

2.4 PERSONAL COUNSELING

PURPOSE

- P1. To provide initial intervention to address the personal and social development needs of individual students.
- P2. To identify and coordinate the delivery of center and community resources to meet the needs identified.

REQUIREMENTS

R1. Organization

Centers shall provide personal counseling services with the following features:

- a. Designated counseling staff or qualified professionals
- b. Assigned caseloads
- c. Personal counseling sessions
- d. Availability of counseling services on weekends and in the event of emergencies.

R2. Personal Counseling Services

Centers shall provide intensive on-going personal counseling services early within the first 60 days of the student's stay on center. These services will continue as needed (see PRH 3.3, Personal and Career Counseling) throughout the student's enrollment, with the following features:

- a. An intake assessment, including student history, during the first 48 hours of enrollment (see Section 2.3, Student Assessment).
- b. Ongoing structured, scheduled, and documented individual social development and adjustment counseling.
- c. Group support sessions designed to identify and address specific issues, such as: abuse, relationships, childcare, home sickness, language and cultural barriers, etc.
- d. Identification of students who need more intensive services and referral to such services.
- e. Intervention and implementation of strategies to address personal issues, including mental health, medical issues, and English language learners.
- f. Support services, to include assisting with AWOL retrieval, conferring with parents, admissions counselors, career transition specialists, social service agencies; and providing referrals to community resources, as appropriate.

R3. Coordination of Services

Centers Shall:

Develop a system for counselors to interact and share information with other staff, departments and community resources in accordance with R4.b below, as needed, to ensure the coordinated delivery of services to students.

R4. Reporting/Documentation/Record Keeping

Centers shall:

- a. Ensure that counselors maintain a record of individual counseling sessions to include, at a minimum, the following information:
 1. The reason for such session
 2. An assessment
 3. A plan of action with appropriate follow up
- b. Implement safeguards to assure that personal information about individual students, subject to the Privacy Act, is shared among staff only to the extent necessary to ensure the safety and effective provision of services to students, and no further, in accordance with Appendix 601 (Student Rights to Privacy and Disclosure Information). Personal counseling records shall be treated as confidential documents.
- c. Advise students regarding counselors' responsibilities for safeguarding confidentiality and for disclosing information which is legally required or which may represent a threat to the student or others.

QUALITY INDICATORS

- Q1. Counseling services are effectively integrated and coordinated with other career preparation activities.
- Q2. Students view counselors as a resource to help them address their personal and social development needs.
- Q3. Students' personal and social development needs are met so that they can continue to prepare for careers.