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) to be included in the library