

# Extending the Circle of Care: A Case Management Approach

CICMH Campus Exchange  
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**CENTENNIAL**  
COLLEGE

# Agenda

- ▶ Introduction
  - ▶ Today's Objectives
  - ▶ Defining Postsecondary Case Management in Canada
- ▶ Activity
  - ▶ Think Like a Case Manager
- ▶ Project Overview
  - ▶ Rationale
  - ▶ Implementation
  - ▶ What We've Learned
- ▶ Case Management Toolkit
- ▶ Q&A

# Purpose

- ▶ To share examples of implementing case management on campus including organizational structure, function, process and practice
- ▶ To illustrate barriers and benefits of a case management approach
- ▶ To introduce the case management toolkit

# Postsecondary Case Management: The Canadian Context

- ▶ 2011 – Case Manager positions created at the University of British Columbia, University of Western Ontario, and University of Saskatchewan
- ▶ 2014 – MTCU provided funding through the MHIF to Georgian and Centennial colleges to identify best practices in postsecondary case management
- ▶ 2015 – To date, over 20 case manager positions have been created in colleges and universities across Canada
- ▶ Development of the Student Case Managers Network through CACUSS and the Postsecondary Case Managers Working Group through CICMH

# What is Postsecondary Case Management?

Higher Education Case Managers serve their institution and individual students by coordinating prevention, intervention, and support efforts across campus and community systems to assist at risk students and students facing crises, life traumas, and other barriers that impede success. To that end Higher Education Case Managers:

- ▶ Arrange for appropriate medical or mental health care
- ▶ Monitor compliance with treatment plans and/or university behavioral expectations
- ▶ Evaluate threat and assess risk to self and/or the community
- ▶ Maintain contact and meet with students to address needs
- ▶ Foster self-advocacy in students to manage their academic, personal and fiscal responsibilities
- ▶ Advocate for students individually and systemically

(HECMA, 2013)

# The Role of the Case Manager

- ▶ Collaborating with the student and with stakeholders in the student's care
- ▶ Supporting the student's rights and ensuring equitable access to care, both on campus and in the community
- ▶ **Working in an interprofessional and inter-organizational environment to provide appropriate supports**
- ▶ Focusing on the quality and continuity of care
- ▶ **Integrating a holistic perspective to student goals/needs**
- ▶ Ensuring accountability by providing coordinated, timely, and appropriate care/follow up
- ▶ **Building partnerships and addressing barriers at the student and system level**

Adapted from *National Case Management Network of Canada, 2012. Canadian Core Competency Profile for Case Management Providers*

Activity

# Think Like a Case Manager

# What's the Scenario?

Emergency services are called to Residence when a resident discloses to an RA that their roommate is behaving erratically and expressing thoughts of suicide following a night of heavy drinking. The 20-year old male international student, enrolled in Semester 2 of the Computer Systems Technology program, spends four days in hospital and is discharged with a diagnosis of substance-induced psychotic episode, adjustment disorder and alcohol abuse.



How can we support  
this student?

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the slide, creating a modern, layered effect. The text is centered on the left side of the slide.

# Group Activity

**Develop a support plan for the student in this scenario.**

**Consider:**

- What are the issues?
- Which existing institutional or departmental policies might apply in this case?
- Who needs to be involved in the support plan for this student?
- Which campus resources could be built into this student's support plan?
- What community resources would be appropriate for this student?

# About the Project



# Case Management Models

**Referral/Broker** – brief approach (generally 1-2 contacts) focused on referring students to other service providers and provides service coordination. There is little to no service provision

**Supportive** – provides short-term support to address discrete needs or a maintenance level of periodic/intermittent support to ensure stabilization

**Comprehensive** – provides longer-term support to address a broad range of needs or regular/frequent support to monitor for ongoing risk. Primary function is service provision, with some service coordination

**Clinical** – integrates clinical and practical support through biopsychosocial interventions and service coordination

# Campus Mental Health Partnerships at Georgian College

Case Manager Lead – Karyn Baker  
Case Manager – Greg Taylor

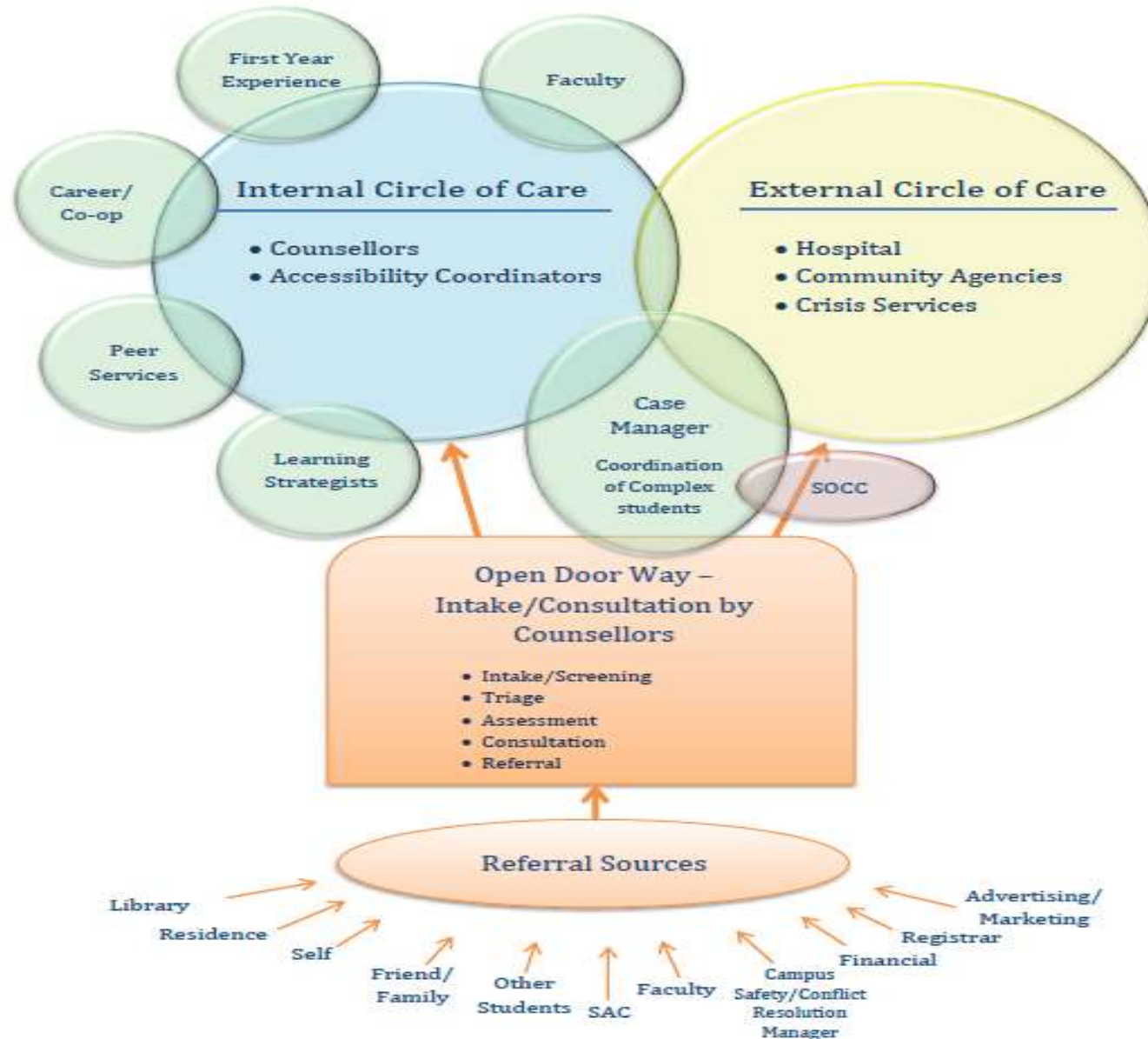
The Case Manager Lead designed the implementation of the Case Management system at Georgian College.

**The Case Manager facilitates the coordination of care and provides individual support for students experiencing significant mental health or substance use challenges.**

# Georgian College



# Georgian College Case Management Model

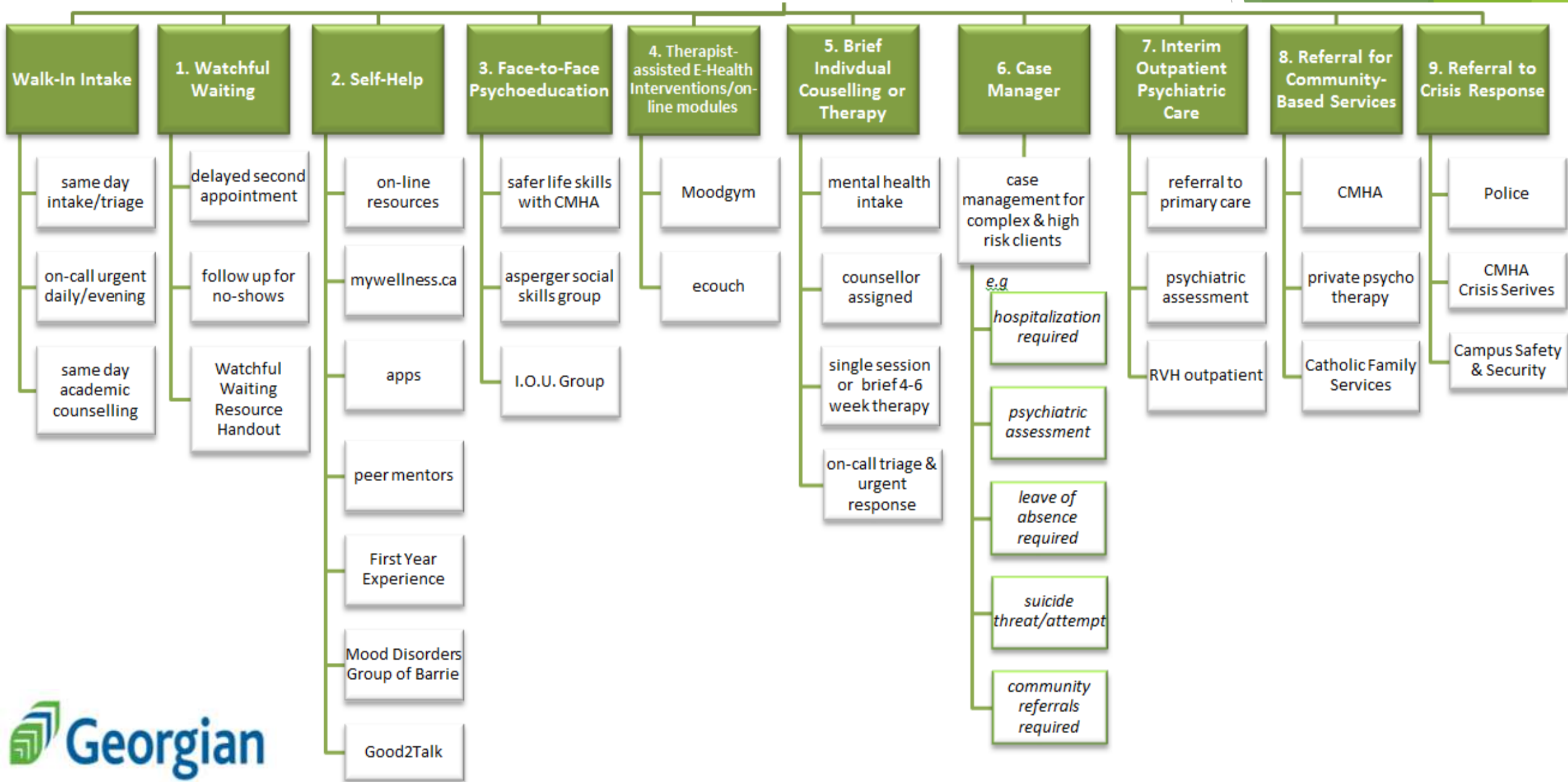


Role	Case Manager	Counsellors
<b>Assessment and Planning</b>	<p>Will organize psychiatric assessment when required;</p> <p>Will plan for ongoing mental health needs for duration of college stay and plans for afterwards</p>	<p>Assessment will focus more on what the student needs today</p>
<b>Counselling</b>	<p>Transitional support</p>	<p>Short term therapeutic counselling; some longer term counselling when deemed necessary</p>



Role	Case Manager	Counsellor
<b>Crisis Intervention</b>	Will be consulted in crises; Will ensure that there is follow-up after crisis	Counsellors will continue to assess and triage for crisis and take necessary action; may not be involved in follow-up (Barrie Campus)
<b>Coordination and Liaison</b>	Will work with internal and external partners to ensure coordinated, ongoing plan for student	Will continue to do internal coordination but will be less involved with external partners (Barrie Campus)
<b>Community Outreach</b>	Will continue to build relationships with external providers and provide resource information to counsellors	Will be less involved in developing relationships with external providers (Barrie Campus)

# Stepped Care Model



# Organizational Structure

- ▶ Housed in Student Success with Counselling Services
- ▶ Reports to the Director of Counselling Services
- ▶ Member of the Student of Concern Committee
- ▶ Member of the Member of the Mental Health and Wellness Awareness Committee and the Staff and Faculty Mental Health Committee

# Campus Mental Health Partnerships

- ▶ Joint partnership with the Safer Living Skills Group with CMHA Simcoe, Kinark and the Suicide Awareness Committee
- ▶ Working relationship with CMHA Simcoe Crisis Services and RVH in-patient and day programs
- ▶ Member of the Transitional Age Youth System of Support in Simcoe Muskoka

# About Centennial College



# Campus Mental Health Partnerships at Centennial College



# Case Management



# The Case Manager Role

*The Case Manager Lead facilitates the coordination of care and provides individual support for students experiencing significant mental health or substance use challenges*

- ▶ Coordinating transitions and supports following hospital/ED visits or involvement with emergency services
- ▶ Supporting students returning to school following voluntary/involuntary withdrawal
- ▶ Developing relationships with campus and community resources
- ▶ Collaborating on the development of resource materials and the delivery of mental-health related training for staff
- ▶ Liaising with campus stakeholders to review processes and policies through a mental health and wellness lens



# The Structure

- ▶ Housed in the Counselling Centre
- ▶ Reports to the Director of Career and Counselling Services
- ▶ Member of the Case Management Working Group
- ▶ Project implementation guided by the Campus Mental Health Partnerships Steering Group and Working Group
- ▶ Member of the Student Health and Wellness Committee
- ▶ Member of the Sexual Assault Working Group
- ▶ Member of the Residence - Student Life Operating Committee

# Campus Mental Health Partnerships

- ▶ MHIF Project
  - Georgian College
- ▶ Community Collaboration
  - Scarborough Centre for Healthy Communities
  - Malvern Family Resource Centre
  - CMHA Toronto
- ▶ Cross-Sector Collaboration
  - Scarborough East York Service Collaborative
  - Scarborough Addiction Services Partnership

# Benefits and Barriers of a Case Management Approach

## Benefits

- ▶ Purpose is not to replace traditional counselling models, but rather to provide an adjunct service
- ▶ Increased coordination of service in situations where there are numerous or complex challenges
- ▶ Early outreach to students experiencing distress
- ▶ Ability to develop an individualized support plan
- ▶ Support for students in navigating college and mental health systems
- ▶ Single point of contact for external partners
- ▶ Supporting new levels of awareness and skills through deeper engagement of all faculty and staff in supporting student wellbeing

## Challenges

- ▶ The time required to build community partnerships
- ▶ Defining the role and its limitations both on campus and in the community
- ▶ Balancing the various responsibilities of the role
- ▶ Educating campus about the role of case manager
- ▶ Time required for mental health promotion activities
- ▶ Privacy and Confidentiality

# Case Management Toolkit

## Table of Contents

- Case Management Models & Frameworks
- The Case Manager Role
- Student of Concern Protocols
- Documentation
- Collaboration
- Professional Development
- Bibliography

<http://campusmentalhealth.ca/project/extending-the-circle-of-care-a-case-management-approach-to-postsecondary-student-mental-health-services/>

# Questions?



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