

SERVICE AND ACTIVITY FEE ANNUAL REPORT

GENERAL INFORMATION	
Reporting Year:	2017
Reporting Program:	Case Manager
Funded PID:	4621300001
Program Manager	Joseph Bryant

Financial Report Back:	
FUND BALANCE	\$ (3,587.20)
REVENUE:	
S&A Funds Received	\$ 69,032.65
Self Support Funds Earned	
Other Funds Received	
TOTAL REVENUE:	\$ 69,032.65
EXPENSES:	
STUDENT PAYROLL	
NON STUDENT PAYROLL	\$ 50,680.92
BENEFITS	\$ 20,638.28
GOODS & SERVICES	
TOTAL EXPENSES:	\$ 71,319.20
TRANSFERS IN	
TRANSFERS OUT	
NET CHANGE	\$ (5,873.75)

Please list any S&A funded position(s) 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 see attached addendum documents for details

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

2016-17 S&A Report – CWU Case Management Services

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

Student-centered programming topics addressed by CWU Case Management Services from July 2016 through June 2017 have included: stress management, self-care strategies, alternatives to self-injurious behaviors through healthy coping skills training, communication skills & assertiveness training, responding to homesickness (in self and others), time management & organization strategies, along with a variety of specific mental health concerns for individual needs identified by students (depression, anxiety, grief/loss, ADHD, bipolar/manic episodes, etc.). The bulk of these services have been delivered to individual students with scheduled opportunities for group programs as time allowed. Please see the attached 2-page annual report showing numbers of students impacted during the 2016-17 fiscal year.

Programs delivered by (or with support from) CWU Case Management Services in 2016-17:

- First Year Experience & New Student Programs:
 - Discover Orientation sessions (30-45 minutes, average 5-15 attendees/session) – Summer 2016
 - “Rights & Responsibilities”
 - “First Generation Student Success”
 - Wildcat Welcome Weekend – September 2016
 - “Healthy Minds, Good Times” – organized training format, three 1-hour sessions led by SM&CC staff
 - First Six Weeks – Fall Quarter 2016
 - “Self-Care 101”: four 1-hour sessions, 20-75 participants each, supervised with SM&CC staff support
- Residence Life – individual & group programming for student staff in residence halls (RAs, CPs, RHM, etc.)
Student Staff Training – Summer/Fall 2016
 - Facilitated 2-hour session of “QPR Gatekeeper Training” to approximately 100 student & professional staff members
 - Co-Facilitated “Behind Closed Doors” sessions with Residence Hall Coordinators

General Ongoing Programs & Presentations in 2016-17:

- Curriculum-based support meetings for individual students receiving case management services, dependent on individual needs & consisting of resources/referrals as indicated.
- QPR Gatekeeper Training delivered
- Ethical Decision Making Workshops
- Guest Speaker / Lecture Opportunities

During the 2016-17 fiscal year, Case Managers participated in the following CWU committees & teams:

- Student Consultation Team (weekly meetings with key members of CWU departments, including CWU PD, Student Success, SMACC, Wellness, Residence Life/Housing, Rights & Responsibilities)
- Threat Assessment Team (NaBITA certified members, meetings as needed)
- Student Medical & Counseling Clinic (SM&CC) consultation meetings with the counseling staff and with the Executive Director of SM&CC (weekly for both); medical staff consultation as needed
- Academic Standing Council (quarterly meetings, review of individual appeals packets & council determinations made regarding academic suspensions)
- Monthly meetings with CWU Disability Services Staff Consultants and Director (and as-needed)
- Advisor (volunteer role/position) for CWU Happiness Club
- Monthly meetings with IT/programming contacts, for ongoing data management improvements and projects
- Wellness Center consultations with director and health educators, as needed
- Student Rights & Responsibilities Conduct/Title IX team meetings (quarterly and as needed)
- Hiring committee membership for various Student Success and CWU Police Services positions
- Monthly attendance at the Community Counselors Luncheon, a group of community-based counselors organized around training interests & consultation needs - Attended these as schedules allowed

Management of Information/Referrals:

Responding to student needs is the primary duty of the Case Management team. In order to maintain awareness of the various student needs and concerns that arise, Case Managers are responsible for reading all incident reports submitted through the CoCo (conduct coordination) system, which covers all reporting completed by student and professional staff involved in contacts with students through Student Living. Additionally, all Behaviors of Concern reports are reviewed by the Case Managers. These reports generate referrals from the Director of Student Rights, Responsibilities & Health Promotion and/or the Coordinator when concerns appropriate for Case Management Services are indicated. The Case Managers are the first responders to CWU Suicide Concern Reports submitted online which involves immediate response and outreach to the student and connection with campus and community resources. These various reports serve as the initial referral source for students to receive case management services, and help to establish follow-up indicators with students already engaged in case management services, allowing for a coordinated response as needed.

Violence Prevention & Response referrals are made to Case Management Services in order to provide general information and support to those students who have been identified as having potentially violated student conduct code involving Title IX grievance procedures. Case Managers receive referrals from the Conduct Coordinator and attend student conduct meetings as VPRC for the alleged respondent. Ongoing support and general Case Management Services are offered to these students throughout the conduct process and as indicated.

Ongoing Case Management Services

For students in significant distress, involved in multiple systems, identifying challenges in various life domains, etc., it is often appropriate for Case Managers to have contact with students on an ongoing basis (bi-weekly/monthly/quarterly meetings with face-to-face contact). The purposes for these ongoing contacts can include:

- To confirm the student is following recommended steps and engaged in other resources and services.
- To provide additional support for those whose needs aren't being met by current resources, specifically counseling, other issues with behavioral change focus, self-harm/safety issues, etc.
- To accompany and support the student through a variety of processes, including Academic Suspension, Academic Grievance, Financial Aid SAP, Housing changes/improvements, Disability Services registry, conduct meetings, legal outcomes, sanction completion, academic admissions, and regular review and consideration of resources and referrals to address specific needs (including food, clothing, financial, etc.).
- To coordinate with outside treatment systems and agencies, including those for students with needs for psychiatric treatment, hospitalization discharge planning, substance abuse & recovery efforts, etc., sometimes to support the student leaving CWU to pursue recommended higher levels of care in treatment.

Resources/Referrals/Collaborations with CWU departments/services:

- **Student Medical & Counseling Clinic (SM&CC):** Collaboration with medical and counseling providers, referrals between both sides, follow-ups, safety checks, assistance with coordination of benefits, occasional accompaniment to medical/counseling appointments
- **Rights & Responsibilities:** Conduct referrals, VPRC Role/Duties, Kollmorgen Funds Requests
- **Student Living (Housing, Residence Life):** Interaction with various professional staff re: housing, living concerns, wellness checks, follow-ups with residents, etc.
- **Student Achievement:** STAR, TRIO, CAMP, Advising – Coordination of resources/responses to various student needs/issues; member of Academic Standing Council
- **Disability Services:** Referrals to and from DS for assistance & collaboration
- **Wellness Center:** Coordination with health educators, outreach campaign involvement, VPRC process/roles/consulting
- **CWU Police Services:** Consultation with various police officials for student health & safety concerns, ongoing processes/investigations, general campus safety outreach/issues
- **Financial Aid:** Establishing funding sources, identifying obstacles, assistance with SAP petitions and other processes involved with funding, online information discrepancies
- **Registrar's Office:** Hardship Withdrawal process, full academic withdrawal, assistance with tuition reimbursement
- **SURC Offices:** Various supports/resources within Wellness Center, CDSJ, CLCE, Wildcat Shop, Recreation
- **Human Resources:** OEO investigations (provide information, attend meetings for support services)
- **CWU Athletics:** Referrals & follow-ups
- **ARC/Learning Commons:** Referrals to, information provided to staff for support
- **Veteran's Centers:** and VA contacts, campus and community resources
- **CWU Center Campuses:** Support for staff responding to student behavioral & safety concerns
- **Academic Departments:** Referrals from staff and follow up contacts re: student needs & requests

Resources/Referrals/Collaborations with local community:

- Various independent/private medical and psychiatric providers and clinics
- Kittitas Valley Health and other public hospital/treatment facilities: Coordination with psychiatric inpatient units, medical hospitals and drug/alcohol inpatient treatment centers (local and state-wide)
- Comprehensive Healthcare (community outpatient & day treatment for mental health, formerly CWCMH)
- Department of Social & Health Services (DSHS) – Kittitas County Community Service Office (CSO)
- HopeSource (community nonprofit providing assistance with transportation, utilities assistance, etc.)
- Local alcohol/drug abuse treatment services: Merit Resources, Barth & Associates
- Church/community funded clothing, food & resource banks (various)
- Kittitas County Court Services (county clerk, district/superior courts, probation, jail services)
- Boys Smith Vision Center (has provided upfront services for reduced price with referrals via DOSS)
- ASPEN advocacy services & shelter resource for survivors of family violence
- Planned Parenthood, Public Health Department, Central Washington Family Medicine

CWU Case Management Services – Annual Report 2016-17

The following information is compiled using the Case Management Database, a collaborative program created & maintained by Marion Andrin (and team) and CWU Case Managers Gretchen Geltemeyer, Tiffany Smith & Joy Stochosky. In addition to providing data for quarterly & annual reports, this database allows us to maintain individual records for each student served by CWU Case Management Services. The outcomes are presented quarterly and then combined for this annual report.

Total # of student cases (new & ongoing from prior quarters) served by CWU Case Management Services 7/1/2016--6/16/2017:

Quarter/Date-Range:	Ongoing Student Cases (prior):	NEW Student Cases/Referrals:	TOTAL # Cases/Students per Quarter:
SUMMER 2016* (7/1/16-8/31/16)	51	65	116 cases / 111 students
FALL 2016 (9/1/16-12/15/16)	157	189	346 cases / 343 students
WINTER 2017 (12/16/16-3/23/17)	211	178	389 cases / 379 students
SPRING 2017 (3/24/17-6/16/17)	169	163	331 cases / 328 students
ANNUAL CM OUTCOMES/TOTALS: (7/1/16-6/9/17)	--- (ongoing may = duplicates)	595	1182 cases / 1161 students

**Summer Quarter CM coverage is typically more limited due to cyclic leave and much lower student enrollment compared to Quarters in the standard Academic Year (Fall through Spring)*

New Referral Sources – Initial Reason for Case Management Referrals for the 566 NEW Referrals (7/1/16--6/16/17):

Qtr/Date:	Academic Standing Council	Behaviors of Concern Reports	Conduct & VPRC Referrals	OTHER (misc)	Self-Refer or by other student(s)	SM&CC (Medical & Counseling)	Student Success (General)	Student Supports (Adv/DS/etc)	Suicide Concern Reports	University Housing Reports	TOTAL NEW REFERRAL SOURCES:
SUMMER '16 7/1-8/31	41	2	3	2	2	1	4	5	4	1	65
FALL 2016 9/1-12/15	19	35	21	12	8	16	10	19	20	29	189
WINTER 2017 12/16-3/23	57	26	7	7	19	14	6	10	8	24	178
SPRING 2017 3/24-6/16	19	27	16	13	7	17	19	22	8	15	163
TOTALS:	136	89	46	34	37	48	39	55	40	69	595

2016-17 New Case Types (Designated by Case Manager Completing Initial Referral Documentation Based on Available Information):

Quarter & Year	Academic Concerns	Comm Skills	Conduct & VPRC	Family Issues	Health & Hygiene	Mental Health	Other	Relationships	Self-Harm, Safety	Stress Mgmt	Substance Use/Abuse Concern	Housing Needs	Grief & Loss	Wellness Check	Total New C.T.s:
Summer 2016	41	1	3	2	3	3	4	1	4	1	---	1	1	---	65
Fall 2016	36	1	23	11	7	32	18	4	28	5	1	4	13	6	189
Winter 2017	65	1	13	8	13	26	15	2	16	4	2	4	8	1	178
Spring 2017	37	---	21	6	8	25	8	3	19	5	3	15	8	5	163
TOTAL # 2016-17	178	3	59	27	31	86	45	10	67	15	6	24	30	12	595

This information can be accessed by members of CWU Case Management Services for further review & dissemination per supervisory approval.

Additional Case Management Services data includes (but is not limited to):

- Types of services provided for each case
 - Direct, email/phone, consultation, maintenance
- Time spent with students/cases
 - Options range from 5 minutes to multiple hours
- Individual case notes with reference to content of CM meetings
- Scanned & uploaded documents
 - Informed Consent/Disclosure agreements for Case Management Services
 - Academic Petitions, Notifications, Meeting Requests
 - Referral background (police reports, information provided by students, etc.)

*The data for this report was completed June 30, 2017, by CWU Case Management Services.
Please contact the Office of Student Rights & Responsibilities at (509) 963-1515 for additional information.*