



University of Colorado Denver
Office of Case Management
Annual Report 2015-2016



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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.

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 Simonson, Case Manager Downtown Campus
- Brooke Farley, Case Manager Downtown Campus
- Jonathan Soweidy, Case Manager Anschutz Medical Campus

Trainings, Outreach, and Education

- New Student Orientations 2016
- Faculty Trainings Fall 2015 & Spring 2016
- Fall Fest – September 16 & 17, 2015.
- Spring Fling – April 20 & 20, 2016
- Dean of Students Showcase-March 17, 2016

Campus Involvement and Professional Development

Other Campus Involvement

- New/Transfer Student Orientation.
- Counseling Center Crisis Coordinator Search Committee.
- Counseling Center Counselor Search Committee.
- National Behavioral Center for Innovation & Change Mental Health Group
- Disability Resources and Services Coordinator Search Committee
- First-Year Advisory Council Committee
- Undergraduate Working Group & Policy Subcommittee
- CART

Professional Development

- Colorado Mental Health Emergency Breakthrough Strategies for Crisis Intervention-03/23/16
- Open Source Material and Social Media Training – April 7, 2016.
- IHE Summer Safety Symposium – June 9, 2016.
- Student Affairs Conference: Expanding Your Professional Toolbox – June 23, 2016.
- HECMA 2016 (Higher Education Case Management Associations)

Project Completion

- Case Management Pamphlet
- Strategic Plan
- Giveaways for Students
- Qualtrix Survey Updates

Statistical Summary

Case Management Data

Academic Year = 2015-2016 (August through July)

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

Academic Year = 2014-2015 (August through July)

- Completed Medical Withdrawals- 0. This policy went into effect October 1, 2015.
- Case Management Cases - 23

Office of Case Management Assessment Summary

Planned Projects

- HECMA Roundtable 2017: Case Management members will be hosting the National Higher Education Case Manager Association Conference.
- Case Manager Rubric Evaluation Tool
- Medical and Mental Health Emergencies Folder
- Update Medical Withdrawal Paperwork

Appendix A: **Commuter Services End of Year Summary FY16**

Staff

- Brittany Simonson, Case Manager Downtown Campus
- Rachel Harder, Graduate Assistant

Trainings, Outreach, and Education

- New Student Orientations 2015 & 2016
- Fall Fest – September 16 & 17, 2015.
- Spring Fling – April 20 & 20, 2016
- CU Prep Week--Fall 2015
- Block Party—Fall 2015
- Dean of Students Showcase-March 17, 2016
- Fall Commuter Services Fair
- Spring Commuter Services Fair

Student Usage Data

Commuter Services & Housing Fair Data: The Office has hosted three fairs (Spring 2015, Fall 2015, and Spring 2016). The fairs served over 200 students at each fair (202, 237, and 250, respectively). A survey was distributed to students at the event; feedback was overwhelmingly positive. Of those surveyed, at our most recent fair (Spring 2016), 100% reported they would like to attend this event again and 98.7% reported they would like to see more of this event on campus.

Student Communication Data: From July 2015 to July 2016 Commuter Services served 339 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.

Tabling Data: Commuter Services hosted tabling events in the Tivoli Tavern (October and November 2015). The program also participated in Fall Fest and Spring Fling. This was an opportunity to engage with CU Denver students in an informal setting. General information pamphlets about our office and invitations to upcoming events were passed out.

Orientation Data: Commuter Services participated in New Student Orientation, which included parent round-table discussions. Staff connected with 700 support people. This provided time for our staff to speak with parents and support persons about our resources and ways in which we are able to assist their students throughout the academic year.



Peer Education End of Year Summary FY16

Staff

- 2 Peer Educators
- Toni Qualantone, Graduate Assistant

Trainings, Outreach, and Education

- New Student Orientations 2015 & 2016
- Fall Fest – September 16 & 17, 2015.
- Spring Fling – April 20 & 20, 2016
- CU Prep Week--Fall 2015
- Block Party—Fall 2015
- Dean of Students Showcase-March 17, 2016
- Fall Commuter Services Fair
- Spring Commuter Services Fair

Student Usage Data:

Fall First Year Seminar presentations: Tiffany and Alexix presented in four different FYS classes and had a total of 18 students present. While the number of participants was small we received great feedback and general interest from students. Overall this was a great way to connect with students in very close setting as well as with faculty. Expanding FYS presentations is a major goal for 2016/17.

Fall Fitness Expo: This Be-Well Auraria hosted initiative hosts a number of local wellness focused vendors as well as various campus departments. We used this opportunity to get the word out about the CU Denver Peers and supported Beth Sandlin by staffing various stations. Our goal was to gauge the knowledge of CU Denver students about the Peer Educator program and to create awareness of what we do. We asked students to write down goals for staying healthy during the fall semester and had 30 students who participated and shared various kinds of wellness and health related goals.

National College Alcohol Awareness Day (10/20): This was a tri-institutional event and we had a total of 78 students who filled out our survey. We asked students about specific details they learned during this event and had a large variety of responses. The Peers created business cards with information about resources for alcohol related issues These included various transportation information to avoid driving under the influence and were very popular with students. Some of the responses we received showed that alcohol education should be included in a variety of events as there are still a large number of misconceptions. Students particularly underestimated the amount of time it takes to metabolize alcohol and appreciated the various facts they were presented with.

Great American Smoke out (11/19): This event was hosted together with the Health Center and we had 150 students who participated. The peers focused on the dangers of various smoking devices and students were showing great interest. Facts that students were most surprised of were the negative effects on health by smoking hookah as well as the issues with e-cigarettes and vaping devices.

National Condom Day Event (2/10): National Condom Day was the first event the Peers attended for the spring semester. The Peers focused on various types of birth control and had a total of 58 participants (data from Beth Sandlin, Health center). We received genuine interest and questions from students, some of whom stopped by our office in the days after to pick up pamphlets and ask more questions. Our main take away from this event was that more educational events in smaller settings are needed based on the questions we received.

CU Denver Commuter Event (3/8): The Peer Educators tabled at this event and offered assistance to Rachel with various staffing needs. We focused on ways to make commuting more enjoyable by handing out lists of podcasts and raffling off headphones. Additionally, we also provided a lot of general information and resources on prevention and harm reduction. A survey we created asked for ways and length of commute in addition to plans for the upcoming spring break. We received 27 surveys. 55% of the students indicated that they use a car and 40% of those use a combination of car and light rail. Students asked for more locker rooms and areas to hang out. 44% indicated that their Spring Break plans were “working to make more money”. This information helped us to finalize planning for our Safe Spring Break event as we are working on being more inclusive in our events. Knowing that the majority of students are not traveling to fancy beach destinations made us focus on self-care and Colorado travel safety.

SGA Wellness Event and Safe Spring Break (3/15 and 3/16): Safe Spring Break is a tri-institutional event whereas the SGA wellness Event was put together by CU Denver’s SGA to raise awareness for the Wellness Center. The Peer Educators presented the same material for both events and received great feedback. We tried to focus not only on harm prevention but also rather on what resources we could provide students during spring break especially if they stay in Colorado. The results we got from CU Denver students provided us with good information that we can incorporate in future programming. A total of 51 CU Denver students filled out our survey during the SGA event and 43% indicated that they would be working during Spring break and not partake in fun trips to the beach. 31 students self-identified as CU Denver students and answered the survey during the Spring Break events. Only 9% are going on an out of state trip and 22% will travel within Colorado. The traditional Safe Spring Break programming used to focus mainly on safety of typical spring break trips focusing predominantly on sun, alcohol, and sexual health. However, the sample we got indicated that more resources should be provided to students who are in fact staying in Colorado and are working or catching up on school work. This offers great opportunities for future event planning.