



Nicola Mannetter

2018 LEADERSHIP AWARD RECIPIENT



**photo from Gonzaga U.*

NICOLA MANNETTER
ASSISTANT DIRECTOR
for CASE MANAGEMENT
CENTER FOR CURA
PERSONALIS

"Throughout the past five years, Nicola Mannetter has been a pivotal force in engaging Gonzaga University's mission by providing holistic care to all students as the Assistant Director of Case Management within the Center for Cura Personalis (CCP)." – S. Joy, Case Manager, CCP

"While many of the past winners of this award were prominently in leadership roles within HECMA, there are quiet leaders who advance the field in ways that might not generate as much fan fair or public attention, but without whom, the depth and breadth of knowledge wouldn't expand. Nicola is one of those leaders." – Jill Yashinsky-Wortman, Director, CCP

From Sean Joy, Case Manager, Center for Cura Personalis

Within the Gonzaga community, Nicola has become one of the most sought after experts in supporting students, while providing care to all members of our community. As the chair of the Students of Concern Assistance Team (SOCAT), Nicola productively leads campus mental health, academic, and student development administrative professionals in developing strategic and innovative ways to support our students within the most intricate cases. Nicola's ability to be a strategic and energetic collaborator has established critical assessment and support structures within our system of support. With the office of Academic Advising and Assistance, Nicola led the implementation of a collaborative refer process that combined academic and behavioral concerns in one intuitive form, which also has created a bridge across a historic gap between faculty and staff on our campus. Through Nicola's other assessment efforts and adaptation of the Mediat EHR software for documentation, she has been looked at as a pioneer in Case Management and mental health assessment within higher education; often being consulted by various institutions and HECMA colleagues. Recently, Nicola has extended her commitment to our field by becoming a nationally licensed facilitator for Mental Health First Aid-leading over two dozen faculty and staff members in being active in the mental health support of our community.

From Jill Yashinsky-Wortman, Director, Center for Cura Personalis

One of Nicola's greatest accomplishments and contributions to the field of case management was the creation of some of the first assessment metrics for student learning outcomes within the field. These metrics were shared on the listserv numerous times in 2015 and 2016, and in 2017, Nico Bernabe, a young professional who Nicola supervised and mentored, presented on assessment measures along with two other schools. It became common for Nicola and her team at Gonzaga to be acknowledged by other schools for providing information and insights that were adapted to other campuses.

Most recently, Nicola created an online resiliency inventory that all incoming students completed along with their incoming student health forms for the 2017-2018 academic year. The survey was completed by 1381 students and scores were uploaded in to Mediat, our record keeping system, where alerts were created for students scoring low on help-seeking abilities, coping skills, and substance use. These students also received additional support materials and resources to aid them in their transition to college. The outcome of this inventory showed that 1 in 5 students who self-identified with low coping skills worked with CCP. This access rate is 10% higher than that of the general student population at GU. Similar was true for students with low ability to ask for help and substance use. This summer, Nicola has used the results of last year and expanded this inventory to create "opt in" opportunities for students to self-select into support groups, text messaging services, and more to support the areas where they struggle.

