

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
September 9, 2014 | Westin LAX | Los Angeles, CA

UC Irvine
Student Affairs

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



A YouTube video player interface. The video frame shows a woman with long brown hair, wearing a pink top and a dark blazer, speaking and gesturing with her right hand. The video player controls at the bottom of the frame show a play button, a volume icon, a progress bar at 2:20 / 3:03, and icons for subtitles, settings, and full screen.

Virginia Tech Survivor Shares Her Story - Kristina Anderson

 TheKoshkaFoundation

+ Add to < Share ... More

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.

UC Irvine's Model



UCI Campus Social Workers

Departments

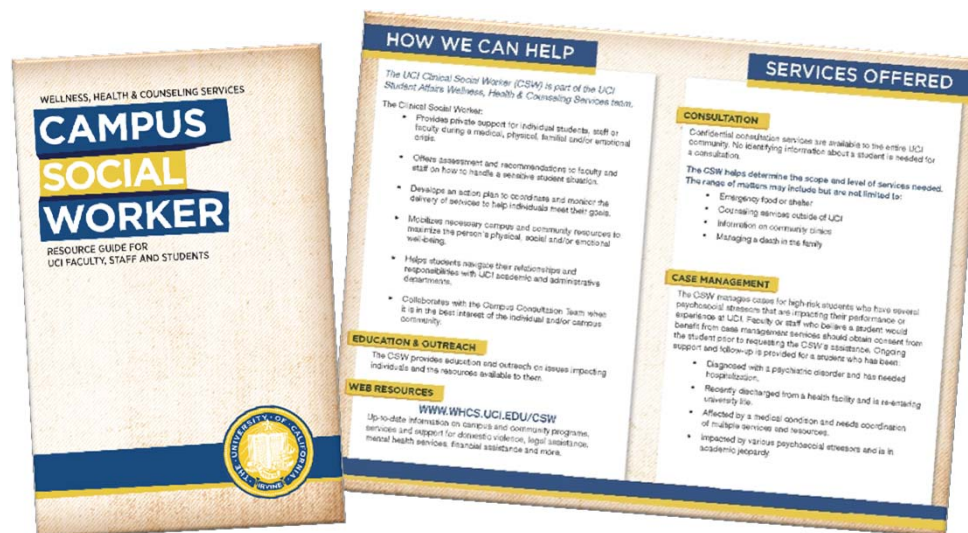
- Office of the Assistant Vice Chancellor for Wellness, Health & Counseling Services
- Counseling Center (CAPS)

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



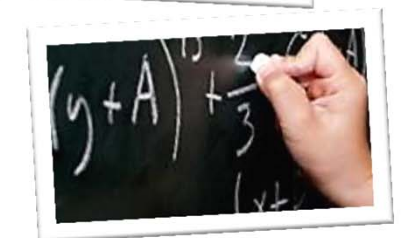
On-Campus Partners

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

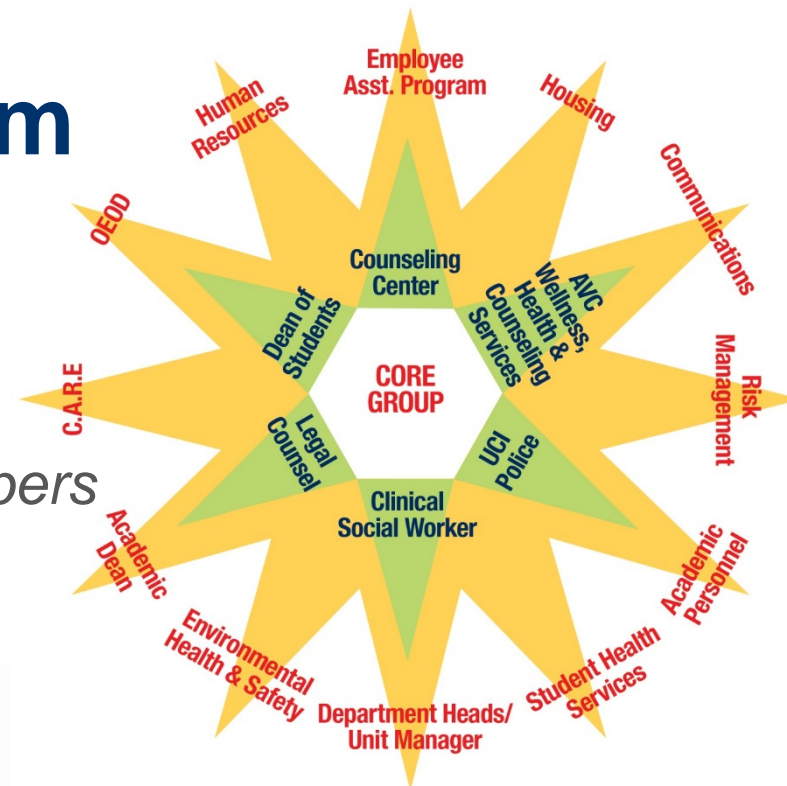


On-Campus Partners Committees

- 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



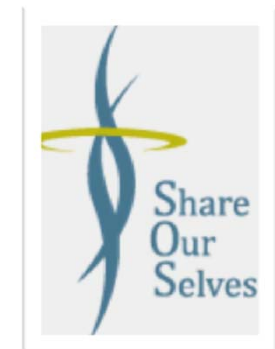
UC Irvine Medical Center

- 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



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



MHA Texas

+ Add to < Share ... More

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?



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