

# CWRU Discovery Days

## **Dean of Students: Student Support & Advocacy at CWRU**

Thursday, January 9th  
9:00 – 9:40am



DIVISION OF STUDENT AFFAIRS  
CASE WESTERN RESERVE  
UNIVERSITY

# Dean of Students Team



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# Dean of Students Mission

The Dean of Students Office serves in an advocacy role for all students. We assist students, parents, faculty and staff with all matters related to student life for academic success at CWRU. Additionally, we provide resources and support for students experiencing a range of challenges from the day they first become a part of our CWRU community. We help students holistically navigate their academic journey.

The Dean of Students Office oversees the Behavior Intervention Teams (BIT) for graduate and undergraduate students, CARE Management Services, Non-clinical Case Management, Disability Resources, Office of Accommodated Testing and Services, Interreligious Council, Student Conduct and Community Standards and the Student Emergency Fund.



# Overview of Dean of Students Services

CARE Management & Non-clinical Case Management Services

Behavioral Intervention Teams (BITs)

Community Concerns Reporting System (CCRS)

Wellness Checks

Student Support Consultation

Student Emergency Fund

Mediation and Conflict Coaching

# History of Case Management in Higher Education

## History of Case Management & Behavior Intervention Teams

- **1860's:** Case management has roots in public health nursing, social work, and behavioral health, where such techniques were used in the settlement houses.
- **1950s /1960s:** Term case management emerged, addressed psychological, social, and economic needs for those identified with needs in the community.
- **2000:** First Higher Ed. Case Man. program established at University of Miami
- **2007:** Virginia Tech shooting.
- **2009:** National Behavioral Intervention Team Association (NaBITA) is founded
- **2011:** Higher Education Case Managers Association (HECMA) is founded

# College Mental Health National Data (2018)

| Anytime in the last 12 months traumatic or very difficult to handle | Percentage of students reporting |
|---|----------------------------------|
| Academics   | 48.2                             |
| Career-related issue  | 26.9                             |
| Death of family member or friend                                    | 15.3                             |
| Family problems   | 28.3                             |
| Intimate relationships  | 29.6                             |
| Other social relationships  | 27.5                             |
| Finances  | 31.3                             |
| Health problem of family member or partner                          | 19.1                             |
| Personal appearance   | 29.0                             |
| Personal health issue   | 21.9                             |
| Sleep difficulties  | 30.9                             |
| Other   | 9.4                              |

# College Mental Health National Data (2018)

| In the last 12 months, diagnosed or treated for ... | Percentage of student reporting |
|---|---------------------------------|
| Anorexia  | 1.7                             |
| Anxiety   | 22.0                            |
| ADHD  | 6.7                             |
| Bipolar Disorder                                    | 2.1                             |
| Bulimia   | 1.3                             |
| Depression  | 17.3                            |
| Insomnia  | 5.1                             |
| Other sleep disorder                                | 2.5                             |

| In the last 12 months, diagnosed or treated for ... | Percentage of student reporting |
|---|---------------------------------|
| OCD   | 3.4                             |
| Panic attacks                                       | 11.0                            |
| Phobia  | 1.6                             |
| Schizophrenia                                       | 0.6                             |
| Substance abuse/<br>addiction                       | 1.4                             |
| Other addiction                                     | 1.0                             |
| Other mental health<br>condition                    | 41.3                            |

# College Mental Health National Data (2018)

| Anytime in the last 12 months felt . . .                      | Percentage of students reporting |
|---|----------------------------------|
| Sad   | 21.8                             |
| So depressed it was difficult to function                     | 17.1                             |
| Overwhelming anxiety  | 18.9                             |
| Overwhelming anger  | 18.2                             |
| Seriously considered suicide                                  | 6.9                              |
| Attempted suicide   | 1.3                              |
| Intentionally cut, burned, bruised, or otherwise injured self | 4.2                              |



# Dean of Students Case Management Services

**At its very core, case management is about helping students to overcome the obstacles in their lives.**

Case management is central to the educational mission of Case Western Reserve University, seeking to retain students and providing them an environment conducive to academic success.

Case management can serve as a keystone mechanism through which colleges and universities support and keep students safe.

Case management supports the work of the BIT by providing flexible and creative support to at-risk students, ensuring proper access to care.



# Case Management Philosophy

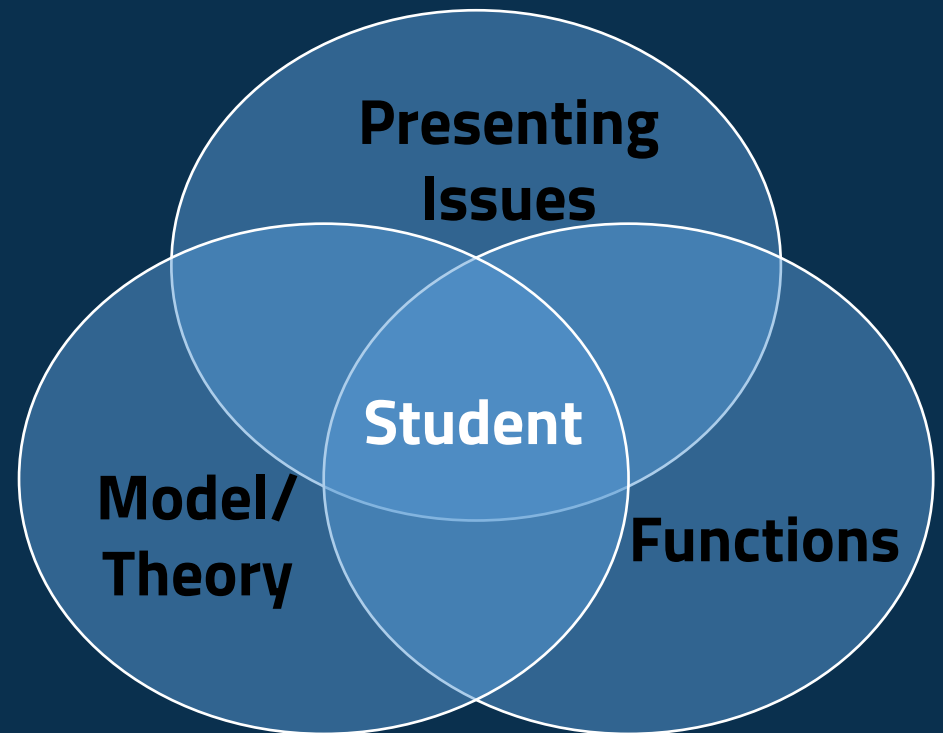
**Model/Theory:** Rooted in Social Work and Student Development Theory

**Presenting Issues:**

- Behavioral Concerns
- Medical/Mental Health
- Emergency Withdrawal
- Crisis/Emergency Response
- Interpersonal Concerns
- Alcohol/Substance Use Concerns

**Case Management Functions:**

- Assessment, Service Coordination & Referral, Advocacy, Follow Up, Documentation



# Clinical & Non-Clinical Case Management

## Clinical

- Has clinical license
- Hired to practice mental health treatment
- Governed by state confidentiality
- Notes kept in privileged database

## Non-Clinical

- May have a clinical license
- Hired to offer support, non-clinical counseling
- Governed by FERPA
- Notes kept in university - operated database



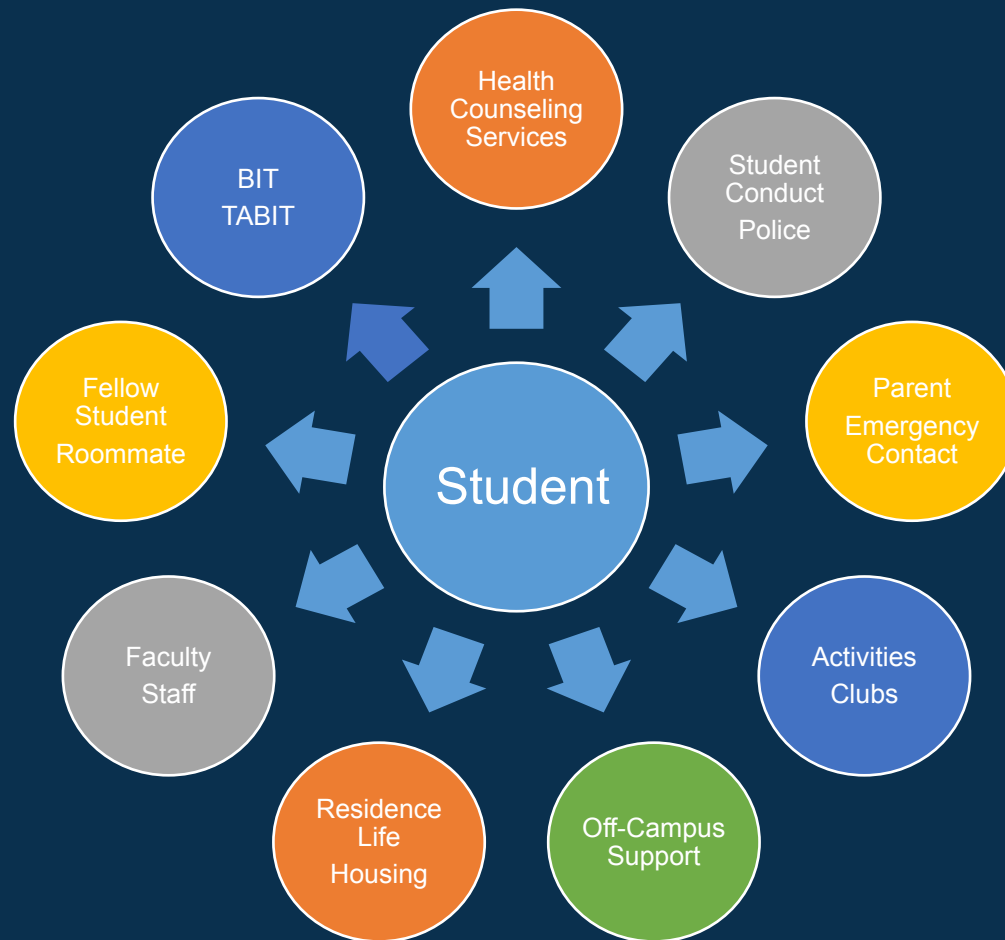
# CWRU Behavior Intervention Teams (BIT)

The mission of the CWRU BIT is to promote the safety and well-being of the CWRU community. The undergraduate and graduate BITs are dedicated to proactive, coordinated, and planned approach to identification, prevention, assessment, management, and reduction of interpersonal and behavioral threats to the safety and well-being of the CWRU community.

## CWRU Behavioral Intervention Teams

- Undergraduate Behavioral Intervention Team
- Graduate/Professional Behavioral Intervention Team

# How are Students Referred?



# Relationship Between Student Affairs & Parents/Emergency Contacts

- Notification
- Information Sharing
  - FERPA – The Family Educational Rights and Privacy Act
  - HIPPA, medical & mental health professionals
  - Financial and grade information
  - Information can ALWAYS come IN to the university

# What to do if you notice concerning behaviors?

If you're notice concerning behaviors with your student:

- File a CARE report on the Dean of Students webpage.
- Call the Dean of Students Office at 368-1527 during standard business hours
- Email the Dean of Students at [deanofstudents@case.edu](mailto:deanofstudents@case.edu)

If your student shows evidence of a **dangerous** action or evidence of an emergency situation to self and/or others, call **CWRU Public Safety at 216-368-3333**.



# Your Questions?



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# Division of Student Affairs



## Dean of Students Office

Phone: 216.368.1527

Email: [deanofstudents@case.edu](mailto:deanofstudents@case.edu)

Office Hours: Monday – Friday, 8:30 a.m. – 5:00 p.m.

10900 Euclid Avenue  
110 Adelbert Hall  
Cleveland, Ohio 44106-2623

# Sources

- National Behavioral Intervention Team Association – Case Management Summit 2019
- Council for the Advancement of Standards in Higher Education
- American College Health Association – National College Health Assessment, Fall 2018
- Adams, S., Hazelwood, and Hayden (2014) Student affairs case management: Merging social work theory with student affairs practice, *Journal of Student Affairs Research and Practice*. 51(4), 446-458

