



“Let’s Talk” Frequently Asked Questions

What is “Let’s Talk?”

Let’s Talk is a drop-in program where students can stop by for a brief, confidential conversation with a counselor to receive consultation, support, referrals, and advice. Counselors from Counseling & Psychological Services (CAPS) hold walk-in hours at sites around campus. There is no appointment or fee necessary.

What happens at a visit to Let’s Talk?

Consultations are first-come, first-served. Usually there is not much of a wait. The counselor will listen closely to your concerns and provide support, perspective, and suggestions for resources.

How do I make an appointment for a Let’s Talk visit?

Just walk in! Let’s Talk consultations do not require an appointment; you can drop in during any scheduled Let’s Talk hours.

Where and when can I visit Let’s Talk?

For winter and spring 2016, Tuesdays, 2 to 4 pm, at the Cantu LGBTQ Center; Wednesdays, 12:30 to 2:30 pm, at the Graduate Student Commons; and Thursdays, 1 to 2 pm, at the Cove (Kresge, Bldg. 393, Suite 153).

How is Let’s Talk different from CAPS individual counseling?

Individual counseling through CAPS is more formal counseling, which usually consists of a handful of weekly or bi-weekly 45- to 50-minute appointments that are scheduled ahead of time. Let’s Talk is not formal counseling; it is a drop-in service where students can have a brief, informal consultation with a counselor on a one-time basis or just a couple of times.

Who should visit Let’s Talk?

This service is open to all UCSC undergraduate and graduate students. Let’s Talk is the best fit for:

- Students who have a question or concern that would benefit from a brief consultation
- Students who are hesitant or curious about counseling and want to learn more about it
- Students who are concerned about a friend and would like information or advice
- Students who are not interested in therapy but would like to get a counselor’s perspective

I think I have a problem that would benefit from counseling, but I don’t know anything about counseling. Would going to Let’s Talk help me figure out what to do?

Absolutely. The counselor will talk through your concern with you and help you determine the best way to get help. If you decide to try formal counseling, the Let’s Talk counselor can help you connect with a counselor at CAPS who will best meet your needs. Sometimes it’s possible to be assigned to the Let’s Talk counselor for formal counseling at CAPS if you prefer to meet with that particular counselor again.

I am a non-student spouse/partner of a UCSC student. Can I come to Let’s Talk?

The Let’s Talk program is designed for UCSC students only and is not available for non-student spouses/partners. However, you may receive couples counseling with your spouse/partner through CAPS or look on the [CAPS website](#) for self-help resources.

The most convenient site for me to visit is in the Cantu Center, but I’m not affiliated with the center. Can I go there?

Certainly. All sites are open to all students.

I called CAPS and spoke with a counselor. She offered me an appointment 10 business days from now. I can't wait that long—can I go to Let's Talk instead?

If you believe you need to be seen sooner than the appointment you were given, it's best to call CAPS directly and explain your situation. You are welcome to try Let's Talk if you think a short consultation with a counselor could help, but remember that Let's Talk is not set up to handle emergencies or to replace formal counseling.

I called CAPS and spoke with a counselor. He recommended a referral to an off-campus counselor. Can I go to Let's Talk instead?

Since formal counseling visits are not available through Let's Talk, following up with the referral is a good idea. Unfortunately, CAPS cannot provide ongoing counseling to every student who requests it.

I'm currently seeing a counselor at CAPS, and I would like to talk to someone sooner than my next appointment. Can I go to Let's Talk?

If your next appointment is not soon enough, it's best to contact your CAPS counselor directly to see if he or she can give you an earlier appointment, or contact to the CAPS central office if you are having a mental health emergency and can't reach your CAPS counselor soon enough.

I'm currently seeing a counselor at CAPS and I'm not happy with how things are going. Can I go to Let's Talk instead?

The best thing to do in this situation is to talk directly with your counselor. Counselors are eager to get your feedback, positive or negative. Often, an open conversation about your concern helps smooth out any wrinkles. If, after talking with your counselor, you prefer to transfer to someone else, you can ask your counselor directly or call the main CAPS office and request a new therapist.

I'm currently in crisis and need to talk with someone right away. Could I go to the next available Let's Talk session?

No, Let's Talk is not set up to help students in crisis—the Let's Talk counselor will not have all the appropriate resources available for managing crises. You should call the CAPS main office for immediate support (831-459-2628) or dial 911 in an emergency. CAPS has crisis counselors available during normal business hours (Mon–Fri, 8 am–5 pm) at the Student Health Center, 2nd Floor, East Wing. You can also speak by phone with a live after-hours crisis counselor at night and on weekends and holidays by calling the main CAPS number (831-459-2628) and selecting option “3” on the automated menu.

What else do I need to know?

Although Let's Talk counselors are professionals, Let's Talk is not a substitute for psychotherapy or formal counseling and does not constitute mental health treatment. Let's Talk counselors provide informal consultations to help students with specific problems and introduce them to what it's like to speak with a counselor. Your Let's Talk counselor can help you determine whether formal counseling would be useful for you and, if appropriate, assist you in scheduling an appointment.

Let's Talk visits are confidential. Are there any limits to confidentiality?

Conversations with Let's Talk counselors are confidential, with a few rare exceptions. Counselors may need to share information in an emergency when there is an immediate threat of harm to self or others. Counselors are required by law to report when a minor, elderly person, or mentally or physically dependent adult who is unable to act on his or her own behalf is being abused. Let's Talk visits are not recorded on a student's official record or within CAPS. We don't want anything to be a barrier to students accessing help. If you have further questions about confidentiality, we encourage you to discuss them with a Let's Talk counselor.