

# DEAN OF STUDENTS

*Your Student Success Advocates!*

SFAC Base Funding Request  
FISCAL YEAR 2023

Submitted by:

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Dean of Students Office  
Case Manager Position Request

**Background and Current Staffing Needs**

The Dean of Students office received approval and funding from SFAC for fiscal year 2014 to hire a Case Manager to address the growing number of mental health related incident reports and conduct cases that required specialized support and ongoing follow up. The Case Manager assumed the new role and position in January 2014 to add an additional layer of support to students who were experiencing a mental health crisis. Enrollment at the times was 40,914. The Case Manager's primary responsibilities included assessment, referral, and case management of various student issues, including health and mental health emergencies. Over course of four years, the case manager created a foundation to support students, developing the infrastructure to support a comprehensive case management system and understanding the needs and challenges facing students struggling with emerging and chronic mental health conditions at the University of Houston. Many BIPOC, first-generation college students and other marginalized students struggled with accessing services, support and care. The Case Manager made a concerted effort to build relationships with the campus and community partners to enhance support services on campus and to create a wider network of support for all students. Over the initial four years, the number of referred cases grew exponentially in number and in complexity of issues. Students were presenting both with emerging and chronic mental health disorders and needed varying levels of intervention and support. Additionally, more students were presenting with severe psychiatric diagnosis that required additional time and tailored and targeted support and coordination with campus offices. The number and complexity of cases required the primary focus to be on intervention given the limited staffing and capacity of the one Case Manager.

In addition to responding to 100% of the escalated mental health emergencies from Conduct Assessment and Response Team (CART) referrals, the case manager also responded to less acute cases that had not risen to the level of a mental health crisis. These cases fall under the Case Management category and grew exponentially as well. Case Management cases are generally focused on issues related to access to mental health care, concerns over change in grades, attendance and statements both verbal and written that are concerning, but not threatening or escalated. Referrals generally come from faculty, staff, departments and programs and many are self-referrals. Focusing on the less acute cases helps to offer early intervention, support and care to reduce the potential for escalation of mental health crisis. A unique aspect of the outreach done by the Case Manager is that there is not a restriction or requirement for the student to reach out first. It is a proactive and preventative measure to reach out to students to offer support, care and connections.

Though the primary focus is on early intervention and providing support, care and connections to campus and community resources and services, the Case Manager also focused on centering both mental health support and student success. The Case Manager works with students to develop transition plans from acute hospitalization back to campus with a focus on looking at the impact of the hospitalization on academics and financial aid, behavioral needs and challenges and assessing for their connection to our campus community. By triaging these areas, the Case Manager can assist the student by addressing the most immediate needs as it relates to making

decisions about staying enrolled or seeking a withdrawal, ensuring their support plan is in place or building one with them and ensuring they have social connections on campus to provide support through their recovery period.

The Case Manager responsibilities were absorbed with into a reclassified Assistant Dean of Students position in 2018-2019. In addition to continuing to carry out the Case Manager functions, new and additional responsibilities were assigned to the Assistant Dean of Students. The number of cases decreased during the 2020-2021 academic year. It is possible that there were a variety of academic, financial and mental health supports during the year, due to COVID, that students were not being referred as often. Additionally, there were less students living on campus which may have had an impact on the decrease in referrals.

The number of cases continued to grow with a slight decrease in the year leading up to COVID. The numbers below reflect unique cases. It is important to note that some student cases carrying over from year to year and their ongoing support is not reflected in this chart.

Academic Year	CART	Case Management
2014-2015	31	47
2015-2016	46	55
2016-2017	114	118
2017-2018	141	142
2018-2019	144	157
2019-2020	97	114
2020-2021 (COVID)	60	65

### **Office Transition and Anticipated Staffing Needs**

With the current enrollment for the Fall of 2021 of 47, 034 and housing numbers back to normal, we expect to see increases in the number of students both proactively seeking support and also those who might be referred for escalated mental health crisis. In the first month of this academic year, we have had seven mental health transports from campus. As the Dean of Students office is restructuring and in transition, the Assistant Dean of Students who is also performing all case management responsibilities has also taken over supervision of additional staff and programs in the interim, while trying to maintain the case manager responsibilities. It is proposed and anticipated that there will be additional responsibilities added the Assistant Dean of Students role that will require an additional full-time Case Manager to assume full responsibility for the Case Manager position.

## UNIVERSITY OF HOUSTON DEAN OF STUDENTS OFFICE

### Case Manager Position Description

The Case Manager is a Division of Student Affairs professional staff member and fills various roles in support of Dean of Students Office programs, support services, and initiatives. The responsibilities of the Case Manager include assuming a primary role in the assessment, referral, and case management of various student issues, including health and mental health emergencies.

The Case Manager reports directly to the Dean of Students and may receive referrals from any University personnel.

### Qualifications

- Master's degree in social work, psychology or related field
- Licensed Clinical Social Worker or Licensed Mental Health Counselor
- Minimum of 3 years full-time professional experience; higher education experience preferred
- Strong administrative and problem-solving skills
- Exceptional written and oral communication skills
- Excellent organizational skills

### Core Responsibilities

Case Manager is a member of the Dean of Students Office (DOS) staff and provides consultation and advisement on student mental health-related matters. The Case Manager is the DOS's primary liaison to the Counseling Center and the Student Health Center, and receives case management referrals from these and other offices and individuals. The Case Manager works to assist in the resolution of student queries and concerns regarding physical, mental, social, familial, academic, disciplinary, economic, and other areas affecting their matriculation at the University. The Case Manager interacts regularly with parents, mental health professionals, hospitals and social service agencies, and various members of the University community.

### Case Management Responsibilities

- Collect, evaluate and record all facts pertaining to student cases
- Perform psycho/social evaluations in an effort to determine students' needs
- Formulate intervention plans designed to minimize and/or resolve problems
- Contact and collaborate with other University departments
- Initiate parental contact when appropriate
- Provide referrals to University and community agencies
- Periodically review prior cases to verify compliance and/or case closure
- Maintain factual case records and prepare necessary statistical reports
- Maintain a directory of community resources available to students
- Develop and conduct workshops and training sessions on crisis management for the University community

**Health Center Responsibilities**

- Assist students with social services needs including, but not limited to: referral to community resources, and crisis intervention
- Provide periodic consultation for the Health Center

**Dean of Students Office Responsibilities**

- Assist students in the readmission process following absence due to mental or medical related circumstance
- Provide medical or mental health resource for students with financial and/or transportation barriers
- Provide support and guidance to University Troubleshooters on matters pertaining to case management and access to records, when appropriate

**General**

- Participate in campus activities within the Division of Student Affairs (Orientation, Leadership Programs, Homecoming, Convocation, etc.)
- Assume duty on 24 hour crisis response roster as needed
- Serve on Student Affairs or University committees as assigned or requested
- Perform other general or specific duties as assigned by the Dean of Students

**Case Manager: \$87,900 (1.0 FTE position)**

Funding for the proposed Case Manager is as follows:

Annual salary	60,000(maximum salary)
Benefits	15,900(.30 of annual salary)
Operating	12,000(operating, professional development, and administrative charge)
Total	\$87,900