If you are concerned about a student:

- 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.
- 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 to learn more and submit a CARE Report.

**RESOURCES**

Police and Security
- On-campus students – 216.368.3333
- Off-campus students – 911

University Health and Counseling Services Medical and mental health consultation available
- Health Services – 216.368.2450
- Nurse Advice Line – 216.368.6635
- Counseling Services – 216.368.5872

After hours/Weekends/Holidays
- Nurse On-Call – 216.368.2450
- Counselor-On Call – 216.368.5872

Student Success – 216.368.3478

Residence Life – 216.368.6325

Office of Equity, Sexual Harassment and Title IX – 216.368.3066

Student Advocate – 216.368.5872

Cleveland Rape Crisis Center – 216.619.6182

School of Graduate Studies – 216.368.4390

Office of Undergraduate Studies – 216.368.2928

National Suicide Prevention Lifeline – 800.273.8255

Poison Control Help – 800.222.1222

Trevor Lifeline – 866.488.7386

Crisistextline.org
Text HOME to 741741

Domestic Violence National Hotline – 800.799.7233

Questions?

Contact Dean of Students Office:
216.368.1572 or deanofstudents@case.edu
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.

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

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