

Mission Statement

Counseling for Faculty and Staff contributes to the overall mission of Appalachian State University by offering free, confidential, and short-term services to faculty, staff, and their family members to identify, prevent and address personal, family and workplace issues.

Guiding Principles

- Promote personal health and wellness among faculty and staff.
- Maximize organizational effectiveness.
- Retain high quality faculty and staff.
- Create a healthier and safer campus community.
- Increase visibility to the campus community.
- Protect employee anonymity and confidentiality.
- Minimize time employees lose from work.
- Speed of response for both urgent and routine clients.
- Personnel licensed in human services fields.

Goals

Goal 1: Problem prevention

- Objective 1a: Provide education and training targeting specific concerns, including: balancing elder care and work, relaxation and stress reduction, marital stress, parenting skills, alcohol and drugs in the family, dealing with difficult people, deciding when to refer to CFS, recognizing and responding to security issues, and managing diversity in the classroom.
- Objective 1b: Provide informational materials to the University community via email, online publications, website links, and hard copy.
- Objective 1c: Maintain person-to-person contact with managers, campus committees, and the university administration.
- Objective 1d: Maintain an updated website and brochure(s).
- Objective 1e: Evaluate the effectiveness of CFS prevention activities and annually report evaluation results to University administrators.

Goal 2: Accurate, thorough assessment of problems

- Objective 2a: Provide thorough and timely diagnostic interviews for all clients.
- Objective 2b: Provide appropriate psychological testing for clients when indicated.
- Objective 2c: Provide appropriate referrals for clients needing assessment services beyond the scope of CFS, including referrals for fitness for duty or risk assessment evaluations if requested.
- Objective 2d: Maintain an updated list of off-campus service providers.

- Objective 2e: Maintain records according to standards and policies mandated by the federal and state government.
- Objective 2f: Evaluate the effectiveness of CFS assessments and annually report evaluation results to University administrators.

Goal 3: Effective intervention in problems

- Objective 3a: Provide timely, accessible, appropriate, and confidential short-term counseling or referral for faculty, staff, and their immediate families.
- Objective 3b: Expand outreach efforts to and services for faculty and staff with substance abuse concerns.
- Objective 3c: Provide timely response to emergency calls during or after office hours, including providing instructions for callers to access appropriate emergency services if not available through CFS.
- Objective 3d: Respond to crises in work units within 24 hours through Critical Incident Stress Debriefings.
- Objective 3e: Improve employee relations and the climate of work units through employee and/or management consults.
- Objective 3f: Maintain records according to standards and policies mandated by the federal and state government.
- Objective 3g: Evaluate the effectiveness of CFS interventions and annually report evaluation results to University administrators.

Goal 4: Maintenance of a safe workplace for faculty and staff

- Objective 4a: Provide early intervention for potentially inappropriate or dangerous behaviors.
- Objective 4b: Contribute to university policies and procedures through participation on campus safety committees.
- Objective 4c: Participate in university education efforts on threat recognition and response.
- Objective 4d: Provide consultation to university administrators regarding fitness for duty, threat assessment, and crisis protocols.
- Objective 4e: Assist in recovery efforts after critical incidents.
- Objective 4f: Evaluate the effectiveness of CFS workplace safety activities and annually report evaluation results to University administrators.