

# CARES Case Management Prevention Services

Graduate Services Coordinator Workshop  
Domonique Carter M.S, N.C.C

Think and Do.



# Case Management vs. Counseling

**Counseling Center**: clinical staff that provides comprehensive assessment, individual and group counseling. Also provides case management for connection to off-campus providers.

**CARES Case Management**: licensed professional staff, who provide assessment of what connections to services, people or programs that may be beneficial to students.



# The Old and The New

## Students of Concern & CARES

- Started in 2015, worked within the context of Student Conduct
- Staffed by non-clinical professionals

## Prevention Services and CARES

- Begins Fall 2018 with two, full-time, professional counselors as CARES Coordinators (one 9 month position)
- Works within a mental-health context when addressing concerns about/for students
- Emphasizes Coordination of Care with campus partners, Counseling Center, and off campus providers



# Prevention Services

- Established in 2017 - with Monica Osburn as the Executive Director and Angel Bowers, as Associate Director for Counseling and Prevention in 2018
- 2018 brought together the CARES program, Suicide Prevention (QPR) and Alcohol and Other Drug Education (Basics, Howl for Help)
  - Two Full Time CARES Coordinators
    - Domonique Carter
    - Laura Boisvert Boyd
    - Lindsey Judge
  - One Suicide Prevention Coordinator
    - Currently in hiring process
  - Two AOD Coordinators
    - Chris Austin & Jeffrey Fay



# CARES Staff

All CARES Coordinators have a clinical background and professional higher education experience.

**Angel Bowers**, LPCS - Associate Director of Counseling and Prevention

**Domonique Carter**, M.S, NCC - Case Manager/CARES Coordinator

**Laura Boisvert Boyd**, M.Ed, LPC, NCC - Case Manager/CARES Coordinator

**Lindsey Judge** - MSW, LCSW - Case Manager/CARES Coordinator

\*Program staff works in conjunction with the CARES Team, consisting of 18 Campus Partners from the University community. Meets weekly.



# CARES Referrals

**Who Refers?** - Everyone who cares, refers!

- Anyone who has a concern can make a referral;
  - Professional Staff, Faculty, Housing Staff, Students, Parents, Non-Affiliated
  - <https://ncstatecares.dasa.ncsu.edu/>

**What should I put in the referral?**

- The reporter should put everything they know in the report.

**What if someone else is referring the same concern?**

- Everyone should report, so that CCMs have the most information possible prior to outreach



# What Happens Next...

- The referrer will receive confirmation that the referral was received and that follow-up is planned.
- Depending on urgency, the student will be contacted immediately to request a meeting and collateral information is requested from housing, professors, advisors, etc.
- If we cannot get in contact with the student, we may follow up with you to seek additional information
- Information shared through CARES will not be shared with student conduct and police are only involved *if there is significant risk of harm to self or others*



# Prevention vs. Counseling

- Case management connects students with available resources and completes risk assessments, but it is not counseling
- Students connected to CARES will often still need a counseling referral
- CARES cannot require a student to attend counseling sessions, only strongly recommend
- CARES is covered under FERPA, Counseling is HIPPA
- Neither group will make referrals or share information with Student Conduct





# Case Management Process

**Step 1:** Case is assigned to a CARES Coordinator/Case Manager (CCM)

**Step 2:** CCM will review the case file

**Step 3:** CCM will email the reporter, acknowledging the referral and let the reporter know we will be reaching out to the student.

**Step 4:** CCM will send a standard outreach email to the student.

- Email explains what CARES is and does, who is sending the email and why. Informs the student that an Personal or Academic concern has been received regarding them. Requesting a meeting with student, informing of meeting benefits, while optional.
  - If student responds, we will coordinate a mutual meeting time.
- At the student meeting, CCM will assess the students needs and presenting issues. An action plan will be determined together, connections to resources will be evaluated and a follow up meeting scheduled. *CCM will also assess for suicidal and homicidal thinking as well as self-harm.*



# Case Management Process

**Step 5:** If student does not respond to first outreach email, CCM will send a second email that includes a list of campus resources. This will also be a second request for a meeting.

**Step 6:** If student does not meet after a second outreach, we will send a standard third email, text or phone student (or all of these)

\*There are times when higher risk is present; such as suicidal thinking, or trauma, which will supersede the process and we will phone the student immediately for contact.

**What happens if the student never makes contact?** If this occurs, depending on the concern, CCMs will do *collateral outreach* to professors, advisors, housing staff or other professional staff to ascertain the well being of the student.



# Collateral Outreach

The process of reaching out and connecting with other campus constituents for the purpose of information gathering. CARES also takes in collateral information from campus partners and constituents. This helps CCMs understand the student context more effectively.

Ex. If a report indicates a student hasn't been going to class and has not made contact with CARES, CCM will do outreach to other professors to see if this is widespread problem or specific to one class.

Ex. CCM may outreach to a Scholars Program to find out information from a program coordinator who may have eyes and ears on student, on a regular basis.



# Working with our Students

- \* Meet with our students to assess problems, concerns and issues
- \* Determine what resources the student may use to help improve the identified problem or concern areas
- \* Provide Referrals to resources (people, programs and services)
- \* Make a plan of action with student on utilizing the resources
- \* Provide support, encouragement and empathy to the student
- \* Creates a follow up/check-in plan
- \* Check-in throughout the semester
- \* Adapt action plan or resources based on progress/needs
- \* Check academic progress and status on goals
- \* Evaluates progress and well-being, before determining if case can be closed or continued as active for further support
- \* Student information is kept in Maxient, separate from SIS, with restricted access.



# How to contact us...

## **Prevention Services**

Student Health Center

2nd floor, room 2101

919.515.4405

Complete CARES referral at:

<https://prevention.dasa.ncsu.edu/>

\*\*\*Preferred method of contact

