

WHAT DOES A CASE MANAGER DO?

The Student Affairs Case Manager works with students to help identify and overcome barriers to success at USF. The case manager can assist a student in assessing obstacles and challenges which may be interfering with his or her academic or social progress. The case manager can help a student get connected to campus and community resources that may provide additional support. The case manager can also serve as an advocate to help a student navigate the complex University system to access needed services. The case manager will work with students to develop an "Action Plan" to help him or her focus on success.

For Acute Distress:

"If you have thoughts of harming yourself or others — STOP what you are doing and call for help. Both 9-1-1 and 2-1-1 are emergency numbers where you can get the help you need to stay safe."

2-1-1 is a Crisis & Referral Hotline operated 24 hours a day, 365 days a year by the Crisis Center of Tampa Bay

ON-CAMPUS RESOURCES

University Police
For Emergencies Call: 9-1-1
813-974-2628

Counseling Center
813-974-2831

Student Health Services
813-974-2331

Dean of Students
813-974-6677

Office of Student Rights & Responsibilities
813-974-9443

**Center for Victim Advocacy &
Violence Prevention**
813-974-5756

Students with Disabilities Services
813-974-4309

Housing & Residential Education
813-974-0001

Student Affairs Case Management Services
Division of Student Affairs

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Division of
**STUDENT
AFFAIRS**

CASE MANAGEMENT SERVICES:

**WHAT?
WHEN?
WHY?
HOW?**

**4 Simple Questions...
4 Great Answers!**



Getting Help is No Bull! It's Noble.
www.studentsofconcern.usf.edu

USF UNIVERSITY OF
SOUTH FLORIDA

STUDENTS OF CONCERN ASSISTANCE TEAM

Every year, university students struggle with personal and health related issues that interfere with their academic and student life success. The USF Students of Concern Assistance Team (SOCAT) is a multi-disciplinary campus committee that offers supportive intervention and guidance to any USF student who is struggling.

The Case Manager is a member of SOCAT who reaches out to students to offer assistance, to help coordinate referrals to campus and community resources, and to develop an Action Plan for student success. The goal is to help the student focus on academic success, avert more serious difficulties, and ensure the safety of both the student and USF community.

WHAT does a Case Manager do?

- Assesses the type of assistance and resources a student needs
- Assists students in accessing services, both on and off-campus
- Works with students to build or strengthen their support systems
- Removes obstacles to getting help
- Follows up with students to help them stay on track toward success as USF Students

WHY IS THERE A CASE MANAGER?

69% of college students say they are likely to turn to friends first as a means of dealing with stress or emotional issues (2008 ACHA survey.)

While times friends can be a great sounding board as you develop solutions, there are times when additional help is needed. The Student Affairs Case Manager is meant to bridge the gap between how far friends can help and the person getting into a crisis.

WHEN DO I CALL THE CASE MANAGER?

- You're distressed and not sure where to get help.
- Life outside of your studies is getting too hard.
- You're returning to campus after a difficult life circumstance and you aren't sure how to transition back to school
- You have an on going or unexpected health issue and need guidance on where to get help.
- You need help navigating to University access the resources you might need.

HOW DO I REACH THE CASE MANAGER?

- Call 813-974-6130.
- To get help for a friend - call or go on-line and complete the "Student of Concern" referral form.
- The Case Manager will gently reach out to your friend and offer help.

*IF THERE IS A CRISIS - CALL 9-1-1
The Goal is to Reduce Risk to the Student and Others*

Our focus in the Division of Student Affairs is:
*Inspiring Learning,
Changing Lives,
One student at a time.*

Steps Towards Success

One of the difficulties of having a health or wellness concern can be maintaining the balance between school and other life commitments. The case manager can assist you in achieving this balance. To accomplish this, it is often helpful to permit the case manager to communicate with any other health care providers you may have. By authorizing this communication, the case manager can then provide consultation and coordination of resources to support your ability to handle the demands of academic study. It's important for you to understand any care plans your providers have recommended, how to balance those plans with your academic ones, and the role those plans have in your well-being. Remember that the case manager can provide you with personal support as well as a wide variety of referrals as you navigate the wellness landscape.

Is Case Management Confidential?

Case Management is not therapy or counseling so the rules of confidentiality that might apply to medical or mental health treatment don't really fit. The Case Manager will share information about a student on a need-to-know basis. In order to coordinate care, some information may be shared with other offices or agencies to access the specific services or assistance needed. If some case, a written release is signed by the student, so that the Case Manager can share additional information. When a student has been referred to the Case Manager through the SOCAT process, the Case Manager will inform the Team that an Action Plan has been developed and whether the student is continuing to follow the steps meant to assist them in USF Success.

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