



University of Colorado Denver  
Office of Case Management  
Annual Report 2017-2018

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## Letter from the Director

Dear CU Denver Community Members,

2017-2018 was another successful year for the Office of Case Management (OCM) and CARE Team! The office continued to grow in regards to utilization of services, staff size and outreach to the CU Denver Lynx community.

Supporting the University of Colorado Denver's mission and focus on student success, the OCM provides support and resources to 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 OCM. This year the OCM hired two Commuter Services Graduate Assistants (Commuter Services and General Case Management), filled an opening for an OCM Graduate Assistant, and for the first time, hosted a graduate-level intern.

The statistical assessment looks at the number of cases addressed by the Office of Case Management during a given time period, but does not address the number of hours each case is given. During the 2017-2018 academic year the Office of Case Management saw an increase of 31% in overall cases (includes CARE, OCM, Loving Lynx and Medical Withdrawal) referred to the office.

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

Brooke Farley  
Director, Office of Case Management

## **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 and addressing concerns related to the success, safety, and overall wellbeing of University students. The office adheres to the highest standards of professionalism and ethics when serving the campus population.

With a focus on student success, diversity, respect, inclusiveness, health and safety, and collaboration we strive to take a holistic approach when addressing concerns to assist students in in being successful both academically and personally.

## **Alignment with 2017-2018 Strategic Goals**

The Office of Case Management (OCM) 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. The OCM continually strives to increase marketing, outreach, and to evaluate the satisfaction of services. The OCM has continued to create and revise protocol and procedure manuals to keep current with best practices and maintain a standard of excellence in customer service and support given to each student who is referred to the office. Additionally, the OCM strives to provide culturally inclusive services and engages in trainings aimed at increasing staff knowledge around issues that may be impacting CU Denver students. Lastly, the OCM continues to evaluate programming efforts within Case Management, CARE Team, Loving Lynx, and Commuter Services to ensure student needs are being addressed.

### **Staff**

- Brooke Farley, Director
- Mitchell Devito, Graduate Assistant (Beginning October 2017)
- Noreen Khan, Graduate Assistant (Beginning February 2018)
- Brittany Bohl, Case Manager Program Manager (Transitioned out of office 12/1/17)
- Rickey Ortiz, Graduate-Level Intern (November 2017- April 2018)

\*Staff has changed since this report. Lia Doyle-Burke joined the Office of Case Management in September 2018.

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

- CLAS Student Team Meeting Training August 1, 2017
- RA Training Campus Village August 7, 2017
- New Faculty Orientation Tabling August 14, 2017
- Fall Fest September 2017
- CARE Presentation to Financial Aid October 3, 2017
- CARE Presentation CLAS Council November 9, 2017
- FAST Lab Student Assistants Training February 7, 2018
- Spring Fling April 2018
- New Student Orientations Parent Presentation Summer 2018

## **Campus Involvement and Professional Development**

### Other Campus Involvement

- CART
- Disability Advisory Committee
- Book Discussion Group with Center for Faculty Development
- Attend Active Harmer monthly trainings
- First-Year Advisory Council Committee
- Undergraduate Working Group
- Tuition Appeals Committee

### Professional Development

- CART Terrorism Training August 10, 2017
- Mental Health First Aid September 12, 2017 and September 22, 2017
- Forensic Experiential Trauma Interviewing October 3, 2017
- Maxient Regional Training October 12, 2017
- NaBITA National Conference November 2017
- Advocacy: Joining Together to Promote Equity & Inclusion November 3, 2017
- Technology and Suicide: Real Life Prevention in a Virtual World February 23, 2018
- Advanced Threat Assessment Training April 30 and May 1, 2018
- CU Online Spring Symposium May 16, 2018
- Student Affairs Conference June 27 2018
- CARE Retreat August 3, 2018

### Professional Associations

- Higher Education Case Manager Association (HECMA) members
- National Behavior Intervention Team Association (NaBTIA) members
- Association of Threat Assessment Professionals (ATAP) members
- National Association of Student Personnel Administrators (NASPA) members



## Policy Development & Project Completion

- Reviewed and Updated Policies and Procedures
- Created a Postvention Protocol Manual
- Medical Withdrawal Paperwork Updates
- Strategic Planning 2017-2018
- Qualtrix Survey Updates
- Case Manager Rubric Evaluation Tool
- Created Critical Response Handbook

## Statistical Summary

Cases referred to the Office of Case Management are categorized based on student need and resources provided, they are classified as one of the following:

- Loving Lynx (students dealing with unanticipated financial crisis such as temporary housing, accidents, medical or dental emergencies or natural disasters. Funds are provided on a case-by-case basis and resources are provided to each student, regardless of whether or not they qualify for emergency funds).
- Medical Withdrawal (students diagnosed with either physical or psychological medical conditions that significantly impact their ability to achieve academic success. Medical Withdrawals are for the entire petitioned semester and cannot be applied to students supporting another’s medical conditions).
- Dean of Students (students needing support and advocacy navigating university policies and procedures).
- Case Management (students needing intervention, advocacy, resources and referrals without a threat of harm to self or others).
- CARE team (students demonstrating behavior considered inappropriate, disruptive, worrisome, or threatening to themselves or others).

### Case Management Data

Academic Year = 2017-2018 (August through July)

<b>Breakdown of cases supported by the Office of Case Management:</b>	
Loving Lynx	25
Medical Withdrawal	232
Dean of Students	30
Case Management	213
CARE Team	210
<b>Total</b>	<b>710</b>

Office of Case Management cases are triaged by the type of concern reported (Note: some students present with multiple concerns). Presenting concerns include, but are not limited to:

- Behavioral (a lack of responsiveness or emotional expression, sudden changes in behavior, etc.)



- Distressing (paranoia, unusual or erratic behavior, changes in appearance or hygiene)
- Disruptive (aggressive, argumentative, rude or insubordinate behavior)
- General Wellness Concern (change in academic performance, excessive absenteeism, substance use or abuse)
- Self-Harm (cutting or other self-harming behaviors)
- Suicide (threats, gestures, thoughts, attempts, or completions)
- Threatening (violent or aggressive behavior, homicidal thoughts or ideations)

<b>Concerning Behavior Reported</b>	
Behavioral Concern	46
Distressing Behavior	96
Disruptive Behavior	4
General Wellness Concern	144
Self-Harm	11
Suicide	55
Threatening	5

### Assessment Summary

The Office of Case Management has continued to grow over the past few years, with a significant increase in the amount of reports being submitted by concerned others and students themselves. Below shows the percentage in change over the last five years.

<b>Overall Cases from Office of Case Management</b>		
<i>Includes CARE, OCM, Loving Lynx, Medical Withdrawals</i>		
<b>Academic Year:</b>	<b>Total:</b>	<b>% increase from previous year:</b>
<b>2017-2018</b>	710	31%
<b>2016-2017</b>	542	84%
<b>2015-2016</b>	295	94%
<b>2014-2015</b>	152	-0.70%
<b>2013-2014</b>	153	

### Feedback on Case Management and CARE interactions:

All students and reporting parties engaged with the Office of Case Management and CARE Team are invited to complete follow-up surveys in an effort to elicit feedback regarding their experience and improve the service model. Below are some comments from Academic Year 2017-2018.

- Student Support Survey
  - “I am easily overwhelmed and discouraged and this experience was so easy to complete I wish all processes were this easy. The process was easy because of the excellent work by the case manager.”



- “It was very helpful to know about all the resources that was available however, it would have been nice to know about this office sooner. I think if someone was to explain this resource to students when they initially attend this university it would be more beneficial. I was not able to fully use this resource because I knew about this office too late in my term here at the university.”
- “After the appointment I felt like [OCM] had given me her attention and wanted to listen to my concerns and take the time to answer my questions and help me manage personal issues I am working through. After my appointment I felt less stressed and supported.”
- **Reporting Party Survey**
  - “Phenomenally responsive. Able to work with my student to get her the academic help she needed. Awesome!”
  - “I am so grateful that this resource is available to the campus community. It is invaluable.”
  - “I’ve had positive experiences working with the CARE Team. Members of the team are responsive and do a wonderful job of following up regarding concerns that are submitted. Thank you for the great and important work you do.”
  - “I’m so happy to have a place where I can send students with issues not necessarily limited to academic performance!”
  - “I was not sure how many days it would take before the first call to the student (I believe it took five in this case) and I thought it would be the next day. So that waiting in between was stressful as I was reaching out to the student every day to make sure she was doing okay. I also realize how busy this team must be and the amount of referrals you get, so I understand that. As a first time user that would have been great to know ahead of time. Otherwise, the person who I talked with was very helpful and when I called back to check to see when they were going to contact the student, they were friendly and helpful too.”

## **Future Goals**

The Office of Case Management is predicting a continued increase in reports and students served for 2018-2019 academic year. Some of the focus of this upcoming year will be on suicide prevention and destigmatizing mental health on campus. In addition to an already established focus on early intervention, it is crucial to also focus on prevention work in order to meet the demands of our student’s needs to support health and safety on campus. The Office of Case Management plans to partner with the Student and Community Counseling Center and other constituents on campus focused on prevention to increase the resources available to students.



**Appendix A:**  
**Commuter Services End of Year Summary FY18**

**Staff**

- Brooke Farley, Case Management Director
- Mitchell Devito, Graduate Assistant (through February 2018)
- Noreen Khan, Graduate Assistant (beginning February 2018)

**Trainings, Outreach, and Education**

- Block Party—Fall 2017
- Fall Fest – September 2017
- Spring Fling – April 2018
- Spring Commuter Services Fair- March 2018

**Student Usage Data:**

Off-Campus Housing Database: November 2016-Commuter Services established a 95% self-sufficient off-campus housing database to serve students 24/7- including roommate listings, message boards, and short-term lease requests.

Commuter Services & Housing Fair Data: The Spring 2018 fair had 200 attendees. A survey was distributed to students at the event; feedback was overwhelmingly positive.

Student Communication Data: From July 2017 to July 2018 Commuter Services served 1,894 students, faculty and staff. Communication was done via email, in-person, phone, or through the Commuter Services Facebook page. Since the off-campus housing database was implemented in November 2016, there have been 42,905 site visits, 254,836 page views, and 2,833 new users (as of 07/01/18).