Welcome!

Present on call: Beth, Carly, Debbie, Doha, Christine, Lisa, Mary, Nina, Shane, Taunja, Rakima, Ruby

**Relationship between Clinical Case Managers and other staff at the Counseling Center**

* Unique characteristics of Case Managers
  + Unique trainings and experiences which lend nicely to the Case Management role. Let’s make sure that our staff can learn from and appreciate us!
  + Sometimes only LCSW, LPC, or “non-Psychologist” position
* Role and function that every clinician should be able to do
  + Collaboration between staff
  + Case Manager will provide trainings, support, as needed
    - Cheat sheets to share in HECMA library
    - How to use referral database
    - Higher levels of care resources
  + Clinicians should hold onto clients during referral process – Clinician CM can then just help with referral process and not have to be conducting risk assessment during CM appointment.
  + Some ownership (clinicians should follow own clients)
* Case Manager and Clinician: how do we balance our two roles? Sometimes it is a lonely world ☹. This is why we have each other ☺.
* Boundaries!
  + We could be such a dumping group…. How do we set limits and expectations?
  + CM appointment time
    - Increase to an hour to allow for records/ follow up
  + Title: Case Manager or Referral Coordinator?

**Relationship/ roles between Clinical and Non - Clinical Case Managers at a University**

* Several of us are the only Case Manager at our University ☹
* Some of the role definition may depend upon which role came first
* Where is the student connected?
  + Is the student a client of the Counseling Center? If so: Clinical Case Manager
  + Academic/financial/other: Non Clinical Case Manager
* Fostering relationship between Counseling and Dean of Students
  + Weekly conversation, lunch meetings
  + Sometimes the healthiest relationship with most definition of roles

**How to manage a number of chronically mentally ill students who need lots of monitoring/ support in order to be successful**

* Sometimes a long journey with multiple conversations
  + Important to bring the financial cost up, and early. The more investment, the more difficult the conversation.
* Release of Information with treatment provider to facilitate conversation with student in a way that the student will best hear.
* Engaging parents, others in the discussion

**Medical/Mental Health Leave of Absence and/or withdrawal policy**

* Next time!

**Resources to share with each other**

* Clinical CM folder **(**[**https://drive.google.com/drive/u/0/folders/0Bxa2jTKOHf2Lfm1wQnhBYXp1Yzd5Z2dXUHVPZTlwT3g2a000SzAwbkhiM3o0T2xIcmg4NEU**](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