

SERVICE & ACTIVITY FEE ANNUAL REPORT

Case Manager: \$170,363

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: FY 2023
Program Name: Case Manager
Program Manager: Gretchen Delaford, Interim Director

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 the attached OCM End of Year Report

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 position or negative fund balances at year end.

We ended FY22 with a positive balance of \$22,638. This balance was due to one of our two S&A funded Case Managers taking extended leave without pay (LWOP) under the Family & Medical Leave Act (FMLA). This was an isolated occurrence and we do not anticipate having a positive balance in future years.

**Service & Activities Base Funding
Financial Overview
For the month ended September 30, 2023
Department: Case Management
Student Activities
No Component
As of 11/20/23**

	FY22 Actuals	FY23 Actuals
Revenues		
CWU-Other	42	0
CWU-Allocation (Revenue)	161,845	170,363
Total Revenues	161,886	170,363
Transfers		
CWU-Transfer (Intra-Fund In)	15,412	0
Total Transfers	15,412	0
Expenses		
CWU-Salary and Wage (Staff)	98,062	121,219
Total Salaries	98,062	121,219
CWU-Benefits	41,187	47,213
Total Salaries & Benefits	139,249	168,432
CWU-Program	0	266
Bad Debt	0	0
Total Goods & Services	0	266
Total Expenses	139,249	168,698
Net Resources	38,049	1,665
Projected Beginning Fund Balance	-15,412	22,638
Projected Ending Fund Balance	22,638	24,302

2022-2023 END OF THE YEAR REPORT
Office of Case Management
www.cwu.edu/case-management

Mission: CWU's Office of Case Management (OCM) strives to identify and connect with students experiencing obstacles to success and enhances holistic student wellness through assessment, support, and connections to various formal and informal resources. OCM prioritizes safety, risk mitigation, health and wellness, and responds to the needs of our CWU community with these priorities in mind.

EXECUTIVE SUMMARY

The CWU Office of Case Management exists to support students who are seeking assistance in overcoming barriers to their academic success and personal health and wellness. Case Managers work with students to understand their specific risk factors to better provide students with the resources and personal agency necessary to address their unique needs and circumstances. Case Managers acknowledge student hardship, foster student resilience, and celebrate student success.

Over the last academic year, we have received and responded to 1,096 reports of student distress, including concerns related to suicide risk, mental and physical health concerns, academic challenges, grief and loss, and basic needs insecurities. We have successfully managed a pilot grant program with reduced staffing and have continued to lead the CWU Coordinated Assistance & Resource Education (CARE) Team.

By helping to connect students with resources and remove barriers to academic success and general well-being, OCM directly supports CWU's mission of creating a community where all students belong. Too many of the students on our caseloads have faced significant academic, family, financial, and health issues in their lives; part of our mission is to help them achieve their goals in spite of the odds against them by coordinating (and in some cases, creating) the resources necessary for their success. In order to do so, we rely significantly on the meaningful relationships that we build not only in our own CWU community, but also with local agencies who also support CWU students (such as Comprehensive Mental Health, KVH Emergency Department, Valley Psychological Services, and many more).

NEW RETENTION/COMPLETION INITIATIVES

The Office of Case Management supports student retention and degree completion of some of CWU's most at-risk students. Most notably, during the 2022-2023 academic year, OCM developed and implemented a referral pipeline for students experiencing housing and other basic needs insecurity as part of the Supporting Students Experiencing Homelessness (SSEH) pilot grant program. With the assistance of a temporary Resource Coordinator (a position created and supervised by OCM staff), we awarded grant funding to 40 students identified as being in need of imminent assistance. According to those students who responded to our program survey, 90% reported they were likely or very likely to leave or take a break from school prior to receiving assistance from SSEH; 100% reported they were not likely to need to leave or take a break after receiving assistance.

In addition to the SSEH program, Case Managers support student retention directly and indirectly in a variety of other ways:

- Performing outreach to students identified by their support system as being in need of assistance
- Triaging student need and making appropriate referrals to academic, health, and other campus and community resources
- Leading the campus CARE Team, which reviews and assesses student need and assigns actionable interventions to cases involving complex presenting concerns
- Serving on the campus Risk Assessment & Behavioral Intervention Team (RABIT) to assess behavioral concerns and trends
- Serving as staff advisors for registered student organizations

- Participating in unit and campus-wide programs and initiatives (such as Fresh Check Day).

The majority of OCM's data is currently collected through the Guardian documentation system, which tracks our case types upon referral. We also utilize self-reporting measures; examples of these measures include the OCM Student and Faculty & Staff satisfaction surveys that are distributed each quarter, as well as the mandatory SSEH survey distributed to students who received grant funding. Lastly, we receive feedback from stakeholders through our online feedback form on the OCM website.

NOTABLE UNIT/AREA ACCOMPLISHMENTS

Team Accomplishments:

- **Outstanding Initiative Award** – The Office of Case Management was awarded the 2023 CWU Outstanding Initiative Award in recognition of the SSEH pilot grant program. Over the course of the 2022-2023 academic year, our office awarded nearly \$90,000 to at-risk students.
- **Diversity Awards Nominee** – The Office of Case Management was nominated for the 2023 CWU Diversity Awards in recognition of the dedicated efforts our team has made in the areas of diversity, equity, and inclusion.
- **CARE Team** – The Office of Case Management, in conjunction with the Associate Dean of Health & Wellness, continued to lead the campus CARE Team. During the academic year, the CARE Team reviewed 1,224 cases involving 1,023 unique students. Over 1,000 of those cases involved outreach and/or intervention from Case Management staff.
- **Fresh Check Day** – The entire Case Management team participated in this year's Fresh Check Day, supporting a number of student stations. Staff assisted with sharing positive messaging and resources designed to de-stigmatize mental health on CWU's campus and to educate students, faculty, and staff about the ways to promote health and well-being.
- **Various Trainings** – Campus partners continue to request trainings from Case Management staff, often following challenging student circumstances. This academic year, staff provided a variety of trainings (including de-escalating strategies and suicide prevention) to students and faculty.

STAFF/FACULTY/STUDENT INDIVIDUAL ACCOMPLISHMENTS

Individual Staff Accomplishments (staff are listed in order of tenure):

Gretchen Geltemeyer, Interim Director

- Completed first 6 months as Interim Director
- Coordinator of CWU CARE Team
- Staff Advisor of CWU Happiness Club
- Alternate for CWU Threat Assessment Team
- Presented to Board of Trustees about SSEH pilot program
- Completion of Grant-Writing Certificate as part of professional development
- Completion and documentation of clinical hours for state licensure (LMHCA); full licensure anticipated Fall 2023
- Completion of 7 years with OCM

Sarah Sheranian Hall, Case Manager (*transitioning to role with SCS, beginning September 1st*)

- Member of RABIT Behavioral Intervention Team
- Member of Wildcat Essentials Coalition
- Continued maintenance of licensure (LCSW)
- Completion of 5 years with OCM

Sara Stubbs, Case Manager (*transitioning to role with SCS, beginning September 1st*)

- Started Dialectical Behavioral Therapy training as part of professional development
- Successful management of SSEH grant program
- Supervised OCM's part-time intern according to MSW program requirements
- Distributed quarterly satisfaction surveys to students and reporting parties

- Streamlined multiple OCM processes through use of Microsoft Office and other technologies
- Ongoing collection of clinical hours for state licensure (LCSWA)
- Completion of 2 years with OCM

Jen Moultime, Resource Coordinator (*part-time internship has concluded*)

- Presented to Board of Trustees about SSEH pilot program
- Inaugural Resource Coordinator at CWU, now being finalized into a full-time, permanent position
- Served as key resource for students experiencing homelessness and other basic needs insecurities.

BUDGET SUMMARY

OCM will be in good fiscal health due to a combination of multiple staff vacancies beginning September 1st and restricted spending. Our 2023-2024 will be dedicated almost exclusively to staffing, with some funds remaining for basic goods, supplies, and professional development. We are also in communication with the Executive Director of Health & Wellness around the use of state mental health funds.

SUMMARY OF UNIT/AREA DATA

Total Cases Referred to OCM: 1,096 (1039 not including SSEH)

Total Students Referred to OCM: 742 (705 not including SSEH)

Percentages of Unique Students Based on Concern Type* (N=742)

	2022-2023	2021-2022	2020-2021
➤ High-Risk Flagged Cases (risk of harm to self, others, severe/chronic illness)	17% 126 students (211 cases)	19%	17%
➤ Suicide Risk	14% 104 students (144 cases)	12%	13%
➤ Academic Concerns	56% 414 students (507 cases)	60%	53%
➤ Basic Needs	27% 201 students (253 cases)	33%	60%
➤ Conduct Referrals	4% 28 students (31 cases)	1%	8%
➤ Distressed Student	54% 402 students (535 cases)	63%	54%
➤ Grief/Loss	13% 98 students (115 cases)	10%	Not Recorded
➤ Mental Health	51% 379 students (499 cases)	47%	37%
➤ Physical Health	22% 163 students (214 cases)	21%	49%
➤ Wellness Check	7% 54 students (73 cases)	9%	12%
➤ Other/Unknown (including concerns related to IPV, behavioral, family, legal, relational issues, etc.)	54% 398 students (487 cases)	41%	53%

*Case data reflects referral information provided at the time of referral. In many cases, students disclose additional pressing concerns in their direct communication with Case Managers following the initial referral.

The data above was collected during AY 2022-2023 beginning July 1, 2022 through June 30, 2023 and provides a “snapshot” of the types of referrals our offices receives. Additionally, students referred to OCM are often facing

numerous challenges in multiple areas. The increase in the “Other/Unknown” category likely reflects the increasing complexity of many of our cases, as well as the expanding public perception about the scope of case management services. Furthermore, we were not surprised to see that our referrals rates involving mental health and suicide risk have not only remained stable but have increased in recent years.

ORGANIZATIONAL CHART: Staffing

