Welcome!

Clinical First Friday March 2, 2018

# Attendees: Nina Critz, Beth Schneider, Kathryn Gould, Michelle Stronach, Doha Chibani, Carrie Olsen, Taunja Meers, Amy Leach, Luis J. Balcazar, Alissa Tertichny

Clinical Case Manager Role:

* How to transition to a University setting
* How to transition roles with in the Counseling Center
* Ways to educate other staff members about training/ value
  + Common experience of sometimes feeling underappreciated/undervalued
  + Annual training on Case Management; including for new hires
    - Increased understanding
    - Better referrals
  + Reminder about masters level clinician training occurring after degree (vs. Psychologist whose training is all prior to degree)
* How to balance Clinical Case Manager role as well as role as a Staff Counselor
* Short term treatment model
  + 4 ongoing clients for 4 sessions each
* Case Management “heavy” in the academic year and more Counseling work in the summer
* Establishing LCSW or LPC training cohort
  + Possible resources:
    - Doha
    - Carrie
    - Nina

Implementing a “No Show” policy:

* How to establish within a Counseling Center
  + Can cancel up to a minute before, otherwise $25 fine
  + Do not charge, but the student has to sign agreement, will lose services if they then no show
  + Student meets with Associate Director for Clinical Services after two no shows
  + Does not apply for intake; informed consent details policy
  + Flexible; clinician can decide
  + Variety of perspective re: group or other services being included in no show policy
  + Responsibility for managing system
    - Front desk staff as support for maintaining policy
    - Use of flag
    - Template for follow up after no show
      * Should it be individual clinician or CM?
* Does this fit for Case Management services?
  + Flexibility with policy, particularly with CM
  + Disqualified students still have access to CM and Crisis
  + Can access even if fine is due
* Use of reminder text or email through Titanium or GA
  + Student requesting reminder closer to the time of appointment
  + UMD: lunch time the day prior
* Michelle:
  + We have session limits of 12 per year. No Shows are counted against the total. We do not charge for services. If a student is a chronic no show, they will not be allowed to reschedule until they talk with their counselor first.  Case management is not counted against the 12 sessions.  I do find case management clients are more likely to no show or reschedule due to complex or more difficult problems.

Resources to share with each other

* Clinical CM folder **(**<https://drive.google.com/drive/u/0/folders/0Bxa2jTKOHf2Lfm1wQnhBYXp1Yzd5Z2dXUHVPZTlwT3g2a000SzAwbkhiM3o0T2xIcmg4NEU>**)**
* Email any documents to share to Nina ([clinicalcm@hecma.org](mailto:clinicalcm@hecma.org)) to be included in the library