

# WHAT TO EXPECT

**Welcome to CAPS! We are glad you've made the decision to seek support!**

We use **evidence-informed practices** including a range of interventions.

Your clinician will discuss with you the services that are most appropriate for your needs.

## How often and how long?

- CAPS works on a short-term therapy model. The number of sessions needed will vary by person and will be determined with your provider. If you or your clinician believe that you would be best served by long-term therapy, a referral to a community provider might be indicated.
- Most frequently, **sessions occur on average every two weeks**. Frequency of sessions may vary over the course of the treatment depending on availability and clinical need.

## E-Therapy/Telehealth

- CAPS offers in-person and telehealth services. Telehealth appointments are done via a HIPAA-compliant form of Zoom. You can attend these sessions from your phone, computer, tablet, or any other video-capable device.
- It is important that you be in a **private, stationary location with adequate internet access** for the duration of your sessions.
- Your clinician will provide you with the link you will use to access your session.
- CAPS also has rooms available for students to use if they need a private location for tele-therapy.

## Attendance

- Scheduling an appointment means that you have committed to being there—that's great! It also means that someone else who may have wanted that appointment didn't get it. So, **it is important that you attend every scheduled appointment**.
- If you are unable to keep your appointment, be sure to **give us more than 24 hours' notice** so we can accommodate another student in your place. CAPS reserves the right to assess a fee for sessions that are missed or are cancelled with less than 24 hours' notice.
- **IMPORTANT:** After two consecutive no-shows or cancellations for scheduled services, a next session may not be rescheduled.

## Why so many forms?

- Several factors go into determining your mental wellbeing, and sometimes things happen—even in between sessions—that can change how you're feeling. It is important that before each session you complete a questionnaire so your clinician will know how you're doing and can keep track of your progress. Most of the assessments ask about your symptoms in the past two weeks and are part of the standards of care for counseling centers.
- You will be asked to complete several different sets of paperwork as part of CAPS services. Some paperwork gives us information that helps us to understand you and your reasons for seeking services, while others help us to track your progress over time.
- The paperwork is important, and we ask that you **set aside 10-15 minutes** before session to complete it.