

## SERVICE & ACTIVITY FEE ANNUAL REPORT

**Case Manager: \$145,992**

*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:** \_\_\_\_\_  
**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.**

## 2017-18 S&A Annual 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:*

### **Individual Case Management Meetings**

Student-centered programming & evidence-based interventions for individual students meeting with Case Managers included self-harm risk assessments, safety planning, stress management skills, self-care strategies, alternatives to self-injurious behaviors through healthy coping skills, communication and assertiveness training, transition assistance (academics, homesickness, etc.), time management and organization, mental health diagnosis-specific psychoeducation for students self-disclosing depression, anxiety, grief/loss, ADHD, bipolar/manic episodes, etc. (see attached annual data report for referral numbers of individual students served by Case Management in 2017-18).

### **Group Programs/Trainings/Workshops/Outreach Facilitated by Case Management**

- ❖ Discover Orientation “Rights & Responsibilities” sessions
- ❖ ResLife Professional Staff Trainings:
  - CWU Student Mental Health Concerns
  - Authentic Communication for RHCs
  - Mental Health Trends at CWU
- ❖ ResLife Student Staff & Residents Trainings:
  - Anxiety & Depression Basics
  - Grief & Loss Basics
  - Self-Care 101
  - Scream Therapy
- ❖ Transfer Students – “Case Management & Life Balance”, part of Transfer-Mation series
- ❖ QPR Gatekeeper Training – Recognition & Response to Suicide Risk
  - Residence Life professional & student staff members (100+)
  - GEAR UP high school transition program (25+)
  - PSY 449 – Dr. Stein’s Psychopathology Course (35+)
  - Wellness Center staff & student employees

### **Management of Information/Referrals**

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

- Suicide Concern Reports (Case Managers are first responders to these reports)
- Behaviors of Concern Reports (those appropriate for Case Management are assigned for outreach)
- Incident Reports from Housing
- Police reports from CWU, City of Ellensburg, Kittitas County & State Patrol (supervisor reviews and shares with team when relevant to referrals or students already in services)
- All calls made to the Office of the Dean of Student Success relevant to Case Management, including calls from campus partners, Comprehensive Mental Health, parents, concerned faculty & staff, peers, etc.
- Email messages sent to DOSS and other colleagues are forwarded to the team when appropriate

### **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. Purposes include:

- ❖ Coordination of care for students engaged in services with multiple supports
- ❖ Additional support for needs unmet by other available resources, especially when concerned about safety, health & wellness of students
- ❖ Accompaniment and assistance with various systems/processes, including:
  - Academic Suspension (coordination with Academic Standing Council)
  - Academic Grievance (informational support)

- Financial Aid matters, including SAP suspensions & reinstatements
- Housing-related needs with Housing & Residence Life processes
- Registry and follow through with Disability Services
- Conduct-related matters, including serving as Student Support Advisors for respondents in Title IX / Discrimination/Grievance cases, completion of sanctions, etc.
- Specific referrals for on-campus and community resources to meet basic needs
- ❖ Coordination with outside treatment systems & agencies, especially related to psychiatric evaluation, hospitalization, treatment planning, and discharge steps.

#### **Case Management Representation on CWU Committees, Teams, Groups**

- Student Consultation Team (weekly)
- Threat Assessment Team (as-needed)
- Student Medical & Counseling Clinic staffings (weekly/bi-weekly)
- Academic Standing Council (quarterly)
- Disability Services Team (as needed)
- JED / Campus Suicide Prevention Team
- Volunteer advising for CWU Happiness Club
- Conduct/Title IX Team (Quarterly/as needed)
- Various search committees for positions within DOSS and across campus

#### **Resources/Referrals/Collaborations between Case Management and other CWU departments:**

- ❖ Student Medical & Counseling Clinic (SM&CC)
- ❖ Rights & Responsibilities – Conduct Colleagues
- ❖ Student Living (Housing, Residence Life)
- ❖ Student Achievement (STAR, TRiO, CAMP, Advising)
- ❖ Disability Services
- ❖ Wellness Center
- ❖ CWU Police Services
- ❖ Financial Aid
- ❖ Registrar's Office
- ❖ SURC Offices: Diversity & Equity Center, CLCE, Recreation
- ❖ Human Resources
- ❖ CWU Athletics
- ❖ Learning Commons, Writing Center, Tutoring
- ❖ Veterans Center
- ❖ CWU Center Campuses – Administration, staff & faculty
- ❖ Academic Departments

#### **Resources/Referrals/Collaborations between Case Management and Local Community**

- Comprehensive Health Care
- Kittitas Valley Healthcare (KVH)
- Department of Social & Health Services (DSHS)
- HopeSource
- Merit Resources
- ASPEN Advocacy
- Planned Parenthood
- Public Health Department
- Various Police Departments
- Private & public healthcare community providers
- Local foodbanks, churches with clothing banks
- Board member of Kittitas County Health Network
- Board member of Behavioral Health & Recovery Advisory Board (County Commissioners)

## CWU Case Management Services – Annual Report 2017-18

The following information is compiled using the Case Management Database, a collaborative program created & maintained by Marion Andrin (and team) and CWU Case Managers Gretchen Geltemeyer, Tiffany Smith & Joy Stochosky. 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 6/17/17--6/15/2018:

Quarter/Date-Range:	Ongoing Student Cases (prior):	NEW Student Cases/Referrals:	TOTAL # Cases/Students per Quarter:
<b>SUMMER 2017*</b> (6/17/17-8/31/17)	241	29	270 cases / 261 students
<b>FALL 2017</b> (9/1/17-12/16/17)	189	231	420 cases / 414 students
<b>WINTER 2018</b> (12/17/17-3/22/18)	311	212	523 cases / 517 students
<b>SPRING 2018</b> (3/23/18-6/15/18)	474	190	664 cases / 663 students
<b>ANNUAL CM OUTCOMES/TOTALS:</b> <b>(6/17/17-6/15/18)</b>	--- <b>(ongoing may = duplicates)</b>	<b>662</b>	<b>Annual Total of Quarterly #s:</b> <b>1,877 cases / 1,855 students</b>

\*Summer Quarter CM coverage is typically more limited due to cyclic leave and much lower student enrollment compared to Quarters in the standard Academic Year (Fall through Spring)

### New Referral Sources – Initial Reason for Case Management Referrals for the 566 NEW Referrals (6/17/17--6/15/18):

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 '17 6/17-8/31	2	5	3	4	5	1	3	3	2	1	29
FALL 2017 9/1-12/16	13	61	19	9	11	15	9	10	19	65	231
WINTER 2018 12/17-3/22	45	60	9	6	12	4	8	14	14	40	212
SPRING 2018 3/23-6/15	44	71	14	8	9	2	3	9	9	21	190
<b>TOTALS:</b>	<b>104</b>	<b>197</b>	<b>45</b>	<b>27</b>	<b>37</b>	<b>22</b>	<b>23</b>	<b>36</b>	<b>44</b>	<b>127</b>	<b>662</b>

\*This information may be further shared with permission from the Supervisor of CMS. Please contact DOSS for more info.

**2017-18 New Case Types Designated by Case Manager Completing Initial Referral Documentation Based on Available Information:**

Quarter & Year	Academic Concerns	Comm Skills	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 2017	6	---	2	1	1	4	5	1	4	---	1	3	1	---	29
Fall 2017	24	1	31	8	11	41	24	8	38	10	5	5	18	7	231
Winter 2018	64	---	26	5	12	33	9	6	28	6	4	7	8	4	212
Spring 2018	52	---	22	10	7	40	6	---	20	4	6	6	12	5	190
<b>TOTAL # 2017-18</b>	<b>146</b>	<b>1</b>	<b>81</b>	<b>24</b>	<b>31</b>	<b>118</b>	<b>44</b>	<b>15</b>	<b>90</b>	<b>20</b>	<b>16</b>	<b>21</b>	<b>39</b>	<b>16</b>	<b>662</b>

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
  - Options range from 5 minutes to multiple hours
- 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.)

*The data for this report was completed July 3, 2018, by CWU Case Management Services.  
Please contact the Office of Student Rights & Responsibilities at (509) 963-1515 for additional information.*

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# SERVICE & ACTIVITY FEE ANNUAL REPORT

Case Manager: \$145,992

	<b>FY18</b>	<b>FY19</b>	<b>FY20</b>	<b>FY21</b>
	<b>Actuals</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>
<b>BEGINNING BALANCE</b>	-	68,133	46,501	24,870
<b>RESOURCES</b>				
S&A Allocation	153,482	148,492	148,492	148,492
Self-Support Funds	-	-	-	-
Other Funds Received	-	-	-	-
<b>TOTAL RESOURCES</b>	153,482	148,492	148,492	148,492
<b>EXPENSES</b>				
Student Payroll			-	-
Non Student Payroll	61,421	123,574	123,574	123,574
Benefits	23,928	46,550	46,550	46,550
Goods & Services			-	-
<b>TOTAL EXPENSES</b>	85,349	170,124	170,124	170,124
<b>TRANSFERS</b>				
Transfers In	-	-	-	-
Transfers Out	-	-	-	-
<b>TOTAL TRANSFERS</b>	-	-	-	-
<b>NET</b>	68,133	(21,632)	(21,632)	(21,632)
Ending Fund Balance	68,133	46,501	24,870	3,238