Services & Activities Fee Annual Program Review

Program Name: Office of Case Management
Program Manager: Gretchen Geltemeyer, Interim Director
Fiscal Year: FY2023

1. In what ways does your program support CWU students? Please be specific, yet concise.

The Office of Case Management (OCM) provides a unique set of services to CWU students in crisis. 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" by identifying areas of need, coordinating referrals between various departments and agencies, and providing follow-up for students engaged with our services.

OCM staff are first responders to all CWU Suicide Concern Reports and OCM-specific 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
- Challenges related to identity
- Social/interpersonal difficulties

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. Education and prevention are key focal points of OCM services. OCM staff also volunteer time to advise student clubs that emphasize student wellbeing.

OCM staff have over 60 years of combined experience in social services and higher education, and all four professionals hold state licensure in related fields.

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

<u>Learning Objectives</u>
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
- Staff/faculty observation
- Tracking of risk ratings assigned to OCM referrals during weekly CARE Team meetings
- OCM survey sent December 2022 to students who engaged with OCM and reporting parties (faculty/staff) who referred students to our care. Initial responses include:

  "[My] case manager was very helpful and assisted me quickly with my needs". -Student

  "[My case manager] is amazing, and very supportive. She made sure to let me know she was proud of my accomplishments. I met with her bi-weekly and plan to continue to meet her. she was incredibly supportive during all of my issues and helped me be successful." -Student

  "The case management [team] help[ed] me to keep going whenever I feel down on myself. I still keep going and [am] finishing strong." -Student

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 Associate Dean of Health & Wellness.

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

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, 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.

4. 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*."

The original Case Manager program (1-year pilot) was funded in 2012 by strong request of the student body and supported by campus partners aware of the need for a service to "bridge the gap", especially for students not seeking help through typical/primary resources. The program has grown to meet the needs of students over time, with S&A most recently continuing funding for 2 Case Manager positions (of 4 total OCM positions) and staff professional development funds. By having a team of skilled, educated Case Managers, the program has led to significant improvements in student well-being and retention per qualitative feedback from all stakeholder groups.

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 the PUSH Workgroup and other basic-needs initiatives 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.

5. How does your program support CWU's mission and goals? (https://www.cwu.edu/mission/)

Vision: Central Washington University will be a model learning community of equity and belonging.

Mission: In order to build a community of equity and belonging, Central Washington University nurtures culturally sustaining practices that expand access and success to all students. We are committed to fostering high impact practices, sustainability, and authentic community partnerships that are grounded in meaningful relationships.

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 reasons why they traditionally could not complete their degree successfully; part of our mission is to help them achieve those goals in spite of the odds against them by coordinating (and in some cases, creating) the resources necessary for their success. We also 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 (examples: Comprehensive Mental Health, KVH Emergency Department, Valley Psychological Services, DSHS, etc.)

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

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.

*Information about OCM referrals for the Fall 2022 Quarter is not yet available.

Students served in 2021-2022 by OCM by Gender:
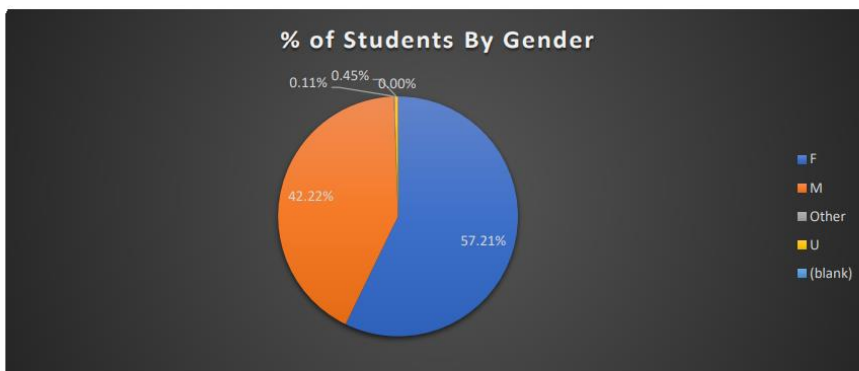
Students served in 2021-2022 by OCM by Ethnicity:
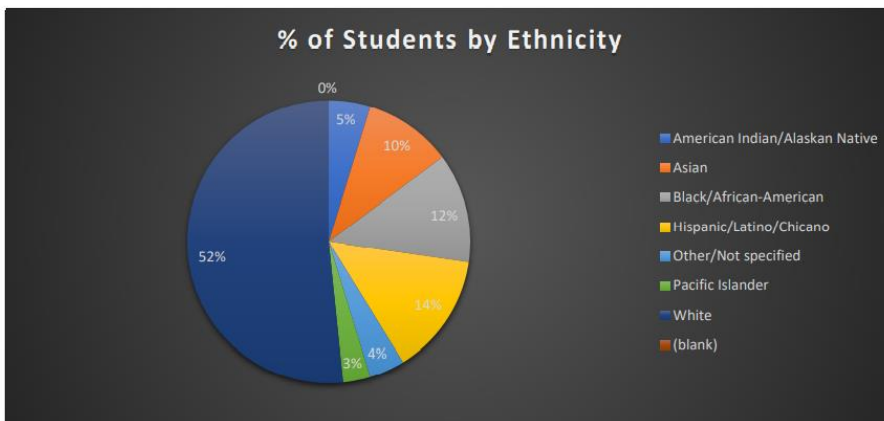
*Please note that the Guardian reporting/documentation system pulls demographic data from PeopleSoft, and therefore does not reflect all student identities as reported to OCM. We are eager to introduce Titanium, our new documentation system, for more secure records management & improvements to future reporting, which we anticipate will be more reflective and inclusive of our students in OCM services.

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

OCM referrals are documented in the Guardian software system. New cases are recorded with the option to identify the presenting concerns present in each case. Information about OCM referrals for the Fall 2022 Quarter is not yet available.

2021-2022 Students Served by CWU's Office of Case Management:

Guardian Reporting for OCM July 1, 2021-June 30, 2022:
Total # of cases/reports addressed by Case Management: 1,161
Total # of individual students served by Case Management: 912

Case Concern Numbers and Percentages of Total Students (N = 912):

	2021-2022	'20-'21	'19-'20
➤ High-Risk Flagged Cases (risk of harm to self, others, severe/chronic illness):	173 (19%)	17%	20%
➤ Suicide Risk:	103 (12%)	13%	18%
➤ Mental Health:	432 (47%)	37%	47%
➤ Medical/Injury/Health Condition(s):	193 (21%)	49%	13%
➤ Distressed Student:	579 (63%)	54%	54%
➤ Basic Needs Insecurities (Food, Housing, Financial):	304 (33%)	60%	32%
➤ Wellness Check (by campus officials, often police/EMS follow up):	83 (9%)	12%	14%
➤ Conduct Referrals (for Student Support Advisor assignments or Sanctions):	13 (1%)	8%	7%
➤ Academic Concerns (incl. academic suspension appeals/reinstatements):	47 (60%)	53%	49%
➤ Other/Unknown (Interpersonal Violence, Family of Origin, Relational):	547 (41%)	53%	26%
➤ Grief/Loss** (not separately assessed in previous data reporting):	91 (10%)	(**)	(**)

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

At this time, there are no current vacant positions in the program, however two of our four-person team have recently had a position shift, resulting in decreased time spent providing direct service to students in those two positions:
- The previous Director of OCM is now serving in the appointed Interim Associate Dean of Health & Wellness role, and is no longer able to maintain a student caseload or dedicate the same amount of focused time to OCM while overseeing four additional areas.
- The previous Senior Case Manager is now serving in the appointed Interim Director role, and will be shifting to a smaller student caseload in order to meet the demands of the Director role.
- The changes will result in higher workloads for all members of the OCM Team.

9. 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 including in your initial base funding request.

At this time, OCM staff are continuing to work with the Associate Dean 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 also working with our campus partners who value the services Case Management provides for possible assistance. 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 per staff retention & sustainability perspectives.

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

None identified at this time.

11. What growth or increases would you like to see in your program in the future?

Future goals related to the growth/increase of OCM services include:
- Increase the number of OCM professional staff to reduce caseloads and improve quality of services to students (Case Managers are currently averaging 200+ students per caseload when staffed with 4 FTEs. Due to interim positions this year, we are currently operating with 2 full-time Case Manager positions and 1 Director resulting in nearly unmanageable caseload numbers)
- Increase salary levels for current OCM staff to match national & state income standards and improve staff retention
- Secure funding for graduate-level internships, assistantships, and/or work-study to employ students seeking professional experiences related to OCM services
- Identify additional funding for professional development (continuing education, maintenance of licensure, best practices/standards implementation) and general operating costs (utilities, software/data management, outreach materials)
- The development of a Student Emergency Fund with funding that can be awarded/allocated to eligible students working with OCM to address extreme financial hardship.