Managed Mental Health Care: What Counselors Need to Know

Paula Helen Stanley
CSI Associate Editor

Professional counselors who receive third party payments often find themselves involved in a phenomenon called managed mental health care. Sirospider and Grad (1993) describe managed care as a concept applying to the provision of health care with a high level of utilization review. Managed care usually operates in conjunction with employees or other groups and their insurance carriers, which manage (fiscally) the health care of the group. Practitioners are usually paid on a discounted basis. (p.6)

Counselors who depend on reimbursement from insurance companies need to become astute at understanding the changing atmosphere of the counseling practice which now includes managed mental health care.

Foos, Ottens, and Hill (1991) provide a review of the nature of managed mental health care in an issue of The Journal of Counseling and Development. Whereas the “fee-for-service system” has prevailed in the past as the common service model, the managed care model is now a predominant system which influences anyone who is in the counseling profession. The managed care system has emerged, according to Foos et al., because of the need to control costs of delivering health services.

Common Managed Care Systems

There are many managed mental health care structures in existence which share many common features. Although there are variations in how they work, all require an increased scrutiny of treatment plans. Foos, et al. (1991) identified four of the most common managed care systems: (a) Employee Assistance Programs (EAPs); (b) Utilization review; (c) Preferred Provider Organization (PPO); and (d) Staff model HMO.

Employee Assistance Programs are used by over 6,000 businesses and provide services such as wellness programs, stress management, addictions counseling, and referral. Utilization review refers to programs which require the health care provider to submit a written justification for treatment and a comprehensive treatment plan. A given number of sessions is allocated, with additional sessions requiring approval.

The Preferred Provider Organization (PPO) consists of providers who agree to follow specific guidelines concerning mental health services, which can include the type of counseling provided (e.g., short-term treatment is preferred by many). The provider accepts a reduced fee from the insurance company who refers clients to the provider. The staff model HMO consists of a system of trained individuals who are designated as providers of treatment for a certain subscriber group. To obtain reimbursement for services, the provider must be a member of the HMO. The HMO providers are paid a preset amount for each subscriber rather than fees for given services (Foos, et al., 1991).

Changes Needed in Counselor Education

Peter Emerson, a private consultant, associate professor of counselor educator at Southeastern Louisiana University, and Chair of the Licensed Professional Counselor Board of Examiners for Louisiana, proposes that counselor educators really need to change their thinking about accountability in providing services to clients (personal communication, 1994). The old model presented to students by counselor educators portrayed accountability as a contract only between the counselor and the client. Today, counseling students need to be aware that they will most likely be accountable to someone else (in addition to themselves) concerning client care. According to Emerson, there also needs to be more of an emphasis on accountability in counselor education programs.

Emerson also expresses an optimism about the potential benefits of a managed care system. A managed care system can provide a “continuum of care” where resources are allocated appropriately and in which clients receive no more or less than the treatment they need. In a managed care system, a client has the potential to receive many benefits, including wellness and prevention programs. In addition, managed care can be seen as a move away from the disease model toward a prevention model.

Emerson believes that counselors are in a good position to participate in the managed care system because of their focus on “developmental epochs” throughout the lifespan. Such a focus is important in creating preventive interventions. We can help people plan ahead for the developmental issues they will encounter, such as those experienced by many at mid-life or retirement. The concept of a “continuum of care” refers (Continued on page 6)
Recognition of a Sense of Community in the Profession

Nicholas Vacc
CSI President

My first presidential message last year concerned itself with a plan of action for Chi Sigma Iota. In retrospect, I believe that the goals for the year have been reached, and in some cases we have exceeded the objectives because of a dedicated and hard working group of officers, committee chairs, interns, and members. What I did not anticipate at the beginning of the year was the importance of the commitment and sense of community within Chi Sigma Iota that has served to move the Society forward during the past academic year.

Sense of Community

The sense of community and its importance was captured in a different context by Ernest Boyer of the Carnegie Foundation. Dr. Boyer indicated that every institution should strive for community as it provides purposefulness or a sharing of goals and a willingness to work together to improve the institution. He further indicated that crucial elements of a “good” community include the following: (a) an openness that generates stability and freedom of expression in communication, (b) justice whereby equity and diversity are valued and supported, (c) discipline that includes well-defined standards which are accepted as obligations, and (d) caring whereby individuals feel affirmed and activities are conducted in a humane way.

Chi Sigma Iota

While Dr. Boyer’s report was focused on the institution of higher education, the basic principles seem very descriptive and applicable to Chi Sigma Iota International. A sense of community and an emphasis of its crucial elements have become interwoven in a variety of ways in our Society. As we approach the second decade of the Society’s existence, it is my sincere hope that we can hold true to Chi Sigma Iota’s sense of community. It is important that the Chi Sigma Iota membership stay involved in the Society’s governance and the activities of the local chapters to ensure that members’ interests are reflected by the Society; the sense of community in Chi Sigma Iota is enlarged by active participation and involvement of its members. In our community there are many professional interests and ways to participate; we all have a responsibility as members of Chi Sigma Iota to become more involved in our Society and to help advance the counseling profession. Simply put, Chi Sigma Iota represents professional counselors, and the Society needs your help to ensure our future.

Appreciation

I could not conclude my year without a thank you to the many people who have made a difference in Chi Sigma Iota and who have assisted me during my term of office. I would like to express my deep appreciation and sincere thanks to those individuals with whom I have worked closely and to the membership in general for helping establish a community in which Chi Sigma Iota has prospered during the past year. Best wishes.
Update from Headquarters
Thomas J. Sweeney
CSI Executive Director

It hardly seems possible, but the spring convention is over, graduations are upon us, and the summer is about to begin. This is a special year for the Society as we enter our tenth anniversary year. We have already surpassed 10,000 members initiated into the Society, and we now have over 130 chapters in this country, the Philippines and Europe. In addition, we have requests for start up packets from Saudi Arabia, Australia, and England, as well as several other institutions in the states.

I recently had a chapter officer call to inquire about activities of the Society. From its inception, CSI has been contributing to and collaborating on the promotion of excellence within the profession. The list is too long for this column, but you might be interested in just a few illustrations.

Promoting Excellence

One of our first efforts was with the National Board of Certified Counselors (NBCC). This effort resulted in the distribution of thousands of pamphlets and brochures on client rights and responsibilities. CSI also saw that these were distributed to syndicated columnists and talk show hosts as an advocacy activity for the profession.

We have been making CSI awards to chapters and members for a variety of accomplishments including research, service, and leadership. Among these have been fellowships each year to encourage potential leadership within the profession. Ten individuals receive assistance from their chapter and CSI to help defray their expenses to attend the ACA/CSI convention. Leadership training, the business meeting, and a special scholar presentation are a part of the program for them. Outgoing CSI secretary Susan Tynes was one of our earliest fellows.

In addition, two of each year’s fellows serve as CSI interns who attend our Executive Council meeting and assist with year around projects. Our present treasurer Robb Adams, Newsletter editor Cathy Woodyard, and membership chair Connie Fox were among our first interns. In fact, Connie has just been elected to an ACA division board. We have witnessed the success of these internships year after year.

CSI has been making an annual $500 contribution to the ACA library for each of the last six years. In addition, one of our former presidents served at CSI expense as invited chair of a special library committee which helped make recommendations for updating the library. CSI also maintains a CSI Scholars collection of works for use by all ACA and CSI members. We have been told that CSI is unique in its contributions to the ACA library.

The ACA’s first Professionalization meeting in 1990 received a $500 contribution to assist with its success. We were delighted to learn at that meeting of forty credentialing, accreditation, standards, advocacy, ACA and division leaders that over half of those in attendance raised their hands when asked if they belonged to CSI.

New Projects

CSI currently has produced three interview videotapes with Donald Super, George Gazda, and Gilbert and Kathleen Wrenn. More will be reported on these in the next newsletter, but these are only three of over a dozen such tapes to be made available in the future at nominal cost to our members and chapters. This project was begun by a former CSI president, Dr. Jane Myers, while she was president of ACA and contributed funds to their production by CSI.

CSI and the Association for Counselor Education and Supervision (ACES) have just released a tape on Cognitive Counseling for use in classes and workshops. There is more about ordering this tape in another section of the newsletter. More tapes are in production now and will be in the future. Our goal is to help enhance the training tools available to educators.

(Continued on Page 7)
CSI Day: A Success

Judith Miranti
CSI President-Elect

Some opportunities come only once in a lifetime; others, providing replenishment, enhancement, and renewal, repeat themselves. In Minneapolis, the latter proved to be just that as members of CSI once again gathered to share, mentor, network and leave refreshed with new ideas and determination. For all, this was an opportunity not to be missed.

A complete day was set aside for Chi Sigma Iota with a plethora of options from which to choose depending on your professional and chapter needs. Counselor educators along with graduate and doctoral students attended focus groups addressing the needs of their individual chapter. Interns, fellows, and future leaders attended the Leadership and Scholarship Development Workshop under the proven leadership of one of our past CSI/ACA presidents, Dr. Rose Cooper. The participants were excited by the encouragement, enthusiasm and support which they received from Dr. Ed Herr, one of CSI's Distinguished Scholars.

Recognizing achievement, hard work, and commitment—as well as socializing with our peers—capped the day's events as we cheered the efforts of outstanding chapters and members. The Awards/Recognition Ceremony and the reception were well attended by both members and those who wanted to become affiliated with Chi Sigma Iota.

The elected leaders are in the process of evaluating the happenings of the day in order to initiate any changes which would benefit the membership and are formulating goals and objectives to be incorporated into the strategic planning process. Exciting times are here and ahead for CSI as we pioneer the march into the 21st century.

Thank you for being among the leaders of the counseling profession who contributed to the promotion of counseling excellence in an atmosphere of acceptance, challenge and professionalism.

Next year in Denver Chi Sigma Iota will celebrate its 10th ANNIVERSARY! Preparations are already in progress. It will be an event not to be equalled! You will be able to say that you were a part of it all!!

CSI Continues to Grow

Robb Adams
CSI Treasurer

The 1993-94 fiscal year demonstrated continued growth for Chi Sigma Iota in terms of new chapters, new members, and a resulting increase in dues income. This year alone, 1,622 new members were initiated into local chapters. A total of six new chapters were established, bringing our total to 130 chapters. One thousand nine hundred and nineteen individuals renewed their memberships. A total of 11,000 counselors have joined Chi Sigma Iota over the past nine years with a current active membership of 4,167.

Income over this past year was $87,040, with expenses totaling $39,899. Convention expenses have yet to be totaled in, but in short, membership growth and income are healthy, enabling us to carry out the mission of Chi Sigma Iota. It has always been the philosophy of CSI to be fiscally conservative. Our first priority has been to maintain support for the local chapters. Chapter rebates, the Distinguished Scholars program, the Intern/Fellows program, scholarship and service recognition, and leadership training are just some of the special ways in which your dues enable Chi Sigma Iota to recognize and reach out to local chapters and individual members. Our Society continues to grow, I believe, because individual members at the local level benefit from participation with their chapter and as a result are able to attract others to become involved. Individual involvement with your local chapter does make a difference to the entire Society. We are strong and growing as an organization because individual members, like you, are willing to invest your time and resources.

As the year progresses, I will continue to correspond with you through the Newsletter on issues related to the financial status of Chi Sigma Iota. If you have any questions or concerns, please do not hesitate to contact me through Headquarters or by calling me during the day at (716) 475-6597.
Chapters Share Ideas in Self-Help Groups

Connie Fox
CSI Membership Chairperson

This year CSI Day at the ACA convention boasted an innovative program of self-help focus groups. During this two hour time segment, members were invited to participate in two successive group discussions which addressed a variety of areas of chapter life. Each group was co-facilitated by CSI leaders: one who was personally responsible for a successful aspect of their chapter's growth and the other a current national officer.

It is obvious that the CSI members with the richest know-how are those who are dedicated to fostering excellence in their own chapters. While the dynamics of each chapter are seasoned by its particular locality and other university and program specifics, some underlying aspects of chapter existence appear to be universal. In an attempt to provide inquiring chapter leaders with viable suggestions to conquer local obstacles, seven areas of chapter concern were identified. These areas were newsletters; assistants to the executive director; membership recruitment/retention; new and reactivating chapters; fund raising; state/regional chapter coordination; involvement in CSI national leadership; and planning chapter programs.

Exchange of Ideas
Members spent 45 minutes in the focus group of their choice and were then able to switch to a second group. The last 30 minutes were set aside so that members could network with additional facilitators and members from other chapters.

This self-help group format, led by chapter experts, generated lively discussions and a supportive exchange of ideas from others who had discovered creative solutions to mutual ob- stacles. Many positive comments from participating members emphasized the benefits of such reciprocal groups.

Self Help Focus Groups
The newsletter group was co-led by Pat Rose from Northern Arizona University, Flagstaff, AZ. Her Beta Alpha chapter won the 1994 CSI Outstanding Newsletter Award. Cathy Wood- yard, CSI Newsletter editor, co-facilitated.

Pete Warren from Lynchburg College, Lynchburg, VA, facilitated the group which addressed the responsibilities of assistants to the executive director. His Kappa Chapter won the 1994 CSI Outstanding Chapter Award. Bill Nemec, CSI secretary-elect and assistant to the executive director for Alpha Upsilon chapter at the University of Akron, and Tom Sweery, CSI executive director, contributed to the group.

A discussion for members working to initiate and/or reactivate chapters joined a group led by Brenda Fling who has tackled the reactivation of Epsilon Chi chapter at Edinboro University, Edinboro, PA. Shawn Scholten, 1993 CSI intern, offered ideas about nominating students to internship and fellowship positions or other opportunities for involvement in CSI at the international level. David was joined by Robb Adams, CSI treasurer.

Creative program ideas were the focus of the group led by Dianne Albright, president of Alpha chapter at Ohio University, Athens, OH. Alpha Chapter offers its members a robust program.

Thanks to Participants
The CSI Executive Board, the membership committee, and the CSI members who participated in the self-help focus groups would like to thank these group facilitators for making this new program a success. The quality of the discussions was a tribute to the excellence and vitality that distinguishes our members.

Project to Coordinate the Activities of the eight CSI chapters in the state of Louisiana. Along with Susan Tynes, CSI secretary, he offered suggestions to others interested in implementing a similar program in their state or region.

David DiLullo, another member of Alpha Upsilon chapter at the University of Akron and a 1993 CSI intern, offered ideas about nominating students to internship and fellowship positions or other opportunities for involvement in CSI at the international level. David was joined by Robb Adams, CSI treasurer.

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A New Voice at Headquarters
If you call Headquarters and hear a new voice answering the phone, you have probably reached Kelley Rowland, new administrative assistant. Beginning in early June, Kelley moved from the Center for Applied Research at the University of North Carolina at Greensboro to the Chi Sigma Iota office. While she is still learning the ins and outs of CSI, she is already proving to be a valuable asset to our organization. Welcome, Kelley.
Chapter Attendance at CSI Day

Susan F. Tynes
CSI Secretary

In order to be considered an active chapter at the international level and receive a chapter rebate from Headquarters, chapters are required to meet three distinct criteria: (1) conduct initiation ceremonies at least once a year, (2) submit an annual plan/annual report to Headquarters, and (3) attend the annual business meeting. Chapters which fail to send a representative to three consecutive annual business meetings may be declared inactive by the Executive Council.

Chapters In Attendance

This year, 82 CSI members representing 55 chapters attended the CSI International 5th Annual Business Meeting at the ACA Conference in Minneapolis, Minnesota. The following chapters were represented: Alpha, Alpha Beta, Alpha Chi, Alpha Epsilon, Alpha Eta, Alpha Lambda, Rho, Alpha Mu, Alpha Nu, Alpha Omicron, Alpha Phi, Alpha Rho, Alpha Tau, Chi, Alpha Theta, Alpha Upsilon, Alpha Zeta, Beta, Beta Alpha, Beta Alpha Omega, Beta Chi, Beta Rho, Chi, Chi Chi, Chi Epsilon, Chi Upsilon, Delta Sigma, Delta Upsilon, Epsilon, Epsilon Chi, Epsilon Pi, Epsilon Tau, Eta, Eta Delta, Eta Tau, Sigma, Gamma Sigma, Kappa, Lambda Iota, Upsilon, Mu Tau Beta, Mu Upsilon, Nu, Omicron, Psi, Rho, Rho Alpha Delta, Rho Alpha Mu, Rho Chi, Epsilon, Rho Omega, Rho Theta, Sigma, Sigma Beta, Sigma Delta, Upsilon, Chi, Upsilon Iota, Upsilon Nu Chi, Upsilon Sigma Chi, Upsilon Theta Chi, and Xi Theta Psi. Immediately following the business meeting, three additional chapters representing three chapters reported that because of logistical problems they were unable to attend the business meeting. These three chapters were Lambda, Rho Alpha Beta, and Upsilon Chi. Notably, six chapters had three or more members attending the business meeting this year. These visible chapters were Alpha Eta (University of New Orleans; New Orleans, Louisiana), Alpha Omicron (Stetson University; Deland, Florida), Kappa (Lynchburg College; Lynchburg, Virginia), Upsilon Chi (University of Cincinnati; Cincinnati, Ohio), Upsilon Nu Chi (University of North Carolina; Greensboro, North Carolina), and Xi Theta Psi (Northwest Missouri State; Maryville, Missouri). Additionally, 12 chapters were represented by two members at the meeting.

Business Meeting

It is always exciting to see representatives attending the business meeting and swapping information with members from other chapters. During the business meeting, papers were presented by the committee chairs, executive director, interns, Newsletter Editor, and officers and members were provided the opportunity to ask questions and voice opinions. Additionally, chapters represented at the business meeting voted to adopt a bylaws change to allow individual members (rather than chapters) to vote in future elections.

Opportunities

Following the business meeting, numerous other CSI Day activities were available, and many members participated in the leadership and scholarship development workshop, focus groups, awards and recognition ceremony, and reception. Understandably, opportunities to meet student and professional members with a common vision were abundant. Certainly accomplished through the CSI activities was the purpose of the society, which is “...to promote scholarship, research, professionalism, and excellence in counseling, and to recognize high attainment in the pursuit of academic and clinical excellence in the field of counseling” (Bylaws, Article 1.3).

Mental Health Care

(Continued from page 1)

to providing care throughout the lifespan as needed.

Some Detrimental Aspects

Although Emerson is optimistic about the managed care system, he believes we must be vigilant concerning the practices of this type of system. There are managed care systems which have diverted funds from the subscribers to the high cost of administering the system. Sometimes the case manager who reviews treatment plans is paid a higher salary than the provider. In addition, managed care systems which use a formula approach in assigning the number of sessions required for treatment are detrimental. For example, a formula approach might be used to determine the number of sessions allowed for a person with depression without taking into account the specifics of the individual case. Emerson believes it is important that we not let the case manager take over the treatment of the client. The use of short-term treatment is a growing trend. It is important to recognize when this is the appropriate treatment and when it is a superficial approach to a client's problems.

Advice to Counselors

Based on his experience in private consulting, Emerson believes that one of the major keys working with a managed care system is to communicate often and clearly with the case manager with whom you work. This includes providing the information requested by case managers in a timely manner to ensure that your client receives the care he or she needs.

Regardless of what we think of managed care or our experience with it, Emerson believes it will continue to expand and will eventually affect all counselors in some way. He suggests that counselors develop more accountable case management within their counseling practices in order to avoid them being imposed upon them. In addition, because counseling is based on a developmental model, we are in a strategic position to offer preventive and holistic interventions as well as remediation.

References


Seeds Planted for Future Growth: The CSI Fellowship Experience

Linda Duggan
CSI Fellow

In response to a friend’s encouragement, I submitted an application for the CSI Fellowship/Internship Program. Having known several members who have served as interns and fellows, I was excited at the prospect of participating in this program. At the same time, I was unsure I had the "right stuff" to become part of this distinguished company. When the notification letter arrived, I was elated and looked forward to a new adventure.

And what an adventure it was. Deciding to ride from Dallas to Minneapolis by rail, I was completely unaware of the notorious delays common to trains. After missing my connection in Chicago, I rode the final eight hours of my journey by chartered bus, arriving in the Twin Cities four in the morning. On Saturday, I spent the day renewing old friendships and making new ones.

Orientation for Fellows/Interns

CSI Day activities began early Sunday morning with an orientation meeting for the fellows and interns. Meeting the CSI Executive Committee, I was able to put faces with the names I have heard for some time: Tom Sweeney, Nichols Vacc, Judy Miranti, and Carol Bobby. Interns David DiLullo and Shawn Scholten explained our responsibilities, answered our questions, and shared their exciting experiences of the past year as CSI interns.

Leadership and Scholarship Workshops

Following orientation, the fellows and interns participated in a leadership workshop led by Rose Cooper, former president of CSI. Rose has developed a comprehensive leadership manual which was made available to each of us. She did an excellent job of providing helpful information and of motivating each of us to return to our local chapters and become more active in our leadership roles.

Next was a meeting with Edwin Herr, editor of the Journal of Counseling and Development and CSI Distinguished Scholar. From this experience, I gained valuable information regarding the publishing process. Dr. Herr graciously shared his expertise and answered questions, thus demystifying the process of becoming "published."

Business Meeting and Awards

The business meeting began the afternoon's activities. As I looked around the room at the number of chapters represented, I was once again very proud to be associated with this group of professionals and students dedicated to promoting excellence in the field of counseling. As I listened to chapter representatives, I became excited about returning to my local chapter with new ideas which had been shared by the group.

Following the business meeting, Lois Widl presided over an awards ceremony during which outstanding CSI individuals and chapters were recognized. It was meaningful to receive a fellowship award, and I experienced great pride in being part of this professional and academic community.

To end a marvelous day, CSI hosted a reception for members and guests. I was excited to see Gilbert and Katherine Wrenn among other distinguished professionals in the group. It was a wonderful opportunity to meet leaders in the field of counseling and counselor education and also to renew friendships with those whom I see only during conventions.

Returning to the Local Chapter

Returning to Dallas by train gave me time to digest all of the convention happenings and to reflect upon my experiences as a CSI fellow. It was truly a wonderful opportunity, and CSI Day was a day I will not soon forget. The seeds were planted for future growth both personally and professionally. My local chapter, Epsilon Tau, will also benefit from the information I will share which I received through this experience.

My sincere appreciation goes to all who had a part in making this day possible. I will do my best to "pass on" the fruits of this day through positive leadership at the local level.

Directors Update

(Continued from page 3)

and supervisors. A significant contribution to CSI by Dr. Don Hood helped make this initial effort possible by CSI.

Your Dues at Work

While much more could be listed, the above should give you an idea of the range of activities. Each year when you renew your membership, it is such activities that you are supporting. Your dues plus any additional contribution that you care to make are tax deductible. We appreciate your continued membership and try hard to insure that your resources are invested wisely in the promotion of the profession, our chapters, and members.
1994 Chi Sigma Iota Award Winners

Lois Wedl
CSI Awards Chairperson

Chapter Awards

Mountain News, the Beta Alpha chapter at Northern Arizona University, was the recipient of the Outstanding Newsletter Award. The newsletter's communal process of production brings students and faculty together, creates communication and fun, and encourages academic excellence and professionalism.

The Outstanding Individual Program Award went to the Kappa Chapter of Lynchburg College. The program, "The Krumholtz-Patterson Debate," featured a revisit of their famous debate on client-centered versus behavioral approaches to counseling. A videotape of this "Revisit" will become a part of the CSI Scholars Video Series.

Two chapters, Alpha Chi of Louisiana State University and Upsilon Nu Alpha of the University of North Alabama, received the Outstanding Chapter Award. Information about Alpha Chi is featured on page 10 of this Newsletter. Upsilon Nu Alpha, chapter president, Billie Thomas, explains the chapter's success: "One of our greatest strengths is our diversity... Far too often we have focused on our differences rather than what we share in common—our training and skills, desire to help others empower themselves and 'live' their potential, and commitment to excellence and respect for our profession."

Individual Awards

There were also two recipients for the Outstanding Entry Level Student Award: Sharon Mary Ann Blackwell of the Rho Theta Chapter at George Washington University and Sandra H. Ritter of the Upsilon Nu Chi chapter at the University of North Carolina at Greensboro. Sharon Mary Ann is president of her chapter and has developed and implemented many programs that have created a new level of enthusiasm in members and solidified them as a cohesive working group. Sandra serves as treasurer of her local chapter and has been active on many chapter committees.

Jane J. Carroll, from the Beta Chapter at the University of Florida, was presented the Outstanding Doctoral Level Student Award. Jane was described by one of her nominees: "Jane's activities reflect her philosophy that counselor preparation is multifaceted, consisting of academic excellence, practical experience, and professional development."

The Outstanding Service to the Chapter Award was received by Carlos Antonio Hernandez also of the Beta Chapter at the University of Florida. Carlos has served on many various chapter committees as well as serving as treasurer, president, and past-president. He has provided the chapter with a sense of leadership, stability, and history.

Interns and Fellows

The two interns named for 1994 are Geoffrey Williams from the Upsilon SigmaChi chapter at University of South Carolina at Columbia and Jeanette Tyndall of the Mu Tau Beta chapter at the University of North Carolina at Charlotte.

The eight Chi Sigma Iota fellows are Sharon Mary Ann Blackwell, Rho Theta, George Washington University; Linda Duggan, Epsilon Tau, East Texas State University; Claire Bellenvenu Bullard, Alpha Chi, Louisiana State University; Sandra H. Ritter, Upsilon Nu Chi, University of North Carolina at Greensboro; June Williams, Alpha Eta, University of New Orleans; Kristin C. Bailey, Kappa, Lynchburg College; Mildred Lane, Delta Upsilon, Duquesne University; Eugene Oskamp, Nu, SUNY at Brockport.

Congratulations to all of these CSI members and chapters for work well done. You exemplify excellence.

Thanks, Awards Committee Members.

Thanks to the following individuals who served on various awards committees: John L. Holz, Jana Preble, Marian Franklin, Susan F. Tynes, Jana L. Raup, Norman L. Berven, Brandon Hunt, Chrisann Schiro-Geist, Joseph R. Kandor.
# 1994 Chi Sigma Iota/ERIC-CASS Outstanding Research Awards

Joseph N. Ososkie, Chair  
Research Awards Committee

Two Chi Sigma Iota scholars received the 1994 Chi Sigma Iota/ERIC-CASS Outstanding Research Award. First place was presented to Wayne D. Griffin of the Beta chapter and second place was awarded to Amy Frankel of the Alpha Upsilon chapter. The awards were presented at the Chi Sigma Iota Awards Ceremony in Minneapolis. Each received a plaque of recognition and a monetary certificate for materials or reference searches through ERIC/CASS.

Thanks to J. Melvin Witmer, Paula Stanley, and Mark E. Young for serving on the Research Award Committee.

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<th>First Place</th>
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<td><strong>Cognitive Factors Associated with Depression in a Comparison Study of Helping Professionals</strong></td>
<td><strong>An Analysis of Family of Origin in Helping Professional Trainees: Implications for Training</strong></td>
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| Wayne D. Griffin  
Beta Chapter  
University of Florida | Amy Frankel  
Alpha Upsilon Chapter  
University of Akron |

This study sought to understand better the cognitive factors theorized to contribute to the development of depression. Of specific interest was the relationship of dysfunctional attitudes to levels of depression in a comparison study of two research populations, Presbyterian (USA) ministers and mental health professionals associated with the American Mental Health Counselors Association.

Five hundred and fifteen eligible returns comprised the statistical analysis data. Results of the data analysis confirmed prior research findings that level of dysfunctional attitudes (Dysfunctional Attitudes Scale---A) is associated in a positive direction with level of depression (Center for Epidemiological Studies-Depression Scale). No difference by group was established on level of depression. Clergy were found to have significantly higher scores on the DAS suggesting an indirect effect on level of depression for their group. No evidence for a cognitive immunity based on the underlying clergy belief system was established.

The purpose of this study was to examine family of origin characteristics of helping professional trainees to provide data which would be helpful in training this population. The literature supports the description of the counselor as having come from a family which exhibits its dysfunctional characteristics to some degree. This description may not hold true across helping professions and may be most true for marriage and family trainees. As trainees can be expected to reenact family of origin interactions in their work, it would benefit them to be made aware of less functional interactions they may be likely to utilize.

Data were collected in classrooms of a northeast Ohio university. Volunteers from nursing, counseling, and marriage and family programs filled out three questionnaires. While no significant differences between groups were found, respondents were largely family heroes and were similar to a clinical population on their degree of intergenerational fusion and triangulation.
Congratulations to CSI Outstanding Chapters of the Year!!

Dianne Albright
CSI Associate Editor

Numerous unspoken heroes work hard for their respective CSI chapters each year. Once a year, when chapters are nominated for an award or the end of year reports are completed, we have the opportunity to learn about all the wonderful activities, workshops, fundraisers and banquets held. The impact that chapters have upon others is clearly evident. While only a few of those chapters are able to receive recognition and awards, the efforts are still much appreciated.

This year, two chapters nominated for the "CSI Outstanding Chapter of the Year" award were so outstanding that two winners were chosen and both their efforts must be applauded. Alpha Chi chapter from Louisiana State University in Baton Rouge, Louisiana, and Upsilon Nu Alpha Chapter from the University of North Alabama in Florence, Alabama, are the recipients. This article will chronicle some of the highlights regarding Alpha Chi chapter, and the Upsilon Nu Alpha Chapter will be featured in our next issue of this Newsletter.

I wish to thank Catherine Allemond Breaux, the Alpha Chi Awards and Nomination Chairperson, for information regarding her winning chapter. She provided an account on some of the highlights of Alpha Chi chapter.

Mentoring Program
Each year, at the August and September meetings, Alpha Chi members volunteer to be mentors for one semester to new counselor education graduate students. They are paired homogeneously (school-school, agency-agency) with prospective members and are available to answer questions the mentees may have in their times of confusion. The experience is one in which both the mentors and mentees are able to learn about the counselor education program, courses, professors, and life after graduate school, while at the same time making new friends in the process.

Monthly Meetings
Two meetings are held each month at Alpha Chi, an Executive Committee meeting and a program meeting. Each program meeting, ten in total, has a program and/or guest speaker. Some of the topics have included bylaws revision, substance abuse counseling, child play therapy, leadership development, decision making, ACA governing structure, and legal issues in counseling. Attendance has ranged from 20-45 people at each program meeting held at Dr. David Spruill's home. Refreshments are served and a host or hostess greets members and guests in a relaxed, informal atmosphere.

The Executive Committee meetings are utilized to plan program meetings, the annual Awards Banquet, fundraisers, and other events. The organizational structure of Alpha Chi includes elected officers and area representatives from the school counseling, student personnel, and agency counseling tracks. Some of the active committees involved include chapter revitalization; fundraising; LCA Conference (information booth, door monitors, general membership and CSI reception); scrapbook; newsletter; activities/programs; nominations/awards; bylaws revision; and 1994 workshop/CEU credits.

Annual Fundraisers
Sources of revenue for the chapter, in addition to the annual chapter rebate, include dues from student members ($5.00/yr) and professional members ($10.00/yr) and three fundraisers. First, Alpha Chi sells t-shirts with the CSI logo and the slogan "Leaders are not born, they are made." Second, an annual spring workshop is presented. This year it addressed the DSM-IV revisions, and a nationally recognized speaker was secured. Finally, members created the "Kiss a Pig" contest in which everyone voted for their "favorite" professor by putting money into a jar with that professor's name on it. The "winning" professor (the one with the most money) had to kiss a pig.

LCA Presentation
At the annual convention of the Louisiana Counseling Association, the Alpha Chi chapter is actively involved in service for the organization and also conducts a presentation. Last year's presentation on "Leadership Development" was responsible for the creation of a new chapter at Northeastern Louisiana University.

CSI Reception
A reception is planned and implemented by the Alpha Chi chapter at the annual LCA Conference. For the second year in a row, the reception was "standing room only" and featured individual chapter awards, recognition of Dr. Spruill for his leadership and service as assistant to the executive director, and the giving away of door prizes.

Newsletter Swaps
The Alpha Chi chapter newsletter is sent to all other chapters in the state and, in exchange, they receive newsletters from the other state chapters. This is another excellent way to network, exchange ideas, and keep the members energized.

This chapter does, indeed, exemplify the ideals and goals of Chi Sigma Iota and thus is a CSI "Outstanding Chapter of the Year" winner. Perhaps some of their ideas will help to revitalize us all.

Congratulations Alpha Chi!
"Do you want to solve your problem?" The first step in peer mediation begins with this simple question, but even in our complex and often times ambiguous school environment, the process of conflict resolution can work. As a part of my responsibilities this year as an elementary school counselor, I planned, implemented, and supervised a third and fourth grade mediation program. I believe the key to the success of this endeavor was taking a team approach to the process of implementation by including a representative from school administration, counseling, special education, other faculty, and parents.

Rationale

The initial stage of implementation for the peer mediation program included developing a rationale which was shared with all the school personnel during staff development, printed in the PTA newsletter, and presented as a parent education workshop. We explained that conflict is natural, and appropriate behavior for conflict resolution can be learned. The results of improved communication skills benefit students, teachers, administrators, and parents. Mediation reduces violence, deepens self-understanding, and encourages a higher level of citizenship. It also shifts responsibility for problem solving to students instead of teachers and administrators, thus empowering children who solve their own problems and promoting tolerance of others' viewpoints.

Implementation

Our team wanted to help students become acquainted with the concept of mediation, so the students viewed a video on conflict resolution. Also, teachers chose a few students who participated in a play about solving problems and making appropriate choices. Role-playing followed the play so that anyone who wanted to participate immediately could practice what they had just learned. The technique of role-playing was very popular even among the first and second graders who were mentored by the older students.

Another implementation decision for the team was to determine how mediation training could be integrated into the existing curriculum of the school. We planned to do intensive work with some specially selected third and fourth grade students, but we also wanted all of the students to learn conflict resolution skills. Since I have guidance classes with every student in the school once a week, the team chose me to teach problem solving techniques. Every classroom was given a poster of the formula for mediation so that the teachers, students, and I could often refer to it.

In first grade, I selected a program called "Kelso's Choice" that offers multiple opportunities for interaction between classmates and the third and fourth grade mediators. As part of the curriculum in grades two through four, I used the material in "Peaceworks" which stresses making appropriate behavior choices and looking at situations from different points of view. A very important concept in mediation is that a few students may be initially trained, but through the guidance classes and interactions with the mediators, eventually all children will learn the problem solving skills.

Student Selection

The next stage in developing our new mediation program was the selection of the third and fourth grade student mediators. Suggestions included teacher nominations of only "the best" students, students voting for their peers, and self-nominations. The team decided to let the students choose who they wanted as their mediators by homerooms; the teachers had the option of voting, and the children could vote for themselves. The teachers helped me emphasize the need to choose peers who would listen and assist and not just choose someone who was a friend. A letter notified parents that their child had been identified by his/her classmates as a leader in the school. The correspondence explained the mediation program and how teachers had advance notice concerning the during school hours training that their child would receive. Parents were asked to sign and return a permission form for consent to participate. Also, they were invited to join in the training.

Training

I conducted our three day training sessions with a co-trainer/parent/lawyer whose enthusiasm for the topic and expertise in the subject of mediation was an invaluable asset to our work with the peer mediators and the whole program. I would recommend having at least two presenters because the training is intense, and the students get more individualized help this way. Other parents volunteered to bring refreshments, so during our break students were free to interact with the presenters who were terrific role models.

During the afternoon of the last training day, we introduced the new group of peer mediators to all the third and fourth graders in a special assembly. The mediators were given an official mediation certificate and a button which designated them as a peer mediator. Again by utilizing role-playing, the peer mediators demonstrated to the other students how the mediation process worked.

On-going Program

The mediation program should be an on-going one in which mediators are continually supervised, trained, and supported. Unfortunately, after we got the program off to a great start, I have failed to maintain the follow-up training that I had planned to do. One of my goals for next year is to have regularly scheduled meetings with the mediators instead of assisting them as the need arises.

I believe that public relations between the school and the parents was enhanced due to the mediation program. For the first time I was asked to offer a series of parent education programs in the evenings. The first requested session was on how mediating conflicts can help improve a child's self-esteem. The feedback was very positive and parents asked how teachers could get more involved in the sessions.

Even though a great deal of planning is involved in starting a peer mediation program, the rewards have been worth the hard work. Students have become more independent in solving their own problems, teachers and administrators like the alternatives that mediation offers, and parents see life-long skills being learned and practiced. To implement a mediation program of your own, I recommend contacting the National Association for Mediation in Education (NAME) for information on rationale, models, and support materials: NAME, 425 Amity Street, Amherst, MA 01002.
Chapter Happenings

Shawn R. Scholten
CSI Associate Editor

Newsletters/Information Requested

Having recently assumed the associate editorship of this column, I would like to strongly encourage those chapters which publish newsletters to place my name on your regular mailing list. For those chapters that do not have a newsletter, if your secretary or another designated individual could send me written updates on events and activities transpiring in your chapter, I will report them. With your cooperation, this column will allow not only a reporting of information but also a wonderful exchange of ideas for other chapters to implement or modify in their particular settings. Please send materials to Shawn R. Scholten, 135 5th St. SW, Sioux Center, IA 51250.

Mu Tau Beta

The Mu Tau Beta Chapter at the University of North Carolina-Charlotte has had an active year. Thirty-four new members were initiated in a ceremony last spring, with Dr. Tom Sweeney as guest speaker. During the summer, Lenna Brubaker, Laura Todd, and Chris Fazio Betrondo organized a mentoring program, pairing more experienced counseling students with new counseling students. The mentoring program was kicked off last fall, followed by a reception, called "INFO '93," which provided knowledge about changes in the counseling program, introduction of new faculty, and information on membership in this CSI chapter.

A late October event was co-sponsored with the North Carolina Association of Spiritual, Ethical and Religious Values in Counseling. Dr. Jane Chauvin, National ASERVIC President, gave a message entitled The Spiritual Dimensions of Counseling. On December 1, a holiday celebration and graduation party occurred for all counseling students at UNCC and all Mu Tau Beta members.

Three new members were added to the executive council last semester: Laura Todd as vice-president, school track; Rea Modi as newsletter editor; and Russ Curtis as secretary. Additional members are Dr. Mary Thomas Burke as assistant to the executive director; Jeannette Tyndall as president; Gloria Salkin as vice-president; Judy Khakee as vice-president, agency track; and Cheryl Sutton as treasurer.

An event called "A Sharing" was held in February, during which person-centered facilitators from Greece, Slovakia, England, and the United States gave cross-cultural experiences and led discussions. Dr. Samuel Gladding from Wake Forest University gave a presentation, Counseling and the Creative Arts, in March. Mu Tau Beta ended the year with an initiation of new members on April 10. Dr. Judy Miranti, CSI president-elect, was the featured speaker.

Alpha Eta

Dr. Richard Braniff served as Alpha Eta Chapter (University of New Orleans) president this year. He noted the valuable help he received from members Alana Spampneto, June Williams Linda Sunseri, Gail Shaltry, and Rick Wadsworth. Arlene Stanton assumed the responsibility of editing the newsletter, with Dr. Susan Tynes serving as assistant to the executive director. Dr. Lisa Lopez Levers will serve in the latter position for the 1994-95 academic year.

Alpha Eta hosted a social and presentation on the contemporary issues of "Recovered Memory" on April 6. This controversial topic presentation, fraught with legal ramifications and receiving much recent attention in the professional literature, was conducted by member John Tari and Program Coordinator, Dr. Ted Remley.

Rho Chi Epsilon

The Rho Chi Epsilon chapter of Radford University held its spring initiation April 7, 1994. Fifteen new members were initiated. The chapter's Outstanding Service Award was presented to Regina Meredith, president of the chapter. A reception was held following the ceremony. Dr. Samuel Gladding, Wake Forest University, spoke on the use of the creative arts in counseling.

The chapter elected officers for 1994-95, and they are Lori Martin, president; Charlene Reed, vice-president; Lubeth Minnick, secretary; Dotte Forrest, treasurer. Nancy Gardner, historian.

Upsilon Nu Alpha

The Upsilon Nu Alpha Chapter at the University of North Alabama began its Mentorship Program in July of 1994. Its purpose was for professional counselors to develop a helping relationship with UNA counseling students. The Mentorship Committee hoped students would gain in-depth knowledge of school, agency, business, and/or private practice settings and learn which may suit their particular interests.

Currently, the Mentorship Program is set up where each mentor and graduate student pair meets once a month at an agreed upon location such as a restaurant for lunch or the mentor's office. The committee emphasizes that the mentorship relationship should remain relaxed, informal, enjoyable, and not too time consuming.

The committee is also developing a video which depicts counselors at work in many settings. The goal for this video is to expand the graduate student's vision of the many ways he or she can utilize a counseling degree as well as to encourage the graduate student to participate in the Mentorship Program.

Chapter Awards

Congratulations to the following CSI members for awards presented by their local chapters.

Alpha Chi Chapter
Outstanding New Member - Claire Bullard
President's Award - Cynthia Barton
Outstanding Service to the Chapter - Dr. David A. Spruill
Outstanding Member - Mark Viator

(Continued on page 15)
An Overview

The book itself is divided into the following four sections. Part I, which deals with understanding depression, offers an explanation of the dynamics of depression, including possible causes and ramifications. A self-evaluation for depression, developed by the National Institutes of Health, is offered as a checklist. Some topics in this section include symptoms, types, addictions, and perceptions related to depression.

Part II concerns itself with healing the brain and examines the biological causes of depression and its medical treatment. Antidepressant medication, nutrition, exercise, and other activities are examined as effective treatment for this illness. How to choose a doctor, side effects of medications, getting a good night's sleep, and nutritional supplements are examples of concepts dealt with in this section.

Part III deals with healing the mind, and mental patterns which both contribute to and emotionally free the client from depression are explored. Various therapies are briefly described, and practical advice is offered to attain a positive outlook on life.

Part IV offers a variety of suggestions and encouragement as the rather bumpy journey to healing continues. Patience, the Twelve-Step Program, and support groups are suggested as some of the essential items to pack in the luggage for the trip. Interjected throughout the book are admonitions to the reader to discover and practice which treatment modalities may work best. There is a sense that each reader will feel that the authors are talking directly to him or her and that options for healing exist. Between the covers is a rich source of information, choices, cajoling, hope and inspiration.

Reference and Referral

This text also serves as a ready reference to locate support groups, health care professionals, recommended readings, and general information on depression. Addresses, phone and fax numbers and contact persons are listed for the various organizations or agencies to facilitate correspondence.

Even after the initial reading, the client and counselor may use this thought-provoking book for continual self-exploration. The final quote chosen by the authors to occupy the last page provides an effective summary: "The real voyage of discovery consists not in seeking new landscapes but in having new eyes." — Marcel Proust

By Laws Change: A New Election Process

During the CSI business meeting held at the American Counseling Association's Convention in Minneapolis, the CSI membership voted to alter the manner in which the election of officers is conducted. During Chi Sigma Iota's first ten years, each chapter was entitled to cast one or two ballots (dependent on the number of active chapter members) for the election of officers. Chapter votes were used in part because of the cost involved in individual mail-outs and was also done with the assumption that chapters would poll their members and cast a single ballot reflecting the disposition of their membership.

Several chapters reported that this had not always been the case and recommended re-evaluation of the process. Accordingly, the Executive Council met to institute new election procedures and to accommodate change.

New Procedures for Nominations and Election

The nomination committee will now be composed of the past-president, past-past president, and past-past-past president of CSI. A new time line and method for nomination have also been established. A call for nominations will be solicited in the winter edition of the Newsletter, in a letter to chapters, and at the annual CSI business meeting. May 1 will be the deadline for nominations. The approved slate chosen by the nominating committee will be acted on at the summer Executive Council meeting.

Information on the candidates will be provided in the fall edition of the Newsletter and will also be included in individual ballots sent to all active CSI members. Ballots will be sent on November 15 with a December 31 response date. Because there is insufficient time this year to implement these new nomination procedures and deadlines, an adapted transition election procedure will be used. While nominations have only been solicited through the chapters, individual ballots will be mailed to all active members on November 15, 1994.
Chapter Happenings
(Continued from page 12)

Alpha Mu Chapter
Outstanding Chapter Committee
Award (Newsletter) -
Tina McEiary
Outstanding Chapter Service
Award - Chris Baasten

Alpha Rho Chapter
Outstanding Practitioner/Supervisor
Award - Dr. Stephen Freeman

Alpha Theta Omega Chapter
Outstanding Leadership Award -
Kathy Drew-Janusevskis
Outstanding Service Award -
Meridee Lantz
Outstanding Graduate Awards -
Suzanne Fling
Professional Promise Award -
Maria Lopez and Ivona Williams

Alpha Upsilon Chapter
Service to Chapter Award - David
DiLullo
Service to Humanity Award - Dr.
Paula Britton
President's Award - Karre
Wendling

Alpha Zeta Chapter
Outstanding Chapter Member -
Beverly Nugent
Alpha Zeta Fellows - Monique
Howard, Sandra Landry, Claire
Mccek, Jennifer Olinde, Linda Ra-
balais, Theresa Steece

Gamma Sigma Upsilon Chapter
Outstanding Service - Miriam
Rothberg
Mentor of the Year - Dr. Diane
Kjos, Dr. Kenneth Wieg, Dr. Jon
Carlson
Outstanding Chapter Advisor -
Dr. Jon Carlson

Kappa Sigma Upsilon Chapter
Professional Recognition Award -
Elliott Ingersoll

Mu Tau Beta Chapter
Devoted Service - Dr. Mary
Thomas Burke
Meritorious Award - Judith Khakke
Distinguished Service -
Charyl Sutton
Leadership - Jeanette Tyndall

Nu Chapter
Award of Excellence - Jonna M.
Shutowick
Outstanding Chapter Member -
Mark Pringle
Outstanding Student - Ann Walters
Outstanding Contribution to Coun-
selling - Sherrie Randall

Rho Beta Chapter
Outstanding Service to the Chap-
ter - Barbara Kessler
Outstanding Doctoral Research -
Claudia Egge

Upsilon Nu Alpha Chapter
Outstanding Member - Billie
Thomas

Upsilon Nu Chi Chapter
Outstanding Entry Level Student -
Sandra Ritter
Outstanding Doctoral Level Stud-
ent - Darryl Hyers

Upsilon Nu Omicron
Outstanding Membership Develop-
ment - Debra Prestage

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Cognitive Counseling Videotape
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University of North Carolina
Greensboro, NC 27412

The videotape and study guide are the first in a series of training videotapes
sponsored by ACES and Chi Sigma Iota.
News of next videotape in upcoming Newsletter.
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- **Career Highlights**

Each video is available to CSI members and chapters for the cost of $29.00. Non-members may purchase the videos for $49.00. Orders are to be mailed to CSI Headquarters, 228 Curry Building, UNCG, Greensboro, NC 27412.

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