

Dean Hope Center for Educational and Psychological Services

Teachers College, Columbia University
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What Every Client Should Know

Dean Hope Center is a community based, training and research facility operated by Teachers College. The Center offers a wide range of educational and psychological services to the greater New York communities at affordable rates.

COVID-Operation Schedule: Fall 2021*

Monday - Friday 9am to 5pm

Weekend and evening hours may become available

**The Dean Hope Center Schedule is in accordance with TC's Academic Calendar. The Center will be closed on days that The College is closed.*

Location: 6th Floor Thorndike Hall

Visiting the Center: TC Green Daily Check and DHC Orange Visiting Pass

For your first visit, check in with the security at Zankel Hall to obtain the TC Green Daily Check. This will give you access to the Dean Hope Center (DHC). Once in the DHC, ask the receptionist at the Center for an Orange Visiting Pass. Bring this pass with you each time you come to an appointment at the Center. Although you would need to complete the TC Green Daily Check at [Daily Health Screening](#) prior to entering the building, the Orange Visiting Pass will facilitate your access to TC.

Appointments – Please check in with the DHC Receptionist for each of your appointments

- Individual appointments last 50 minutes for each session. Assessments/group/ last 60 minutes for each session. Please arrive 10 to 15 minutes prior to your appointment since entering TC buildings will take some time.
- Adult Psychotherapy/Counseling Clients: Please note that you will be expected to come 45 minutes earlier to your first session to participate in our research program, or participate in the research online (see last page for more information).
- Please come to your appointment on time. If you are late, you will be seen only for the remainder of the session.
- You are responsible for contacting your student therapist/examiner if you cannot attend a session and reschedule the missed appointments. Please call the Center no less than 24 hours in advance. For counseling/psychotherapy services, you will be expected to pay for the missed session if you

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do not contact the center in advance. Exceptions are made only in cases of an unforeseen emergency.

- You are expected to call our Center in order for you to be connected with your therapist/examiner/tutor.
Weekdays: 212-678-3262
Weekends: 212-678-3881
- If you miss more than three consecutive sessions, your case might be considered for termination.
- In case of an emergency, contact your student therapist/examiner by calling the Center to keep them informed of your special circumstances.

Fees:

<p>Psychotherapy Counseling (Fee Per Session)</p>	<ul style="list-style-type: none"> • You will be expected to pay a \$40 nonrefundable fee for your first visit. • You will be expected to pay your fee each time when the session is held. • Three or more unpaid sessions will be considered an outstanding balance.
<p>Assessments</p>	<ul style="list-style-type: none"> • You will be expected to pay a \$100 nonrefundable fee at your first visit and the remaining balance will be paid by the payment plan selected at your first visit. If your first appointment is after 5pm or on the weekends, please visit our center or call our full time staff from Monday to Friday: 9am to 5pm to discuss the payment plan.
<p>Group</p>	<ul style="list-style-type: none"> • Group therapy’s fee is \$150 for the full service that averages between 10 to 14 sessions per semester. • You will be expected to pay a \$150 nonrefundable fee prior or at your first visit. • Since this fee is considered significantly below market value it does not qualify for sliding scale consideration.

Sliding Scale and Fees

- Sliding scale applies only to clients that qualify based on income, expenses and family size. It is not guaranteed that the fee will be adjusted. To request consideration to participate in our sliding scale, 1) Request a Fee Adjustment Form and Supporting document list from the Center’s receptionist. 2) Complete and submit with the supporting documents to the Center’s receptionist within 2 weeks after your first visit. If the fee is adjusted, it will be retroactive only for two sessions, not from the date when the completed Fee Adjustment Form and supporting documents are submitted.

- You will be responsible for the full fee until you submit the completed Fee Adjustment Form and supporting documents. The sooner the application is submitted for review the sooner the adjusted fee will come into effect.
- Please note, the first session is not part of the sliding scale plan.
- For psychotherapy services, once you participate in the fee adjustment, you are required to follow the Annual Fee Review process if you receive services beyond one year. Your therapist/examiner will contact you once the fee review is due. The student will notify you of your adjusted fee. Once the review begins it will follow the same steps described above for the initial fee adjustment.
- For Assessment service, once your fee is reduced, you do not need to participate in the Annual Fee Review process unless your financial situation has changed, or unless you are or will continue with a new service at the Center. In such a case, you need to resubmit the Fee Adjustment Form and supporting documents to the Center's receptionist to initiate another request.

Audio/Video Recording

As a part of the DHC teaching program, our student therapist/examiner are monitored to ensure that the services they provide are as expected and that you receive the best care. This monitoring includes audio/video recordings that are reviewed by the student's supervisor. Once reviewed by the supervisor, these recordings are destroyed. You will be asked for your consent to permit audio/video recording or observation of a session in the Center's general written consent form. Direct or recorded observation will not occur until you give specific written permission. You can discuss this further with your student trainee.

Research Program for Adult Psychotherapy/Counseling Clients

For over 50 years, the Dean Hope Center has offered low-cost services to the public while providing advanced training to graduate psychology students at Teachers College. Because research is an important part of the Dean Hope Center's educational and service program, we ask your help in providing us with research data. Participation will include filling out questionnaires about yourself and your experience in therapy prior to your first psychotherapy/counseling session and continuing every three months while you receive services at the clinic. You can choose to fill out the initial questionnaires at the Dean Hope Center 45 minutes prior to your first therapy session or complete the questionnaires electronically. You will be assigned an ID number and your data will become part of a large data pool from which research studies will be conducted. No identifying information will be contained in this data pool, and your confidentiality is assured.

If you have any questions regarding the research program, please contact the Research Coordinator, Shaun Rosen, at 212-678-3407

We appreciate your decision to receive services from our student therapist/examiner at the Dean Hope Center. If you have any further questions regarding your scheduled appointments and service fee, please contact our office at 212-678-3262, Monday to Friday 9am to 5pm.

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