The Importance of Coordination of Care for Students and the Campus Community as a Whole

Presented by: UCI Campus Social Workers
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Stronger Together: California Colleges & Universities United for Student Mental Health
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About Us

- Brenda Lapinid, LCSW
- Sheena Danesh, LCSW
- Our work experience
- UCI Campus Social Workers
Introductions
Who is in the room?
Learning Objectives

- Participants will be able to name potential on- or off-campus departments in which they can develop a partnership in order to effectively support at-risk students.
- Participants will be able to identify benefits of care coordination.
- Participants will be able to devise strategies of care coordination relevant to their own campus.
UC Irvine
at a glance
- One of 10 universities in the UC system
- Located in south Orange County
- Affluent area
- 4 year public institution
- Close to 30,000 students enrolled
**Enrollment**
29,588  Students
- 23,530  Undergraduates
- 75    Post baccalaureates
- 5,983  Graduate students

**Workforce**
10,404  Employees*
- 2,838  Faculty
- 2,615  Non-teaching academics
- 4,951  Campus staff

*Does not include UCI Medical Center staff or student employees
Virginia Tech Survivor Shares Her Story - Kristina Anderson

Published on Jul 6, 2012

Kristina Anderson, founder of the Koshka Foundation, shares a firsthand account of what happened to her as she was physically injured and survived the tragedy in her classroom in Norris Hall on April 16, 2007.
Case management

- Engages clients in a collaborative process in addressing their needs and goals while building upon their strengths and protective factors. Case management is a person-centered, assessment-based, interdisciplinary approach. Case managers advocate for clients’ rights to self-determination, privacy and access to supportive services and resources.

- University of Miami, 2000

- Virginia Tech University, 2007

- Case Managers – departments

- Behavioral Intervention Teams

- Outreach, engagement, prevention, early intervention and supportive services
Addressing the whole individual – medical, psychological, cultural, behavioral and spiritual

Collaboration

Client-centered decision making

Decrease fragmentation of care

Evidence-based practices

Improving outcomes

Moving clients to optimal levels of health and well-being

Improving client safety

Improving care plan adherence
The mission of the Wellness, Health & Counseling Services cluster is to support the campus' goal of achieving greater levels of academic excellence.

We believe that academic excellence is facilitated when students have a strong mind, a healthy body, an enlivened spirit and a clear aspiration nurtured in a supportive environment. In assessing and addressing the needs of our students, our focus is placed not only on counseling and treatment plans, but also on the expectation that students will play an active role in developing strategies on their own behalf.

Our units are committed to a holistic orientation to service delivery which involves impacting not only students, but the entire UCI campus community and academic climate.
UCI Campus Social Workers

Departments

- Office of the Assistant Vice Chancellor for Wellness, Health & Counseling Services
- Counseling Center (CAPS)

Clients

- Students
- Faculty and staff

Services

- Outreach
- Assessment
- Planning
- Care coordination
- Advocacy
- Support
- Monitoring
On-Campus Partners
Student Affairs

- Housing
- Financial Aid
- Hospitality & Dining Services
- Counseling Center
- Student Health Center
- Campus Assault Resources & Education
- Disability Services Center
- Health Education Center
- Student Conduct
- Veterans Services
- LGBT Resource Center
- International Center
- Career Center
- Child Care Services
- Registrar
On-Campus Partners

**Academic Affairs**
- Academic Advising
- Deans & Associate Deans
- Professors
- Teaching Assistants
- Division of Undergraduate Education
- Graduate Division

**Other Departments**
- Office of Equal Opportunity & Diversity (Title IX Coordinator)
- Office of the Ombudsman
- Police Department
- Human Resources
On-Campus Partners
Committees

- Graduate Resource Center Advisory Board
- Mental Health Initiative Committee
- Alcohol & Other Drug Task Force
- Coordinated Community Response
- Student Affairs Emergency Funds Committee
- LGBT Resource Emergency Funds Committee
- UC Wide Student Food Pantry and Access Subcommittee
UCI Consultation Team

Core and Activated Members

Team Activation

1. Raised to high level of concern at Point of Contact
2. Consultation between Core Team Member and Point of Contact
3. Entire Core & Need-to-Know Members Activated
UC Irvine Medical Center

- Memorandum of understanding
- Annual meetings with attending psychiatrists and unit social workers (social workers, Counseling Center, SHC)
- Working relationship with unit social workers
- Psychiatric hospitalizations
- Discharge planning for continuity of care
Off-Campus Partners

- Housing
- Local mental health providers and agencies
- Second Harvest Food Bank of Orange County—CalFresh enrollment
- Community Service Programs, Inc.
- National Alliance on Mental Illness Orange County
- Share Our Selves
- Too many cooks in the kitchen
- Silos / lack of communication
- Fragmentation
- Disagreement among multi-disciplines
- Changes to resources, policies and programs
- Demand cannot meet needs
- Systemic barriers to access services
- Lack of social support for client
- Time consumption
- Meeting the client where he/she is at
- Privacy
Benefits of Coordination of Care

ASK the Question: Kurt's True Story of Help & Hope for College Suicide Prevention

MHA Texas

Uploaded on Aug 31, 2011

"At a college party, Kurt and his friends become concerned that another friend is at risk for killing himself ... but they are not sure. So they ask the question—have you thought about suicide? Kurt decides that it is important to wake up a social worker and risk the possibility of offending a friend by intervening and referring him to help."
Prevention and early intervention
- Reduce symptoms
- Retention in treatment
- Reduce hospital use
- Improve overall well-being
- Increase level of functioning
- Student academic retention
- Client engagement in planning and decision process
- Empowerment
- Cost-effective
- Time efficient
- Reduce the need for service coordination
- Duty of reasonable care
- De-stigmatization
- Protect health and safety
Outreach and marketing

Building and nurturing relationships with partners

Feedback loop / reciprocity

Dependability and follow-through

Value partnership and expertise

Respect others’ perspectives while balancing advocacy role

Maintain privacy and safety

Team effort: same message to the client
QUESTIONS?
Contact Information

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