

“Am I really changing hats or just switching gears?”

Moving from a Community Based-Mental Health Provider
to a Higher Education Case Manager

Presented by Celinda Miranda, LCSW, PPSC, MDiv

10th Annual HECMA Roundtable Conference
Williamsburg, Virginia

Evaluation Requirement

- As part of my Tenure-track process at SJSU CAPS, I will be passing out an evaluation form to be completed by the participants attending this workshop.
- Please fill it out, place it in the envelope, seal and sign back of envelope if desired and hand it back to me or place in the mail.
- Thank you in advance for your assistance during this process.

Presentation Learning Objectives

- Outline the Evolution of the San Jose State University CAPS Case Manager
- Examine the different duties, functions and expectations of clinical and non-clinical case management
- Discuss the characteristics and functions of the participants own role as a service provider

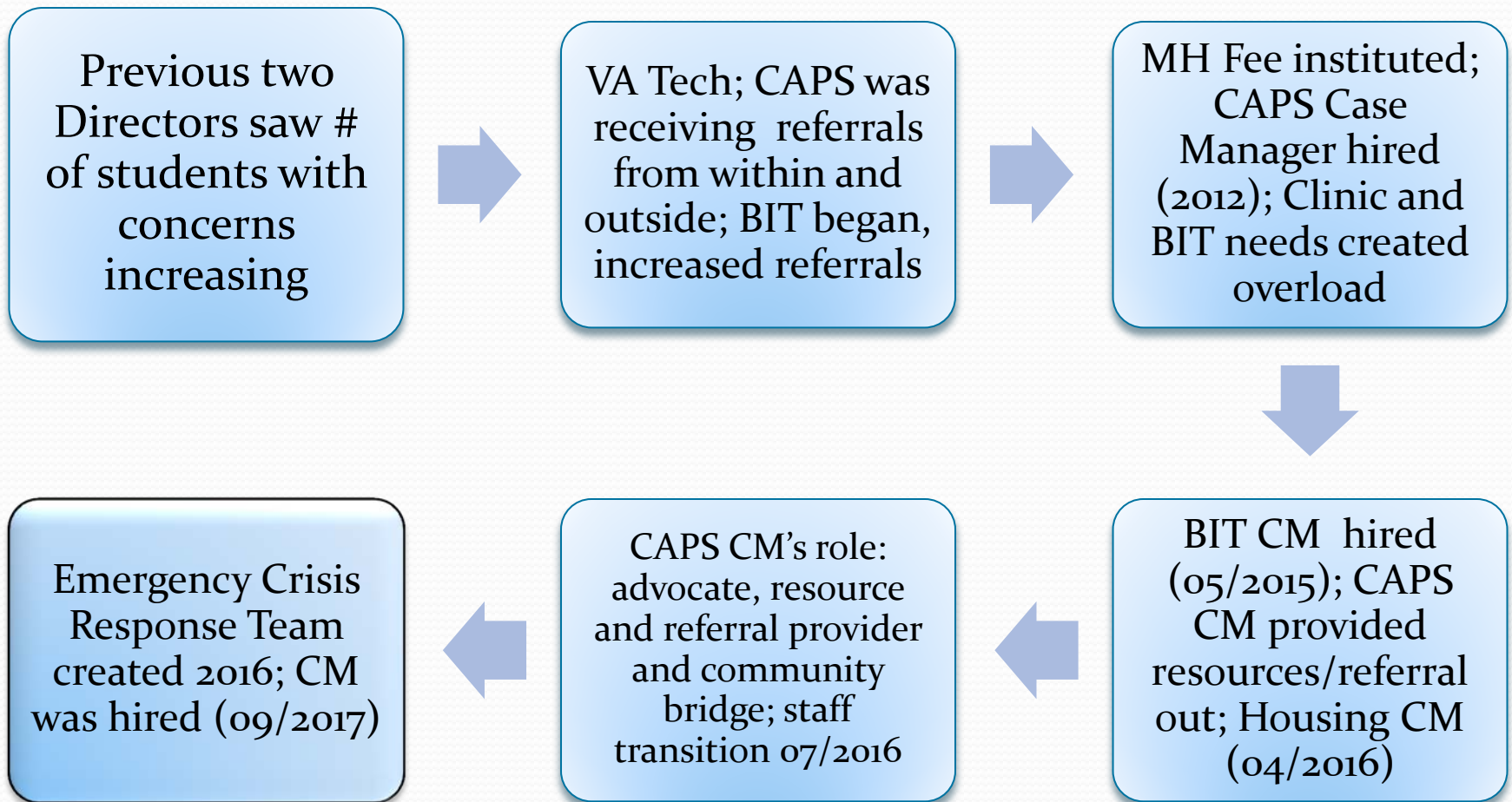
SJSU Quick Facts 2017

- Founded in 1857, San Jose State University is the oldest public institution of higher education in California and the founding campus of the California State University system.
- Total Student Count – 33,409/FT = 28,196
- Ethnicity Enrollment – Asian (41.4%), Hispanic (27.5%), White (17.7%), Other (9.7%), Black (3.2%), Pacific Islander (0.4%), Native American (0.1%)

SJSU CAPS Overview

- Counseling and Psychological Services is located within the Student Wellness Center
- We provide brief, short term individual, couple's counseling services (up to 6 sessions per semester) and case management
- We provide a variety of Life Skills Workshops, numerous Groups, Educational Counseling, and Suicide Prevention Training
- We provide numerous Outreach Activities on campus and in the classroom (Stress Less for Success Event, Personal Interviews, Classroom Skills Presentations, EOP Resources Presentations)
- Our staff consists of 1 Clinical Director, 1 Associate Director, 4 Administrative Staff, 3 Work Study Students, 2 Educational Counselors, 1 Educational Counselor Intern, 16 Permanent Counselor Faculty (including myself) and 8 Pre-docs or Post-docs (with a one year contract)

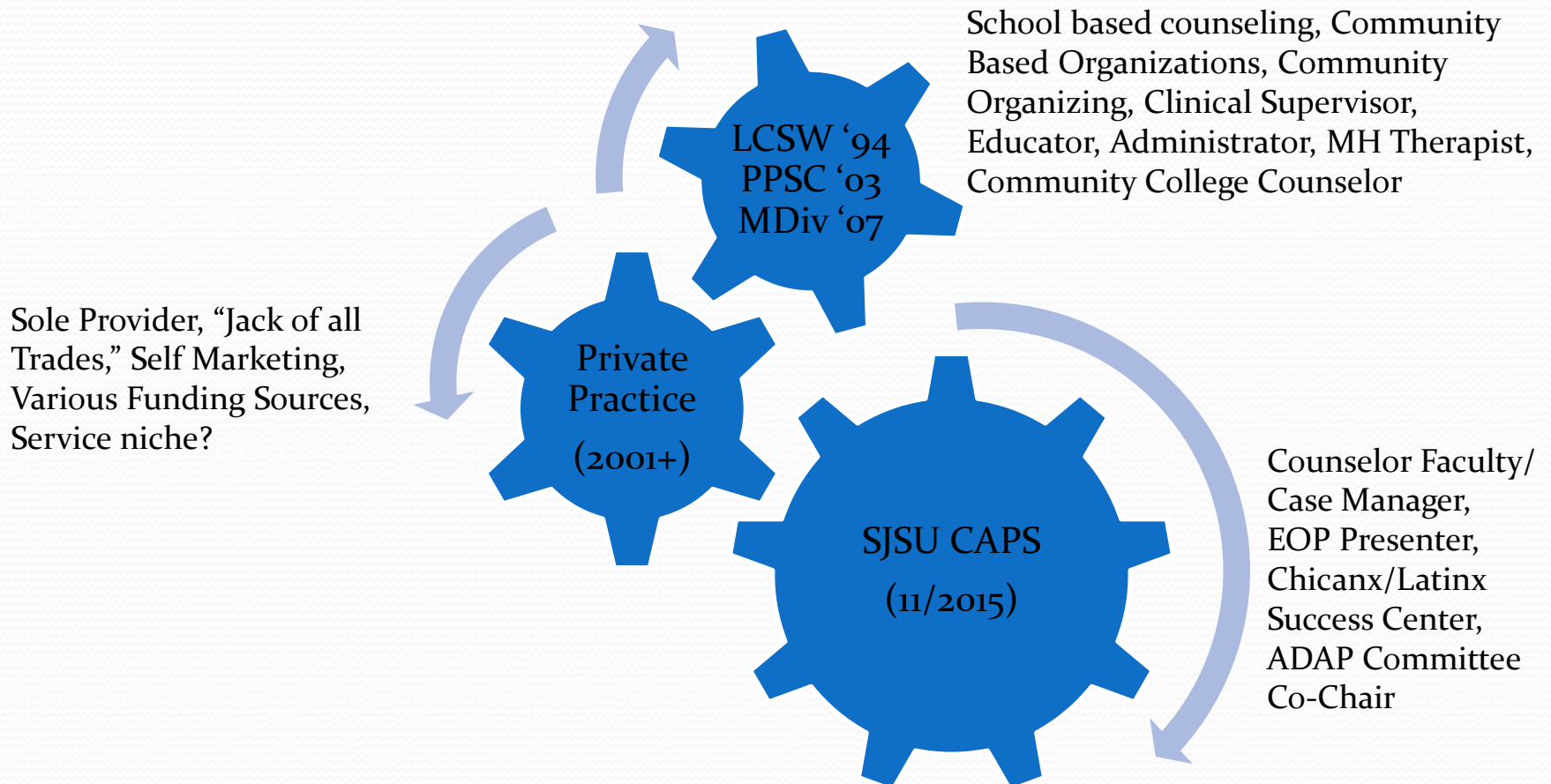
Evolution of SJSU Case Management



The Various Hats to be Worn



How the Gears are Moving



A “Clinician’s” Toolbox



Acceptance and
Empathy

Transference
and Counter
Transference

Flexibility and
Self Reflection

Problem Solving
and
Communication

MultiCultural
Competency

Clinical Therapy vs. Case Management

Psychotherapy Models

Solution Focused – Get unstuck
Cognitive Behavioral – negative thoughts
Person Centered – self determination

Narrative – Create new story
Structural Family Systems – Restructure family or behavior
Psychodynamic – unconscious processes

Case Management

Broker/Expanded Broker
Clinical
Strength Based

Assertive Community Treatment (ACT)
Intensive (ICM)
Rehabilitative

CAPS Referral Sheet

Student Needs Worksheet

The Case Manager in the Counseling Department is Celinda Miranda, LCSW. She helps people identify resources in the community. Please identify the needed resources & schedule a case management appointment.

Student Name: _____

ID #: _____

Referring Counselor/Staff: _____

I need help finding:

- Addiction related counseling/resources
- Childcare/parenting resources
- Connections with people from a similar background or situation/support group
- Debt/money management resources
- Dental/vision care resources
- Disabilities resources
- Eating disorder treatment/resources
- Elder/dependent adult resources
- Food resources
- General ongoing counseling resources
- Housing/homelessness resources
- Health insurance
- Healthcare services
- Immigration resources
- Immune disorder testing/services
- Info about SSI/SSDI or other benefits
- Intensive case management
- Intimate partner violence resources
- Legal resources
- Veterans resources

10/20/2016 ReferralSA Case Intake Advisor: Referral Form 03 2013

Referral Date: _____

Appointment Date: _____

Referral Disposition: _____

I need these services in

- San José
- Another County/City:
- Other: _____

Other important information:

Please rate the urgency of this concern

- 1 = **Physiological problem**, i.e. need access to food, shelter or healthcare beyond student health center.
- 2 = **Safety concern**, i.e. living situation is unsafe, physical or sexual violence has occurred.
- 3 = **Resources related to belonging/esteem**, i.e. ongoing or issue-specific counseling or support groups.
- 4 = **Self-actualization resources**, i.e. activism or volunteer opportunities.

Maslow's Hierarchy of Needs



SJSU Clinical Case Management

Referral Sources: Self, CAPS Clinician, Campus Personnel, Student Health Center, ECRT
Sessions are usually 50-60 minutes; 30 minutes if needed; Face to Face or Telephone

Beginning

- Introduction of Services, Confidentiality
- Purpose of Services, Planning

Middle

- Scope of Needs, Risk Assessment
- Advocacy/Bridging, Interventions

End

- Self Determination
- Follow up/Monitoring

Services Documentation

Titanium
Scheduling
System

Demographics Information and Brief Description of Problems and Symptoms; Mood, Affect, Orientation, Speech, Cognition, Behavior and Somatic Signs

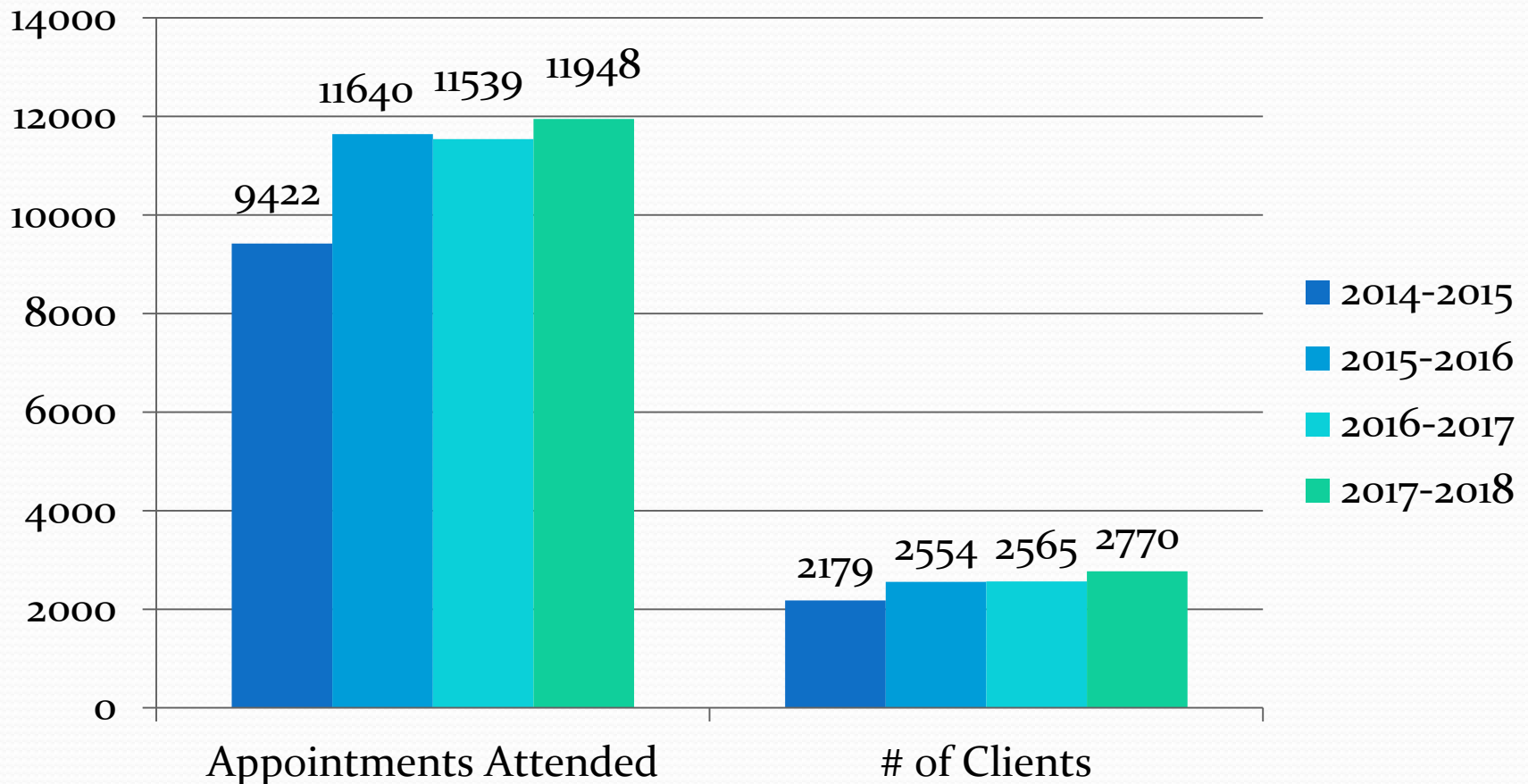
Risk Factors: SI/HI, Drugs and Alcohol, Child Abuse, Elder Abuse, Dependent Adult Abuse, Sexual Abuse by Previous Therapist, etc.

Counselor's Interventions and Referrals

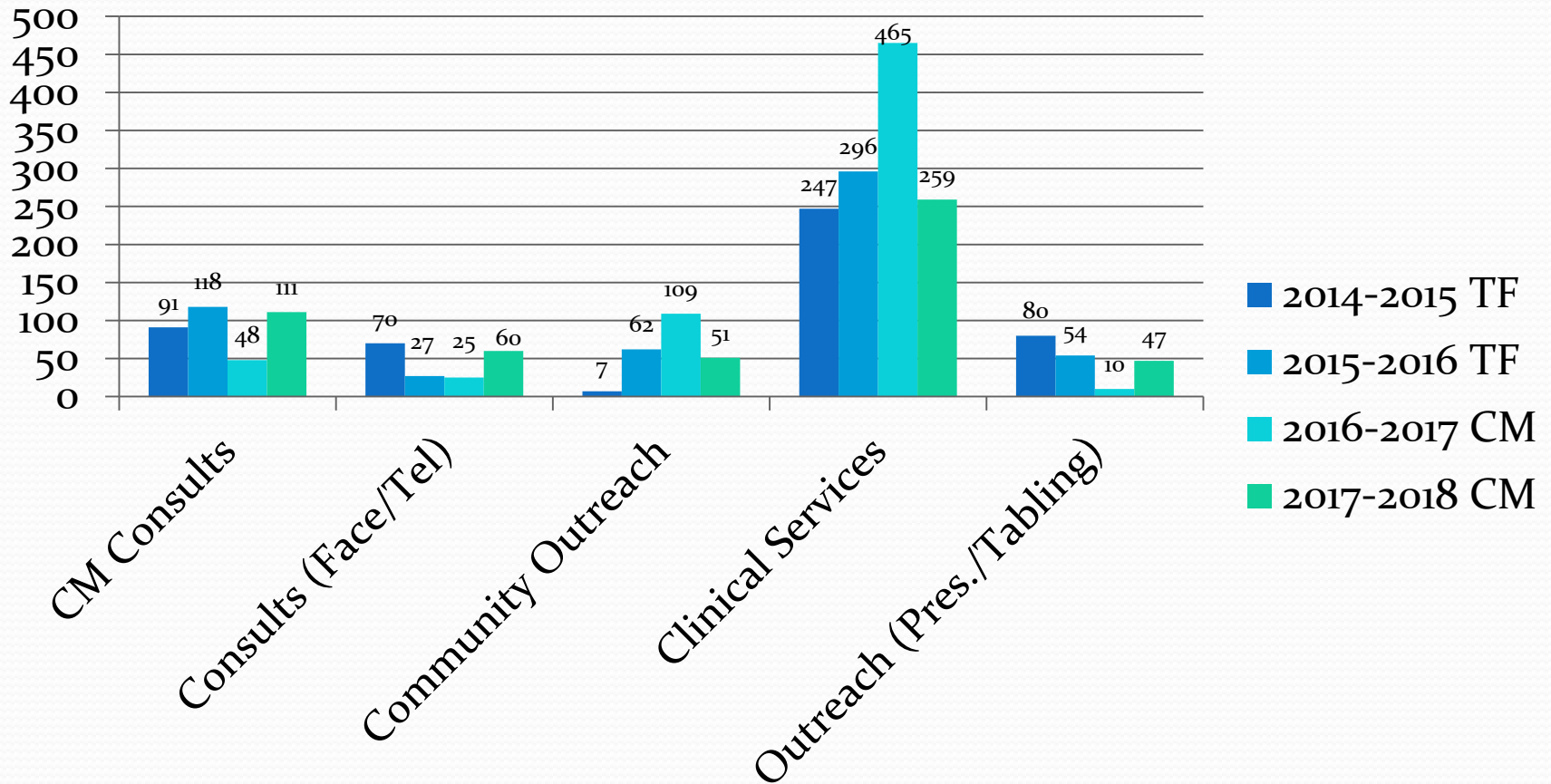
Follow Up Plan (2nd session, Student's choice or as needed)

Other Relevant Information

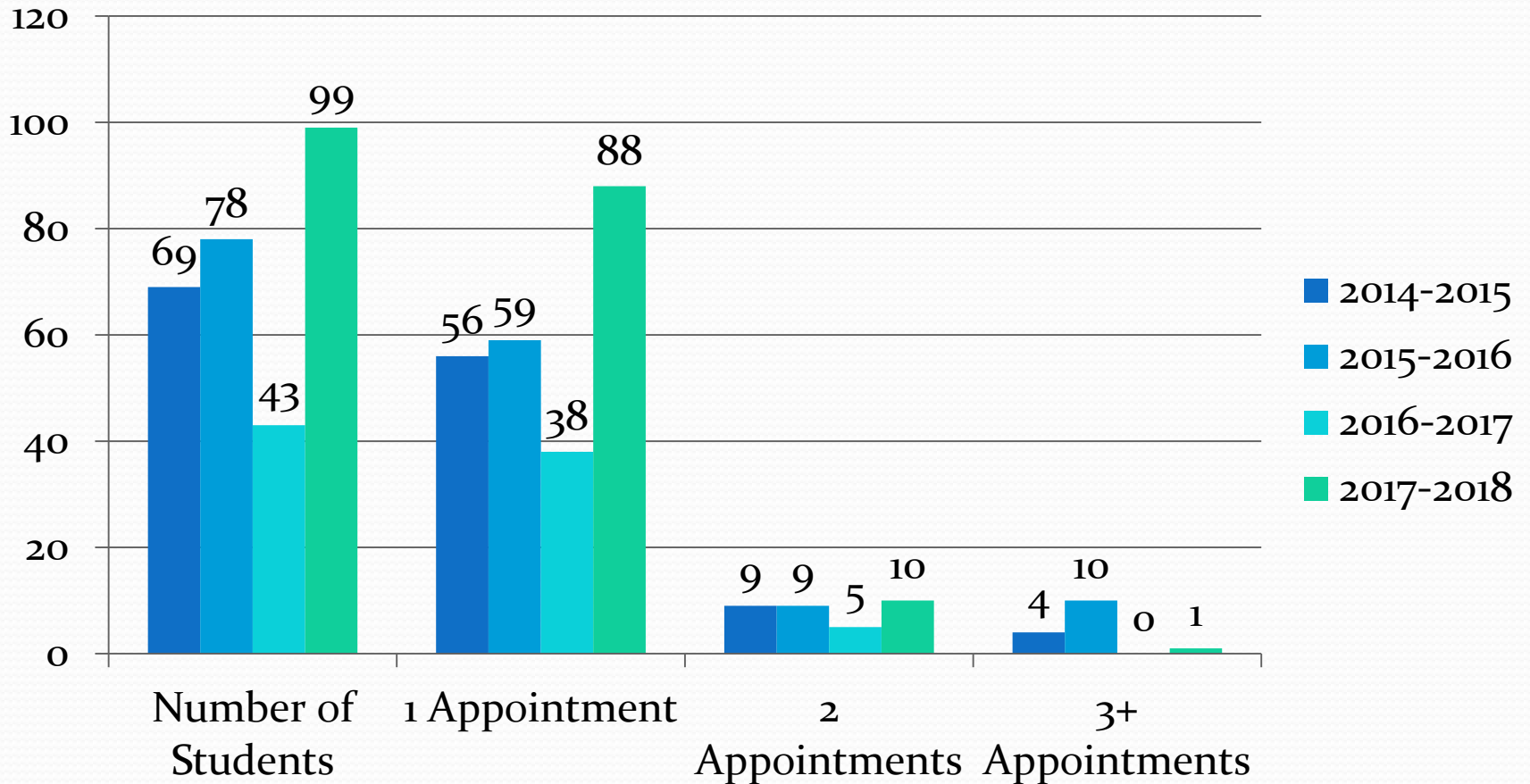
SJSU CAPS Services Summary



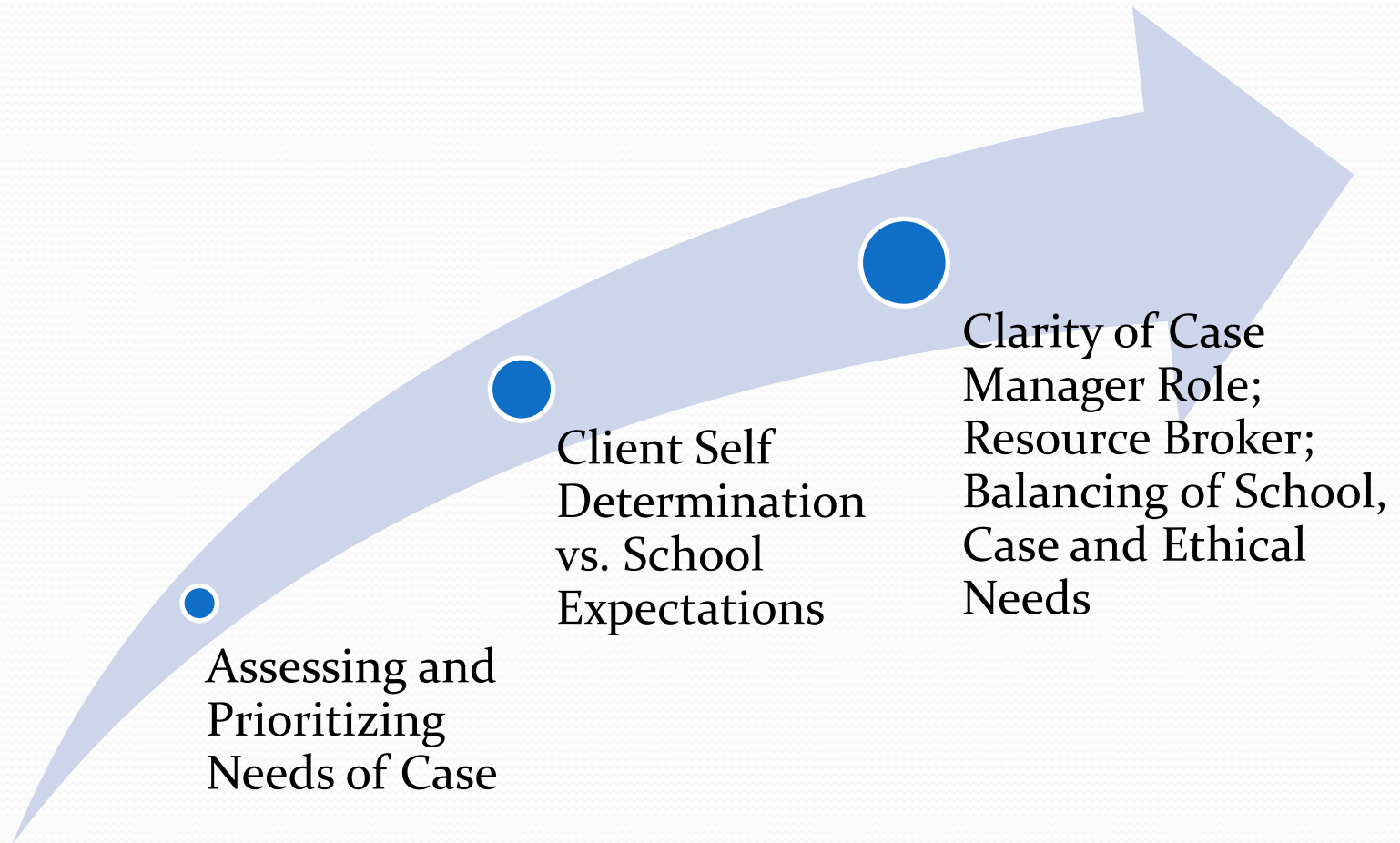
of Appointments Comparison



CM # of Consult Contacts



Creating Successful “Bridging”



“To Be Developed” Items

- Need to create evaluation measurement for CM contacts and services received
- Need to establish tracking process and necessary follow up from Case Manager
- Need to create “Things to Do” form for student to follow and use as a “checklist” to complete their suggested action items from meeting
- Need to explore if MSW Interns can be utilized to assist with more in depth CM services
- Need to explore obtaining MOU’s and increasing hospitalization F/U efforts

What are your Hats or Gear Shifting ideas?

- How does your setting dictate your “role” as a Case Manager?
- How do you find yourself balancing all the different “hats” to be worn?
- How do you advocate for yourself and the ability to maximize the success of the Case Management services?

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