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What is "Let's Talk"?

"Let's Talk" is a program that provides easy access to informal confidential consultations with counselors from Counseling and Psychological Services (CAPS). Counselors hold walk-in hours and no appointment is necessary.

What happens at a visit to "Let's Talk?"

Appointments are first-come, first-served. Usually there is not much of a wait. The counselor will listen closely to your concerns and provide support, perspective, and suggestions for resources.

How is "Let's Talk" different from USF's Counseling and Psychological Services (CAPS)?

Counselors at CAPS provide ongoing counseling, which usually consists of 45-50 minute appointments every two weeks. "Let's Talk" is not formal counseling: it is a drop-in service where students can have an informal consultation with a counselor from time to time.

Who should visit "Let's Talk?"

This service is open to all USF undergraduate and graduate students. "Let's Talk" is a good option for the following people:

1. Students who are not sure about counseling and wonder what it's like to talk with a counselor
2. Students who are not interested in ongoing counseling but would like the perspective of a counselor
3. Students who have a concern about a friend/family member and want some thoughts about what to do

I think I have a problem that would benefit from counseling, but I don't know anything about counseling. Would going to "Let's Talk" help me figure out what to do?

Absolutely. The counselor will talk through your issue with you and help you determine the best way to get help.

I called CAPS and spoke with a counselor. She offered me an appointment 10 days from now. Can I stop by "Let's Talk" in the meantime?

If you believe you need to be seen sooner than the appointment you were given, it's best to call CAPS directly and explain your situation.

I went to CAPS and met with a counselor. He recommended a referral to a therapist in the community. Can I go to "Let's Talk" instead?

Since regular counseling visits are not available at "Let's Talk," following up with the referral is a good idea. Referrals are made to the community in the best interest of the student.

I'm currently seeing a counselor at CAPS, and I would like to talk to someone sooner than my next appointment. Can I go to "Let's Talk"?

If your next appointment is not soon enough, it's best to contact your counselor directly to see if he or she can see you sooner.

I'm currently seeing a counselor at CAPS, and I'm not happy with how things are going. Can I go to "Let's Talk" instead?

If you prefer to transfer to another counselor, just contact CAPS at 415-422-6352. *Let's Talk* is not a substitute for ongoing counseling.

What else do I need to know?

Let's Talk is not a substitute for formal counseling and does not constitute mental health treatment. *Let's Talk* counselors provide informal consultations to help students with specific problems and to introduce them to what it's like to speak with a counselor. Your *Let's Talk* counselor can help you determine whether formal counseling at CAPS would be useful for you and, if appropriate, assist you in scheduling an appointment.

***Let's Talk* visits are confidential. Are there any limits to confidentiality?**

Conversations with *Let's Talk* counselors are confidential, with a few very rare exceptions. Counselors may need to share information in an emergency when there is an immediate threat of harm to self or others. Counselors are required by law to report when a minor, elderly person, or someone otherwise unable to act on his/her own behalf is being abused. *Let's Talk* counselors keep brief written notes of their contacts with students, and in the event that there is an emergency or a student is referred to CAPS, other CAPS staff may see these notes. Finally, these notes can be released in the unlikely event of a court order. *Let's Talk* visits are never noted on a student's official university record. If you have further questions about confidentiality, we encourage you to discuss them with a *Let's Talk* counselor.

The Let's Talk program at USF is based in part on the Let's Talk program at Cornell University. With permission, some of the material describing this program has been duplicated from [Cornell University](#).