

College of Eastern Idaho Counseling Center Clinician Caseload Procedure
CEI Counseling Center Procedure # 5
Established 01/23/23

5.0 Overview

The CEI Counseling Center is committed to providing accessible and free services to our students, practicing responsible allocation of the resources provided to the department, and providing a reasonable and sustainable workload for our employees.

5.1 General requirements

Consistent with other institutions of Higher Education in the State of Idaho, it is expected that full time employees will complete a median amount of 25 direct student hours per week.

Additional responsibilities will affect this number, clinicians with additional responsibilities will have adjusted caseloads. More details can be found in section 1.3.

5.2 Scheduling

Clinicians employed with the Counseling Center have the latitude to schedule their own appointments, including setting their own placeholders for online scheduling through the Titanium Web Component.

Availability for full time employees is expected to be throughout the work week, at varying times of day. Schedules and availability will be set on a case by case basis for part time employees.

It is expected that clinicians will take a lunch break each full day of work, as well as utilize allotted breaks. Reasonable time can be blocked off at the end of the work day/start of the following day to complete documentation.

5.3 Additional Responsibilities

Clinicians with additional responsibilities will have adjusted caseloads. These responsibilities include (but are not limited to) leadership responsibilities, software oversight, walk-in meetings/questions, providing clinical supervision, campus committees, community partnerships, and presentations/workshops.

Caseloads will be adjusted on an individual basis, dependent on the time commitment of the specific responsibilities assigned. Caseloads are determined by the Counseling Director. Clinicians are encouraged to address any concerns with their caseload and subsequent adjustments with the Counseling Director.

5.4 Schedule Deviations

Schedule deviations occur for various reasons both institutional and personal. Weekly clinical capacity will be adjusted to reflect time out of the Counseling Center. It is not necessary or expected to “make up” hours spent away from direct student care.