

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](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 to learn more and submit a CARE Report.

RESOURCES

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)

Student Success – [216.368.3478](tel:216.368.3478)

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 – [216.368.5872](tel:216.368.5872)

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

School of Graduate Studies – [216.368.4390](tel:216.368.4390)

Office of Undergraduate Studies – [216.368.2928](tel:216.368.2928)

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](tel: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

CONCERNED ABOUT A STUDENT?



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

