

## SERVICE AND ACTIVITY FEE ANNUAL REPORT

GENERAL INFORMATION	
Reporting Year:	2016
Reporting Program:	Case Manager
Funded PID:	4621300001
Program Manager	Joy Stochosky/Joseph Bryant

Financial Report Back:	
REVENUE:	
S&A Funds Received	\$ 66,636.85
Self Support Funds Earned	\$ -
Other Funds Received	\$ 1,500.00
<b>TOTAL REVENUE:</b>	<b>\$ 68,136.85</b>
EXPENSES:	
STUDENT PAYROLL	\$ -
NON STUDENT PAYROLL	\$ 50,093.07
BENEFITS	\$ 20,207.60
GOODS & SERVICES	\$ 2,026.45
<b>TOTAL EXPENSES:</b>	<b>\$ 72,327.12</b>
TRANSFERS IN	
TRANSFERS OUT	\$ -
<b>NET CHANGE</b>	<b>\$ (4,190.27)</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.

\*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.

N/A

## 2015-16 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 2015 through June 2016 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 2015-16 fiscal year.

### ***Programs delivered by (or with support from) CWU Case Management Services in 2015-16:***

- First Year Experience & New Student Programs:
  - Discover Orientation sessions (30-45 minutes, average 5-15 attendees/session) – Summer 2015
    - “Rights & Responsibilities”
    - “First Generation Student Success”
  - Wildcat Welcome Weekend – September 2015
    - “Healthy Minds, Good Times” – organized training format, three 1-hour sessions led by SM&CC staff
  - First Six Weeks – Fall Quarter 2015
    - “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 2015
  - 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 2015-16:***

- 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 to following staff/student groups by group name/date:
  - Residence Life Student & Professional Staff – 9/11/15, 93 participants
  - PSY 449 Students – 10/15/15 & 10/19/15, 35 participants
  - Douglas Honors College Peer Mentors - 1/22/16, 12 participants
- Ethical Decision Making Workshops:
  - Winter Quarter Referrals – 3/11/16, 12 participants
  - Spring Quarter Referrals – 5/27/16, 9 participants
- Guest Speaker / Lecture Opportunities:
  - TRIO Advisor Group Meeting: “Responding to Students in Crisis” – 10/15/15
  - STAR/U101 Class Presentation: “Student Success & Access to CWU Resources” – 11/18/15

***During the 2015-16 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 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 - Weekly meeting attendance
- 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.

An additional referral source for Case Management Services in the 2015-2016 year has been the inclusion of the role of Violence Prevention & Response Coordinator (VPRC). VPRC 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

Reporting dates 7/1/2015-6/10/2016

The following information is compiled using the Case Management Database. 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 7/1/2015-6/10/2016:

Quarter/Date-Range:	Ongoing Student Cases (prior):	NEW Student Cases/Referrals:	TOTAL # Cases/Students per Quarter:
SUMMER 2015* (7/1/15-8/31/15)	32	3	35 cases / 32 students
FALL 2015** (9/1/15-12/18/15)	28	168	196 cases / 192 students
WINTER 2016 (12/19/15-3/25/16)	143	225	368 cases / 347 students
SPRING 2016 (3/26/16-6/10/16)	211	170	381 cases / 361 students
<b>ANNUAL CM OUTCOMES/TOTALS: (7/1/15-6/10/16)</b>	<b>--- (ongoing may = duplicates)</b>	<b>566</b>	<b>979 cases / 932 students</b>

\*Summer CM coverage was extremely limited due to staff shortage, medical leave & cyclic leave.

\*\*The 2<sup>nd</sup> Case Manager (vacant July 2015-October 2015) joined the team in November 2015.

## New Referral Sources – Initial Reason for Case Management Referrals for the 566 NEW Referrals (7/1/15-6/10/16):

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 '15 7/1-8/31	---	1	---	---	1	---	1	---	---	---	3
FALL 2015 9/1-12/18	39	43	24	---	11	14	5	9	8	15	168
WINTER '16 12/19-3/25	47	35	26	17	12	9	12	24	9	34	225
SPRING '16 3/26-6/10	40	30	25	13	13	7	10	20	4	8	170
<b>TOTALS:</b>	<b>126</b>	<b>109</b>	<b>75</b>	<b>30</b>	<b>37</b>	<b>30</b>	<b>28</b>	<b>53</b>	<b>21</b>	<b>57</b>	<b>566</b>

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

Quarter & Year	Academic Concerns	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 2015	---	---	---	1	2	---	---	---	---	---	---	*N/A	*N/A	3
Fall 2015	54	20	12	8	23	18	4	18	4	3	3	*N/A	1	168
Winter 2016	76	23	7	18	37	11	7	18	8	4	1	8	7	225
Spring 2016	54	27	6	7	29	6	1	10	12	---	6	8	4	170
<b>TOTAL # 2015-16</b>	<b>184</b>	<b>70</b>	<b>25</b>	<b>33</b>	<b>91</b>	<b>35</b>	<b>12</b>	<b>46</b>	<b>24</b>	<b>7</b>	<b>10</b>	<b>16</b>	<b>12</b>	<b>566</b>

\*Both "Grief & Loss" and "Wellness Check" were case types added to the options available after reviewing trends & revising documentation/data goals. The "Wellness Check" category was added in late Fall 2015. "Grief & Loss" was added in Winter 2016. Both of these specific case types had been notably increasing and revisions to the case type options were agreed upon by all involved with CM data management.

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
- 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.)

Please contact the Office of Student Rights & Responsibilities at (509) 963-1515 for additional information.