

The recent revision in 2020 provides formatting changes to how the standards are organized and addresses standards around telemental health, contracted services, case managers, embedded counselors, and a peer review process.

- I. Relationship of The Counseling Center to The University Community
  - Added section on embedded counselors
- II. Changed name to “Counseling and Clinical Services” from “Roles and Functions”
  - Added section on case management
  - Crisis clarified and imminent danger moved here
  - Added peer review process to program evaluation
- III. Ethical Standards
  - Confidentiality – reworded to include mandatory reporting (which had been under imminent danger before)
  - Added sections on telemental health and contracted services
- IV. Counseling Services Personnel
  - Emphasis on diversity competency instead of diversity of staff
  - Took out equivalency criteria for non-doctorate directors
  - Duties of professional staff: put workload here with updated wording; also updated wording about direct service % determination being in line with the culture and mission of the center
  - Professional status to compare to faculty and staff, not just faculty (outdated)
- V. Title changed to “Resources and Infrastructure”
  - # Staff: clarified what FTE is and added language around Clinical Load
  - Clarified shared waiting space

### Special concerns regarding International Centers

Added this statement “IACS will make the best use of knowledgeable consultants and, whenever possible, delegate site visitors from the applicant’s region or site visitors who have familiarity with the culture and the country of the international applicant.”