

SERVICE & ACTIVITY FEE ANNUAL REPORT

Case Manager: \$145,992

The Committee sees great value in this position as it has a direct benefit for all students. Since its inception, this area has grown and has been funded by different areas on campus. The committee agreed to fund two of the positions but strongly encourages the Provost to continue her funding of the third position that is needed in this area.

Fiscal Year: _____
Program Name: Case Manager
Program Manager: _____

Please list any S&A funded positions that have been vacant longer than six (6) months. If any vacancies exist, please explain how you utilized the funds and what your long term plans are for the position.

Please provide an overview of the student centered programming provided, i.e. type of programs, milestones, number of students impacted, and how they benefited.

Please provide a detailed explanation of any fund transfers from one service and activities fund budget to another.

Please provide an explanation for any positive or negative fund balances at year end.

2019-20 S&A Annual Report – CWU Office of Case Management

Please provide an overview of the student-centered programming provided, i.e. type of programs, milestones, number of students impacted, and how they benefited:

Management of Information/Referrals

Response to students in crisis and/or students with unmet needs is the primary responsibility of the Office of Case Management. All members of the team are responsible for reviewing and responding to the following report types:

- Suicide Concern Reports: These are forwarded to all Case Managers as well as to the Director of Student Counseling Services and to the Associate Dean of Health & Wellness. Case Managers are the first/primary responders providing outreach to students at risk of suicide/self-harm.
- Behaviors of Concern Reports: These are reports submitted from all stakeholders, primarily staff and faculty, regarding concerns for student wellbeing, health/safety, basic needs, and general distress. In addition to responding to CM-specific reports, we also receive reports from Housing, Rights & Responsibilities, and other BoC report channels that receive information most appropriately addressed by Case Management.
- Police Reports: Whether directly provided to Case Management by CWU Police & Public Safety, Rights & Responsibilities colleagues, CARE Team coordination efforts, or through Dean On Call notifications, Case Managers review relevant police reports for follow up to crisis contacts and general health/safety concerns. These reviews often lead to additional outreach and referrals.
- Behavioral Intervention Team (BIT) Consultation Groups: Case Managers receive referrals through CWU's multidisciplinary BITs, including CARE, RABIT, and TAT (see next page for BIT details). Case Managers are often requested by BITs to complete specific follow-up tasks and student outreach contacts, with timely and documented updates provided to BITs per requests.
- Phone & Email Referrals/Consultation Requests: All calls received and emails sent to Student Success relevant to Case Management are directed to our department. These come from campus partners, Comprehensive Health Care, parents, concerned faculty & staff, peers, and student employers.
- Self-Referrals: Students often learn about our services from campus partners and their peers, leading to calls and walk-ins to Student Success for specific self-referral requests to our services.

Individual Case Management Meetings

Student-centered programming and evidence-based interventions for individual students meeting with Case Managers included self-harm risk assessments (use of SAFE-T assessment measure), safety planning, stress management skills, self-care strategies, communication & assertiveness training, transition assistance (academics, financial, homesickness, etc.), time management/organization, mental health referrals & psychoeducation for students self-disclosing depression, anxiety, grief/loss, ADHD, bipolar/manic episodes, etc.

Ongoing Case Management Services

For students with complicated circumstances, higher levels of distress, involved in multiple systems, etc., it is often appropriate for Case Managers to have contact with students on an ongoing basis, including, but not limited to, the following reasons:

- Students at higher risk of harm to self (initial monitoring contacts with Case Management in tandem with provider/official contacts during initial crisis timeframe)
- Coordination of care for students in need of services with multiple supports

- Accompaniment and assistance with various systems/processes, including:
 - Academic Suspension (coordination with Academic Standing Council)
 - Academic Grievance (informational support & systems communications)
 - Financial Aid matters, including SAP suspensions & reinstatements, eligibility concerns, revision of circumstances, etc.
 - Housing-related needs, on campus with Housing & Residence Life processes and off campus with landlords/property management companies
 - Registry and follow through with Disability Services
 - Conduct-related matters, including serving as Student Conduct Process Advisors (SCPAs) for student respondents in Title IX and Discrimination Grievance cases, assistance with sanction completion efforts, etc.
 - Specific referrals for on-campus and community resources to meet basic needs
- Coordination with outside providers, especially related to psychiatric care needs (evaluation, hospitalization, treatment planning, and discharge coordination steps). Primary partner with Comprehensive Health Care and local Designated Crisis Responders through direct referral and via notifications through CWU Dean On Call resource

Team Representation on CWU Committees, Workgroups, Teams (including but not limited to):

- ❖ CARE (Coordinated Assistance & Resource Education) Team: Multidisciplinary team meets weekly to discuss high-risk/high-concern cases and establish follow-up care plans for students needing more than single POC supports. (Co-Chair and Coordinator are CM team members)
- ❖ RABIT (Risk Assessment & Behavioral Intervention Team): Separate from CARE Team, meets weekly to identify, assess, intervene and/or manage students who may be at risk due to interpersonal or behavioral concerns, with primary emphasis on legal and conduct code matters.
- ❖ TAT (Threat Assessment Team): All Case Management team members can participate in TAT meetings called in response to need for campus safety/risk assessment; three of four hold national certification in training for core TAT membership purposes.
- ❖ Student Counseling Services & Student Health Services: Biweekly consultation meetings between SCS providers and Case Managers / Phone & scheduled consultation between Case Managers and SHS providers based on student needs/requests for services and supports.
- ❖ CWU COVID CARES/HEERF Emergency Funds Committee: Facilitated and supported by Case Management leadership, in partnership with numerous other DOSS leadership officials, created in March 2020 to address crisis/emergency funding needs of CWU students. Weekly meetings and individual assignments completed by all members.
- ❖ Campus Suicide Prevention Team: monthly meetings for large group, additional meetings for subgroups with all Case Managers participating in one or more subgroups/projects, including direct student support efforts.
- ❖ CWU PUSH Committee: All members involved in monthly meetings dedicated to the Presidents United to Solve Hunger (PUSH) initiative and student club, overseeing fundraising efforts/applications, electronic dining dollars support & referral, campus food pantries (stocking, communication of needs), etc. Individual services provided to students via PUSH referrals.

Group Programs/Trainings/Workshops/Outreach

- ❖ Residence Life Professional/Student Staff Trainings:
 - CWU Student Mental Health Concerns
 - Introduction to Case Management Services at CWU
 - Recognition & Response to Suicide Risk

- Self-Care 101
- Burnout & Boundaries (Awareness & Strategies)
- Monthly topic presentations to student staff attending All-Staff Trainings
- ❖ QPR Gatekeeper Training (Suicide Prevention)
 - HR-sponsored employee workshops
 - PSY 449 – by request of Dr. Stein during Psychopathology Course
 - CWU Graduate Studies: Mental Health Counseling (abbreviated course)

2019-2020 Students Served by CWU’s Office of Case Management:

From early Winter 2013 through the end of Fall 2019, Case Management services were documented to a “homegrown” database system built during the first months of the Case Manager role/team to preserve student records of outreach, contacts, meetings and documentation related to academics, healthcare needs, financial aid, and other private student information. All of our services through the end of Fall 2019 have followed these reporting standards, as reflected by the Fall 2019 quarterly review of reporting and service data (**see attached**).

In January 2020, our former database was “retired,” and our reporting and documentation requirements were shifted to use of Guardian conduct software. While we’ve acknowledged some improvements, including: (1) direct input of behaviors of concern reports and other referrals into case format (vs. copy/paste), (2) ability to generate demographic information directly for our students in services, and (3) general changes to reporting for improved communication with other ASL teams using this system, we are no longer able to run the same data reports as we’ve done in the previous 8 years. While we continue to work with our internal technician supporting our Guardian needs and requests for changes to improve reporting abilities, we were able to produce some **initial data** to reflect Case Management student services for the date range of January 1, 2020 – June 30, 2020, listed below:

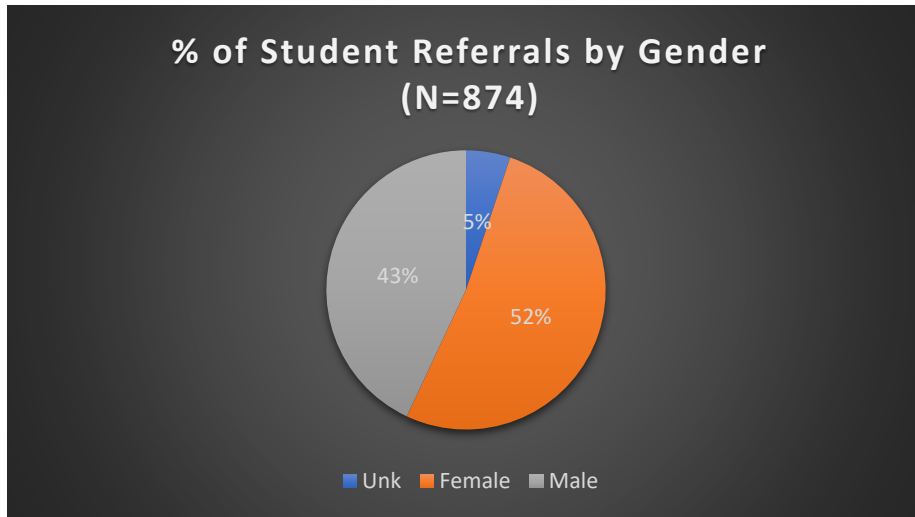
Guardian Reporting for Office of Case Management: January 1, 2020-June 30, 2020:

Total # of cases/reports addressed by Case Management:	874
Total # of individual students served by Case Management:	701

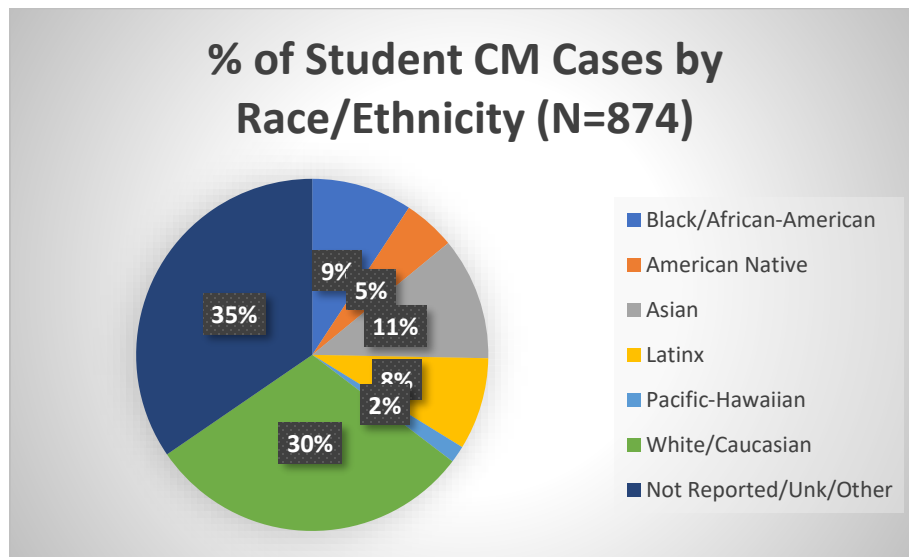
Case Concern Numbers and Percentages of Total Students (N = 701):

<u>Case Codes (often multiple):</u>	<u>N/701</u>	<u>% of Students</u>
➤ High-Risk Flagged Cases (risk of harm to self, others, severe mental illness):	143	(20%)
➤ Suicide Risk:	130	(19%)
➤ Mental Health:	337	(48%)
➤ Medical/Injury/Health Condition(s):	94	(13%)
➤ Distressed Student:	387	(55%)
➤ Basic Needs Insecurities (Food, Housing, Financial):	226	(32%)
➤ Wellness Check (by campus officials, often police/EMS follow up):	100	(14%)
➤ Conduct Referrals (for Student Support Advisor assignments or Sanctions):	53	(8%)
➤ Academic Concerns (including academic suspension reinstatements):	335	(48%)
➤ Other/Unknown (Interpersonal Violence, Grief/Loss, Orientation/other):	185	(26%)

Students by Gender in OCM Services Winter-Spring 2020:



Students by Race/Ethnicity in OCM Services Winter-Spring 2020:



Please note that the combined number of referrals to the Office of Case Management for student outreach and support are reflected by the data above combined with the data generated by the previous reporting system outlined in the Fall 2019 Quarterly Report attachment. **These combined data sources amount to a total of 1,534 cases for a total of 1,345 individual students (multiple reports for individual students considered) served by the Office of Case Management during the 2019-2020 academic year, Fall 2019 (start date September 1, 2020) through Spring 2020 (end date June 30, 2020).**

**While services are available for Summer Quarter, referrals are typically minimal. These additional figures can be provided upon request with additional time allotted to access the former database with IS assistance.*

CWU Office of Case Management Report - Fall Quarter 2019 - Reporting dates 9/1/2019 to 12/15/2019

New students referred for case management from sources below:

347 (348 cases)

Ongoing cases - student cases continued from previous quarter(s):

313

Total # of cases addressed by case management team 9/1/2019 to 12/15/2019:

660 (644 students)

New Referral Sources - Initial Reason for Case Management Contacts/Cases:

Academic Standing Council	Behaviors of Concern Reports	Conduct & VPRC Referrals*	Other	SM & CC (Medical & Counseling)	Self/Other-Student Referred	Student Success (General)	Student Supports (Adv/DS/etc)	Suicide Concern Reports**	University Housing	Total New Referral Sources
23	161	19	21	12	28	4	10	23	47	348

* The majority of Conduct & VPRC Referrals are support referrals for students identified as potential respondents in cases alleging offenses against others (assault, misconduct, harassment, rape)

**Suicide Concern Reports (SCRs) counts referrals not already active in CM services. The total # of SCR's per quarter is not reflected here (due to active CM students &/or those with multiple SCR's)

New Case Types (designated by Case Manager completing documentation for individual students):

Academic concerns	Communication Skills	Conduct/Behavioral/VPRC	Drug/Alcohol Concerns	Family issues	Grief/Loss	Health/Hygiene	Housing needs	Mental health	Other	Relationships	Self-harm/Safety	Stress mgmt	Wellness Check	Total New Case Type
59	1	30	0	10	24	27	13	111	17	5	32	14	5	348

* Reminder: the Case Type is assigned when a new case is opened, often before the first meeting with a student. Once actively engaged in services, most cases meet multiple "types" of presenting issues. These are just the initial referral categories.

CWU Case Management Services - Comparison of 2018-19 Caseload by Quarter with Academic Years 2013-14 through 2018-19

#s of Cases / Academic Year	FALL	WINTER	SPRING	Total (w/quarterly average) for Academic Year*
AY 2013-14	86	104	66	256 (qtr average: 86)
AY 2014-15	178	158	106	442 (qtr average: 148)
AY 2015-16	196	368	381	945 (qtr average: 315)
AY 2016-17	346	389	331	1,066 (qtr average: 355)
AY 2017-18	420	522	664	1,606 (qtr average: 535)
AY 2018-19	491	523	518	1,532 (qtr average: 511)
AY 2019-20	660	TBD	TBD	Fall Qtr: 660

Service & Activities Base Funding Financial Overview
For the month ended September 30, 2020
Department: Student Rights & Responsibility
Fund: F:522
As of 10/15/20

	FY21 Actuals + Forecast	FY20 Actuals	FY 19 Actuals	FY18 Actuals
Revenues				
CWU-Allocation (Revenue)	(24,141)	149,701	148,492	153,482
Total Revenues	(24,141)	149,701	148,492	153,482
Transfers				
Total Transfers	0	0	0	0
Expenses				
CWU-Salary and Wage (Staff)	0	133,964	118,116	61,421
Total Salaries	0	133,964	118,116	61,421
CWU-Benefits	0	51,597	47,227	23,928
Total Salaries & Benefits	0	185,561	165,344	85,349
CWU-Transfer (Expense In)	0	(14,594)	0	0
Bad Debt	0	0	0	0
Total Goods & Services	0	(14,594)	0	0
Total Expenses	0	170,967	165,344	85,349
Net Resources	(24,141)	(21,266)	(16,851)	68,133
Projected Beginning Fund Balance	24,141	45,408	62,259	-5,874
Projected Ending Fund Balance	0	24,141	45,408	62,259

Service & Activities Base Funding Financial Overview

For the month ended October 31, 2020

Department: Student Development

Fund: F:522

As of 11/13/20

	FY21 Actuals + Forecast	FY20 Actuals	FY 19 Actuals	FY18 Actuals
Revenues				
CWU-Allocation (Revenue)	173,843	0	0	0
Total Revenues	173,843	0	0	0
Transfers				
Total Transfers	0	0	0	0
Expenses				
CWU-Salary and Wage (Staff)	110,751	0	0	0
Total Salaries	110,751	0	0	0
CWU-Benefits	42,957	0	0	0
Total Salaries & Benefits	153,708	0	0	0
Bad Debt	0	0	0	0
Total Goods & Services	0	0	0	0
Total Expenses	153,708	0	0	0
Net Resources	20,134	0	0	0
Projected Beginning Fund Balance	0	0	0	0
Projected Ending Fund Balance	20,134	0	0	0