spring convention. The Awards Committee also gives updates on the nomination process to recognize excellence through CCAPS awards.

Don Marshall for NASPA, Lynne Reeder for the ACPA Foundation and Cindy Cook for ACCCS provide great information and updates about those organizations which you’ll definitely want to check out.

Have a great fall semester and “walk the talk” of taking care of yourselves!

- *Jane Bost, Ph.D.*
- *Vivian Yamada, Psy.D.*
- *Eric Klingensmith, Psy.D.*
- *Leena Batra, Ph.D.*

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## From the Chair

CCAPS Newsletter  
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Greetings CCAPS!

This Fall semester has already presented many of us with many challenges. Hurricane season has impacted many of us in the United States and in the Caribbean, and our thoughts and prayers go out to you. Many of us are also affected personally and professionally by the state of our economy. These current challenges combined with the excitement of new students, the increasing needs for the services we provide, and the goal to maintain balance and to walk our talk can sometimes make life seem overwhelming. However, you are not alone. Please let me know how you believe

CCAPS may be able to support you.

In this newsletter, we would like to support you with a theme issue on self-care. We hope that you will enjoy this issue and be able to take nuggets from it that will help you take better care of yourself.

In the Letter from the Chair, I would also like to share with you some information from our organization and some of our constituents to keep you informed:

### American College Personnel Association (ACPA)

During the ACPA Summer Leadership Meeting, our President Patty Perrilo encouraged participants to create a personal belief statement. She is inviting the ACPA membership to post our beliefs on the ACPA website. President Perrilo would like to give the ACPA membership an opportunity to share their beliefs to inspire. Check the web-site for the opportunity to join others in sharing your beliefs.

### Commission for Counseling and Psychological Services (CCAPS)

CCAPS has been very busy with updating the web-site, reviewing convention programs, preparing for elections, reviewing award applications, and supporting ACPA. Thank you all for serving in the multiple roles that you serve CCAPS and ACPA. I would like to highlight some opportunities you will have to serve and CCAPS reflections:

#### Opportunities/Reflections

- **CCAPS Needs You!!!** There are opportunities for you to serve CCAPS. CCAPS is accepting nominations for Chair-Elect and the Directorate. Please contact our Elections Chair Dr. [Mark Fleming](#) for more information.
- Dr. Corbett wrote an article entitled "Leadership Development with ACPA" for our [ACPA Developments fall publication](#). Please [email](#) if you are interested in writing a future article.
- If you or your office is doing innovative programming, please contact our [Program Committee Chair](#) if you would like to submit your program for consideration for the Innovations Program.
- Drs. [Jodi Caldwell](#) and [Todd Sevig](#) will be representing CCAPS on the ACPA Professional development committee. If you have ideas, please contact them.

### Mental Health on Campus Improvement Act

The Mental Health on Campus Improvement Act has been proposed by Senator Dick Durbin. This Act

[What is this?](#)

was introduced into legislation on Wednesday, July 23, 2008. It is a comprehensive bill that can significantly aid college counseling centers of varying sizes to receive funds to meet the increasing mental health need of our students.

ACPA and CCAPS has committed to stand in support of this bill along with many other organizations serving college students because it has the potential to help address the mental health needs and save the lives of traditional, non-traditional, under-served, and veteran students, and also provide education to parents, faculty, administrators, and clinicians. More information on this act can be found [on-line](#).

## **American College Health Association (ACHA)**

### **Mental Health Summit**

The American College Health Association (ACHA) is hosting the Mental Health Summit on Friday, September 26, 2008 in Philadelphia, PA. The theme selected at our February planning meeting is "What can we accomplish together that we cannot accomplish alone?" Representatives from the American College Health Association (ACHA), American College Personnel Association (ACPA) and the Commission for Counseling and Psychology Services (CCAPS), the American Psychiatric Association (APA), the American Psychiatric Nurses Association (APNA), the American Psychological Association (APA), the Association for University and College Counseling Center Directors (AUCCCD), The Jed Foundation, and the National Association of Student Personnel Administrators (NASPA) will attend.

We will discuss the organizational structure of the summit which is being proposed to be annually hosted on a rotating basis by one of the aforementioned constituents. We will be meeting to create the organizational structure of the summit, and discuss and plan how we can best advance the important work of enhancing the mental health of college students. We will also discuss the Mental Health on Campus Improvement Act and other topics to aid us in completing the noteworthy work that we daily do. Stay tuned for updates of the meeting on the web-site.

## **American Psychological Association (APA)**

### **2008 Convention Highlights**

Several meetings were attended and here are some of the important highlights:

- The Committee of the Council for Accreditation of Counseling and Related Educational Programs' (CACREP) has implemented a new requirement for students in graduate programs to be trained and supervised by certified counselors in order to become a licensed counselor. This issue is limiting psychologists' ability to train and supervise in master's level training programs and practicum sites unless they are also a licensed counselor.
- The American Board of Professional Psychology (ABPP) Certification in Counseling Psychology is not being pursued by many counseling psychologists. As a result, Counseling Psychology is at risk for losing board certification. Discussions about what this could mean for the Counseling profession took place. Counseling Psychologists are being encouraged to pursue ABPP to secure the profession and to receive the benefits of discounts on malpractice insurance. More information about ABPP can be found [on-line](#).
- Division 17 also reported that the newsletter is eventually going to only be produced electronically to save on costs to the division and the environment. Electronic summaries which highlight topics in the newsletter will be sent out with the newsletter link to the membership.
- Senator Patrick Kennedy's Parity Bill, the Paul Wellstone Mental Health and Addiction Equity Act of 2008, will be submitted soon to the Congress. APA attendees were encouraged to call their congressmen to support the bill so that it will be passed into law. More information on the Parity Bill can be found [on-line](#).
- Guidelines for Post-Doctoral Training in Counseling Psychology have been approved by APA. More information can be found [on-line](#).
- Dr. Melba Vasquez is planning to run for APA President in 2009. Stay tuned for more information.

Well, I believe I have given you enough updates for now. I wish you the best this semester and look forward to seeing you in 2009 at the 85<sup>th</sup> ACPA Convention in Washington, DC. Registration for the convention begins on November 3, 2008. Only convention registrants can reserve a room at the convention rate. More information about the convention can be found at [here at ACPA's website](#).

Remember to practice self-care.

Your CCAPS Chair,

*Chanda C. Corbett, PhD*

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## Committee Announcements

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**The Continuing Education Committee** is looking for CCAPS members to help review programs for the 2009 conference. At the ACPA annual convention, CCAPS members can attend selected programs and receive APA, NASW and NBCC approved continuing education credits.



It is the work of the Continuing Education Committee to review programs to determine if they are eligible for sponsorship. If you volunteer to review programs, you will read about 60, brief, one page program descriptions. You will be guided in the review process by using an outline of the criteria that each program must meet and asked to give your opinion on whether the program should or should not be offered for CE credits. You can expect the work of the committee to begin around mid-November and the reviewing should be finished by mid-January. We particularly need social workers to volunteer.

If you would like volunteer or want more information, please contact Marilia Marien [via email](#) or 215 898-7021 no later than November 1<sup>st</sup>. After you contact Marilia, she will send you more detailed information on the reviewing process.

**The Awards Committee** is happy to announce that there are multiple (wonderful) nominations for each of the individual awards: Early Career, Mid Career and Lifetime Achievement! Also, please see and circulate the information below about the Dallum Award.

### SEEKING APPLICANTS FOR GRADUATE STUDENT RESEARCH AWARD COMPETITION

The purpose of the Joan Dallum Graduate Student Research Award is to recognize and encourage high quality research projects by graduate students and entry level professionals in counseling and human development. The award includes a certificate, plaque, and a cash stipend. Membership in the American College Personnel Association or the Commission for Counseling and Psychological Services is not required in order to apply.

*The criteria for eligibility and submission guidelines are as follows:*

- ◆ The research must have been completed during the applicant's tenure as a graduate student. At the time of the 2009 convention (3/28-4/1, 2009), the candidate must be no more than 18 months post-graduation.
- ◆ The research project must have applicability to the counseling and human development goals of ACPA and Commission for Counseling and Psychological Services. For example, research on needs assessment, treatment intervention, outcome and process studies, or preventative programs are appropriate submissions.
- ◆ The results of the study must be known at the time of submission.
- ◆ The applicant must be the principal author.

◆ The manuscript, at the time of the deadline for submission (11/15/08), may have been submitted to a journal but may not have been accepted for publication.

The description of the project should be no more than 20 pages in length including introduction, methodology, results, discussion, and implications. The manuscript should be typed and double-spaced following the guidelines for authors found in the ***Journal of College Student Development***. The reference style and general guidelines described in ***The Publication Manual*** (5<sup>th</sup> Ed.) of the American Psychological Association should be followed. The manuscript should also be written in a formal style suitable for submission to a journal.

***An electronic copy via e-mail should be submitted, along with a letter indicating the applicant's student status, major advisor, and graduate program.***

The deadline for submissions is November 15, 2008. Please send all materials to:

**Matthew J. Torres, PhD**  
Johns Hopkins University Counseling Center  
358 Garland Hall  
3400 North Charles Street  
Baltimore, MD 21218  
(410)516-8278  
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## Liaison Reports

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### NASPA Liaison Report

Submitted by Donn Marshall, Ph.D.



In ACPA we have Standing Committees. The near equivalents in NASPA are "Knowledge Communities." There is no Knowledge Community specifically for counseling and mental health services, but NASPA has an active Health in Higher Education Knowledge Community (HHEKC) <http://www.naspa.org/kc/hhekc/default.cfm>. The HHEKC leadership is now the CCAPS point of contact. I have asked the leadership of the HHEKC to consider whether there should be a subgroup of that KC that focuses on mental health in higher ed, or whether we should lobby for a separate KC that to address issues of interest to CCAPS.

In spite of not having an obvious "home" for addressing counseling and psychological services in the NASPA organization, you probably are aware that NASPA has developed an annual conference addressing mental health issues in higher education. For the last couple of years this conference has been held concurrently with the Alcohol Abuse Prevention Conference, promoting dialog across related disciplines. This year the conference will be held in Boston, January 22-24, 2009. The call for program proposals for these conferences is now out, and I want to encourage CCAPS members to consider submitting proposals. This would be a great way to increase the ACPA/CCAPS profile with this sister organization, as well as helping develop resumes and presentation skills. Full information about these conferences may be found at <http://www.naspa.org/programs/mh/sched.cfm>.

Finally, I plan to attend the NASPA annual conference in Seattle in March (<http://www.naspa.org/conference/index.cfm>) and will take that opportunity to interact directly with the HHEKC membership. Between now and then I'd love to hear from the CCAPS membership about what you would like to see in the developing relationship between these organizations. Feel free to be in touch with me directly [via email](#), or (253) 879-3322.

### ACPA Foundation Liaison Report

Submitted by Lynne Reeder, Ph.D.



The ACPA Foundation (a.k.a. the ACPA Educational Leadership Foundation) engages in fundraising for ACPA: College Student Educators International. As noted on the website "The Foundation seeks philanthropic support for ACPA initiatives involving research and scholarship, professional development and leadership programs for student affairs professionals in higher education." In 2009, ACPA will be 85 years old and the Foundation will be 15 years old. Stay tuned for Foundation activities to celebrate these important anniversaries. Also, new on the website is a feature focusing on ACPA's past leaders. We begin with our first president, May Chaney: <http://www.my-elf.org/index.php>.

The Foundation has several major annual fundraising initiatives including the Diamond Honoree Celebration which honors contributions to the Student Affairs profession, the annual silent and speaker auctions at the Annual Convention and the Annual Campaign which seeks financial donations from ACPA members and other donors. While donations of money, goods and services to the Foundation are usually fully tax deductible, the amount of the available deduction may vary (consult your tax advisor).

What is this?



## How can the Foundation help you?

In addition to general support of ACPA core values, programs and goals, the Foundation offers a grants program. Each year, the Foundation awards modest grants currently totaling \$10,000. These grants support research proposals that enhance the student affairs profession and disseminate knowledge about college students. The Foundation plans to increase the total grant amount available over the next few years. **The application deadline for this year is October 15, 2008.** Follow the link below for additional information and application materials:

<http://www.my-elf.org/grants/index.html>

## How can you assist the Foundation and ACPA?

*Support the Annual Campaign.* If you feel that ACPA has been professionally and/or personally meaningful to you, please consider making a donation to the Annual Campaign. Members and supporters have the opportunity to contribute by visiting the Foundation website: <http://www.my-elf.org/donate.html>.

*Support the Silent Auction and Speaker Auction.* In addition to shopping at the Auction, we ask that you consider making a personal donation of an item or that CCAPS consider donating an item. Also, consider bidding for speaker services to bring nationally recognized speakers to your campus at very reasonable costs. We were pleased and appreciative to have the assistance of a CCAPS member, Dr. Wayne Griffin, for the 2008 Speaker's Auction. Given the interest in managing campus crises, being able to offer Wayne's expertise was very timely for the Foundation. If you would like to discuss donating an item for the Silent Auction or offering your services as a speaker, contact [via email](#).

*Support the Diamond Honoree Celebration.* Make a contribution to those Student Affairs professionals who have contributed to your development or to that of the larger Student Affairs field. Also consider nominating someone next spring for consideration for the 2010 class. The names of the next diamond Honoree class which will be formally celebrated at the 2009 Metro DC Convention will be announced shortly. To view the Diamond Honoree page: <http://www.my-elf.org/diamond.html>

On behalf of the ACPA Foundation, thank you for all that you do to bring services to our students while engaging in research, service and scholarship in support of the educational process.

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## **ACCCCS Liaison Report**

Submitted by Cindy Cook, Ph.D.



The Association for the Coordination of Counseling Center Clinical Services (ACCCCS) annual conference was held May 14-17, 2008 in Seattle, WA with record attendance. One theme that was the focus of several presentations was the increasing demand by universities for threat assessment and dealing with "students of concern". From lessons learned from the VA tech tragedy to the more recent event at NIU, much attention and time was spent exploring how counseling centers can be involved in the process of prevention and intervention in the aftermath of such events. A keynote by a student affairs professional reminded us that counseling center professionals are not alone in dealing with these concerns and offered ways to partner more productively with our allies in student affairs.

In addition, the conference focused on the continued increase in the clinical needs and demands of students and how counseling centers can meet that pressure. Programs addressed such issues as different intake systems, managing suicidal clients, returning soldiers with PTSD, and GLBT issues in counseling, among others.

A face very familiar to CCAPS, David Rardin from Illinois State University, was elected as the new chair of ACCCCS for 2008-2009. If you are a clinical director and would like to find out more about how to become involved in ACCCCS, there is information on the website about how to join: [www.accccs.appstate.edu](http://www.accccs.appstate.edu). Our next conference will be held May 13-16, 2009 in Knoxville, TN.

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## Walking the Talk

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*Written by Dr. Eric Klingensmith*

*with contributions from many college mental health professionals*

As mental health professionals, it is often assumed that we practice what we dispense about self-care. In reality, this is not often the case-- not because we don't know the value of self-care, but that we simply don't have the time.



Be that as it may, after thousands of hours of research and observations out in the wild fields of counseling center preserves, there is evidence that somewhere out there colleagues are practicing what they preach. So, here are some of the great minds of the Commission, plus colleagues, sharing their wisdom and what they do to take care of themselves. Sit back, relax, read, enjoy, and smile for a few moments...have a great year. *Eric*

\* One of my favorites is to take at least one Saturday a month to spend the day in PJ's watching reality TV marathons.

*Stacey Pearson, University of Michigan*

\* It's important for me to have balance and have a contrast to my work life--to play with my daughter, listen to live music, and go out dancing. In particular, I've found that being creative and making things with my hands has become really important to me. So much of our counseling center work is intangible, and we're not sure when we're done sometimes. I have found great satisfaction in being able to complete a project--it's an item that is obviously done, I can hold it, and I can show it to others--unlike most of what I do at work. And, "She who laughs, lasts."

*Sue Stock, Roosevelt University Counseling Center*

\* I spend some time playing with my dogs - they think I am fabulous, no matter how rotten my day has been. Plus, who could stay in a bad mood looking into all of those sweet eyes (I have 4 dogs!) and watching their tails wag a hundred miles/minute??!!

*Jodi K. Caldwell, Georgia Southern University*

\* Have a place you can go and people do not know you are a counselor. I have started volunteering at the local animal shelter in the past year, and the other volunteers, staff, and customers only know me as 'Jamie who volunteers with the cats.'

*Jamie Justus, University of Texas at Austin*

\* A light-hearted book to forget my worries helps me relax.

*Stacey Baisden, Grand Valley State University*

\* After finding my exercise plans consistently squeezed out by "more important things" throughout the day, I've gotten into the habit of scheduling times for yoga, the gym, etc. on my calendar. As a result, I find I am more likely to do for myself what I do for others with whom I have an appointment -- I show up.

*Elana Bizer, LMSW, Counseling & Mental Health Center - The University of Texas at Austin*

\* It just so happens that I recently compiled something on this subject. Modeling Wellness and Self-Care in the Work Place

- Take short walks during the day
- Work as a team – collaborate, consult, back each other up as needed
- Flexible schedules

 [What is this?](#)

- Celebrating birthdays and special days together
  - Giving "Kudos" awards via a staff newsletter
  - Casual days
  - Staff retreats ---that combine team-building, fun AND more serious topics
  - Mutual provision of social support among colleagues
  - Use of good natured humor and fun in daily interaction
  - Eating lunch with colleagues
  - Professional development seminars on self-care
  - Small staff library with books on self-care topics
  - Honest and direct communication
  - Create an environment that is accepting and supportive within the limits of your mission.
  - Interact with students and others consumers in a welcoming way that sets a positive and respectful tone for all
  - Create opportunities for quiet and or uninterrupted work time
  - Comp time
  - Yoga training sessions for staff
  - Workout plans for each staff member
  - Staff massages
  - Share 'News and Goods' to start our meetings
  - Team building events include physical activity
  - Provide healthier choices and a variety of foods at celebrations
  - Each staff person has a balance ball for working at their desk
  - Relaxing music in the office
  - Outside of the office social gatherings
- Sharon Mitchell, University at Buffalo*

\* "Remember to laugh, and to laugh often!" =)  
*Grace A. Chen, California State University, East Bay*

\* My words of wisdom regarding self-care are, "Each day make time for lunch...preferably with a colleague or friend."  
*Dwaine S. Campbell, Wayne State University*

\* What has been really helpful for me has been joining CURVES Fitness Center and making myself go right after work at least three times a week. I find it gives me an energy boost and helps me clear my head.  
*Paula A. Rosenberg, Parsons: The New School for Design - School of Fashion*

\* I have a relaxation CD by Joel Levey from self-guided.com. It includes a power nap track that is absolutely refreshing. On those long days when I am booked solid with individual sessions and getting pulled in a hundred different directions, I can spend 20 minutes of my lunch hour relaxing my mind. The added benefit is that I am equally alert for the afternoon. The thing about self-care is that regardless of what you choose to do, it has to be done purposefully and with intent.  
*Kristi Casey-Hart, Dalton State College*

\* I believe in "quests" for my relaxation – I'm always on a quest for a new improv comedy club to make me laugh, the best piece of key lime pie or coconut cake, the best taco or burger dive restaurant, the best steak house, etc. I love to escape into a good movie (especially at a drive-in). There also has to be a pitcher of freshly brewed sweet tea in my fridge at all times and the sci-fi channel or cartoon network on the TV. Of course there is the healthy stuff too, like working out, biking, and fencing (when I can).  
*Eric Klingensmith, Grand Valley State University*

\* Make sure to take some time (5-10 minutes) outside a day. It does a mind and a body good ;-). I tried to do something just for me at least once a day ;-~) to help practice self care. I also do workshops for trainees on self-care to help keep me accountable and remind me to practice self-care. I also make sure to laugh and to watch a comedy to help if necessary.  
*Chanda C. Corbett, CCAPS Chair of ACPA*

\* Being able periodically to close my office door for 5 minutes, even for a brief, power-nap during that time. Having coworkers willing to share a good laugh several times a day.  
*Wayne Kinzie, Grand Valley State University*

\* Certain channels on tv...like the Home and Garden and the food channels help me de-escalate and relax. Volunteering my time.

**Hariett Singelton, Grand Valley State University Counseling Center**

And last but not certainly least, this came in just under the wire and with good reason...

\* Before this weekend, I would have responded that my major way of coping is to do things that are NOT like my work life even though I enjoy my work very much. Travelling...travelling...being with my family...playing my French horn in a brass choir...gardening...small stakes poker with my friends...fine food (cooking AND eating!), just to name a few!

After dealing with Hurricane Ike (and the evacuees from other hurricanes), I realized that my self-care & coping comes from an INTERNAL mindset that I was poignantly reminded of by this past weekend's disaster. My mindset is to remember all that I am SO blessed to have in my life, and I try to make a point of remembering that, and thinking of specific examples, on a daily basis. Today I feel blessed (with a bit of survivor guilt, too), that when the hurricane finally tracked inland, it came in slightly east of its predicted path. So we were spared the worst of the destruction and permanent loss... or just the plain inconvenience of being safe, being without water, power, cell-phones, the internet, gasoline and easily available food! My mindset of being what I call and "optimistic pragmatist" has served me well...I always HOPE for the best, but I try to be prepared for and accept it when that doesn't happen! As Bev Sills, the late opera star said when Carol Burnet asked if she was really as ALWAYS happy as she seems, Ms. Sills said "I'm not always happy, but I'm ALWAYS cheerful." I think that's a good way to keep a positive mindset which is the basis for good self-care.

I must say, it was therapeutic this morning just to write all of this down... (HA! And yet another tip...write it down so you can see it and think about it!)

*Kerry Hope, Texas A&M University*

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## The University of Texas at Austin Behavior Concerns Advice Line

CCAPS Newsletter  
October 2008

Jane M. Bost, Ph.D.

Associate Director

UT Counseling and Mental Health Center

For several years, counseling centers across the nation have been reporting significantly increased numbers of students demanding counseling services, accompanied by increased severity of mental health issues. These trends have been brought to the general public's awareness through a number of campus tragedies, most notably the Virginia Tech shooting in Spring, 2007. As a consequence, heightened priority is being given to address issues of campus safety and security.

As a result of these trends and events, in August 2007, The University of Texas at Austin established the [Behavioral Concerns Advice Line \(BCAL\)](#) as a way to **actively prevent** campus violence. BCAL, located in the Dean of Students Office, is a centralized *single point of contact* for the entire university community and a clearinghouse for university resources. Any member of the university community is welcome to call the BCAL line (24/7/365) to voice concerns about the behavior of any other community member as well as non-university community members who are on campus. So often in large institutions of higher education, information is "silo-ed" so that the right hand doesn't know what the left is doing. BCAL serves as a central university information hub, increasing the chances that problematic situations can be more quickly and effectively addressed.



There are many advantages of this hub being located in the Dean of Students where there are fewer restrictions around communication with faculty, staff and parents. The Dean of Students Office is not bound by HIPPA or state mental health laws and/or mental health ethical codes. In addition, the Dean of Students Office is able to initiate *active intervention* for health and safety reasons under FERPA. For instance, when deemed appropriate, the Dean of Students Office can initiate contact with a person for whom significant concern about safety to self and/or others has been expressed. This ability to act proactively allows BCAL to be a crucial part of campus violence prevention. It is for these reasons that The University of Texas Police Chief has stated that "the only way to prevent violence is through something like BCAL". It is also important to note that BCAL is a partnership with the Dean of Students, Counseling and Mental Health Center, University of Texas Police Department (UTPD) and the Employee Assistance Program (EAP)—not in lieu of these services.

So, how does BCAL work? A highly publicized phone line is answered 24/7/365 by BCAL staff. During 8 a.m.-5 p.m., an administrative support staff answers the line. A brief phone script is utilized with the caller, then the call is directed to fulltime Dean of Students professionals. The professional consults with the caller and triages the call. Concerns about faculty and staff are forwarded to the Employee Assistance Program. Concerns about a visitor/contractor/or person with unknown affiliation to UT are forwarded to UTPD. Student concerns are handled by Dean of Students staff. Between 5:00 p.m. and 8:00 a.m., a professional BCAL staff answers the calls and assesses if anyone is in imminent danger. The callers are

What is this?

forwarded to UTPD if there is any imminent threat to self or others. If no imminent danger is assessed, the BCAL staff provides consultation for the caller, including necessary referral information. In addition, the information is forwarded by the BCAL staff to the Dean of Students (student concern) or the Employee Assistance Program (employee concern) for follow-up the next business day. In all cases, brief documentation by the BCAL staff person is made of the call. Callers are informed that they may choose to remain anonymous but the information is not confidential.

Depending on the level of threat and the complexity of the case, BCAL staff may contact other faculty and/or staff as appropriate. At first there was concern that our school song, "The Eyes of Texas are Upon You" would mirror a concern that "Big Brother" was watching/monitoring. Instead, the experience has been that people feel that BCAL is meant to be supportive. Another anticipated concern was that there would be "crank calls" and/ or callers trying to purposely falsify information about others. To date, no calls have fit this category.

The following is a brief summary of the calls that have been received between August 29, 2007- August 31, 2008:

- Total number of calls: 242
- Most calls were received in the last week of August and the first 2 weeks of September, tapering off throughout the year and rising again in April.
- Primary reasons for calls: concerns about students=56%; calls for information/brochures=18%; wrong number=15%; concerns regarding faculty/staff or contract worker=10%; concerns/complaints (about the BCAL line itself)=1%
- Approximately 15-20 calls occurred outside the 8 a.m.-5 p.m. hours
- Concerns about student behaviors: erratic behavior=53%; stalking/assault=15%; mental health concerns=24%; alcohol/drugs=6%; other=2%
- Concerns about faculty/staff/contract worker behaviors: aggressive behavior=40%; environmental concern (i.e.,disruption of workplace)=20%; not doing job=20%; depression=20%
- Of the callers who chose to disclose their identity, 22 were students, 13 were parents or other family members and 123 were faculty or staff.

Although this program has been operational for a relatively brief time, there are several indicators that it is contributing to campus safety. First, significant numbers of callers are utilizing this service. Anecdotally, it is also clear that BCAL staff were able to constructively act on caller information in ways that provided assistance to concerned callers as well as to the identified persons of concern. In several cases, it is clear that because of these actions, violence to self or others was diminished and/or prevented. In addition, BCAL has strengthened collaboration among campus partners, both through the BCAL development process and through the consequent interface and collaboration in regards to callers concerns. As a result of this success, universities have looked to the BCAL program to start similar initiatives. Information will continue to be collected on the impact of this program and shared with other universities as we all continue the search to find better ways to prevent campus violence.

For more information about this program, please contact:

LaToya Hill, Ph.D.  
Assistant Dean of Students  
Student Emergency Services  
Office of the Dean of Students  
The University of Texas at Austin  
[Email](#)  
512.471.5017

[Newsletter Home](#)