

Counseling and Wellness Services

What To Expect

The mission of Counseling and Wellness Services (CWS) is to promote optimal student wellness and mental health and the pursuit of social justice through the provision of quality education, consultation, and clinical service and training as an active presence in the Wright State University community with an appreciation for multiculturalism and diversity.

We offer a warm, relaxed and confidential place to talk things out. Talking with someone who is invested in understanding your experience and helping you reach your goals can be extremely helpful.

We offer group, individual, and couples therapy as well as psychiatric (medication) services and assessment (testing services).

Here's how you can get started with services through CWS:

- **Initial appointments**
 - To get started, you'll complete a 15-minute Evaluation for Services appointment with a provider from our office. This first meeting is done on a walk-in basis, M-F, from 11:00 – 3:00, in our office in 053 Student Union. Times vary on Wednesday, so please call our office (937-775-3407) or check our webpage (www.wright.edu/student-affairs/health-and-wellness/counseling-and-wellness) for specific hours.
 - After you complete some paperwork, you'll meet with one of our therapists to talk about your situation and your goals/needs. You'll have a chance to ask questions and together, you and the therapist will determine what the next steps might be to help you get your needs met.
 - After the initial meeting, you will either schedule your intake appointment or be contacted by a provider to schedule an intake appointment. During periods of high service demand there may be a wait before you start working with your ongoing provider at CWS. We know it can create anxiety to wait. The person you met with for your Evaluation for Services will call you each week to check in and you can always schedule to meet with that person face-to-face to talk through things while you wait. Please make sure you return phone calls or respond to letters we may send you; we take those steps to make sure that you are getting the support you want and ensure that you stay active in our system to receive services. We are here to help!
- **The intake appointment**
 - Once you get assigned to your ongoing provider, you'll complete a 50-minute intake appointment. The intake is a chance for you and your provider to get to know each other and gather additional information that helps us create a plan that meets your unique needs.

Common questions students ask about our services:

What's the cost? – All registered WSU students are eligible for 12 individual therapy sessions, per academic year, for free! If you don't have Wright State University student health insurance, the fee for individual sessions is \$10, beginning with the 13th session. Talk with your provider if finances are a concern. We're committed to making sure you get the support you need.

We don't bill insurance or collect fees in our office; instead, any fees that may apply are billed to a student's Bursar account as a general "health service fee."

If you miss a scheduled session, please be aware that a \$15 missed session fee may apply. A missed session fee is applied when you fail to show for your session, are more than 15 minutes late for your session, or fail to provide us with 24 hours notice that you will not be able to make your session appointment.

Currently, there is no cost for group or psychiatry appointments.

Who can access my file? – Services at CWS are confidential. We don't share your information with anyone outside of CWS without your written permission to do so. There are some exceptions to confidentiality, and your provider can explain those specific instances to you in more detail.

How do I talk to someone when the office is closed? – CWS is open, Monday – Friday, from 8:30 am – 5:00 pm. When the office is closed, you can contact Raider Cares, a 24/7/365 hotline. Raider Cares is staffed by off-site mental health professionals who provide emotional support, crisis intervention and suicide prevention strategies. They can be reached at 855-224-2887 (TTY: 855-327-9151). If you prefer text communication, the Crisis Text Line offers 24 hour, 7 day per week text contact with trained crisis counselors - reach them by texting "LISTEN" to 741-741. The Crisis Text Line is NOT affiliated with Counseling and Wellness Services or WSU.

For students who are experiencing a mental health emergency, we encourage you to come to CWS any time when our office is open. You will be asked to complete a brief form which provides the provider information to best serve you at that moment. If the emergency occurs after our regular business hours, please contact the police (911 on campus) or the Raider Cares Line (see above).

Trans Student Support

If you are seeking gender affirming services (hormones, surgery) and/or are in need of supportive documentation (i.e., BMV gender marker change) from a therapist at Counseling and Wellness Services (CWS), we are happy to help. The first step in the process is to attend one of our Evaluation for Services meetings, offered on a walk-in basis. If you are already receiving services at CWS, please speak to your current provider about how we can help.

Providers at CWS use the World Professional Association for Transgender Health (WPATH) Standards of Care as a guide to the care you receive. Eligibility criteria exist for those individuals who wish to pursue hormone therapy and/or surgical procedures. Those criteria are as follows:

1. Persistent, well-documented gender dysphoria
2. Capacity to make a fully informed decision and to consent for treatment
3. Age of majority in a given country (typically 18 in the USA), and
4. If significant medical or mental health concerns are present, they must be reasonably well-controlled.

Everyone's needs are different and each situation is unique. Your CWS provider can talk with you about the general standards of care as identified by WPATH as well as your provider's approach to documenting "dysphoria" and what it means for your care. When your provider meets with you, they will gather information about your gender and sexual identity history, your overall mental health history, and provide information about the options available and process moving forward. Because each person's situation is unique, we cannot specify how quickly letters/documentation may be provided. Please discuss any concerns you may have about the process or the time line with your provider as we value open communication and want to facilitate the process as best as possible for you.

Please note that electronic paperwork requires students to enter their current legal name for electronic paperwork to be entered into our record system. All clients of CWS are encouraged to input their Chosen Name and Pronouns for all other interactions with our office.

CWS does not currently prescribe hormones. Our providers will help get you connected to medical resources in the community. Referrals to some medical providers (i.e., Wright State Physicians) may occur through a "check in" at Student Health Services (SHS) and indicating "referral needed" on their paperwork. Student health insurance currently does provide coverage for hormone therapy. For questions about student health insurance, please see staff in the insurance office, located next to SHS.

Therapy can be an important source of support as you balance being a student with all the other roles and responsibilities you may have in your life. These areas can be sources of great strength; you may also experience conflicting demands and expectations in these roles. Maintaining your emotional well-being is important. CWS offers individual and group therapy in addition to testing services and psychiatric appointments.

Please come by the office (053 Student Union); call us at 937-775-3407; or visit our webpage (<https://www.wright.edu/student-affairs/health-and-wellness/counseling-and-wellness>) for more information.

Additional resources that could be helpful:

Raider Cares 855-224-2887 (TTY: 855-327-9151)

Trevor Line 866-488-7386

Trans Life Line 877-565-8860

Thank you to the University of Oregon Counseling Center and Washington University of St. Louis Mental Health Services for permission to adapt materials for this purpose.