

## 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 position 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.**

## **2020-21 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 CWU's first/primary responders providing follow-up outreach to students reported to be 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, Student Rights & Responsibilities, CARE Team, or through Dean-On-Call/Counselor-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 student outreach and referrals.
- **Phone & Email Referrals/Consultation Requests**: All calls and emails to Student Success that are relevant to Case Management are directed to our department. These calls 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, basic needs resources (food, housing, technology, etc.), 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.

### **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)
- ❖ QPR Gatekeeper Training (Suicide Prevention)
  - PSY 449 – by request of Dr. Stein during Psychopathology Course

- ❖ WSAC Statewide Conference: Wraparound Services & Basic Needs Resources
  - Presented virtually in November 2020 to students, staff & faculty throughout WA state
- ❖ Club Advising for Active Minds & Happiness Club student groups (weekly meetings & events)
- ❖ Hosting of “Virtual Hangouts”, a weekly virtual drop-in group for students experiencing social isolation as a result of COVID-19
- ❖ Critical Incident Support/Response – staff outreach & intervention efforts in response to various critical incidents; past support presence for traumatic events, losses, etc. by leadership request

### **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 and/or others (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):**

- ❖ 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.
- ❖ 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. The OCM Director serves as a core member of TAT and assists with team training on a quarterly basis.

- ❖ Student Counseling Services & Student Health Services: Biweekly consultation meetings between SCS and OCM teams are held in addition to frequent Individual consultation contacts between Case Managers and SCS/SHS providers as needed.
- ❖ Campus Suicide Prevention Team: monthly meetings for campus-wide group; additional meetings for subgroups with all Case Managers participating in one or more subgroups/projects, including direct student support efforts. In 2020-21, work on the implementation of a new Administrative Withdrawal policy was completed by one of these subgroups and is in the process of legal review for CWU approval (per national best practices/standards).
- ❖ CWU PUSH Committee: 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.

**2020-2021 Students Served by CWU’s Office of Case Management:**

**Guardian Reporting for Office of Case Management: July 1, 2020-June 30, 2021:**

Total # of cases/reports addressed by Case Management:	<b>1,263</b>
Total # of individual students served by Case Management:	<b>1,018</b>

**Case Concern Numbers and Percentages of Total Students (N = 1,018):**

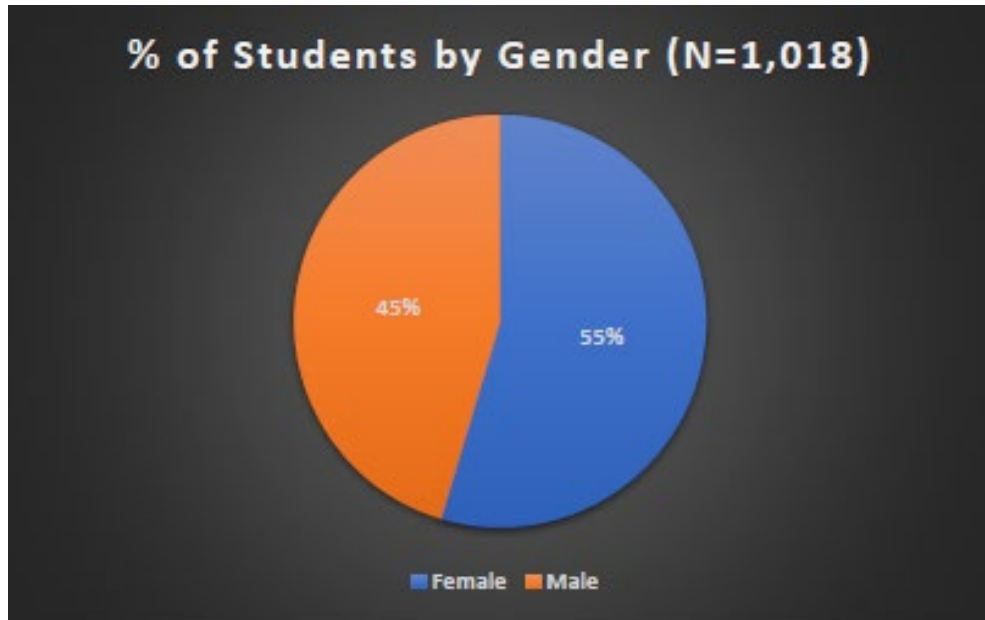
<b><i>Case Codes (often multiple):</i></b>	<b><i>N/1,018</i></b>	<b><i>% Students</i></b>
➤ High-Risk Flagged Cases (risk of harm to self, others, severe/chronic mental illness):	171	(17%)
➤ Suicide Risk:	133	(13%)
➤ Mental Health:	374	(37%)
➤ Medical/Injury/Health Condition(s):	499	(49%)
➤ Distressed Student:	556	(54%)
➤ Basic Needs Insecurities (Food, Housing, Financial):	609	(60%)
➤ Wellness Check (by campus officials, often police/EMS follow up):	120	(12%)
➤ Conduct Referrals (for Student Support Advisor assignments or Sanctions):	83	(8%)
➤ Academic Concerns (including academic suspension appeals/reinstatements):	539	(53%)
➤ Other/Unknown (Interpersonal Violence, Grief/Loss, Adjustment Issues):	543	(53%)

**Note:** While OCM data shows slight decreases in percentages in certain case types/categories (when compared to 2019-20 data), there were significant increases noted in the following:

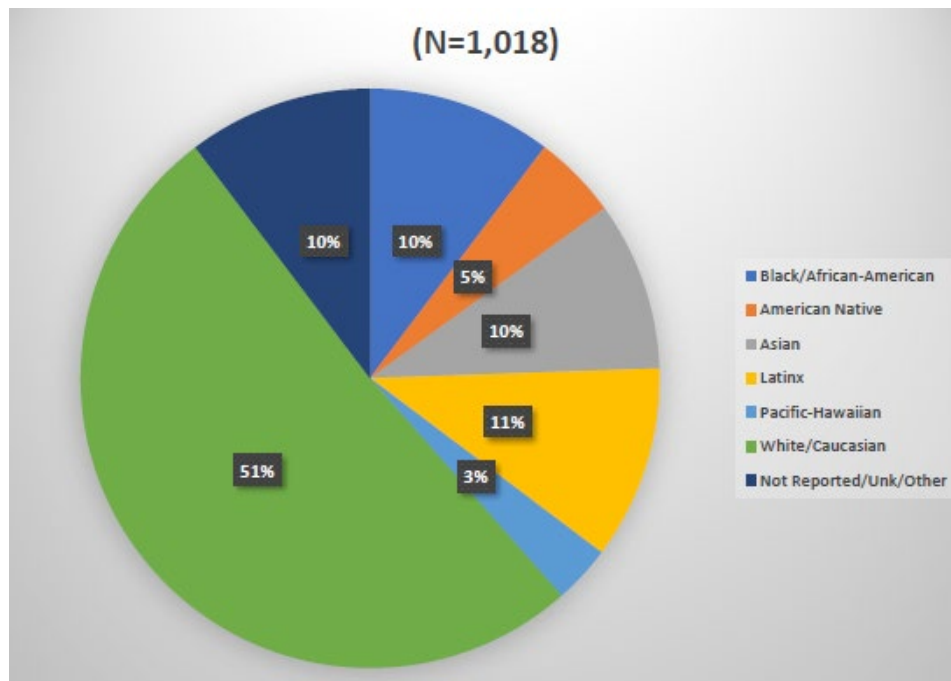
- Medical/Injury/Health Condition (13% → 49%)
- Basic Needs Insecurities (32% → 60%)
- And Other/Unknown (26% → 53%)

Without additional data to inform us, we assume these increases are a direct result of the impacts of the COVID-19 pandemic on CWU students during AY 2020-21. Additionally, the slight percentage decreases in High-Risk, Suicide Risk & Mental Health categories can potentially be attributed to the campus culture/climate with most students engaging with CWU staff & faculty only via virtual communications. Historically, OCM has relied on the in-person rapport between students and faculty/staff to inform what struggles students may be facing. Additionally, referrals from our local crisis team have decreased as fewer students were residing in Ellensburg during this time. OCM staff anticipate that we will continue to observe growing rates of health-related and basic needs referrals while experiencing increases in our rates of higher-risk categories as a result of students returning to on-campus classes, housing & services (inevitably leading to higher numbers of concern reports and referrals for services in FY 2022 and beyond).

**Students by Gender in OCM Services FY 2021:**



**Students by Race/Ethnicity in OCM Services FY 2021:**



**\*Please note that the Guardian reporting/documentation system pulls demographic data from PeopleSoft, and therefore does not reflect all student identities as reported to OCM. We are eager to introduce Titanium, our new documentation system, for more secure records management & improvements to future reporting, which we anticipate will be more reflective and inclusive of our students in OCM services.**

**Service & Activities Base Funding Financial Overview**  
**For the month ended June 30, 2021**  
 Department: Case Management  
 Fund: F:522  
 As of 10/21/21

	FY21 Actuals	FY20 Actuals	FY19 Actuals	FY18 Actuals
<b>Revenues</b>				
CWU-Allocation (Revenue)	173,843	0	0	0
<b>Total Revenues</b>	<b>173,843</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Transfers</b>				
CWU-Transfer (Intra-Fund Out)	19,392	0	0	0
<b>Total Transfers</b>	<b>19,392</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Expenses</b>				
CWU-Salary and Wage (Staff)	126,157	0	0	0
<b>Total Salaries</b>	<b>126,157</b>	<b>0</b>	<b>0</b>	<b>0</b>
CWU-Benefits	43,705	0	0	0
<b>Total Salaries &amp; Benefits</b>	<b>169,862</b>	<b>0</b>	<b>0</b>	<b>0</b>
Bad Debt	0	0	0	0
<b>Total Goods &amp; Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Expenses</b>	<b>169,862</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Net Resources</b>	<b>(15,412)</b>	<b>0</b>	<b>0</b>	<b>0</b>
Projected Beginning Fund Balance	0	0	0	0
Projected Ending Fund Balance	-15,412	0	0	0