OTHER SOURCES OF INFORMATION

WEBSITES:

- CAPS website: caps.ucsc.edu. Our website offers information on current therapy groups, workshops, campus resources, and self help information. The self help pamphlets provide valuable information on issues such as depression, anxiety, sleep, and eating awareness.
- The American Psychological Association: http://locator.apa.org/
- The American Counseling Association http://www.counseling.org
- The Counseling Center Village http://ub-counseling.buffalo.edu/ccv
  This website also has a “virtual pamphlet collection” on a number of topics such as finding a therapist, dealing with depression, developing good study skills, and improving relationships.

PERSONAL REFERRAL LIST
Put the names and numbers of potential therapists provided by your referring psychologist here.

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Please Note: CAPS assists in matching you with an appropriate clinician based on the clinician’s self-report. CAPS does not endorse any referred to clinician.

OTHER REFERRAL SOURCES

If none of your referrals work out please feel free to contact your referring UCSC psychologist or the main counseling office for more referrals. The following is a short list of possible additional sources of referrals:

- Your health insurance company may provide a list of counselors who are covered by your insurance plan. Call the number on your insurance card for assistance.
- The Mid-Coast Psychological Association has a free referral service for local psychologists and therapists in Santa Cruz County: 429-7799.
- The Monterey Bay Psychological Association lists local psychologists and therapists in Santa Cruz and Monterey Bay Counties: http://www.mbpsych.org/.

CRISIS SERVICES

- Emergency (police, fire, medical): 911 or 831-459-2345 for UCSC Police Department.
- CAPS After-Hours Crisis Service: 831-459-2628. Professional counselors are available via phone M-F from 5 p.m.-8 a.m. & all day on weekends and holidays.
- National Suicide Hotline (www.hopeline.com) 800-784-2433 (SUICIDE).
- Local 24-Hour Suicide Prevention Services 831-458-5300.
- Dominican Behavioral Health Unit for psychiatric emergencies: 831-462-7719.
- 24-Hour Santa Cruz County mental health crisis line: 800-925-2335.

This brochure contains information on:

- Finding and choosing a therapist
- The value of seeking counseling
- Answers to common questions about finding a therapist
- Where to go for more information
INTRODUCTION

This brochure is designed to help you in the process of finding and choosing a counselor or clinician off-campus. You were probably given this brochure along with the names of several local clinicians who have been recommended to you by your referring UCSC clinician. It is understandable that some people may find the thought of contacting a clinician a bit daunting or overwhelming. Thus the following information is provided to answer some of the questions you may have about finding a clinician and to offer tips and resources to help you in this process.

In general, counseling can help you learn more about yourself, teach you ways to deal with difficult emotions and handle stress, and improve your overall quality of life. Taking time to talk with a counselor or clinician is an important step in helping you find ways to understand yourself better and learn about different ways to deal with problems or concerns you might have.

HOW TO GET STARTED

Once you and/or your UCSC clinician have decided that off-campus services are appropriate for you, call the potential clinicians on your referral list as soon as possible. It is likely that you will get a voicemail system when calling. Leave a brief message including your name, number, purpose for calling, and the best times to reach you. Repeat your number multiple times, especially when using a cell phone, to make sure your number is communicated clearly. You may wish to leave a message for one clinician at a time, or all the clinicians in one sitting. Expect to receive call-backs in 1-3 days. It may take a few weeks before a counselor is able to see you.

Most clinicians are open and willing to answer questions before you make an appointment. Asking questions will help you get a sense of which of the referrals is a good match for you in terms of counseling style, fees, location, etc.

QUESTIONS TO ASK POTENTIAL COUNSELORS

- Do you take my health insurance plan? (CAPS clinicians will refer you to clinicians who report taking your insurance, but it's always important to double check with the clinician to make sure.)
- What is the cost per session – Do you have a sliding scale (i.e. low-fee)?
- Do you have any openings/What is your availability (e.g. days/times)?
- Do you have a professional license? If so, what type?
- What is your counseling style? How do you typically run a session?
- What is your experience with concerns like mine (e.g. anxiety, relationship issues)?
- Where is your office located?

INSURANCE

Contact your health insurance company and get information on your coverage before your first appointment with a clinician. Often times insurance companies require that you get pre-approval for services before they will agree to cover part of the costs.

Some insurance companies offer very good mental health coverage for counseling, and others don't offer any coverage. Typically, if your insurance company does have mental health coverage, you will be required to pay a co-pay for each session. To find out more about the UCSC Student Health Insurance Plan (SHIP), call 459-2389.

If you don't have insurance, or can't/don't want to use your insurance, there are other options. Your CAPS clinician can help you find a therapist with a low fee, or you may seek services at the local community therapy agency, Family Service Agency (FSA). There are many great therapists employed at FSA, and they offer a sliding scale as low as $25 per session. Contact FSA at 423-9444.

FREQUENTLY ASKED QUESTIONS

- What's the difference between a psychologist and psychiatrist? There are several different types of clinicians that you may be referred to. In general, psychologists are licensed doctoral (i.e. Ph.D.) level clinicians who provide therapy. LMFT's and LCSW's are licensed master level clinicians who also provide therapy. Psychiatrists are medical doctors (i.e. MD's) who are the only clinicians with the ability to provide both therapy and psychotropic medication.
- Why am I being referred off-campus? CAPS provides short-term counseling only. Many concerns students present with are best supported by off-campus clinicians who can offer more sessions over a longer period of time. Additionally, there may be specialists in the community who can better meet your specific needs.
- Why doesn't CAPS offer more sessions? As much as CAPS would like to offer unlimited support to students, the high demand for services does not allow us to see students long-term while providing timely services to new students.
- What if I can't afford it? Many insurance companies, including the UCSC SHIP plan offer good coverage for off-campus therapy. However, there are community clinicians who realize that some students can't afford their co-pay. CAPS clinicians can help you find a clinician who may waive part of your co-pay and offer reduced fee or sliding scale sessions.
- What if I have trouble finding someone? If none of the people on your referral list feel right for you, don't get discouraged. It often takes time and effort to find the right fit between you and a therapist. Ultimately, this will be important in helping you feel safe and comfortable enough to talk openly in your sessions and learn more about yourself. If needed, we strongly encourage you to return to CAPS to request referrals that better match your needs.