

Financial Overview
For the month ended November 30, 2019
 Department: Student Rights & Responsibility
 Fund: F:522
 As of 12/18/19

	FY21 Forecast	FY20 Actual + Forecast	FY 19 Actuals	FY18 Actuals
Revenues				
CWU-Allocation (Revenue)	149,701	149,701	148,492	153,482
Total Revenues	149,701	149,701	148,492	153,482
Transfers				
Total Transfers	0	0	0	0
Expenses				
CWU-Salary and Wage (Staff)	132,215	128,365	118,116	61,421
Total Salaries	132,215	128,365	118,116	61,421
CWU-Benefits	51,334	50,058	47,227	23,928
Total Salaries & Benefits	183,549	178,423	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	183,549	163,829	165,344	85,349
Net Resources	(33,848)	(14,128)	(16,851)	68,133
Projected Beginning Fund Balance	31,280	45,408	62,259	-5,874
Projected Ending Fund Balance	-2,568	31,280	45,408	62,259

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:	<u>FY2019</u>
Program Name:	<u>Case Manager</u>
Program Manager:	<u>Joy Stochosky</u>

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.

N/A

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

See attached - 5 page document

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

N/A

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

In Funding year 2018-2019, we began the search for the planned Assistant Director position. Once the Asst. Director position was filled the Case Manager became vacant leaving salary savings from the vacancy. We then conducted a search to fill the Case Manager. With these vacancies and searches in process a portion of the year, this left us with salary savings to cover increases to salary for the Asst. Director as well as any cost of living increases. This salary savings balance was approved to be carried forward to cover these increases through the end of the S&A funding cycle.

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2018-19 S&A Annual 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:

Individual Case Management Meetings

Student-centered programming & evidence-based interventions for individual students meeting with Case Managers included self-harm risk assessments, safety planning, stress management skills, self-care strategies, alternatives to self-injurious behaviors through healthy coping skills, communication and assertiveness training, transition assistance (academics, homesickness, etc.), time management and organization, mental health diagnosis-specific psychoeducation for students self-disclosing depression, anxiety, grief/loss, ADHD, bipolar/manic episodes, etc. (*see attached annual data report for referral numbers of individual students served by Case Management in 2018-19*).

Group Programs/Trainings/Workshops/Outreach Facilitated by Case Management

- ❖ ResLife Professional Staff Trainings:
 - CWU Student Mental Health Concerns
 - Intro to Case Management Services at CWU
 - Recognition & Response to Suicide Risk
- ❖ ResLife Student Staff & Residents Trainings:
 - Recognition & Response to Suicide Risk
 - Self-Care 101
 - Crisis Response/Resources at CWU & in the Community
 - Monthly topic-specific presentations to student staff (e.g. boundaries, reporting considerations, safety)
- ❖ QPR Gatekeeper Training – Suicide Prevention
 - PSY 449 – Dr. Stein’s Psychopathology Course
 - HR-supported employee workshop
- ❖ Inter-Group Dialogue – CM Co-Facilitator Involvement
 - DEC students & staff
 - Open invitation event for student leadership

Management of Information/Referrals

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

- Suicide Concern Reports (Case Managers are first responders to these reports)
- Behaviors of Concern Reports (those appropriate for Case Management are assigned for outreach)
- Incident Reports from Housing
- Police reports from CWU, City of Ellensburg, Kittitas County & State Patrol (supervisor reviews and shares with team when relevant to referrals or students already in services)
- All calls made to the Office of the Dean of Student Success relevant to Case Management, including calls from campus partners, Comprehensive Mental Health, parents, concerned faculty & staff, peers, etc.
- Email messages sent to DOSS and other colleagues are forwarded to the team when appropriate
- Student self-referrals or word-of-mouth/student-to-student – often walk-in or by phone

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. Purposes include:

- ❖ Coordination of care for students engaged in services with multiple supports
- ❖ Additional support for needs unmet by other available resources, especially when concerned about safety, health & wellness of students
- ❖ Accompaniment and assistance with various systems/processes, including:
 - Academic Suspension (coordination with Academic Standing Council)
 - Academic Grievance (informational support)
 - Financial Aid matters, including SAP suspensions & reinstatements, eligibility concerns, etc.
 - Housing-related needs with Housing & Residence Life processes and off-campus landlords
 - Registry and follow through with Disability Services
 - Conduct-related matters, including serving as Student Support Advisors for respondents in Title IX / Discrimination/Grievance cases, completion of sanctions, etc.
 - Specific referrals for on-campus and community resources to meet basic needs
- ❖ Coordination with outside treatment systems & agencies, especially related to psychiatric evaluation, hospitalization, treatment planning, and discharge steps. Primary partner with Comprehensive Health Care.

Case Management Representation on CWU Committees, Teams, Groups (including but not limited to):

- Student Consultation Team (weekly)
- Threat Assessment Team (core & support members)
- Student Medical & Counseling Clinic staffings (weekly/bi-weekly)
- Academic Standing Council (quarterly)
- Disability Services Team (as needed)
- JED / Campus Suicide Prevention Team (monthly main team & monthly workgroup meetings)
- Volunteer advising for CWU Happiness Club
- Conduct/Title IX Team (Quarterly/as needed)
- PUSH Resources (food pantries & PUSH funds) – partnership w/Sustainability Reps at CWU
- Various search committees for positions within DOSS and across campus

Resources/Referrals/Collaborations between Case Management and other CWU departments:

- ❖ Student Medical & Counseling Clinic (SM&CC)
- ❖ Student Living (Housing, Residence Life)
- ❖ Student Achievement SSS (STAR, TRiO, CAMP)
- ❖ Academic Advising (exploratory, declared & transfer)
- ❖ Disability Services
- ❖ Wellness Center
- ❖ CWU Police Services
- ❖ Academic Advising
- ❖ Financial Aid
- ❖ Registrar's Office
- ❖ Diversity & Equity Center
- ❖ Recreation
- ❖ Human Resources

- ❖ International Studies/Student Services
- ❖ CWU Athletics
- ❖ Learning Commons, Writing Center, Tutoring
- ❖ Veterans Center
- ❖ CWU Center Campuses – Administration, staff & faculty
- ❖ Academic Departments (faculty, staff & major advisors)
- ❖ Student Rights & Responsibilities – Conduct Colleagues

Resources/Referrals/Collaborations between Case Management and Local Community

- Comprehensive Health Care
- Kittitas Valley Healthcare (KVH)
- Department of Social & Health Services (DSHS)
- HopeSource
- Merit Resources
- ASPEN Advocacy
- Planned Parenthood
- Central Washington Disability Resources (youth advisor and general resource/referral contacts)
- Public Health Department
- Various Police Departments (Ellensburg PD, KCSO, Washington State Patrol)
- Private & public healthcare community providers (local and in students' "home towns")
- Local foodbanks, churches with clothing banks
- Board member of Kittitas County Health Network (KCHN)
- Board member of Behavioral Health & Recovery Advisory Board (County Commissioners)
- Membership with KCHN's Behavioral Health Workgroup

CWU's Office of Case Management began directly reporting to the Dean of Student Success as of 6/1/2019. As a separate department, this is now an independent team of four CWU Case Management officials with master's level training and varied/related work experiences in counseling & social work professions. Two of the four positions are funded by S&A dollars. We have had full retention of staff since Fall 2015 with two positions, growing to a team of three Case Manager positions the following year and adding a leadership position in Winter/Spring of 2018 for a total of 4 staff in CWU's Office of Case Management.

CWU Case Management Services – Annual Report 2018-19

The following information is compiled using the Case Management Database, a collaborative program created & maintained by Marion Andrin (and team) and the CWU Case Management Team. 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 6/16/18--6/14/2019:

Quarter/Date-Range:	Ongoing Student Cases (prior):	NEW Student Cases/Referrals:	TOTAL # Cases/Students per Quarter:
SUMMER 2018* (6/16/18-8/31/18)			
	239	112	351 cases / 349 students
FALL 2018 (9/1/18-12/14/18)		201	491 cases / 490 students
WINTER 2019 (12/15/18-3/21/19)		278	523 cases / 517 students
SPRING 2019 (3/22/19-6/14/19)		298	518 cases / 516 students
ANNUAL CM OUTCOMES/TOTALS: (6/16/18-6/14/19)	—	907	Annual Total of Quarterly #s: 1,883 cases / 1,872 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 (6/17/17--6/15/18):

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 '18 6/16-8/31	80	9	1	4	5	2	2	3	6	0	112
FALL 2018 9/1-12/14	1	117	10	21	19	11	15	14	25	57	290
WINTER 2019 12/15-3/21	60	102	19	16	12	6	2	7	16	45	285
SPRING 2019 3/22-6/14	55	76	12	11	11	5	3	8	17	22	220
TOTALS:	196	304	42	52	47	24	22	32	64	124	907

*This information may be further shared with permission from the Supervisor of CMS. Please contact DOSS for more info.

2018-19 New Case Types Designated by Case Manager Completing Initial Referral Documentation (Based on Available Information):

Quarter & Year	Academic Concerns	Comm Skills	Conduct & VPRC	Substance Concerns	Family Issues	Grief & Loss	Health & Hygiene	Housing Needs	Mental Health	Other	Relationships	Self-Harm, Safety	Stress Mgmt	Wellness Check	Total New C.T.s:
Summer 2018	85	---	4	---	---	2	1	2	3	7	1	6	1	---	112
Fall 2018	20	2	23	12	10	40	7	9	74	19	8	44	11	11	290
Winter 2019	71	---	38	6	8	20	17	6	74	9	2	21	8	5	285
Spring 2019	68	1	22	2	6	9	6	9	57	6	5	20	5	4	220
TOTAL # 2018-19	244	3	87	20	24	71	31	26	208	41	16	91	25	20	907

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
 - Meeting Summaries (including list of topics covered and detailed notes with optional risk assessment)
 - Release Of Information (ROI) forms: Internal/CWU and External (providers, parents, emergency contacts, etc.)
 - Academic Petitions, Notifications, Meeting Requests
 - Referral background (police reports, information provided by students, etc.)

The data for this report was completed June 28, 2019, by CWU Case Management Services.

Please contact Joy Stochosky, Assistant Director of Case Management, at (509) 963-1515 for additional information.

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