

## If you are concerned about a student:

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- Request to speak with the student privately.
- Briefly acknowledge your observations and perceptions of the student's situation and express your concerns directly and honestly.
- Listen carefully to what the student may be struggling with and try to see the issues from their point of view in a non-judgmental and caring way.
- If you are concerned about suicide, ask directly if the student is thinking about suicide.
- If the student is at imminent risk for harm to self or others, call CWRU at [216.368.3333](tel:216.368.3333).
- Use campus resources, which might involve connecting the student to University Health and Counseling Services.
- Follow up by submitting a CARE Report through the Dean of Students website.

### Submit a CARE Report

CARE Reports are only reviewed Monday through Friday, from 8:30am to 5:00pm. Visit [case.edu/studentlife/dean](http://case.edu/studentlife/dean) to learn more and submit a CARE Report.

## RESOURCES

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### Police and Security

- On-campus students – [216.368.3333](tel:216.368.3333)
- Off-campus students – [911](tel:911)

### University Health and Counseling Services Medical and mental health consultation available

- Health Services – [216.368.2450](tel:216.368.2450)
- Nurse Advice Line – [216.368.6635](tel:216.368.6635)
- Counseling Services – [216.368.5872](tel:216.368.5872)

### After hours/Weekends/Holidays

- Nurse On-Call – [216.368.2450](tel:216.368.2450)
- Counselor-On Call – [216.368.5872](tel:216.368.5872)

### Residence Life – [216.368.6325](tel:216.368.6325)

### Office of Equity, Sexual Harassment and Title IX –

[216.368.3066](tel:216.368.3066)

### Student Advocate – [216.368.0985](tel:216.368.0985)

### Cleveland Rape Crisis Center – [216.619.6182](tel:216.619.6182) School of

### Graduate Studies – [216.368.4390](tel:216.368.4390) National Suicide

### Prevention Lifeline – [800.273.8255](tel:800.273.8255)

### Poison Control Help – [800.222.1222](tel:800.222.1222)

### Trevor Lifeline – [866.488.7386](tel:866.488.7386)

### Crisistextline.org

### Text HOME to 741741

### Domestic Violence National Hotline – [800.799.7233](tel:800.799.7233)

### Questions?

### Contact Dean of Students Office:

[216.368.1572](tel:216.368.1572) or [deanofstudents@case.edu](mailto:deanofstudents@case.edu)

# CONCERNED ABOUT A STUDENT?



CASE WESTERN RESERVE  
UNIVERSITY  
Division of Student Affairs

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Dean of Students  
Division of Students Affairs  
Student Advocacy & Case Management

# What We Do

- Listen actively, facilitate reflective thinking, clarify facts and assumptions
- Assist students in exploring options for resolving concerns and determining an action plan to achieve an acceptable outcome
- Provide consultation where students can safely express their issues and concerns
- Explain university policies and procedures and their effect on the student
- Empower students to advocate for and actively engage in effective problem solving
- Evaluate threat and assess risk to students and/or the community
- Assist all students facing crises, life traumas and other barriers that impede personal and academic success
- Coordinate prevention, intervention, and support efforts across campus and community
- Suggest appropriate referrals
- Support emergency withdrawal and transition back to campus
- Offer coaching for difficult conversations and situations

## When To Use Case Management

- Pre- and post-hospitalization assistance and transitioning back to campus
- Emotional/mental health concerns
- Substance use concerns
- Interpersonal concerns
- Crisis/emergency situations
- Not sure where to go for help

## CARE Team

The CARE Team is a multidisciplinary proactive collaborative team dedicated to enhancing student success through a coordinated, objective approach to prevention, referral, assessment, response, intervention and management of situations that may impact the well-being of the student and the university.

The CARE Team will develop plans specific to the needs of the student on a case-by-case basis, and will follow up regularly with the student to ensure needs are being addressed or have been met.

▮▮ **At its very core, case management is about helping students to overcome the obstacles in their lives.** ▮▮  
- HECMA, 2016

## Behavioral Intervention Team (BIT)

- Assists CWRU students, faculty, and staff who have concerns about a student's behaviors or disclosure of significant life stressors
- Engages with the CWRU community to provide education on early detection and reporting of potentially dangerous behavior
- Assists in the assessment of reported student behavior
- Provides referrals to appropriate resources
- Provides consultation regarding behaviors of concern and addresses concerns for safety directly related to student behavior

