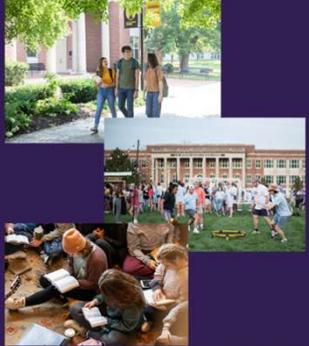


Holistic Care & Case Management



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Dean of Student Wellbeing



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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

LIPSCOMB UNIVERSITY
Building what it takes to be a leading Christian university in the heart of the great city of Nashville, Tennessee.

Nashville, TN 200+ 4,800+
Best overall value, #2 in the region for the cost of a private liberal arts university Students

3.8 14:1 60k 95%
Average GPA Students to faculty ratio Hours of average class meeting % of students of color

\$46M 17 teams 100+
Operating and capital expenses Faculty positions Faculty members

70+ trips 44
Faculty-led study abroad Student organizations

See for yourself!
lipscomb.edu/visit

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

2011 BIT formed
2017 Care Team formed.

2019
1st Student Care Coordinator hired

2021
BIT and Care Team combined

Implementation of case management

Large marketing initiative to faculty and staff

Time intensive rapport building and partnerships engagements

"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

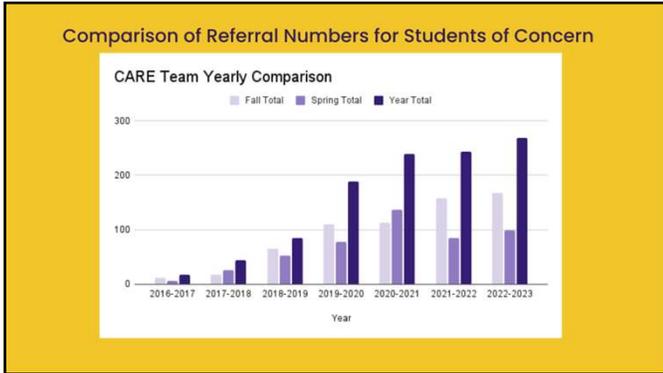
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Standardized reporting and follow-up

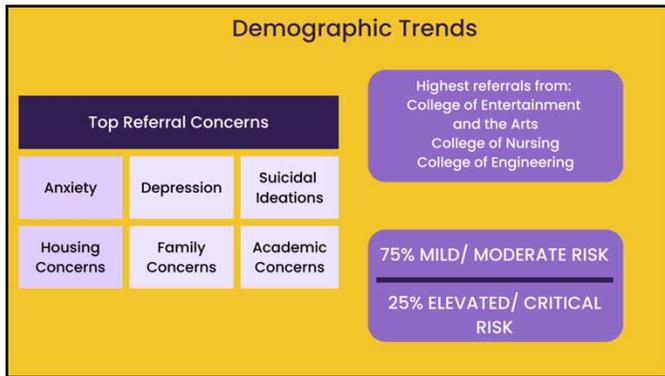
Student Care Coordinators - needed to share and understand the impact. Severity of the cases and how

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)



6



7

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

Integration of Case Management

"Case management services are directly connected to the work of the BIT through the case manager's active participation on the BIT and through a reciprocal referral process by which case management students are referred to the BIT and BIT students are referred to case management." -NABITA Case Management Standard 17

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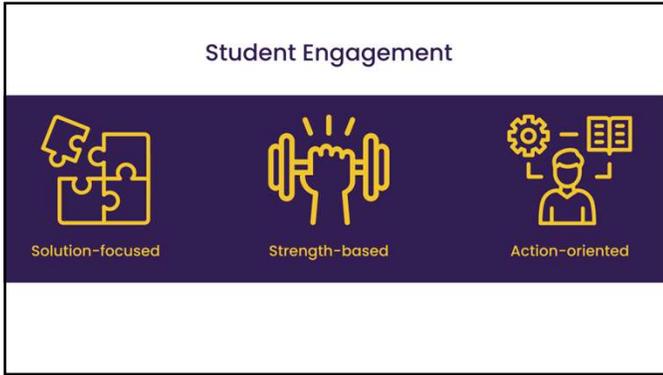
Standardized the case management process

Integration of Case Management: Holistic Lens

- Assessing all areas of a student's functioning
- Recognize the impact belonging and community
- We aren't the experts in all these areas, but we serve as the vehicle to transport the student to the best resource.

Source: Bennett, K. Supporting Student Wellbeing and Holistic Success: A Public Services Agreement (2020)

9



10

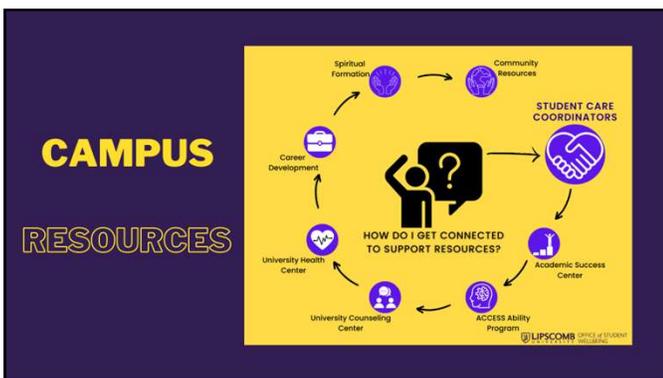
Collaborative Process

"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: Healthy Sam's University Study, 2006-2008.

11



12

Campus Relationships

The graphic features three circular icons on a yellow background. The first icon shows a house inside a circle, representing Residence Life. The second icon shows a person pointing to a question mark on a board, representing Faculty. The third icon shows a person running, representing Athletics.

Residence Life Faculty Athletics

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Wellbeing Workshops

The graphic displays six icons on a dark blue background, each with a corresponding title below it. The icons are: a person with tools (Adulting 101), a clock and gear (Time Management), two people hugging (Healthy Relationships), a person with lightning bolts (Anxiety and Depression 101), a laptop and phone (Wisdom in Technology), and a head with a plant growing (Managing Self-Talk and Discovering a Growth Mindset).

Adulting 101 Time Management 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

The graphic shows four text boxes arranged in a square, connected by dashed yellow arrows in a clockwise cycle. The text boxes contain the following descriptions of efforts:

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

15

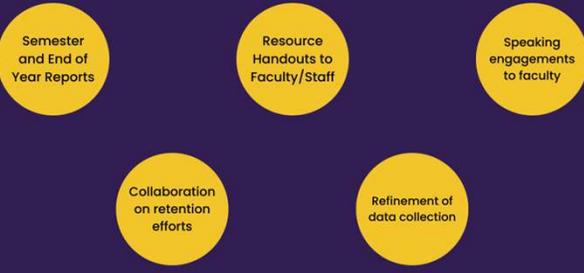
Student Care Support Integration



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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19



20
