

Dean Hope Center for Educational and Psychological Services

Teachers College, Columbia University
Box 91, 525 West 120th. Street, New York, N.Y. 10027-6696
Tel. (212) 678-3262 Fax. (212) 678-8105

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.

Location: 525 W 120th St - 6th Floor 528 Building

Visiting the Center: TC Daily Health Screening

For your first visit, if in person, please complete the following steps.

1. Register with Public Safety at Zankel Hall (bring ID and proof of vaccination)
2. Once in the DHC, ask the reception desk at the Center for a Visitors Pass.

For future visits bring the visitor pass that will be given to you on your first visit with you each time you come to an appointment at the Center.

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

- Individual appointments are 50 minutes each session. Assessment appointments are 90 minutes each session. Group appointments are 90 minutes each session. Please arrive 10 to 15 minutes prior to your appointment.
- Adult Psychotherapy/Counseling Clients: If participating in our research program and you are coming to in-person sessions, you will be expected to arrive 45 minutes earlier to your first session. You will also have the option of participating online (see the 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 the trainee assigned to your case to reschedule the missed appointment if you cannot attend a session. Please call the Center no less than 24 hours in advance to make any changes to your appointment. For counseling/psychotherapy services, you will be expected to pay for the missed session if you do not contact the center in advance. Exceptions are made only in cases of unforeseen emergencies.
- You are expected to call our Center in order for you to be connected with the trainee assigned to your case. Weekdays: 212-678-3262, Weekends: 212-678-3881

DO NOT DUPLICATE WITHOUT THE DHCEPS CONSENT

- If you miss more than three consecutive sessions, your case might be considered for termination.
- If you have three or more unpaid sessions, you will run the risk of having your case placed on hold until the balance is settled or be considered for termination if the balance is not addressed.
- In the case of an emergency, contact the trainee assigned to your case by calling the Center to keep us 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 your fee before each session. ➤ Three or more unpaid sessions will be considered an outstanding balance and your case may be considered for termination.
<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 fee is \$150 for the full service which averages between 10 to 14 sessions per semester. ➤ You will be expected to pay a \$150 nonrefundable fee prior to your 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 be considered for our sliding scale program-
 - Request a Fee Adjustment Form (FAF) from the Center or the trainee you are working with on your first visit.
 - Complete and submit the application with supporting documents within 2 weeks after your first visit.

If the fee is adjusted, it will be retroactive only for two sessions.

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- 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.
- For psychotherapy services, once you participate in the fee adjustment program, you are required to follow the Annual Fee Review process if you receive services beyond one year. The Center will contact you when the fee review is due.
- For assessment services, unless you are continuing with additional services, or your financial situation has changed you will not be required to complete an annual fee review.

Audio/Video Recording

As a part of the DHC teaching program, the trainees 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. All recordings are confidential and will not be used for any other purposes. You will be asked for your consent to permit audio/video recording or observation of a session in the Center's Audio/Visual Consent Form. If you have any questions, you can discuss this further with the trainee assigned to your case or staff at the Center.

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 programs, 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 Center. 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, Abid Lakhani, at 212-678-3407

We appreciate your decision to receive services from 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.

September 2022