

## SERVICE AND ACTIVITY FEE ANNUAL REPORT

GENERAL INFORMATION	
Reporting Year:	2013
Reporting Program:	Case Manager
Funded PID:	534287000
Program Manager	Joy Stochosky

Financial Report Back:	
REVENUE:	
S&A Funds Received	\$ 65,000.00
Self Support Funds Earned	\$ -
Other Funds Received	
<b>TOTAL REVENUE:</b>	<b>\$ 65,000.00</b>
EXPENSES:	
STUDENT PAYROLL	\$ -
NON STUDENT PAYROLL	\$ 50,042.53
BENEFITS	\$ 21,373.00
GOODS & SERVICES	\$ 177.00
<b>TOTAL EXPENSES:</b>	<b>\$ 71,592.53</b>
TRANSFERS IN	\$ 2,877.89
TRANSFERS OUT	\$ (14,478.81)
<b>NET CHANGE</b>	<b>\$ 10,764.17</b>

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.

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.

Programming topics addressed by Case Manager in 2013 have included: stress management, self care strategies, alternatives to self-injurious behaviors through healthy coping skills training, communication skills & assertiveness training, anger management, responding to homesickness (in self and others), time management & organization strategies, procrastination, and a variety of specific mental health concerns for

individual needs identified by students (depression, anxiety, grief/loss, ADHD, bipolar/manic episodes, etc.).

Programs delivered by (or with support from) Case Manager in 2013:

- First Year Experience & New Student Programs:

- Discover Orientation – “Rights & Responsibilities” – four sessions, 30-45 minutes, average of 5-15 attendees at each (held support role).

- Wildcat Welcome Weekend – “Healthy Minds, Good Times” - total of three 1-hour sessions with 50-75 attendees at each. Planned and delivered with SMACC outreach coordinator & SMACC counseling interns.

- First Six Weeks – “Self Care 101” – total of four 1-hour sessions, range of 20-75 participants, planned and delivered with SMACC staff; “Relationship Rules” – total of two 1-hour sessions, 60-75 participants at each.

- Residence Life - programming for student staff in residence halls (RAs, CPs, RHMs, etc.)

- Developed and delivered “The Yellow Zone” training with RHC Brandon Knox to consider respectful living climates, encourage intervening when encountering or made aware of behaviors/materials that have any potential to lead to bias-based events/interactions, management of pranks & bullying, modeling positive living community standards, etc. One 3-hour session for RAs, CPs & RHMs delivered prior to Fall move-in, approximately 90 participants.

- CAST trainings – Three 30-45 minute sessions delivered to student staff group of 90.

- Individual guidance provided to student staff in topics affecting halls/communities, with presentations delivered by student staff.

- GENERAL:

- Curriculum-based support meetings for individual students receiving case management services, dependent on individual needs & consisting of resources/referrals whenever possible.

- Current license/certification (obtained through self-study course in 2013) to present “QPR Gatekeeper Training”, a suicide intervention strategy that is evidence-based and suggested for use in a range of environments – Delivery of training programs to start Winter Quarter 2014 with co-facilitator Andrea Easlick, AD of CWU’s Wellness Center.

Please see attached document for more specific data addressing number of students served for 2013 and by quarter, as well as Case Manager involvement in various CWU committees & councils.

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

N/A



## **2013 S&A Annual Report – Case Management Services**

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In 2013, the Case Manager has participated in the following organized 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 member, meetings as needed)
- Counseling Center consultation meetings, weekly attendance
- Academic Standing Council (quarterly, review of individual appeals packets & council determinations made regarding academic suspensions)
- Residence Life team meetings, attendance as-needed
- Bi-weekly meetings with CDS Student Services Manager, Wendy Holden
- Bi-weekly meetings with IT/programming contact, Marion Andrin
- Wellness Center consultations with assistant director and health educators, as needed
- Hiring committee member for Student Success, Wellness & SMACC (2013)

Management of Information/Referrals:

Responding to student needs is the primary duty of the Case Manager. In order to stay aware of the various needs/concerns that arise, the CM is 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 CM, and often generate referrals from the Director of Rights & Responsibilities and/or the Coordinator when concerns around stress/mental health are indicated. The Case Manager is one of 5 CWU officials who receive the Suicide Concern Reports submitted online and is the first responder for these reports. Many of the reports listed result in requests for follow-up with students already engaged in case management services, allowing for a coordinated response as needed.

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The following information is drawn from the Case Management Database, created by Marion Andrin and current CM Joy Stochosky, for purposes of maintaining individual records for each student served by CWU Case Management as well as for data reporting and program assessment. The numbers are presented quarterly and then combined for an overall picture of the year for this annual report. Please note that the final quarter’s numbers are not in final draft form due to the report’s due date. After the end of the quarter (12/12/13), a revised set of numbers can be presented. Also, the CM Database is in an ongoing transition process and future reports may include additional data, e.g. “referral type” and other categories, pending changes made to this documentation program.

- For clarification of categories/terms, please consider the following when reviewing the quarterly and annual numbers:
- Student cases are typically closed at the end of the academic quarter in which they were referred, unless needs or requirements (e.g. sanctions) indicate ongoing needs.
  - “Email/phone” contacts refer to those with students, staff, faculty, parents, consulting team members, etc., in relation to the specific student identified.
  - “Staffing/consultations” includes all professional staff discussions for purposes of information sharing, service/funding determinations, referral plans, and other issues related to student needs.
  - “Maintenance” is the catch-all category, to reflect writing letters, support statements, review of files from various service providers, faxing/copying needs for communication within and outside of CWU, etc.
  - With “Support & Student Services” in the referral sources list, this category includes Wellness Center, TRIO, STAR, Center for Disability Services, CDSJ, CLCE, police/safety contacts, etc.
  - Time options for contacts are: 5 minutes, 10 minutes, 15 minutes, 30 minutes, 45 minutes; then 1 hour, 2 hours, 3 hours, 4 hours. Time estimates for overall counts are hours rounded down to the nearest hour to avoid over-estimation of time spent providing services to students.

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**First Quarter Data – Winter Quarter 2013 – Reporting dates 01/01/2013 to 03/31/2013**

New students referred for case management from sources below: **48**

Referral Sources – Initial/Primary Reason for Initial Case Management Contacts:

<i>Academic Standing Council</i>	<i>Behaviors of Concern Reports</i>	<i>Conduct Referrals/ Incidents</i>	<i>Faculty &amp; Academic Dept Staff</i>	<i>Residence Life Dept pro staff</i>	<i>Self referred students</i>	<i>SMACC (counseling &amp; medical)</i>	<i>Student Success Office</i>	<i>Support &amp; Student Services</i>	<i>Suicide Concern Reports</i>
0	1	14	3	6	4	8	8	3	1

Ongoing Cases (students from previous quarters with open cases): **25**

Total number of students with case management needs served first quarter: **73**

First quarter contact types/counts:	First quarter averages per student (N=73):
▪ Staffings/consultations: 294	4.03
▪ Emails & phone calls: 311	4.26
▪ Direct service (in-person): 219	3
▪ Maintenance: 136	1.86
▪ TOTAL # of contacts: 960	13.15 contacts
▪ TOTAL # hours spent: 345	4.73 hours

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**Second Quarter Data – Spring Quarter 2013 – Reporting dates 04/01/2013 to 06/30/2013**

New students referred for case management from sources below: **78**

Referral Sources – Initial/Primary Reason for Initial Case Management Contacts:

<i>Academic Standing Council</i>	<i>Behaviors of Concern Reports</i>	<i>Conduct Referrals/ Incidents</i>	<i>Faculty &amp; Academic Dept Staff</i>	<i>Residence Life Dept pro staff</i>	<i>Self referred students</i>	<i>SMACC (counseling &amp; medical)</i>	<i>Student Success Office</i>	<i>Support &amp; Student Services</i>	<i>Suicide Concern Reports</i>
13	22	18	2	6	5	3	3	5	1

Ongoing Cases (students from previous quarter(s) with open cases): **35**

Total number of students provided case management services 2<sup>nd</sup> quarter: **113**

Second quarter contact types/counts:	Second quarter averages per student (N=113):
▪ Staffings/consultations: 317	2.81
▪ Emails & phone calls: 292	2.58
▪ Direct service (in-person): 276	2.44
▪ Maintenance: 158	1.4
▪ TOTAL # of contacts: 1043	9.23 contacts
▪ TOTAL # hours spent: 454	4.02 hours

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**Third Quarter Data – Summer Quarter 2013 – Reporting dates 07/01/2013 to 08/31/2013**

New students referred for case management from sources below: **43**

Referral Sources – Initial/Primary Reason for Initial Case Management Contacts:

Academic Standing Council	Behaviors of Concern Reports	Conduct Referrals/ Incidents	Faculty & Academic Dept Staff	Residence Life Dept pro staff	Self referred students	SMACC (counseling & medical)	Student Success Office	Support & Student Services	Suicide Concern Reports
25	1	4	0	3	2	5	1	2	0

Ongoing Cases (students from previous quarter(s) with open cases): **50**

Total number of students with case management needs served 3rd quarter: **93**

Third quarter contact types/counts:	Third quarter averages per student (N=93):
▪ Staffings/consultations: 232	2.49
▪ Emails & phone calls: 214	2.3
▪ Direct service (in-person): 212	2.28
▪ Maintenance: 155	1.67
▪ TOTAL # of contacts: 813	8.74 contacts
▪ TOTAL # hours spent: 338	3.64 hours

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**Fourth Quarter Data – Fall Quarter 2013 – Reporting dates 09/01/2013 to 11/15/2013**

*(\*partial report – final numbers to be determined after documentation to 12/15/13 is completed)*

New students referred for case management from sources below: **69**

Referral Sources – Initial/Primary Reason for Initial Case Management Contacts:

Academic Standing Council	Behaviors of Concern Reports	Conduct Referrals/ Incidents	Faculty & Academic Dept Staff	Residence Life Dept pro staff	Self referred students	SMACC (counseling & medical)	Student Success Office	Support & Student Services	Suicide Concern Reports
30	3	8	3	4	2	3	7	7	2

Ongoing Cases (students from previous quarter(s) with open cases): **60**

Total number of students provided case management services 4<sup>th</sup> quarter: **129**

Fourth quarter contact types/counts:	Fourth quarter averages per student (N=129):
▪ Staffings/consultations: 359	2.78
▪ Emails & phone calls: 326	2.53
▪ Direct service (in-person): 265	2.05
▪ Maintenance: 189	1.47
▪ TOTAL # of contacts: 1139	8.83 contacts
▪ TOTAL # hours spent: 454.75	3.53 hours

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**CWU Case Management Services – 2013 Annual Report for S&A – Reporting dates 01/01/13 to 11/15/2013**

Total number of CWU students provided individual case management services in 2013: **263**

(New referrals in 2013: **238**; Ongoing student cases from Oct-Dec 2012: **25**)

**Referral Sources – Initial/Primary Reason for FIRST Case Management Contact (N=238):**

<i>Academic Standing Council</i>	<i>Behaviors of Concern Reports</i>	<i>Conduct Referrals/ Incidents</i>	<i>Faculty &amp; Academic Dept Staff</i>	<i>Residence Life Dept pro staff</i>	<i>Self referred students</i>	<i>SMACC (counseling &amp; medical)</i>	<i>Student Success Office</i>	<i>Support &amp; Student Services</i>	<i>Suicide Concern Reports</i>
68	27	44	8	19	13	19	19	17	4

2013 contact types/counts:		2013 averages per student (N=263):	
▪ Staffings/consultations:	1202		4.57
▪ Emails & phone calls:	1143		4.35
▪ Direct service (in-person):	972		3.7
▪ Maintenance:	638		2.43
▪ TOTAL # of contacts:	3955		15.04 contacts
▪ TOTAL # hours spent:	1592.75		6.06 hours

**Note: The numbers provided for the 2013 annual overview will be slightly adjusted after 4<sup>th</sup> quarter data is submitted (to 12/12/2013). Final numbers for 4<sup>th</sup> quarter and for annual overview available upon request after that date.**