



University of Colorado Denver  
Office of Case Management  
Annual Report 2016-2017

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## **Letter from Director/Dean of Students/Chair**

Dear CU Denver Community Members,

Supporting the University of Colorado Denver's mission and focused on student success, the Office of Case Management provides support and resources to students who are navigating a variety of issues. Case managers support students struggling to navigate the university system, students with current and emerging mental or physical health issues, and students experiencing issues adjusting to academic and social life.

This annual report provides information as to the depth and breadth of the Office of Case Management. One of the most of important roles for the Office of Case Management is to be involved in many aspects of Campus life to best guide students navigating university systems.

The statistical assessment looks at the number of cases addressed by the Office of Case Management but do not address the number of hours each case is given. The statistical numbers also do not address the follow up activity on cases from the previous academic school year.

I would like to thank you for taking the time to read this report.

-Office of Case Management Staff

## **Mission, Goals, Learning Objectives, and Staff**

### **Mission**

The Office of Case Management fosters student growth, development, and success by assisting students dealing with areas related to mental health, emotional wellbeing, and safety by providing outreach, resources, referrals, advocacy, and follow up services.

Case Managers collaborate and consult with students, parents, faculty, staff, and other campus resources to best address the diverse needs of each student.

### **Values**

The Office of Case Management values providing caring, compassionate, and supportive services to students of the University of Colorado Denver | Anschutz community while addressing concerns related to the success, safety, and overall wellbeing of University students. Our office adheres to the highest standards of professionalism and ethics when serving the campus population.

### **Student Success**

The Office of Case Management promotes academic and personal success by empowering and encouraging students.

### **Diversity, Respect, and Inclusiveness**

The Office of Case Management strives to create an inclusive environment which respects and values diverse identities and life challenges.

### **Health and Safety**

The Office of Case Management provides support services, resources, and referrals to maintain the health and safety of our students and the overall campus community.

### **Collaboration**

The Office of Case Management collaborates with students, faculty, staff, families and concerned others to coordinate services and referrals.

## **Alignment with Strategic Goals**

The Office of Case Management helps address mental and physical concerns for students to help to ensure the wellbeing of students on campus.

The Office of Case Management provides resources and supports that aide student in being successful.

The Office of Case Management provides support services to student of concerns to assist in student retention.

## **Staff**

### Professional Staff

- Brittany Bohl, Case Manager Downtown Campus
- Brooke Farley, Case Manager Downtown Campus
- Rachel Harder, Graduate Assistant (starting 01/17)

## **Trainings, Outreach, and Education**

- New Student Orientations 2017
- Faculty Trainings Fall 2016 & Spring 2017
- Fall Fest – September 14 & 15, 2016
- Spring Fling – April 19 & 20, 2017
- Campus Village RA Training- January 10, 2017
- Safety Fair- April 26, 2017
- Housing Insecurity at Auraria Event- May 03, 2017
- ESL Academy CARE Presentation- June 8, 2017

## **Campus Involvement and Professional Development**

### Other Campus Involvement

- New/Transfer Student Orientation.
- National Behavioral Center for Innovation & Change Mental Health Group
- First-Year Advisory Council Committee
- Undergraduate Working Group & Policy Subcommittee
- CART

### Professional Development

- HECMA Conference
- Lessons Learned from Aurora, CO- When an Off Campus Tragedy Affects Your Campus  
New Developments in the Treatment of PTSD, Complex Trauma, and Co-Occurring Disorders
- 2017 ACA Conference
- Transforming Minority Students Success from The Top-Down and Bottom-Up  
Columbine Case Study and Training- Tour of School
- Advanced Threat Assessment & Threat Management
- Student Affairs Conference
- 2017 NASPA Mid-Level Administrators Conference
- Annual ASCA Colorado Drive-In Conference
- Pre-conference- SIVRA-35 (Brian Van Brunt)

## **Project Completion**

- Medical Withdrawal Paperwork Updates
- Strategic Plan
- Giveaways for Students
- Qualtrix Survey Updates
- Medical & Mental Health Emergencies Folder
- Case Manager Rubric Evaluation Tool

## **Statistical Summary**

### Case Management Data

Academic Year = 2016-2017 (August through July)

- Completed Medical Withdrawals- 148
- Case Management Cases (separate from CARE cases)- 102
- Loving Lynx Cases-12

Academic Year = 2015-2016 (August through July)

- Completed Medical Withdrawals- 110
- Case Management Cases- 51

## **Office of Case Management Assessment Summary**

### Planned Projects

- Website Updates
- Attendance Policy Updates
- Student Death Policy Updates
- Postvention Protocol
- Critical Incidents Handbook

**Appendix A:**  
**Commuter Services End of Year Summary FY17**

**Staff**

- Brittany Bohl, Case Manager Downtown Campus
- Rachel Harder, Graduate Assistant (through 12/31/16)

**Trainings, Outreach, and Education**

- New Student Orientations 2016
- Fall Fest – September 14 & 15, 2016
- Spring Fling – April 19 & 20, 2017
- CU Prep Week--Fall 2016
- Block Party—Fall 2016
- Fall Commuter Services Website Debut-Off-campus Housing Database
- Spring Commuter Services Fair

**Student Usage Data**

Commuter Services & Housing Fair Data: The Spring 2017 fair had 150 attendees. A survey was distributed to students at the event; feedback was overwhelmingly positive. Of those surveyed, at our most recent fair (Spring 2017), 90% reported they would like to attend this event again and 80.5% reported they would like to see more of this event on campus.

Student Communication Data: From July 2016 to July 2017 Commuter Services served 214 students and/or student parents/families. Communication was done via email, in-person, phone, or through the Commuter Services Facebook page. The primary theme identified by students is a need for off-campus housing resources, like a searchable database and easily accessible roommate listings. An off-campus housing database was implemented November 2016. Since its implementation, there have been 12,067 site visits, 79,244 page views, and 1,189 new users (as of 08/08/17).

**Loving Lynx End of Year Summary FY17**

**Staff**

- Brittany Bohl, Case Manager Downtown Campus
- Rachel Harder, Graduate Assistant (through 12/31/16)

**Student Usage Data**

The Loving Lynx Fund received 12 applications. Of those 12 applications, 10 students met with a Case Manager and either received emergency funding and resources or solely received resources because they had room in their Financial Aid package. This data is representative of applications received between August 1, 2016-July 31, 2017.