**Introduction to the Case Management Program**

**The Director of the Case Management Program at St. Cloud State University is responsible for providing case management services for students. Additionally, the Director of Case Management Program is responsible for developing policies and protocols for improved communication within the University and between the University and community as it relates to the clinical needs of students.**

**What is a Case Manager?**

At St. Cloud State University, the Director of the Case Management Program is an advocate who helps students understand their current challenges, assists them in problem solving, and helps them understand how and why supportive services may be important to their personal and academic success.

**Definition of Case Management**

At St. Cloud State University, case management is a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet students’ needs. This is accomplished through identification of available resources, both on campus and within the community, to promote student success. Case management addresses the student’s biopsychosocial status as well as the systems in which the student is involved.

**Philosophy of Case Management**

The underlying premise of case management is based on the assumption that everyone benefits when our students function at an optimal level of wellness and capability. Student success provides a ripple effect to not only the individuals being served, but also to their support systems, the service delivery systems, and the campus community as a whole.

At St. Cloud State University, case management serves as a means for achieving student wellness and autonomy through advocacy, communication, education, identification of resources and service facilitation. The case manager assesses the student’s strengths and needs, and helps identify appropriate providers and facilities throughout the continuum of services, both on campus and in the community. Case management services are best offered in an environment that allows direct communication between the case manager, the student, and appropriate service personnel, in order to optimize student success as well as the efficient use of resources. Because case management services are clinical in nature and scope, all services provided, including communication and exchange of data, are considered confidential.

**How can I make a referral to the case management program?**

While you are welcome to consult with the Director of the Case Management Program directly, faculty and staff are encouraged to first consider consulting with clinicians in the Counseling and Psychological Services (CAPS). If you feel the University administration may need to follow up on your concern you may want to contact the Office of Student Life and Development. Both CAPS and the Office of Student Life and Development assess students’ needs and, when appropriate, refer to the Director of the Case Management Program. The Office of Student Life and Development also brings students of concern to the Behavior Intervention Team (BIT). The BIT may also decide that referral to the Director of the Case Management Program is needed. To reach the Director of the Case Management Program, please contact Counseling and Psychological Services at 308-3171.

**Who is eligible for case management?**

Any currently enrolled St. Cloud State University undergraduate or graduate student is eligible to receive case management services.

Reference: Case Management Society of America, 2008 Rev. 08/09