**Services & Activities Fee Annual Program Review**

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| Program Name: | Case Management |
| Program Manager: | Gretchen Delaford, Interim Director |
| Fiscal Year: | FY2024 |

1. In what way(s) does your program support CWU students? Please be specific and concise.

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| The Office of Case Management (OCM) provides a unique set of services to CWU students in distress. Our primary goal is to ensure the safety and well-being of CWU students and to provide a safety net that identifies and supports students who may otherwise “fall through the cracks.” We accomplish these goals by identifying areas of need, coordinating referrals between various departments and agencies, and providing follow-up for students.  OCM staff are the university’s administrative first responders to all CWU Suicide Concern Reports and OCM-specific Concern & Support Forms (formerly titled Behaviors of Concern reports). Common referral types include (but are not limited to):   * Suicide attempts & suicidal ideation * Hospitalization and discharge planning * Non-suicidal self-injury * Mental health concerns * Basic needs insecurities * Academic challenges * Grief/loss * Social/interpersonal difficulties * Family stressors   Case Managers provide short-term, solution-focused interventions to students, as well as systems-advocacy within CWU and the community to enhance equity and access to resources. Additionally, OCM staff provide critical expertise to campus Behavioral Intervention Teams (BITs), such as RABIT and CARE Team, as well as campus-wide initiatives, classroom presentations, and workgroups. |

1. What are your specific program goals or learning/operational objectives? How are you assessing the effectiveness of your program in achieving those targets?

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| Learning Objectives  Students receiving Case Management services will:   * Have increased awareness of the various resources available to them as students in all areas of student life and within the surrounding community. * Receive recommendations regarding academics and other aspects of CWU student living through support from Case Managers and through those supports that Case Managers connect them to for follow up assistance. * Report improved sense of connectedness to the campus community. * Increase understanding of student rights, responsibilities, opportunities, and obstacles, regardless of locus of control in each of these areas. * Receive support emphasizing safety, health, and wellness, which can include revising original plans for educational pursuits and overall quality of life expectations. * Be supported to advocate for themselves in future processes, communication efforts, etc. * Experience increased feelings of acceptance, optimism, connectedness, self-worth, hope and self-efficacy for future outcomes, within CWU’s higher education framework and for life in general.   Service Evaluation  Effectiveness is evaluated through several methods:   * Individual risk assessments (SAFE-T suicide assessments allow us to track changes in risk over time) * Individual need assessments (completed at each contact a student has with OCM) * Student self-report via quarterly assessment survey * Staff/faculty observation * Tracking of risk ratings assigned to OCM referrals during weekly CARE Team meetings   Additionally, there are weekly reviews completed of all incoming referrals, multiple weekly consultation meetings to evaluate needs & outcomes, and quality control actions completed by the OCM Director & SES Executive Director of Health & Wellness. |

1. What is the overall purpose of your program and what service(s) does your program provide?
   1. Are there overlaps or intersections with other university programs that have similar purposes or services?

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| OCM strives to identify and connect with students experiencing obstacles to success and enhance holistic student wellness through assessment, support, and connections to various formal and informal resources. OCM prioritizes safety, risk mitigation, health & wellness, and responds to the needs of our CWU community with these priorities in mind.  Specifically, OCM services include:   * Crisis response & follow up to students identified as having severe mental health concerns or other higher-risk extenuating circumstances (specifically via Suicide Concern Reports, also by referral from police and other reporting parties) * Outreach to referred students, followed by: * Coordination of referrals and services for students in need of additional support * Solution-focused support meetings with individual students experiencing distress related to extenuating circumstances * Required meetings designated by various CWU officials (conduct, academic reinstatement, monitoring for post-threat/risk-related behaviors) * Consultation with staff & faculty, parents/guardians & community health providers regarding individual students and need-based trends * Coordination of campus & community resource connections to maintain referral/resource access * Facilitation of CARE (Coordinated Assistance & Resource Education) Team and membership with other BITs for risk mitigation and targeted intervention efforts * Education of students, staff & faculty regarding responsible reporting, resource navigation & outreach related to mental health and well-being (student mental health resources, suicide recognition & response, support for direct service staff, e.g., Residence Life) * Leadership & contribution to multiple campus initiatives related to basic needs, suicide prevention, campus-wide mental health efforts & community resource coordination   OCM coordinates care and assistance across and beyond CWU. The services we provide are distinctly unique. Since joining the Health & Wellness unit in Spring 2021, we have collaborated with teams including Wellness/PATH, Student Counseling Services, and Student Health Services to ensure student access to relevant services, eliminate duplication of services, and enhance student outcomes.  Over the course of Fall 2023, OCM has also undergone a number of key changes in the interest of redefining our scope in order to better adhere to national best practices. Notably, Case Managers have recommitted to providing non-clinical, short-term services for students. These changes have required more active collaboration with our key partners (in particular, SCS) to ensure that the services students receive are enhanced, rather than diminished, by the shift in our office’s focus. |

1. How does your program align with the purpose of S&A funding? “*Supporting cocurricular and extracurricular activities and programs participated in by students in the furtherance of their education*.”

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| Case Management exists largely to support the academic success and personal health and well-being of students. We accomplish this by working with students to identify barriers to either (or both) of these domains and identify solutions and work-arounds to these barriers. Our goal is to not only help students further their education but to help them thrive while doing so.  By providing support to at-risk students, we not only serve the students on our caseloads but also the campus community as a whole. Every opportunity to intervene early with a student is also an opportunity to minimize the impacts of more serious concerns on a larger scale. Students who reach a crisis point often require significant, focused time with not only counseling and medical staff, but also faculty, advisors, and student peers/friends who provide them with support. Our goal is to minimize these demands for both the student and their support networks.  Lastly, OCM’s work with SSEH basic needs grant also furthers student’s ability to further their education by mitigating the toll that persistent hunger and homeless can have on a student’s academic welfare and personal well-being. |

1. Please provide specifics on how your program supports and aligns with CWU’s strategic plan (<https://www.cwu.edu/about/mission-vision/_documents/cwu-vision-mission-values-strat-plan-bot-approved.pdf>)?

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| OCM supports CWU’s strategic plan in the following areas:  **Unifying Value: Student Success**   * Serve as key referral partner for SSEH funding/programming with students with housing insecurity; provide structural input for continued success with established funds for emergency assistance and Resource Coordinator role. * Provide direct, one-on-one support to students identified as experiencing challenges during their time at CWU. Key areas of intervention include academic, health & wellness, and safety. * Educate students about appropriate resources available to them, at CWU and beyond.   **Core Value 1: Engagement**   * Participate in unit-wide strategic planning efforts within Health & Wellness and Student Engagement & Success. * Refer students to local resources, including non-profit agencies, healthcare providers, off-campus housing establishments, etc. within the Ellensburg and Center-based communities. * Work with TimelyCare to provide expanded awareness/access for students, staff & faculty at centers re: virtual medical/mental health services. * Interim Director serves as the long-standing staff advisor of the CWU Happiness Club, providing students with opportunities for wellness education, social connection, and random acts of kindness programming.   **Core Value 2: Belonging**   * Advocate for inclusive search practices through Chair and Member roles on various search committees. * All staff to be provided support to attend training programs; offer collaboration/partnership with staff who can assist/support/facilitate. * Support and assist with outreach and resources to expand safe and supportive environments, activities, connections, etc. * Work to make system navigation easier; while this is a benefit to all students, we believe this matters most for our first generation students, and others who may not find the university system intuitive.   **Core Value 3: Stewardship**   * Advocate for responsible stewardship of existing emergency funding for students, as well as other resources for students experiencing extenuating circumstances. * Provide group and individual education about emotional intelligence, well-being, and other topics, in conjunction with other H&W partners. |

1. Please provide detailed information regarding who utilizes your program? (*Students, faculty, staff, community? Specific demographic information? Class standing, gender, ethnicity, transfer, campus location, etc*.)

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| OCM services are provided to both undergraduate and graduate students regardless of class standing, transfer status & campus location. Consultation services to staff, faculty, parents/guardians, and community providers are provided with the goals of improving student outcomes and enhancing academic success and overall wellbeing.  **\*Please note that the Guardian reporting/documentation system pulls demographic data from PeopleSoft, and therefore does not reflect all student identities as reported to OCM.**  **Students Served by OCM from July 1 – December 7, 2023 by Ethnicity:**  **Students Served by OCM from July 1 – December 7, 2023 by Gender:** |

1. How many unique CWU students utilize your program or services?
   1. How do you gather these metrics?
   2. If you do not, what is preventing you from getting that data and how are you determining usage by CWU students?

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| OCM referrals are documented in the Guardian software system and as part of the CWU CARE Team documentation via Excel. New cases are recorded with the option to identify the presenting concerns present in each case.  ***OCM Referrals July 1, 2023 – December 13, 2023:***  *Total # of cases/reports addressed by Case Management: 463*  *Total # of individual students referred to Case Management: 303*   |  |  | | --- | --- | | **Type of Concern Reported** | **# of Reports Involving Concern** | | Academics | 109 | | Basic Needs/Financial | 101 | | Family Issues | 29 | | Grief/Loss | 27 | | Homicidal Ideation | 6 | | Hospitalization | 6 | | Mental Health | 97 | | Physical Health | 47 | | Relationships | 72 | | Self-Harm and/or Suicide Risk | 134 | | Stress Management | 54 | | Substance Use | 14 | | Other\*/Unknown | 97 |   \*Examples of Other include (but are not limited to): Communication, Behavioral, Interpersonal Violence, etc.  **\*\*Note: Cases can involve multiple concern types simultaneously.** |

1. Are there any current vacant positions in your program?

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| At this time, there are no vacant S&A-funded positions in the program, having just filled both positions on December 1, 2023. However, our state-funded Senior Case Manager is “frozen”, pending the outcome of the search for the permanent Director of Case Management role. The former Senior Case Manager (Gretchen Delaford) is currently serving as Interim Director. Therefore, although our office receives funding for 4 FTE positions, we have been operating with 3 for over a year. |

1. Given the budget reductions taking place, and continuing for the remainder of the funding cycle, please tell us what specific impacts those reductions have had on your program compared to what was originally planned and included in your initial base funding request.

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| Beginning September 1, 2023 until December 1, 2023, the Interim Director was the only OCM staff member following multiple simultaneous staff departures. Due to this staffing turnover, OCM currently has approximately $37,000 in salary savings that we can return to S&A this year. With that said, we anticipate that these circumstances will not be repeated in the future, severely limiting our ability to meet the budget restrictions proposed for future years. Given that our funding consists exclusively of staff salary & benefits and a modest professional development budget, our ability to cut costs without decreasing our staffing is extremely limited.  At this time, OCM staff are continuing to work with the Interim Executive Director of Health & Wellness and the Vice President of Student Engagement & Success to determine how OCM’s budget will be impacted by the reductions taking place. We are cautiously optimistic that we will identify solutions supported by leadership that will allow the team of OCM professionals to maintain FTE status, which will be necessary for staff retention. |

1. Are there any circumstances or challenges that are currently impacting your ability to use your base funding allocation this year?

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| None identified at this time. |

1. What other funding does your program receive? What percentage of your program’s total funding is coming from S&A Fees?

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| OCM is funded through three sources:   1. State funds 2. State designated funds for mental health initiatives 3. S&A   S&A is the primary funding source for two full-time Case Manager positions, accounting for approximately 41% of Case Management’s total budget. |

1. What growth or expense increases do you anticipate seeing in the future?

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| At this time, our primary anticipated expense increases involve meeting the Cost of Living Adjustment (increases) for staff, as dictated by university leadership. |