How to Find an Off-Campus Counselor

Selecting a professional counselor in the community and scheduling an appointment is an unfamiliar process to many students. Our goal is to make the process simple to help you attain your needs. Below are some frequently asked questions that may help you better understand this process.

**Frequently Asked Questions** about finding an off-campus counselor (also known as “being referred”):

1. **Why am I being referred out?** A referral to a community provider ensures that your concerns are more effectively addressed beyond the brief counseling that CPS can provide. In addition, we can help you find specialists in the community who can better meet your specific needs.

2. **Why does CPS only offer up to 8 sessions? Why can’t I pay to get more sessions?** As much as we would like to offer unlimited services to our students, the demand for our services does not allow us to provide long-term counseling (even if students pay) in addition to providing timely access for new students.

3. **What if I have trouble finding someone?** The process of finding a “good match” may take a little time and effort and can have a satisfying result. With some planning, understanding, and discussion with your CPS counselor, you can have a better idea of what to look for in an off-campus counselor. However, if you continue to have difficulty finding someone, we strongly encourage you to contact your CPS counselor who can provide you further assistance.

4. **What if I can’t afford it?** If you are on SHIP and if you see a SHIP provider, you are responsible for a $15 copay per office visit. The Student Health Insurance Office can provide you more detailed information. If you do not have SHIP and are on another insurance plan, CPS can provide some guidance on how to use that insurance. Additionally, there are several low-fee clinics in the area that can provide quality service. Many off-campus counselors may also offer a sliding scale fee.

Below are referrals that have been selected for you. Please note that CPS does not endorse any specific counselor. Our goal is to best match your needs with the appropriate counselor. Flip over this page for a few tips on scheduling an appointment with someone who might be right for you.

<table>
<thead>
<tr>
<th>Referral Name</th>
<th>Phone #</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Low Fee Agency: ________________________________
How to Find an Off-Campus Counselor

**Tips For Scheduling**

1. When you call an off-campus counselor, it is likely that you will get a voicemail system or an answering machine; therefore, it is best to leave a brief message, including your name, number, purpose for calling, and best times to return your call. You may wish to call all or a few counselors in one sitting and expect to receive call-backs shortly.

2. Have your schedule ready and know the times you are available to meet in-person. Appointments are typically a little less than one hour.

3. Clarify your insurance status. If you have SHIP insurance stop by the Student Health Insurance Office, 3rd Floor Tang Center, for specific information about your coverage and to pick up your SHIP referral. If you have your own health insurance, call (typically there is a toll free number) and ask about your coverage for outpatient mental health counseling.

4. When you speak with a counselor, identify yourself as a UC student referred by a counselor at Counseling & Psychological Services (CPS), and be prepared to give a brief description of your concerns and, if possible, goals for therapy.

5. You may want to ask the counselor the following questions:
   - “Do you have openings?”
   - “What is your experience with concerns like mine?”
     (e.g., depression, anxiety, family issues, relationship conflicts)
   - “What is your counseling style?”
   - “For how many sessions do you typically see clients?”
   - “What kind of counseling license do you have?”
   - “What is your fee?”
   - “Do you have a reduced fee for students on a budget?”
   - “Where are you located?”

**Things To Remember**

If you have further questions about the referral process or if an urgent situation arises before you can connect with an off-campus counselor, you are encouraged to contact your CPS counselor.

Additionally, CPS counselors are available on a drop-in basis for urgent concerns Monday – Friday 10:00am-5:00pm.

For emergencies when CPS is closed please call the After Hours Assistance Line at (855) 817-5667. You may also call Urgent Care at (510) 642-3188 or UCPD at (510) 642-3333.