

SERVICE & ACTIVITY FEE ANNUAL REPORT

Case Manager:

Fiscal Year: _____

Program Name: Case Manager

Program Manager: _____

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.

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 provide a detailed explanation of any fund transfers from one service and activities fund budget to another.

Please provide an explanation for any positive or negative fund balances at year end.

2022 S&A Annual Report – CWU Office of Case Management

Please provide an overview of the student-centered programming provided, i.e. type of programs, milestones, number of students impacted, and how they benefited:

Management of Information/Referrals

Response to students in crisis and/or students with unmet needs is the primary responsibility of the Office of Case Management. All members of the team are responsible for reviewing and responding to the following report types:

- **Suicide Concern Reports**: These are forwarded to all Case Managers as well as to the Director of Student Counseling Services and to the Interim Associate Dean of Health & Wellness. Case Managers are CWU's first/primary responders providing follow-up outreach to students reported to be at risk of suicide/self-harm.
- **Behaviors of Concern Reports**: These are reports submitted from all stakeholders, primarily staff and faculty, regarding concerns for student wellbeing, health/safety, basic needs, and general distress. In addition to responding to CM-specific reports, we also receive reports from Housing, Rights & Responsibilities, and other BoC report channels that receive information most appropriately addressed by Case Management.
- **Police Reports**: Whether directly provided to Case Management by CWU Police & Public Safety, Student Rights & Responsibilities, CARE Team, or through Dean-On-Call/Counselor-On-Call notifications, Case Managers review relevant police reports for follow up to crisis contacts and general health/safety concerns. These reviews often lead to additional student outreach and referrals.
- **Phone & Email Referrals/Consultation Requests**: All calls and emails to Student Engagement & Success that are relevant to Case Management are directed to our department. These calls come from campus partners, Comprehensive Health Care, parents, concerned faculty & staff, peers, and student employers.
- **Self-Referrals**: Students often learn about our services from campus partners and their peers, leading to calls and walk-ins to Student Engagement & Success for specific self-referral requests to our services.

Individual Case Management Meetings

Student-centered programming and evidence-based interventions for individual students meeting with Case Managers included self-harm risk assessments (use of SAFE-T assessment measure), safety planning, basic needs resources (food, housing, technology, etc.), stress management skills, self-care strategies, communication & assertiveness training, transition assistance (academics, financial, homesickness, etc.), time management/organization, mental health referrals & psychoeducation for students self-disclosing depression, anxiety, grief/loss, ADHD, bipolar/manic episodes, etc.

Group Programs/Trainings/Workshops/Outreach

- ❖ Residence Life Professional/Student Staff Trainings
- ❖ QPR Gatekeeper Training (Suicide Prevention)
- ❖ Staff Advising for Yellow Tulip Project student club
- ❖ Staff Advising for Happiness Club student club
- ❖ Critical Incident Support/Response – staff outreach & intervention efforts in response to various critical incidents; past support presence for traumatic events, losses, etc. by leadership request

Ongoing Case Management Services

For students with complicated circumstances, higher levels of distress, involved in multiple systems, etc., it is often appropriate for Case Managers to have contact with students on an ongoing basis, including, but not limited to, the following reasons:

- Students at higher risk of harm to self and/or others (initial monitoring contacts with Case Management in tandem with provider/official contacts during initial crisis timeframe)
- Coordination of care for students in need of services with multiple supports
- Accompaniment and assistance with various systems/processes, including:
 - Academic Suspension (coordination with Academic Standing Council)
 - Academic Grievance (informational support & systems communications)
 - Financial Aid matters, including SAP suspensions & reinstatements, eligibility concerns, revision of circumstances, etc.

- Housing-related needs, on campus with Housing & Residence Life processes and off campus with landlords/property management companies
 - Registry and follow through with Disability Services
 - Conduct-related matters, including serving as Student Conduct Process Advisors (SCPAs) for student respondents in Title IX and Discrimination Grievance cases, assistance with sanction completion efforts, etc.
 - Specific referrals for on-campus and community resources to meet basic needs
- Coordination with outside providers, especially related to psychiatric care needs (evaluation, hospitalization, treatment planning, and discharge coordination steps). Primary partner with Comprehensive Health Care and local Designated Crisis Responders through direct referral and via notifications through Counselor On-Call.

Team Representation on CWU Committees, Workgroups, Teams (including but not limited to):

- ❖ CARE (Coordinated Assistance & Resource Education) Team: Multidisciplinary team meets weekly to discuss referrals/cases, apply a risk rating based on a national risk rating rubric, and establish follow-up care plans for students needing more than single POC supports. (Coordinator is the OCM Director and the vast majority of cases reviewed are referred by OCM).
- ❖ RABIT (Risk Assessment & Behavioral Intervention Team): Separate from CARE Team, meets weekly to identify, assess, intervene and/or manage students who may be at risk due to interpersonal or behavioral concerns, with primary emphasis on legal and conduct code matters. OCM representation at weekly meeting.
- ❖ TAT (Threat Assessment Team): All Case Management team members can participate in TAT meetings called in response to need for campus safety/risk assessment; OCM Director holds national certification in training for core TAT membership purposes.
- ❖ Student Counseling Services & Student Health Services: Biweekly consultation meetings between SCS and OCM teams are held in addition to frequent Individual consultation contacts between Case Managers and SCS/SHS providers as needed.
- ❖ Campus Suicide Prevention Team: monthly meetings for campus-wide group; team is currently on hiatus
- ❖ CWU PUSH Committee: monthly meetings dedicated to the Presidents United to Solve Hunger (PUSH) initiative and student club, overseeing fundraising efforts/applications, electronic dining dollars support & referral, campus food pantries (stocking, communication of needs), etc. Individual services provided to students via PUSH referrals.

Changes to OCM during 2022:

- ❖ Beginning mid-August, OCM Director Joy Stochosky was appointed Interim Associate Dean of Health & Wellness. She continued to fulfill the role of OCM Director until September 1, when Senior Case Manager Gretchen Geltmeyer was appointed Interim Director of OCM. Joy no longer provides direct student service while operating in this new role, resulting in higher caseloads for the remaining Case Management team.
- ❖ OCM has welcomed Jen Moultime, Resource Coordinator Intern, to OCM for 10 hrs/week. Jen is focused on coordinating CWU's WSAC Basic Needs grant funding and meeting with students to provide referrals related to basic needs (including but not limited to: housing insecurity, food insecurity, tuition costs, healthcare expenses, etc.).

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%)	(**)	(**)

Notes on OCM Data:

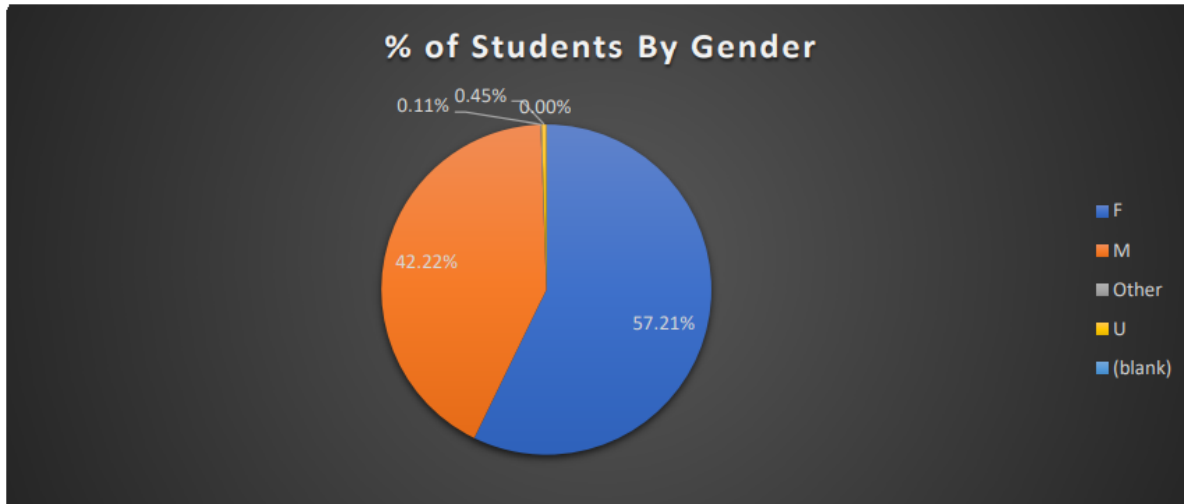
Percentages of concern types for OCM referrals in 2021-22 have notable increases & decreases when comparing similar rates from 2020-21 (N = 1,018) and 2019-20 (N = 711). While OCM's high-risk case rates haven't drastically shifted, emphasis on mental health concerns has grown, while concerns around physical/medical health and basic needs have significantly dropped from 2020-21 rates, after major increases from 2019-20, which we've concluded were directly related to COVID-19 initial/ongoing impacts from the previous year. Throughout 2021-22, student referrals for COVID-related needs dropped over time, which we have attributed to improved circumstances and awareness of resources for our students (not formally assessed).

This year, OCM caseloads were intensified by referrals for students in significant distress, students with academic concerns, and students experiencing grief/loss (all significantly higher than concern rates from the previous 2 years). Qualitatively, OCM staff conclude that these increases have much to do with the current "post-pandemic" phase that many students are in, attempting to return to pre-pandemic life while incorporating the new realities of life as college students (lower distress-tolerance, higher difficulties with social skills, online/virtual learning formats, etc.). OCM noted the clear increase in referrals involving grief/loss, previously reported on rare occasions and included in "Other", and in 2021-22 separately began coding for this in recognition of the most difficult impacts of the pandemic.

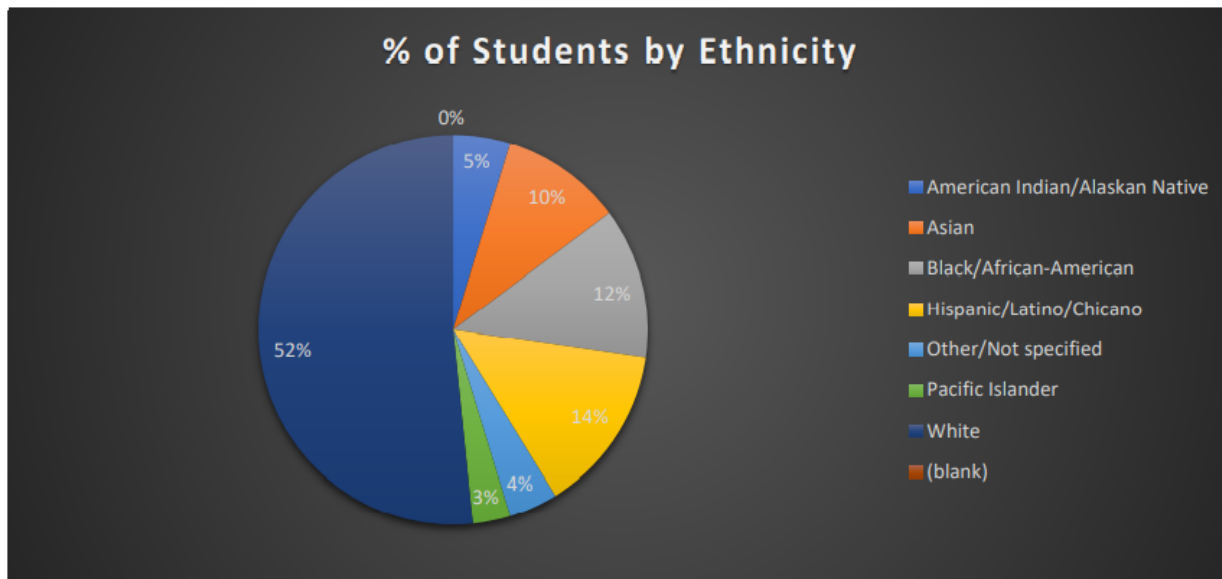
Additionally, it's important to acknowledge that the OCM's current data management system does not provide for the opportunity to include those students' cases that carried forward (were active prior to 7/1/22 and continued to receive services this year). OCM estimate this may include between 75-100 additional individual students served, however we do not have hard data to confirm this.

Lastly, one of the four members of the Case Management team was on leave for approximately 5 months in Winter & Spring Quarters 2022. Referrals during this time, as well as ongoing services to students on that individual's regular caseload, were therefore fielded by 3 staff, rather than 4 during the year prior.

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.

**Service & Activities Base Funding
Financial Overview
For the month ended October 31, 2022
Department: Case Management
Student Activities Funds
No Component
As of 11/14/22**

	FY22 Actuals	FY23 Forecast + Actuals
Revenues		
CWU-Other	42	0
CWU-Allocation (Revenue)	161,845	153,327
Total Revenues	161,886	153,327
Transfers		
CWU-Transfer (Intra-Fund In)	15,412	0
Total Transfers	15,412	0
Expenses		
CWU-Salary and Wage (Staff)	98,062	120,438
Total Salaries	98,062	120,438
CWU-Benefits	41,187	49,089
Total Salaries & Benefits	139,249	169,527
Bad Debt	0	0
Total Goods & Services	0	0
Total Expenses	139,249	169,527
Net Resources	38,049	(16,200)
Projected Beginning Fund Balance	-15,412	22,638
Projected Ending Fund Balance	22,638	6,437