

SERVICE AND ACTIVITY FEE ANNUAL REPORT

GENERAL INFORMATION	
Reporting Year:	2014
Reporting Program:	Case Manager
Funded PID:	53428700
Program Manager	Joy Stochosky/Joseph Bryant

Financial Report Back:	
REVENUE:	
S&A Funds Received	\$ 66,636.85
Self Support Funds Earned	\$ -
Other Funds Received	\$ -
TOTAL REVENUE:	\$ 66,636.85
EXPENSES:	
STUDENT PAYROLL	\$ -
NON STUDENT PAYROLL	\$ 51,116.53
BENEFITS	\$ 18,404.46
GOODS & SERVICES	\$ 50.00
TOTAL EXPENSES:	\$ 69,570.99
TRANSFERS IN	\$ 2,226.65
TRANSFERS OUT	\$ -
NET CHANGE	\$ (707.49)

<p>Please list any S&A funded position that have been vacant longer than six (6) months. If any vacancies exist, N/A</p>
<p>Please provide an overview of the student centered programming provided, i.e. type of programs, *See attached addendum for full details on programming, services, and student numbers.</p>
<p>Please provide a detailed explanation of any fund transfers from one service and activities fund budget to The transfer in of \$2,226.65 was for end of year payroll accruals - unpaid sick leave/vacation owed to staff</p>

2014 S&A Annual Report – 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 the Case Manager from July 2013 through June 2014 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.).

Programs delivered by (or with support from) the Case Manager in 2013-2014:

- First Year Experience & New Student Programs:
 - Discover Orientation sessions (30-45 minutes, average 5-15 attendees/session) – Summer 2013
 - “Rights & Responsibilities” – four sessions, assisted primary presenter
 - Wildcat Welcome Weekend – September 2013
 - “Healthy Minds, Good Times” - Three 1-hour sessions with 50-75 attendees, partnered with SM&CC
 - First Six Weeks – Fall Quarter 2013
 - “Self Care 101”: four 1-hour sessions, 20-75 participants, delivered with SM&CC staff
 - “Relationship Rules”: two 1-hour sessions, 60-75 participants at each.
- Residence Life – individual & group programming for student staff in residence halls (RAs, CPs, RHMs, etc.)
 - Student Staff Training – Summer/Fall 2013
 - 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. - 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. 2013-14 academic year
 - Topics included wellness/balance, stress management, self-care, procrastination solutions
 - 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 programs initiated late Summer 2014 and currently offered through HR trainings on quarterly basis.

During the 2013-14 fiscal year, the Case Manager has 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 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)
- Monthly meetings with CWU Disability Services Staff Consultants and Manager
- Co-Advisor (volunteer role/position) for ABLE, a campus ESC group supporting education and collaboration between students and the CWU community to improve understanding and accessibility outcomes for students with disabilities.
- Monthly meetings with IT/programming contact, Marion Andrin, for ongoing data management improvements.
- Wellness Center consultations with assistant director and health educators, as needed
- Hiring committee member for Student Success, Wellness & SM&CC (2013-14)

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 Case Manager 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 Case Manager, 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 the first responder to initiate response & outreach based on Suicide Concern Reports submitted online. These various reports can serve as the initial referral source for students to receive case management services, and also often serve as follow-up indicators with students already engaged in case management services, allowing for a coordinated response as needed.

The following information is drawn from the Case Management Database, created by Marion Andrin and Case Manager 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.

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.

Annual Case Management Numbers – Reporting dates 07/01/2013 to 06/30/2014

New students referred for case management from sources below: **227**

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	TOTAL REFERRAL SOURCES:
107	18	22	3	9	7	11	17	9	24	227

Ongoing Cases (students from previous year with open/ongoing cases): **170**

Total number of students with case management needs served 7/1/13 through 5/30/14: **397**

contact types/counts:	averages per student (N=397):
▪ Staffings/consultations: 1214	3.06
▪ Emails & phone calls: 956	2.41
▪ Direct service (in-person): 787	1.98
▪ Maintenance: 467	1.18
▪ TOTAL # of contacts: 3424	8.6 contacts per student Average of 90-120 minutes/student

Ongoing Case Management Services

For students in significant distress, involved in multiple systems, identifying challenges in various life domains, etc., it is sometimes appropriate for the Case Manager to have contact with students on an ongoing basis (bi-weekly/monthly/quarterly meetings with face-to-face contact). Examples of those ongoing services include:

- To confirm the student is following recommended steps and engaged in other resources/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/or support 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, resources/referrals to address daily needs (including food, clothing, financial, etc.).

Resources/Referrals/Collaborations with CWU departments/services:

- **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, general supports
- **SURC Offices**
Various supports/responses involving staff & students within Wellness Center, CDSJ, CLCE, Wildcat Shop, Recreation
- **Human Resources**
OEO investigations (provide information, attend meetings for support services)
Disability Services (referrals to and from DS for assistance & collaboration)

Resources/Referrals/Collaborations with CWU departments/services: (continued)

- **Student Success**
Rights & Responsibilities: Conduct referrals, Kollmorgen Funds requests
Student Living: Housing, Residence Life
Student Achievement: STAR, TRIO
- **Student Medical & Counseling Services (SMaCC)**
Referrals & follow-ups
- **CWU Athletics**
Referrals & follow-ups
- **ARC/Learning Commons**
Referrals to, information provided to staff for support
- **Veteran's Centers (on and off campus)**
- **Branch Campuses**
Support for staff responding to behavioral concerns & safety issues)
- **Academic Departments**
Referrals from staff / follow up contacts with faculty/staff re: student needs & requests

Resources/Referrals/Collaborations with local community:

- **Kittitas Valley Health**
- **Various independent/private medical/psychiatric providers and clinics**
- **Central Washington Comprehensive Mental Health (community outpatient & day treatment for mental health needs) / Northwest Associates (private counseling services)**
- **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: Barth & Associates, Alcohol/Drug Dependency Services (ADDS)**
- **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 rare referrals via DOSS)**
- **ASPEN advocacy services & shelter resource for survivors of family violence**
- **Planned Parenthood, Public Health Department, Central Washington Family Medicine**