

## Services & Activities Fee Annual Program Review

Program Name: Office of Case Management  
Program Manager: Joy Stochosky, Director  
Fiscal Year: 2022 (Fall 2021-Winter 2022)

1. In what ways does your program support CWU students? Please be specific, yet concise.

The Office of Case Management (OCM) provides a unique set of services to CWU students in crisis. We ensure that no student in crisis falls through the cracks, continuing support services when student needs fall outside the scope of practice of other offices. OCM staff have over 60 years of combined experience in social services and higher education, and all four professionals hold state licensure in related fields.

OCM staff are first responders to all CWU Suicide Concern Reports and OCM-specific Behaviors of Concern reports. Common referral types include suicide attempts, hospitalization and discharge planning, suicidal ideation & self-harm, mental health concerns, basic needs insecurities, academic challenges, grief/loss, challenges related to identity, and social/interpersonal difficulties.

OCM staff initiate direct outreach to every student referred for services. Once connected, Case Managers provide short-term, solution-focused interventions to students for assessment & referral purposes, as well as systems advocacy within CWU and the community to enhance equity and access to resources. Additionally, OCM staff provide critical expertise to campus Behavioral Intervention Teams (BITs) as well as campus-wide initiatives and workgroups. Education and prevention are key focal points of OCM services. OCM staff also volunteer time to advise student clubs that emphasize student wellbeing.

2. What are your specific program goals or learning/operational objectives? How are you assessing the effectiveness of your program in achieving those targets?

Students receiving Case Management services will:

- Have increased awareness of the various resources available to them as students in all areas of student life and within the surrounding community.
- Receive recommendations regarding academics and other aspects of CWU student living through support from Case Managers and through those supports that Case Managers connect them to for follow up assistance.
- Report improved sense of connectedness to the campus community.
- Increase understanding of student rights, responsibilities, opportunities, and obstacles, regardless of locus of control in each of these areas.
- Receive support emphasizing safety, health, and wellness, which can include revising original plans for educational pursuits and overall quality of life expectations.
- Be supported to advocate for themselves in future processes, communication efforts, etc.
- Experience increased feelings of acceptance, optimism, connectedness, self-worth, hope and self-efficacy for future outcomes, within CWU's higher education framework and for life in general.

OCM staff assess the effectiveness of services daily; this includes individual risk & need assessments, communicating with students following a referral for resource management purposes, and evaluating changes in student wellbeing (based on student self-report and staff observation). Additionally, there are weekly reviews completed of all incoming referrals, multiple weekly consultation meetings to evaluate needs & outcomes, and quality control actions completed by the OCM Director. We anticipate additional student evaluation data in the near future following the implementation of our new software program.

3. What is the overall purpose of your program and what service(s) does your program provide?
- a. Are there overlaps or intersections with other university programs who have a similar purpose or service?

OCM strives to identify and connect with students experiencing obstacles to success and enhance holistic student wellness through assessment, support, and connections to various formal and informal resources. OCM prioritizes safety, risk mitigation, health & wellness, and responds to the needs of our CWU community with these priorities in mind.

Specifically, OCM services include:

- Crisis response & follow up to students identified as having severe mental health concerns or other higher-risk extenuating circumstances (specifically via Suicide Concern Reports, also by referral from police and other reporting parties)
- Outreach to all referred students, followed by:
  - ➔ Coordination of referrals and services for students in need of additional support
  - ➔ Solution-focused support meetings with individual students experiencing distress related to extenuating circumstances
  - ➔ Required meetings designated by various CWU officials (conduct, academic reinstatement, monitoring for post-threat/risk-related behaviors)
- Consultation with staff & faculty, parents/guardians & community health providers regarding individual students and need-based trends
- Coordination of campus & community resource connections to maintain referral/resource access
- Facilitation of CARE (Coordinated Assistance & Resource Education) Team and membership with other BITs for risk mitigation and targeted intervention efforts
- Education of students, staff & faculty regarding responsible reporting, resource navigation & outreach related to mental health and well-being (student mental health resources, suicide recognition & response, support for direct service staff, e.g., Residence Life)
- Leadership & contribution to multiple campus initiatives related to basic needs, campus-wide mental health efforts & community resource coordination

OCM coordinates care and assistance across and beyond CWU. However, the services we provide are distinctly unique. Since joining the Health & Wellness unit in spring 2021, we have collaborated with teams including Wellness/PATH, Student Counseling Services, and Student Health Services to ensure student access to relevant services, eliminate duplication of services, and enhance student outcomes.

4. How does your program align with the purpose of S&A funding? *“Supporting cocurricular and extracurricular activities and programs participated in by students in the furtherance of their education.”*

The original Case Manager program (1-year pilot) was funded in 2012 by strong request of the student body and supported by campus partners aware of the need for a service to “bridge the gap”, especially for students not seeking help through typical/primary resources. The program has grown to meet the needs of students over time, with S&A most recently continuing funding for 2 Case Manager positions (of 4 total OCM positions) and newly added staff professional development funds. By having a team of skilled, educated Case Managers, the program has led to significant improvements in student well-being and retention per qualitative feedback from all stakeholder groups.

OCM staff have led the CARES/ARP emergency funds team at CWU since March 2020 to assist in providing over \$20 million in direct financial relief to thousands of students impacted by COVID-19, many of whom would not be on track to further their education at CWU without this assistance.

5. How does your program support CWU's mission and goals? (<https://www.cwu.edu/mission/>)

By helping to connect students with resources and remove barriers to academic success and general well-being, OCM directly supports CWU's mission ("preparing students for enlightened, responsible & productive lives") and aligns with the mission & goals of the Student Success division and of the Health & Wellness Unit. OCM reduces the significant burden for faculty & staff of attending to student health and wellbeing needs. This means that faculty & staff have more time to focus on activities like teaching and advising, improving the student experience for all.

6. Please provide detailed information regarding who utilizes your program? (*Students, faculty, staff, community? Specific demographic information? Class standing, gender, ethnicity, transfer, campus location, etc.*)

OCM services are provided to both undergraduate and graduate students regardless of class standing, transfer status & campus location. Consultation services to staff, faculty, parents/guardians, and community providers are provided with the goals of improving student outcomes and enhancing academic success and overall wellbeing.

Regarding demographics of students currently served by OCM, please see the attached data sheet.

\*Note that 48.6% of students served by OCM identify as a member of a Traditionally Underserved Student Group (TUSG), compared with CWU's overall TUSG student population of 40% (per 2020-21 Diversity Statistics:

<https://www.cwu.edu/inclusivity/diversity-statistics>)

7. How many unique CWU students utilize your program or services?

a. How do you gather these metrics?

b. If you do not, what is preventing you from getting that data and how are you determining usage by CWU students?

From September 20, 2021 – March 4, 2022, OCM has received 810 referrals (151 of which were deemed "high-risk"), for a total of 675 unique students served during that time. Of these 675 students active in OCM services, many presented with multiple referral needs as follows:

- Distressed Student: 62%
- Academic Concerns: 53%
- Grief/Loss: 11%
- Other: 35% (needs related to Identity, Transition, Social, Family/Relational, Communication, etc.)
- Suicide Risk: 14%
- Basic Needs: 37%
- Wellness Check: 9%
- Mental Health: 52%
- Physical Health: 23%
- Conduct Referral: 2%

These metrics were gathered 3/4/22 utilizing Guardian software with support from the OSRR Coordinator.

OCM staff have also led the CWU COVID-19 CARES Emergency Funds Team (multidisciplinary team of CWU professionals est. March 2020) which has distributed over \$20 million in CARES/HEERF/ARP federal emergency funds to CWU students, providing relief awards to over 2,000 individual students per quarter through Winter 2022 (<https://www.cwu.edu/student-success/cares-heerf-grant>). Many of these students received direct communication from one or more members of the OCM Team and/or had funding applications reviewed by OCM Team members.

8. Are there any current vacant positions in your program?

At this time, there are no current vacant positions in the program.

9. Given the budget reductions taking place and continuing for the remainder of the funding cycle, please tell us what specific impacts those reductions have had on your program compared to what was originally planned and including in your initial base funding request.


At this time, OCM staff are continuing to work with the Associate Dean of Health & Wellness and the Dean of Student Success to determine how OCM's budget will be impacted by the reductions taking place. At best, we anticipate loss of professional development opportunities; at worst, OCM staff reductions. That said, we are continuing to provide the highest quality of services possible to CWU students at greatest risk related to health & safety and/or retention & degree completion; we are optimistic that we will identify solutions supported by leadership that will allow the 4 OCM professionals to maintain FTE status, which will be necessary per staff retention & sustainability perspectives.

10. Are there any circumstances or challenges that are currently impacting your ability to use your base funding allocation this year?

At this time, one of the Case Managers funded by S&A is on medical leave (FMLA) as of January 26, 2022, and may extend this leave beyond the typical 3-month timeframe with use of Washington State's Paid Family Medical Leave (PFML), which could range between a few weeks to 3 additional months of leave. While utilizing PFML, this Case Manager will be drawing PTO funds from the source, not the S&A OCM budget. Potential impacts to using our base funding will be dependent on these factors which are still to be determined as of the submission of this report.

11. What growth or increases would you like to see in your program in the future?

Future goals related to the growth/increase of OCM services include:

- Increase salary levels for current OCM staff to match national & state income standards and improve staff retention
- Increase the number of OCM professional staff to reduce caseloads and improve quality of services to students (Case Managers are currently averaging 200+ students per caseload when staffed with 4 FTEs)
- Secure funding for graduate-level internships, assistantships, and/or work-study to employ students seeking professional experiences related to OCM services
- Identify additional funding for professional development (continuing education, maintenance of licensure, best practices/standards implementation) and general operating costs (utilities, software/data management, outreach materials)
- The development of a Student Emergency Fund with funding that can be awarded/allocated to eligible students working with OCM to address extreme financial hardship. 

CWU Office of Case Management Demographics  
Students Served 9/1/21-3/4/22 (N = 675)

