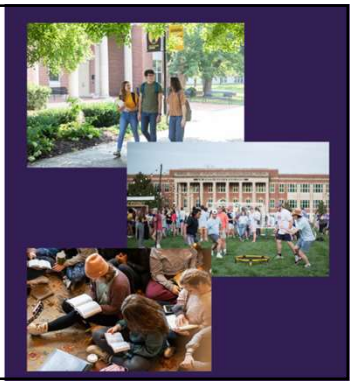
Holistic Care & Case Management

LIPSCOMB UNIVERSITY
OFFICE of STUDENT WELLBEING



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Dean of Student Wellbeing

Laura Thorson, M.S.
Student Care Coordinator

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Topics of Discussion

- Challenges of a two-team approach and consolidation process
- Understanding and implementing holistic student support
- Utilization of campus partnerships to develop cultural change and increase supports available to students

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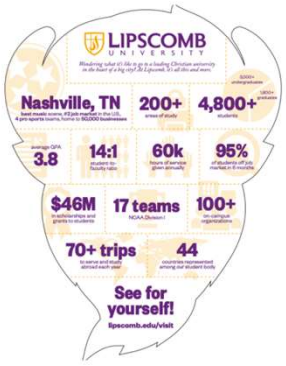
LIPSCOMB UNIVERSITY IS A PRIVATE CHRISTIAN LIBERAL ARTS INSTITUTION SETTLED IN THE HEART OF NASHVILLE, TN.

3,000 UNDERGRADUATES

1,500 LIVING IN RESIDENCE HALLS

2,000 GRADUATE STUDENTS



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History of C.A.R.E Team on Campus

2011 BIT formed
2017 Care Team formed.

"Case managers offer guidance to, and collaborate with, individuals who are engaged in the support network for a student to ensure continuity of care and reduce siloed information." - *NABITA Case Management Standard 16*

2019
1st Student Care Coordinator hired

Implementation of case management

2021
BIT and Care Team combined

Large marketing initiative to faculty and staff

Time intensive rapport building and partnerships engagements

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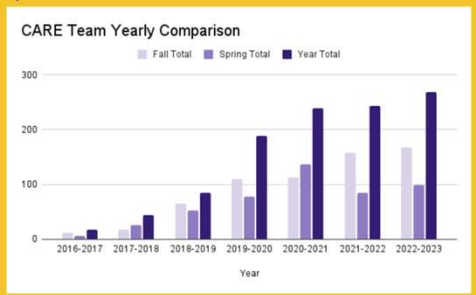
Standardized reporting and follow-up

Student Care Coordinators - needed to share and understand the impact. Severity of the cases and how

to do a collaborative effort. Model of BIT vs CARE

Thinking about students struggling across the board refer the students to CARE·Team of (12 ppl)

Comparison of Referral Numbers for Students of Concern



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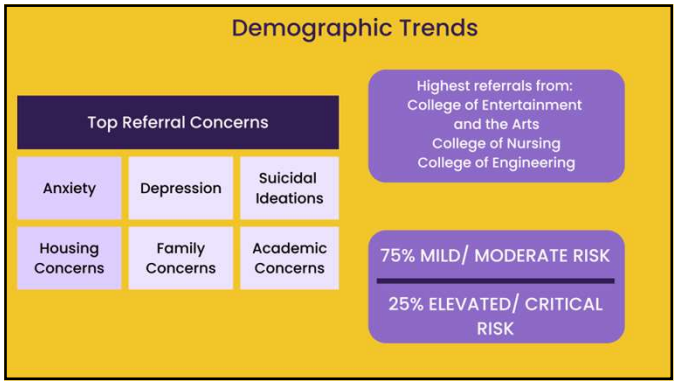

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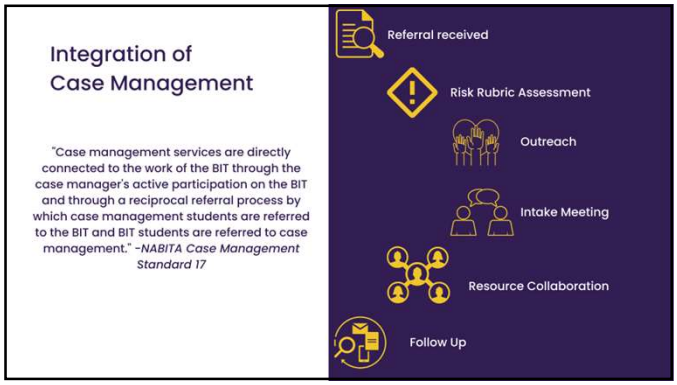
How are we tracking the referrals from TIX to CARE/SAS? How are we showing the risk?



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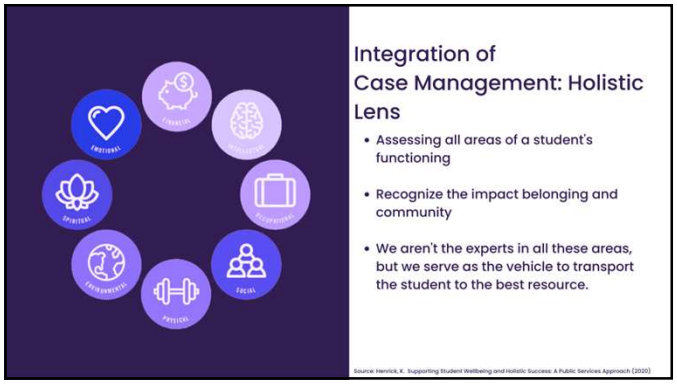
Standardized the case management process



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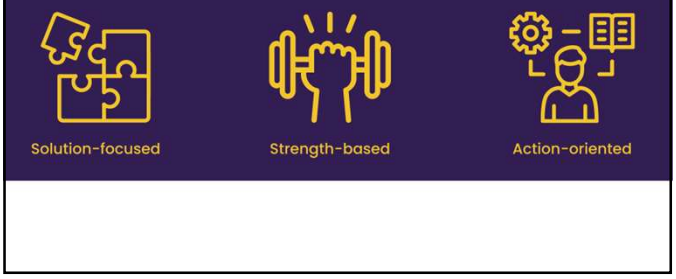
Student Engagement



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Collaborative Process

"Case managers provide seamless integrated referrals to appropriate campus and community resources and assist the student in accessing services by scheduling appointments, securing releasing of information, and identifying transportation and financial resources." *-NABITA Case Management Standard 15*

- Collaboration happens best when we utilize data driven methods that identify areas where students experience struggles.
- Case managers not only collaborate with campus administrators but with local community resources to equip students with needed support.

Source: Lipson, S., & Eisenberg, D. Mental Health and Academic Attitudes and Expectations in University Populations: Results from the Healthy Minds Study. (2018).

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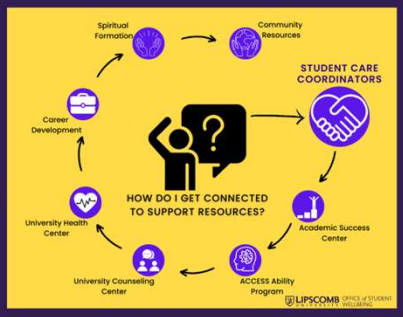
CAMPUS RESOURCES



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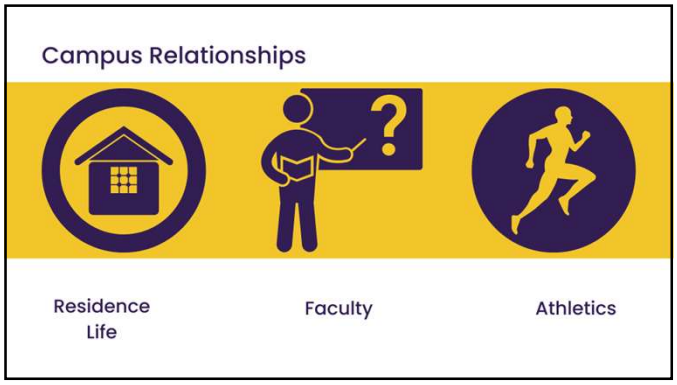
Campus Relationships
Residence Life
Faculty
Athletics

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Wellbeing Workshops
Adulting 101
Time Managment
Healthy Relationships
Anxiety and Depression 101
Wisdom in Technology
Managing Self-Talk and Discovering a Growth Mindset

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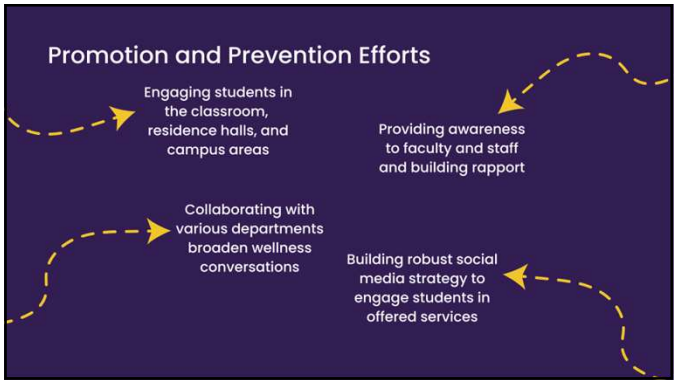
Promotion and Prevention Efforts
Engaging students in the classroom, residence halls, and campus areas
Providing awareness to faculty and staff and building rapport
Collaborating with various departments broaden wellness conversations
Building robust social media strategy to engage students in offered services

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Student Care Support Integration

STUDENT CARE EMERGENCY FUND
HYGIENE LOCKER
SWIPE OUT HUNGER
MIDTERM CHECK-INS
WITHDRAWAL SUPPORT

16

Data Sharing and Promotion Across Campus

- Semester and End of Year Reports
- Resource Handouts to Faculty/Staff
- Speaking engagements to faculty
- Collaboration on retention efforts
- Refinement of data collection

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Growing Forward

- Analyzing post-evaluation measures and intervention strategies
- Balancing team dynamic with adequate staff and resources
- Continuous refinement in advancement of services

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QUESTION
&
ANSWER

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