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East Counseling Services:

Ethical & Supervisory Consultation Report

Grand Canyon University: PCE-834-O500
Dr. Torrenzo Moore and Dr. Charlotte Phillips

Key Ethical, Supervisory, and Structural Issues

Dual Relationship / Boundary Violation

- Counselor providing therapy to one client and life coaching to spouse
- Violates ACA Code of Ethics (A.5.d., A.6.a.)

Inadequate Clinical Supervision

- One documented session in 3 months
- Violates ACES / ACA F.4.a. supervision standards

Organizational Structural Deficits

- Outdated intake process
- Lack of ethical training, unclear policies
- Contributes to turnover, liability exposure



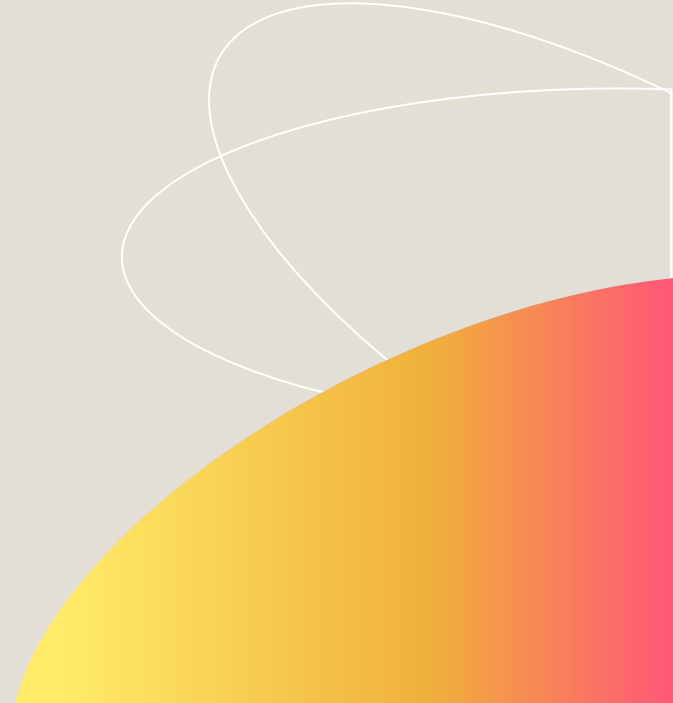
Consultant Role & Responsibilities

Role as Counselor Educator–Consultant

- Conduct ethical risk assessment
- Facilitate organizational self-study
- Promote adherence to ACA, ACES, CACREP standards
- Provide supervision and training recommendations

Responsibilities

- Maintain objectivity and avoid dual relationships
- Protect client welfare as priority
- Support systemic change, not individual blame
- Build capacity through education, not directive control



Consultation Model #1: Caplan's Mental Health Consultation

Professional–Peer Model

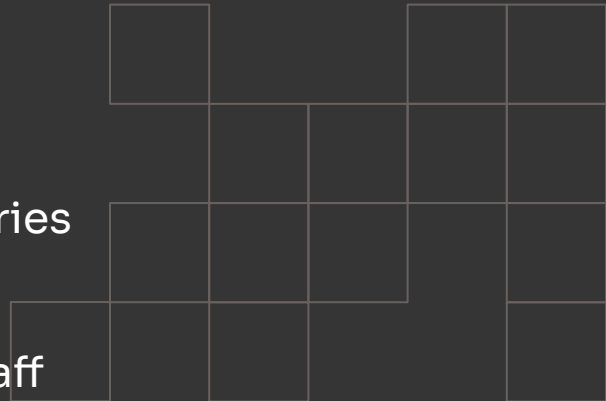
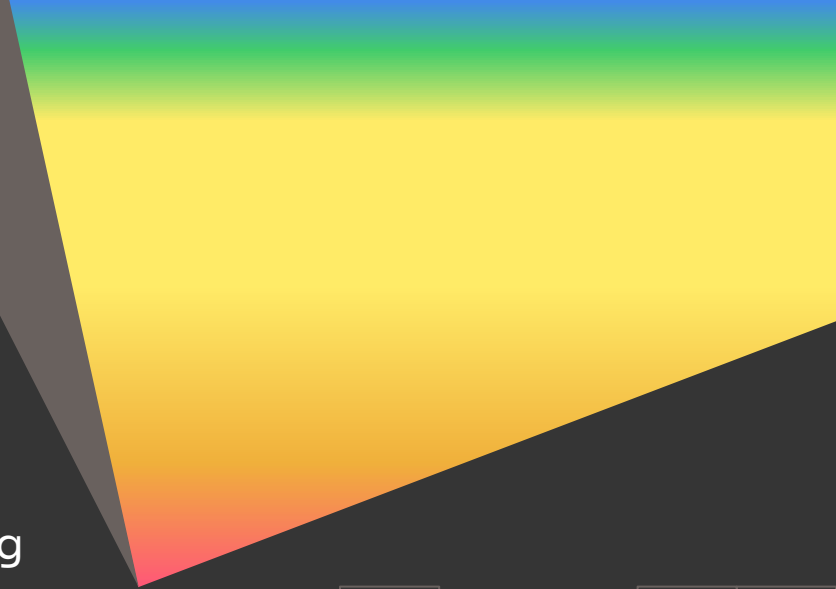
- Consultant serves as expert collaborator
- Focus on consultee's professional functioning

Application to Case

- Assist supervisor to improve supervisory consistency
- Explore staff confusion regarding ethical standards
- Strengthen counselor decision-making around boundaries

Outcome Goal

- Increased ethical competence and autonomy among staff



Consultation Model #2: Schein's Process Consultation

Process-Oriented Approach

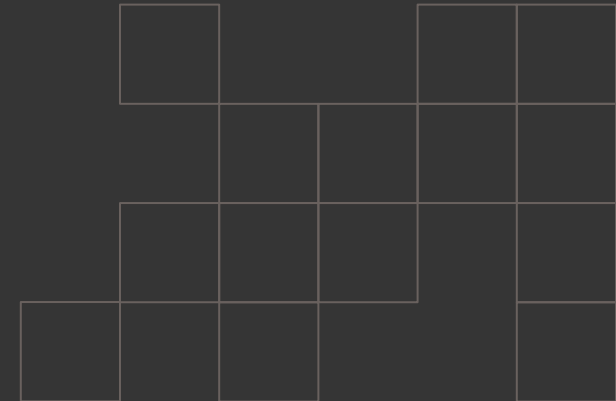
- Consultant helps organization examine communication, structure, and culture

Application to East Counseling Services

- Identify breakdowns in supervision system
- Facilitate revision of intake procedures
- Strengthen communication around ethics expectations

Outcome

- Sustainable, systemic change through staff ownership



Immediate Actions Aligned with Ethical Standards

Immediate Recommendations

- Suspend dual-relationship counselor from client caseload
- Provide emergency supervision sessions
- Revise intake forms to include boundary and conflict-of-interest screening
- Implement mandatory ethics refresher training

Ethical Standards

- ACA A.4.b., A.5.d. – Avoiding harmful dual roles
- ACA F.4.a. – Supervisor responsibility for oversight

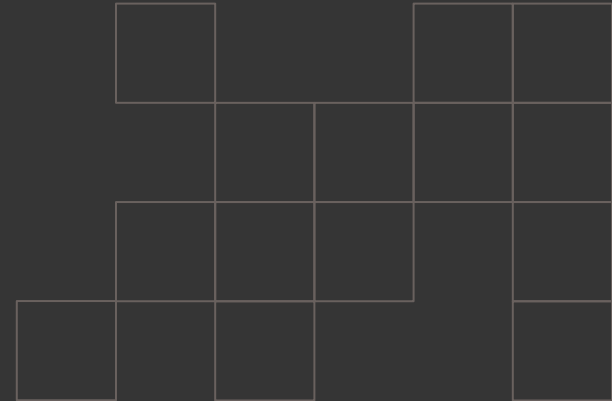
Long-Term Interventions & Structural Improvements

Long-Term Recommendations

- Develop formal supervision schedule & documentation system
- Ongoing ethics and multicultural competence training
- Annual program evaluation aligned with CACREP 6.B.4.f
- Establish clear organizational policies and accountability structures

Outcome Goals

- Increase supervisor competency
 - Reduce turnover
 - Strengthen organizational culture of ethics
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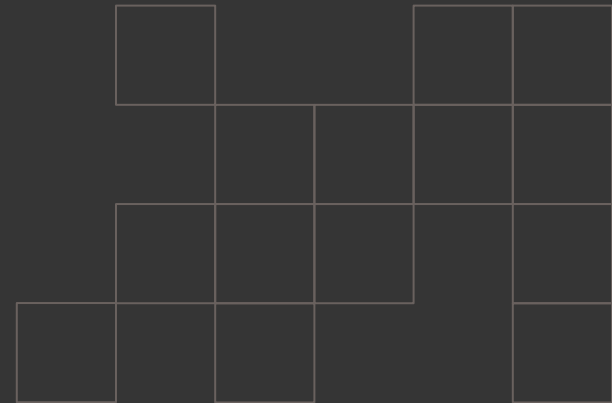
Multicultural Needs & Advocacy Priorities

Multicultural Considerations

- Many clients are undocumented or trauma-exposed
- Need for culturally responsive and trauma-informed training
- Staff must understand immigration-related stress

Advocacy Actions

- Provide training aligned with ACA A.1.d. and C.5.
 - Establish bilingual intake support
 - Promote culturally grounded supervision practices
 - Advocate for client access to community resources
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Summary & Consultant Recommendations

1. Addressed major ethical and supervisory violations
2. Applied Caplan and Schein consultation frameworks
3. Provided immediate risk-management actions
4. Proposed long-term structural and developmental interventions
5. Emphasized multicultural responsiveness and advocacy

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