

# It Takes Two: Supporting Student Success Through Case Management

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Lisa V. Black, LMSW, BSW ([lblack13@alamo.edu](mailto:lblack13@alamo.edu))  
Director of Student Advocacy and Resource Center  
Northwest Vista College



Today, we will explore how case management and student self-assessment can help your institution promote student success.

- Discover methods for accurately assessing and addressing students' needs
- Learn about strategic resource allocation for effective student support

# POVERTY INFORMED STUDENT PROFILE

**48%** Food Insecure

**Only 23%** Food Insecure Receive SNAP Benefits.

**60%** Housing Insecure

**17%** Homeless in Previous Year

**Only 5%** of Homeless Students Utilize housing benefits

# Poverty Informed Lens



## Student Financial Wellness Survey (SFWS)

- Administered Annually
- Helps highlight poverty issues facing students across the nation
- What you will need:
  - Permission to conduct research on campus, pending all necessary institutional processes and approvals.
  - Permission to share publicly that the institution participated in the Student Financial Wellness Survey

Interested in Fall 2021 – Reach out to Zach Taylor

[zach.taylor@trelliscompany.org](mailto:zach.taylor@trelliscompany.org)

# Commission for Case Management Certification (CCM)

## Case Management Process

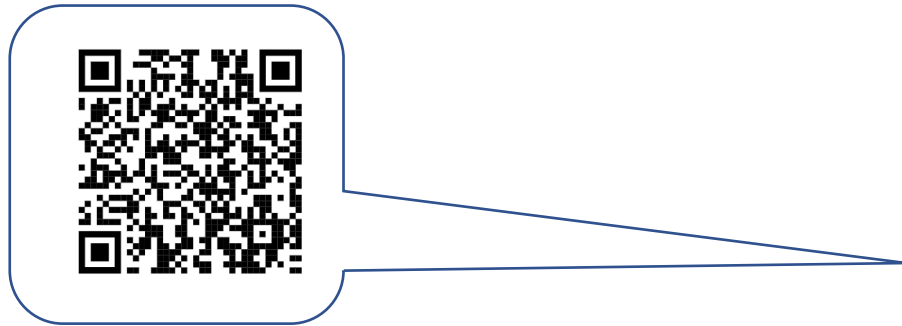


It consists of several phases and sub-processes that are iterative, cyclical, and recursive and applied until the client's needs and interests are met.

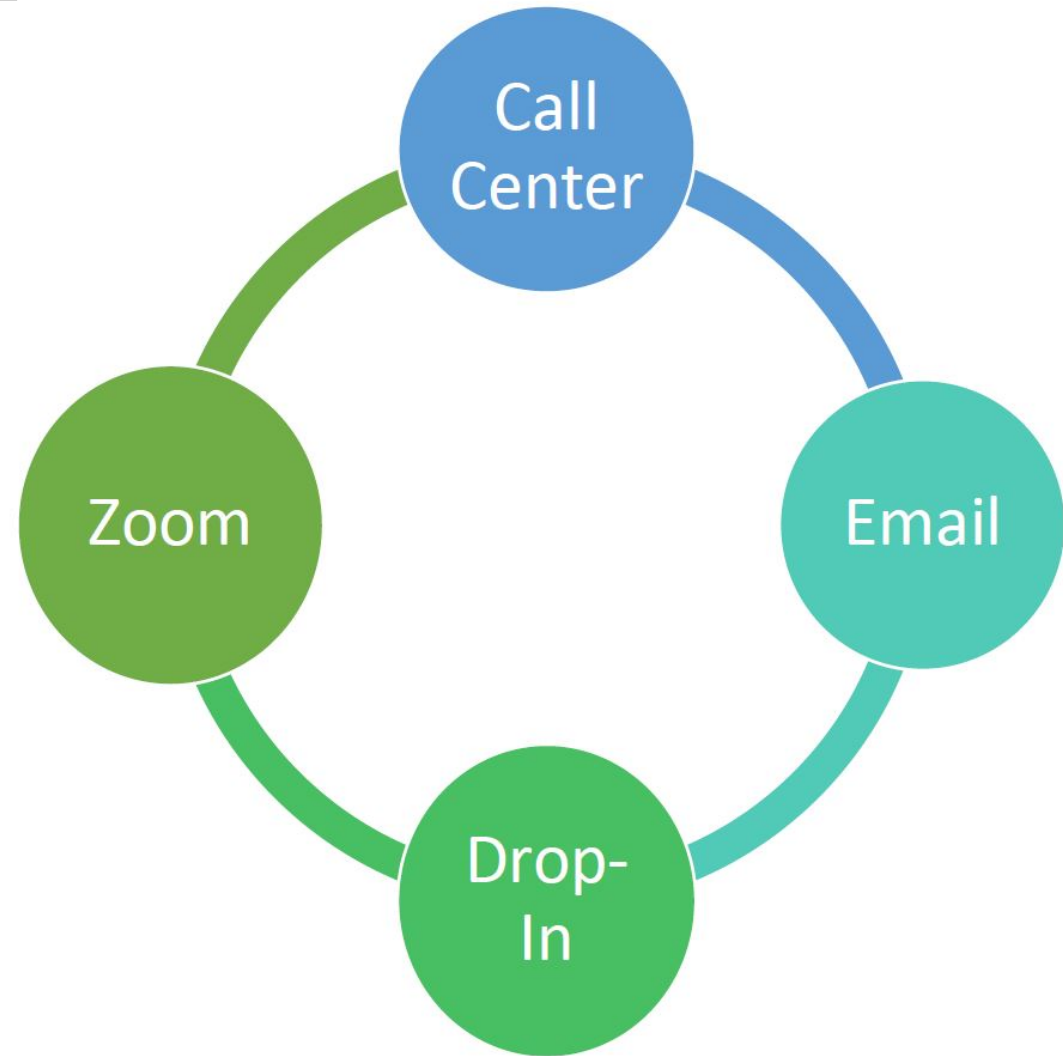
The process involves special intervention by case managers who work together with clients and their support systems to evaluate and understand the care options available to the clients; identify what is best to meet their needs; and institute action to achieve their goals and meet their interests and expectations.

[Source: CM Body of Knowledge](#)

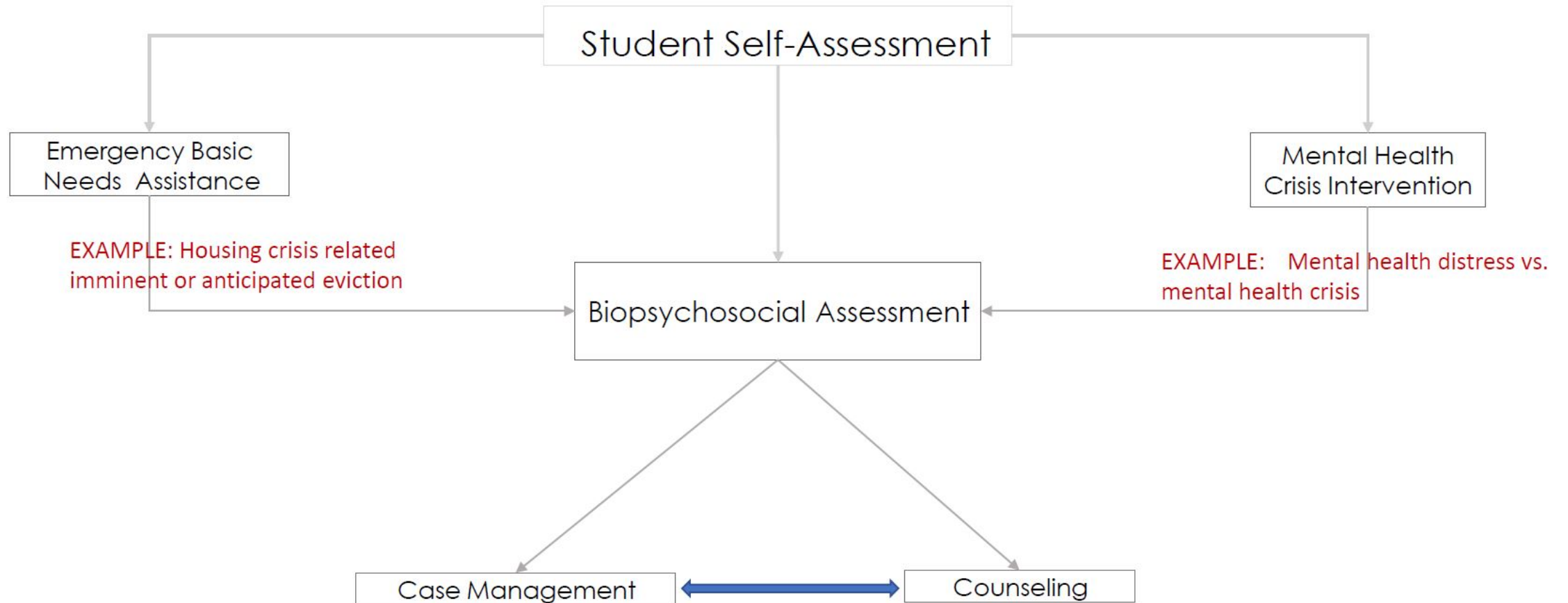
# How the Students Reach our Team



<https://www.qrcode-monkey.com/>



# Integrated Assessment and Continuum of Care



# STUDENT SELF-ASSESSMENT

- Pre/Post Self-Assessment across 9 factors
- Scale of 1-5 (Identifies levels of distress)
  - 1 I'm good
  - 2 I'm struggling
  - 3 I need help
  - 4 I am in distress
  - 5 I am in crisis
- Can be delivered over the phone, person, zoom or online
- All 3's move to the next step – **Informed Consent for further assessment**
- College, Housing, Utilities, Food, Medical/Health, Spiritual Health, Employment - 3-5 need to offered to meet with a case manager
- Substance Use & Mental Health 3-5 need to offered to meet with a counselor

Northwest Vista College Student Advocacy and Resource Center  
Student Self Assessment

Please review the areas below and indicate your level of need by selecting your choice.  
"1" indicates NO need and "5" indicates GREATEST/EMERGENCY  
(1) I'm good (2) I'm struggling (3) I need help. (4) I'm in distress. (5)

College	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Housing	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Utilities	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Food	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Medical/Health	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Substance Use	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Mental Health	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Spiritual Health	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Employment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Please list any other needs you may have:

**Office Use Only**  
Check here if this form was discussed verbally and filled out by a staff member on behalf of the student due to COVID-19 quarantine restrictions.

Notes



# Onsite Interventions: Immediate Support

- // Clothing Closet
- // Food Pantry – Curbside Support
- // Grab-N-Go
- // Health and Wellness Station: condoms, face masks, feminine products

## Counseling

Full-time counseling staff support all aspects of the model. Supplemental support through doctoral interns – LPC/LMFT.

- Brief, solution-focused individual counseling
- Drop-in and Zoom appointments
- Common concerns:
  - Depression
  - Anxiety
  - Academic Pressure
  - Family Problems
  - Relationship Problems

## Case Management

Case managers are primarily graduate and undergraduate social work interns – 8-10 per semester.

- Student emergency aid/federal emergency aid
- Help with housing/utility assistance
- Texas Benefits (public assistance)
- Medical assistance
- Campus partners
- Book vouchers
- And more!

# Student Self-Assessment

Distress Score Range: 8-40

Student Score	1	2	3	4	5
Description on Assessment Tool	I'm good.	I'm struggling.	I need help.	I'm in distress.	I'm in crisis.
Recommended Action	No Response	Monitor	Intervention	Escalate	Immediate

## Factors Assessed

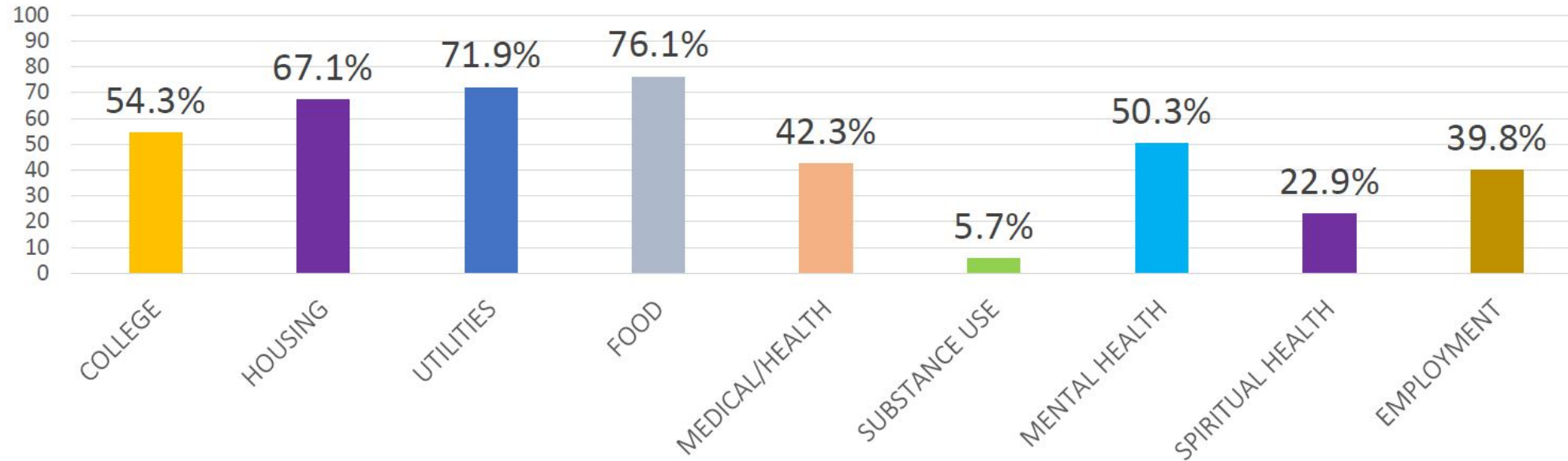
College			Contextualized Biopsychosocial Assessment conducted by case manager	Contextualized Biopsychosocial Assessment conducted by case manager - Same day contact when possible.	Emergency basic needs assistance including application for emergency aid.
Housing					
Utilities					
Food	Access onsite food resources	Access onsite food resources			
Medical/Health					
Substance Use			Contextualized Biopsychosocial Assessment conducted by counselor	Contextualized Biopsychosocial Assessment counselor - Same day contact when possible.	Emergency mental health intervention assessed by counselor
Mental Health					
Spiritual Health			Case management see above	Case management see above	Case management see above

## NVC STUDENT SELF-ASSESSMENT DATA

% of Students with a Score of 2-5

March 01, 2020 – October 29, 2020

N=593 Student Records



Student Self-Assessment is a self-report instrument used in the triage process using a 1-5 Likert Scale across 9 Factors.

**1** I'm Fine    **2** I'm struggling    **3** I need help    **4** I am in distress    **5** I am in crisis

## Pre and Post Pandemic Impact on Students

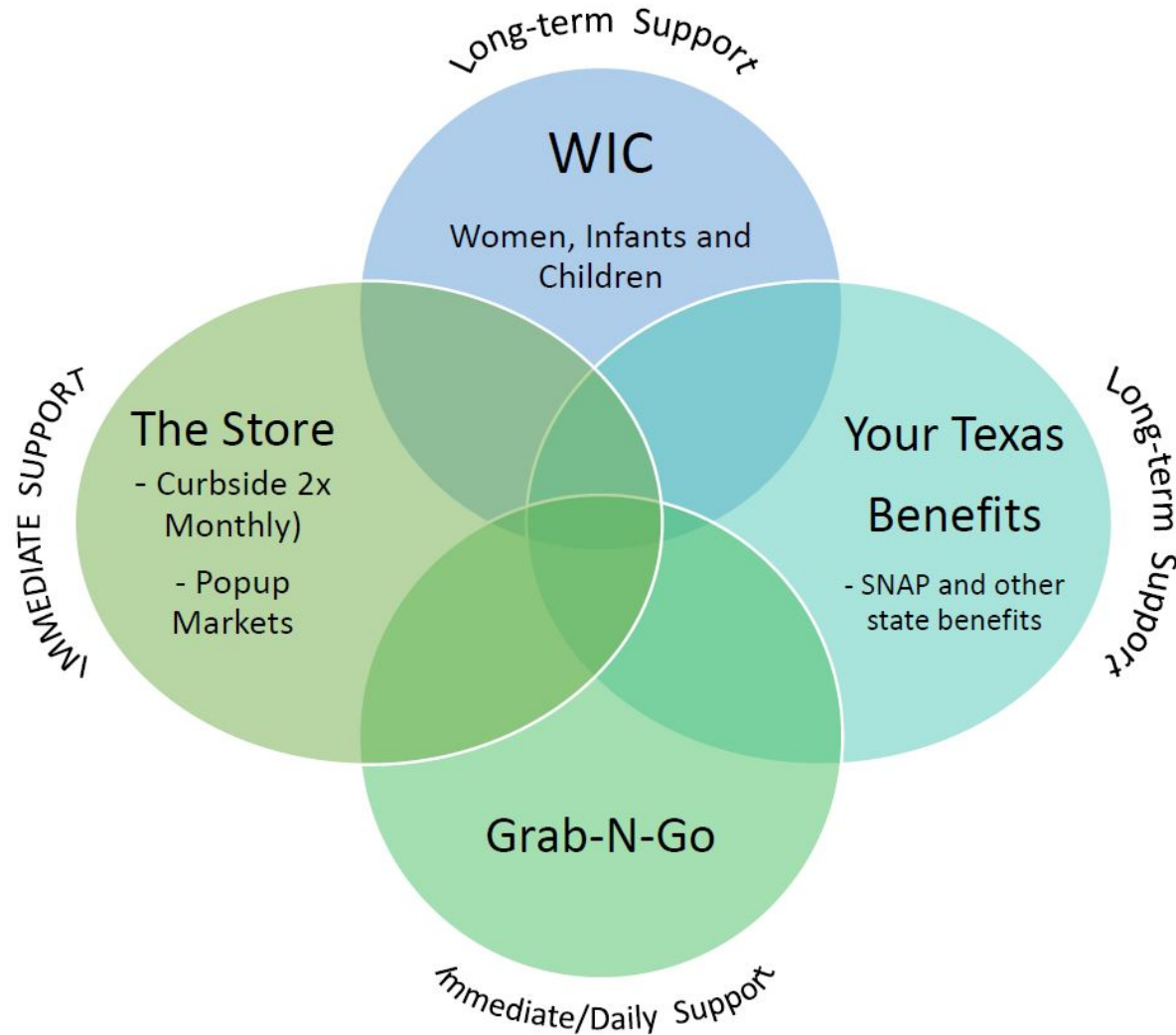
*Summary statistics of community college students' pre-COVID-19 and post-COVID-19 emergency aid requests (n=302)*

Type of Emergency Aid	Pre-COVID-19		Post-COVID-19		Pre-to-Post	Pre-to-Post
	<u>Mean</u>	<u>SD</u>	<u>Mean</u>	<u>SD</u>	<u>+/-</u>	<u>% Change</u>
College/Education	1.39	0.77	1.83	0.94	+0.44	+24%
Housing	1.49	0.92	2.76	1.34	+1.27	+46%
Utilities	1.66	0.98	2.77	1.27	+1.11	+40%
Food	2.31	0.96	2.38	1.21	+0.07	+3%
Medical Health	1.54	1.00	1.73	1.15	+0.19	+11%
Mental Health	1.37	0.70	1.70	0.97	+0.33	+19%
Spiritual Health	1.25	0.68	1.25	0.73	+0.00	0%
Substance Use	1.06	0.39	1.03	0.22	-0.03	-3%

Source: Black, L., & Taylor, Z.W. (2020). The COVID effect: How community college student emergency aid needs changed after the COVID-19 global pandemic. Teachers College Record. <https://www.tcrecord.org/Content.asp?ContentId=23551>

# Importance of Braiding Support Strengthens the Intervention

Food Insecurity



## OVERVIEW of BIOPSYCHOSOCIAL ASSESSMENT

- Semi-structured interview
- Goal is to deepen your understanding of student needs
- Holistic lens allows for the best planning and pro-active approach
- Partners with the Student Self-Assessment using 9 factors to launch interview
- Scores of 3-5 on mental health should complete Suicide Risk Assessment
- Charges the case management plan and informs the mental health assessment
- Documentation should be completed within 48 hours.

# Biopsychosocial Assessment: 3 Key Areas

## **BIO**

Medical issues, access to health care, challenges that are barriers to college attendance (e.g. pregnancy, diabetes, anxiety disorder)

## **PSYCHO**

The psychological ('psycho') of the biopsychosocial entails questions about a person's mental status, thoughts, behaviors, feelings, emotions, history of trauma or abuse.

## **SOCIAL**

Social/cultural factors - questions seek to obtain information about the client's past and current family relationships, friendships and social support, workplace stress, community involvement, church, religion and spirituality, and finances.



# GENERAL INFORMED CONSENT

- This is our handshake /agreement to deeper assessment
- Read Consent to Services to student so that the student is made aware of the range of services we offer
- “I understand” part
  - Add verbal consent
  - Sign with “X”

Northwest Vista College Student Advocacy and Resource Center  
Informed Consent for Services

The Student Advocacy and Resource Center is available to all students enrolled in classes at Northwest Vista College. The services help students who struggle with housing and food insecurity or other personal issues that may prevent the student from achieving their academic goals. Following is a brief overview of the services provided.

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**Case Management**  
Connects students with resources such as books, housing/utility, public assistance, and medical assistance among other resources.

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**Counseling**  
Brief, solution-focused mental health counseling is available to students.

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**Student Emergency Fund**  
Emergency Funds help with unforeseen expenses such as medical assistance, utilities, or rent.

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**Utility Assistance**  
Provides various types of assistance with utilities such as payment plans or fee reductions.

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**The Store**  
In partnership with the San Antonio Food Bank, provides students and staff/faculty two bags of food per trip two times per month.

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**Grab 'n Go Snacks**  
Students may visit once per day and may choose one snack item and one drink item.

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The Student Advocacy and Resource Center is a training center for professional counselors and social workers who are enrolled in graduate or undergraduate programs or provisionally licensed. This institution follows the Family Educational Rights and Privacy Act (FERPA) and is committed to actively protecting your personal information as applicable by law.

I understand the above and consent to pursue services available through the Student Advocacy Center to include an initial intake assessment.

Signature \_\_\_\_\_

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Notes \_\_\_\_\_

# Recommended Resources

- [Commission for Case Manager Certification \(CCMC\) \(ccmcertification.org\)](https://www.ccmcertification.org)
- [NASW Standards for Social Work Case Management \(socialworkers.org\)](https://www.socialworkers.org)
- [HECMA](#)
- [Trellis Company Student Financial Wellness Survey](#)
- [The Hope Center | For College, Community, and Justice \(hope4college.com\)](https://www.hope4college.com)

# Connect With Us



Lisa V. Black, LMSW, BSW

[lblack13@alamo.edu](mailto:lblack13@alamo.edu)

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