

What You Should Know About Making a Referral to CAPS

Faculty and staff are not expected to provide psychological counseling. That is the role of CAPS staff. CAPS professional staff is trained to assess and intervene with emotional problems and psychological disorders. In some instances you may wish to refer distressed and distressing students to CAPS.

When you have decided that professional counseling is indicated ...

Inform the student in a direct, concerned, straightforward manner. Because many students initially resist the idea of counseling, it is useful to be caring, but firm, in your judgment that counseling will be useful; to be clear and concrete regarding the reasons you are concerned; and to be familiar with the procedures and the counseling services or other help-giving agencies on campus. Except in emergencies, it is important to allow the student to accept or refuse counseling.

Suggest that the student call or come in to make an appointment.

Provide them the CAPS phone number (831) 459-2628 and location (Student Health Services Building, East Wing, Room 2400). Remind the student that our services are confidential. If they would like more information before calling, they can visit the CAPS website at caps.ucsc.edu.

Sometimes it is useful and necessary to assist the student more directly ...

... in making an appointment. In these instances, you can offer the use of your phone or call CAPS yourself, while the student is in your office. Occasionally, you may think it wise to actually walk the student over to the CAPS offices. This can be especially helpful to students who are unsure about the location and/or are intimidated about meeting with a CAPS staff member for the first time.

Please note:

If you are concerned about a student but unsure about the appropriateness of the referral, feel free to call CAPS at (831) 459-2628 for a consultation with a professional staff member.

(Adapted from UCD)