

Case Managers have
Super Powers!

Inclusion, Compassion, Creativity
and Adaptability

#HECMA2018

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Objectives

- Explore increasing student needs/concerns and trends
- Explore new ideas and best practices for working with increasingly complex cases
- Build intentionality to ensure self care
- Increase repertoire of interventions & practical skills

Current Trends

- Nuanced social, political and cultural changes
- Growing prevalence of anxiety & depression
- In 2017 for the 7th year in a row, Campuses saw an increase in “threat to self”
- Increased reporting of Sexual Assault & Self Injurious behaviors



(ACHA, 2016; Benton, Robertson, Tseng, Newton, & Benton, 2013; CCMH Annual Report, 2017; Gallagher, 2013; NSCC, 2014)



1 in 3 students reported prolonged periods of depression

Only 7% of parents reported their college students as experiencing mental health issues



MENTAL ILLNESS

IN COLLEGE STUDENTS

1 in 4 students reported having suicidal thoughts or feelings

1 in 7 students reported engaging in abnormally reckless behavior



50% of students rated their mental health below average or poor

All data gathered from the National Alliance on Mental Illness, www.nami.org
Graphics by Andres Garcia

Case Management for High Risk Students

Developing relationships with our students is at the core of what we do.

Creating safe confidential space to assess.

Many times that starts with Basic Needs and...

- Financial Assistance
- Academic Support
- Social Support



Best Practice for Suicidal Students



The Jed Foundation/Suicide Prevention Resource Center Comprehensive Approach to Suicide Prevention and Mental Health Promotion

Treatment Modalities

Psychiatry, Individual Therapy, Group Therapy, Case Management, Treatment co-occurring disorders.

- DBT, EMDR, CBT, Behavioral Activation Therapy, bibliotherapy, motivational interviewing
- Consultation and Collaboration
- Focus on Individual & Unique Needs
- Include family and significant other when possible
- Identify Adaptive Coping Methods & Encourage Self-Awareness
- Strengthen Social Supports
- Creating realistic Safety Plan

Kress & Palo (2014) Treating those with Mental Disorders: A comprehensive Approach to Conceptualization & Treatment

Best Practice for High Risk Students

Suggested Clinician Style

- Friendly (compassionate, warm, concerned, supportive, client-centered)
- Frank (direct, candid, unafraid to ask or talk about risks plainly)
- Firm (asking in a confident tone and insisting that this discussion is essential, imperative, and necessary)

These help establish therapeutic trust, clear expectations, and relational honesty.



Trauma Informed Care

- ACEs Study
- TEDMED 2014 - How childhood trauma affects health across a lifetime

Top 10 Risk Factors:

smoking, severe obesity,
physical inactivity, depression,
suicide attempt, alcoholism,
illicit drug use, injected drug use,
50+ sexual partners, STI's

- Sexual Assault
- Racism/Oppression
- Poverty
- Violence

RAISING
THE BAR ON
TRAUMA CARE



Trauma Informed Care

Core Values

- Safety (physical and emotional)
- Trustworthiness
- Choice and control
- Collaboration
- Empowerment

Creating Cultures of *Trauma-Informed Care* (CCTIC): A Self-Assessment and Planning Protocol. Roger D. *Fallot*, Ph.D. and Maxine *Harris*, Ph.D. July, 2009.

Davidson, Shannon “ Trauma-Informed Practices for Postsecondary Education: A Guide”
<http://educationnorthwest.org/sites/default/files/resources/trauma-informed-practices-postsecondary-508.pdf>

**YOU HAVE
THE
POWER!**

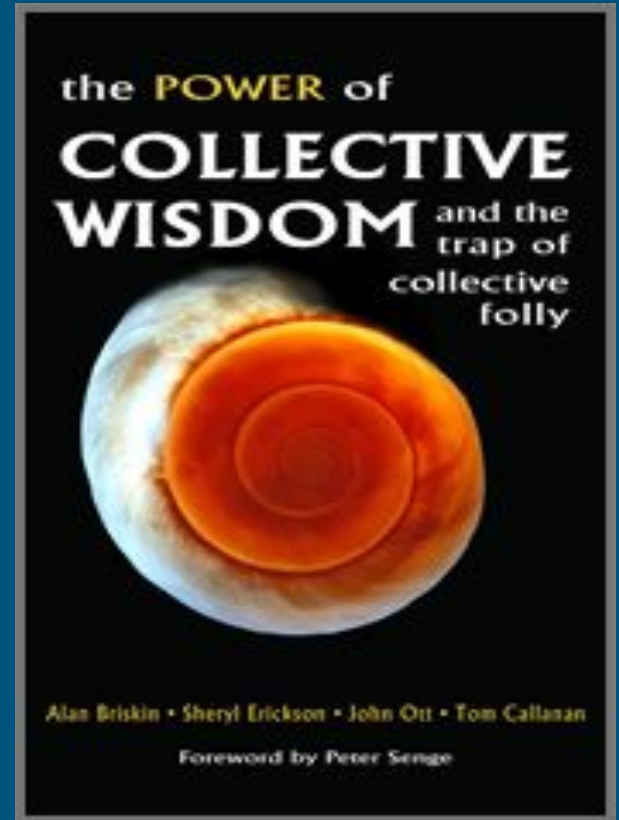


Inclusion

Collective wisdom

- Alan Briskin

1. Deep Listening
2. Suspending Certainty
3. Seeking Diverse Perspectives
4. Respect for Others
5. Welcoming all that is Arising
6. Trust in the Transcendance



Compassion



- Strength-based perspective
- Unconditional Positive Regard
- Genuine Acceptance
- Compassion-Focused Therapy (CFT) -trauma
- Can reduce impact of Shame, Self-Loathing and Self-Criticism

Creativity

- Individualized Care
 - Working with the uninsured
 - Resources for complex and unique issues.
 - (i.e. hormone therapy/surgery)
 - Housing for homeless students
 - Food Security
 - Social Skills



Adaptability



- Letting Go of your Comfort Zone
- Assignments outside our expertise
- Being Present & In the Moment
- Student Demographics

Baby Boomer

Millennials/Generation Y

Common Ground

Strong work ethic,
Independent, Goal
Centric & Competitive

Multi Taskers, Connected, Tech
Savvy, Work-life balance,
Transparency

65+ makeup 20% of suicides;
19 % Depression; 17%
Anxiety; 6% Substance Use

Known as the “lost
generation”; high prevalence
of depression; shaped by
change

Known as the “anxious
generation”; 1 in 5
Millennials report
experiencing depression

Increased suicide rates;
hospitalization more than
doubled from 2008-2015.
Feel socially isolated

Everyone
wants respect, genuine
acceptance & LOVE!

Generation X

Generation Z

Freedom, Responsibility,
Resourceful, Self-sufficient &
Causal disdain for authority

Accepting, Tech reliant,
Hyper-aware, Cynical
Social-justice minded

Cultural Humility - adapting our practice

Awareness of Own Cultural Values and Biases

Awareness of Client Worldview

Culturally Appropriate Intervention Strategies



Family dynamics & hierarchy

International Students

Military Students

LGBTTIQQ2SA

Gaming/CosPlay

Pop Culture

Intentional Self-Care

- Green Spaces
- Factor in Fun
- Mindful eating

Creative Scheduling

- Can you block your time?
- Can you come in late if you stay late?
- Are you encouraged to take time off?
- Do you control your own schedule?

How do you care for yourself ? Talk with your neighbor and share ideas.

