STUDENT SUPPORT & CASE MANAGEMENT

HELLO!

Jordon McLinden

Manager, Student Support & Case Management

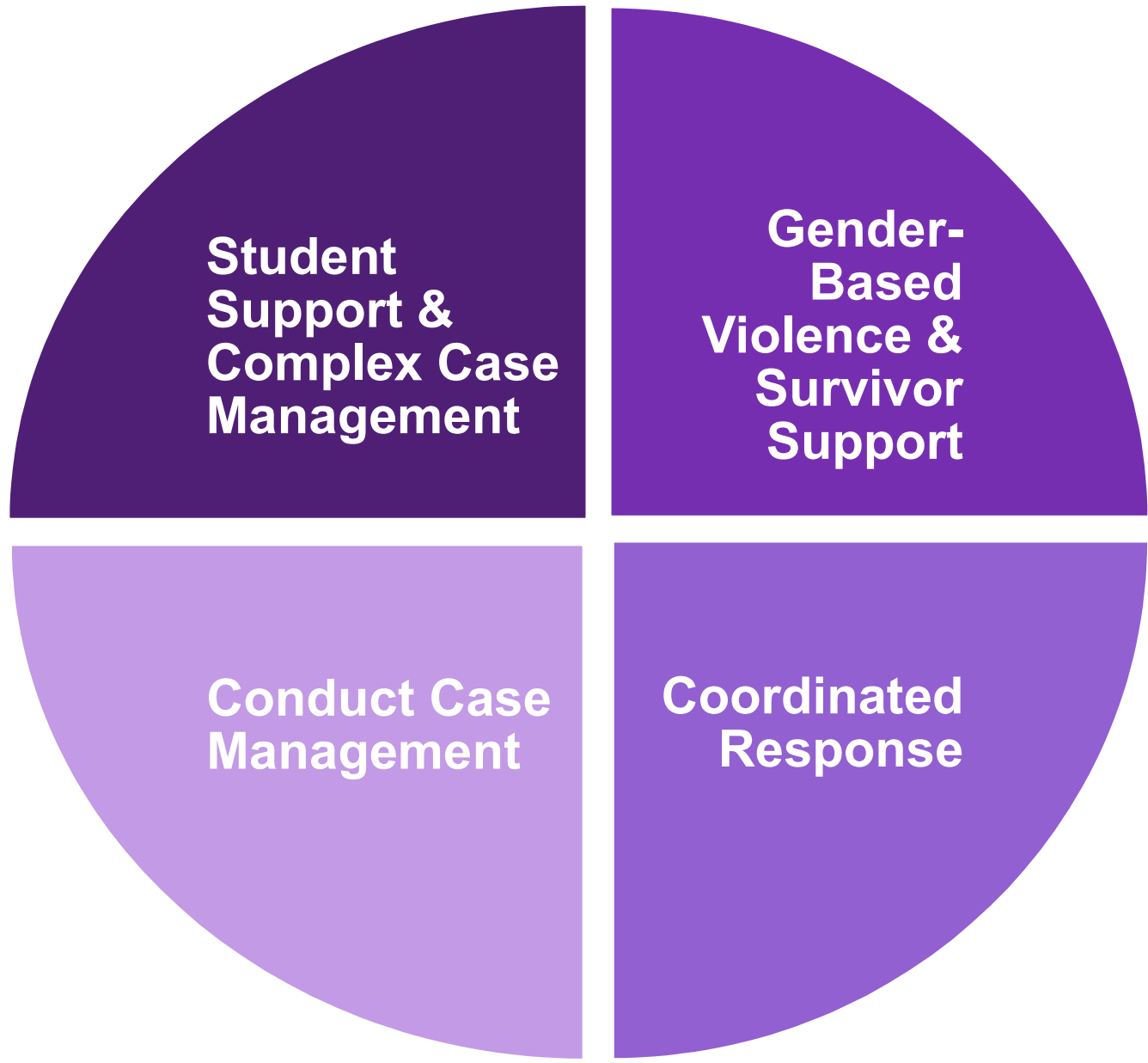amclind@uwo.ca

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OUR STORY

Let's talk about how we got to where we are today.

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Student Support & Complex Case Management

Gender-Based Violence & Survivor Support

Conduct Case Management

Coordinated Response

OUR PURPOSE & VISION

- Why: We believe that students can grow from adverse experiences and are here to get students back to thriving.

- How: We support students experiencing challenges.

- What: We provide a coordinated response at both the individual and community level.

WHAT

HOW

WHY

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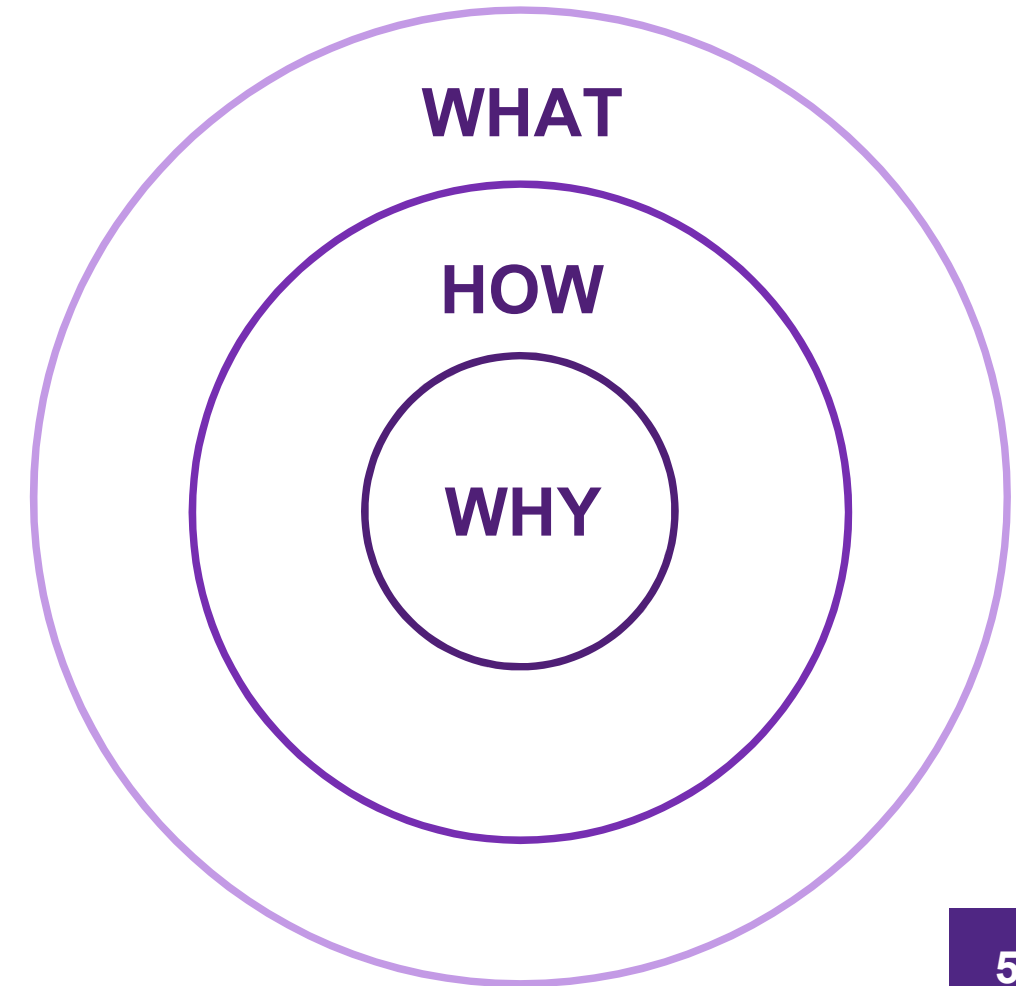
DEPARTMENTAL GOALS

- *Empower informed decision making and capacity building by providing education on rights and responsibilities and support students to navigate resources;*

- *Contribute to student growth we aspire to create opportunities for vulnerability and learning by providing a safe and supportive environment;*

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DEPARTMENTAL GOALS

- *By improving our coordinated response we aim to assess risk on an individual and community level to promote the safety and well-being of the Western Community;*

- *Seek to identify trends and emerging needs to inform collaborative opportunities with others and contribute to a thriving campus.*

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DEPARTMENTAL LEAD KPIs

	KPIs	2019-2020
Employee	• Number of times students are referred to SSCM by Student Experience & campus partners vs. community partners. • Percentage of time spent in 1:1 appointments. • Percentage of time spent preparing for meetings and appointments.	• KPIs were chosen to better understand the student traffic moving through the department at the inception of SSCM. • The proposed software tool was not able to be implemented and it became impossible to track these KPIs. • Alternative data that we had the means to collect was tracked in 2019-2020 and will be shared over subsequent slides. **Moving forward** • Continue to collect data for comparison purposes • Adoption of software tool • Selection of more accurate/effective KPIs
Student	• Percentage of time seeing unique vs. recurring students. • Amount of time between referral and contact with the SSCM office. • Number of unique presentations vs pre-made presentations.	

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DEPARTMENTAL LAG KPIs

	KPIs	2019-2020
Employee	• Percentage of time spent reviewing the literature and self-directed professional development. • Number of referrals out to Student Experience, campus or community partners. • Percentage of time spent doing case follow-up and administration.	• KPIs were chosen to better understand the student traffic moving through the department at the inception of SSCM. • The proposed software tool was not able to be implemented and it became impossible to track these KPIs. • Alternative data that we had the means to collect was tracked in 2019-2020 and will be shared over subsequent slides. **Moving forward** • Continue to collect data for comparison purposes • Adoption of software tool • Selection of more accurate/effective KPIs
Student	• Number of student meetings month over month. • Incidents reported month over month. • Percentage of time spent in a meeting discussing policy vs. building rapport with student.	

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DEPARTMENT ORGANIZATION

Manager, Student Support & Case Management
Jordon McLinden

Tamara Will
Gendered Violence & Survivor Case Management

Anh Brown
Student Support & Case Management

Derek Worden
Behaviour Intervention & Conduct Case Management

Victoria Yang
Gender Based & Sexual Violence Response Coordinator

VACANT
Student Support & Case Management

KEY STEPS TAKEN BEFORE 2019

Year	Critical Departmental Milestones
2016	• Established Sexual Violence Prevention Education Coordinator
2017	• Development of the second edition of Upstander, a prevention education program • Established Sexual Violence Policy
2018	• Development of a Gender-Based Violence Prevention Education Framework • Based on a success and demand, permanent funding was secured for two complementary roles related to Gender-Based Violence. o There was a 35.5% increase in the number of disclosures between 2017/18 and 2018/19. o This means that more students are aware of what GBSV looks and feels like, and that the process for disclosures is clear, compassionate and effective. o However, overtime this initial increase in disclosures will then decrease as campus culture adjusts, and the arc of prevention programming comes into full effect.

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KEY STEPS TAKEN IN 2019/20

Year	Critical Departmental Milestones
2019/20	• Revision of Sexual Violence Policy with students and the campus community. • Official Launch of the SSCM Office • New Response Coordinator Role • Additional Case Manager Role

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THE JOURNEY

How do students make their way through our supports?

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CIRCUMSTANCE / INCIDENT

Opt-in vs. mandated in

Universal support and resources

A variety of intake pathways

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Gender-Based Violence & Support Case Manager Referrals

Referral Sources	2018/19	2019/20
Campus Partners	73	65
Self-Referral	38	32
Community Partner	11	21

Campus Partner Referrals	2018/19	2019/20
Health & Wellness	46.6%	26%
Housing	15.1%	14%
Academic Counselling	6.9%	11%
Conduct Case Manager	12.3%	25%
Campus Police Services	4.1%	9%
Faculty	4.1%	6%
Affiliates	11.0%	5%
Wellness Education Centre	-	4%

INTAKE / REVIEW

- Relationships are key to successful intake

- Highly administrative

- Integrated Case Management Software

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MEETING(S)

RESOLUTION

- Resources

- Support

- Referrals Out

- Outcomes

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CLOSURE & REPORTING

Case Closure

Assessment & Reporting

Building Capacity

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TOTAL STUDENTS SUPPORTED BY SSCM

■ 2018-2019   ■ 2019-2020
Total: 786   Total: 1,026
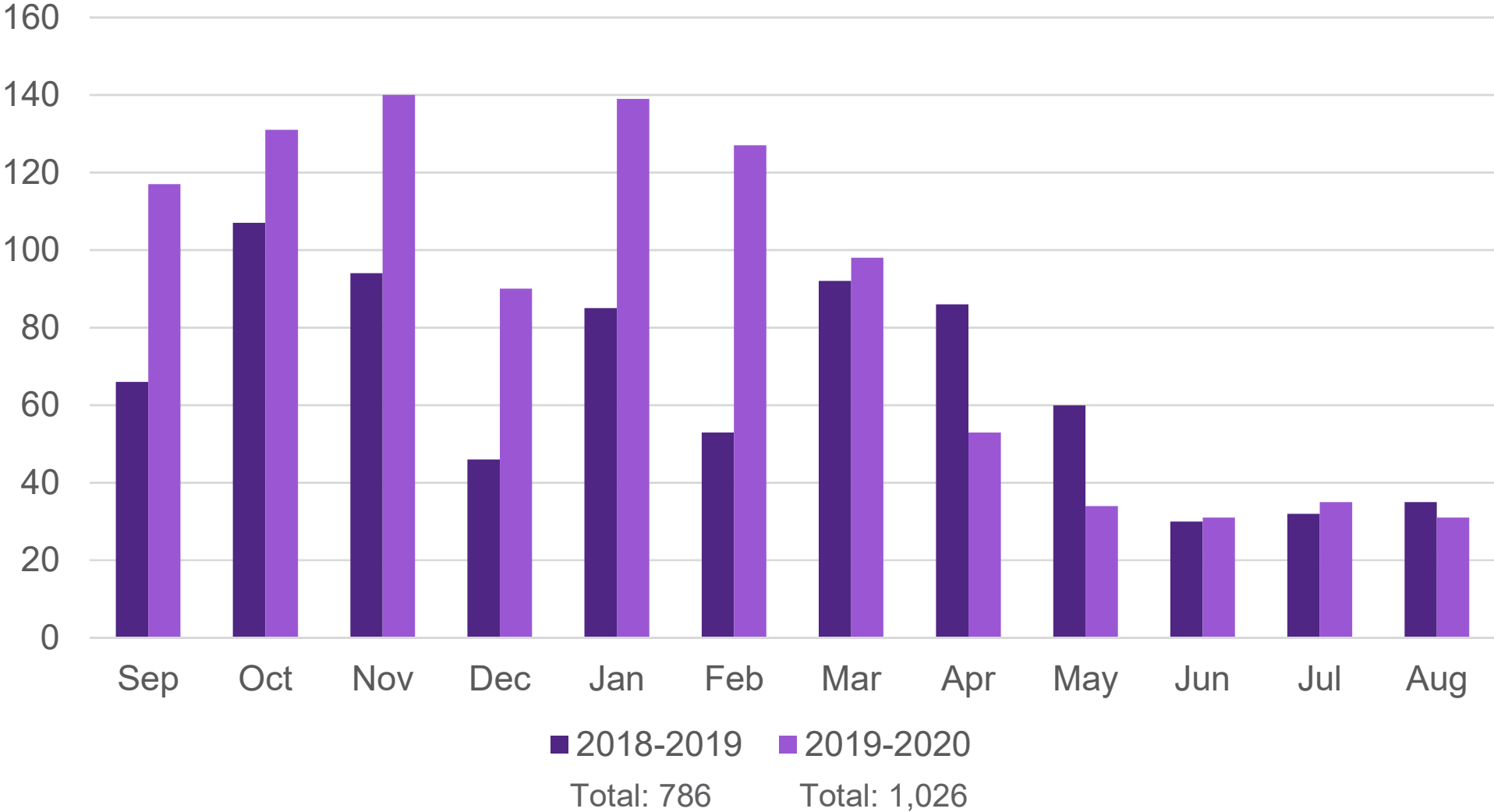
STUDENTS SUPPORTED BY THE GENDER-BASED VIOLENCE TEAM

	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
2018-2019	15	28	15	10	14	6	17	11	3	5	1	
2019-2020	28	46	45	38	56	66	42	32	15	21	20	17

■ 2018-2019   ■ 2019-2020
Total: 125   Total: 426
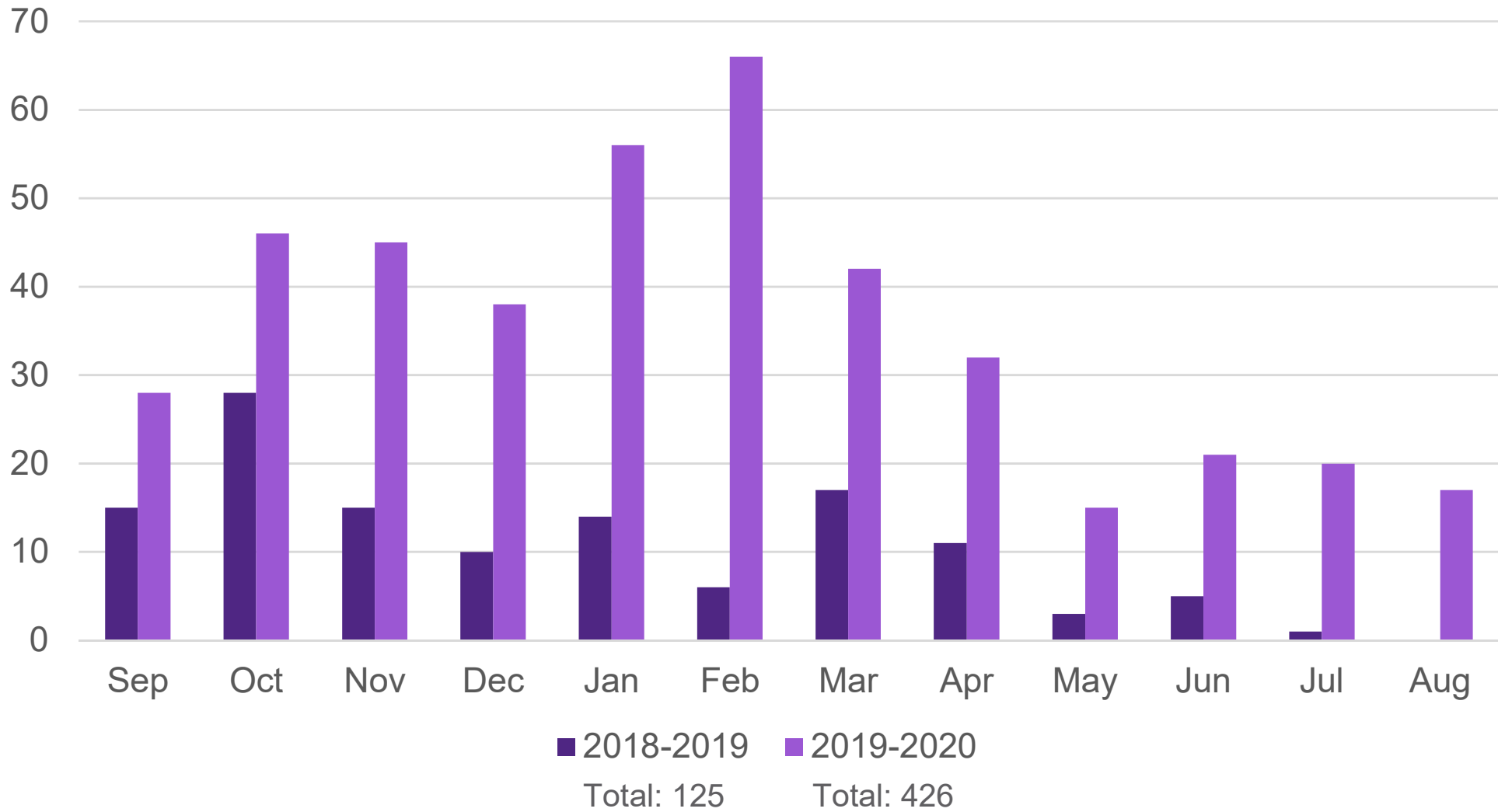
TOTAL NUMBER OF STUDENTS SUPPORTED BY COMPLEX CARE TEAM

Legend: ■ 2018-2019 ■ 2019-2020
Total: 537 Total: 328

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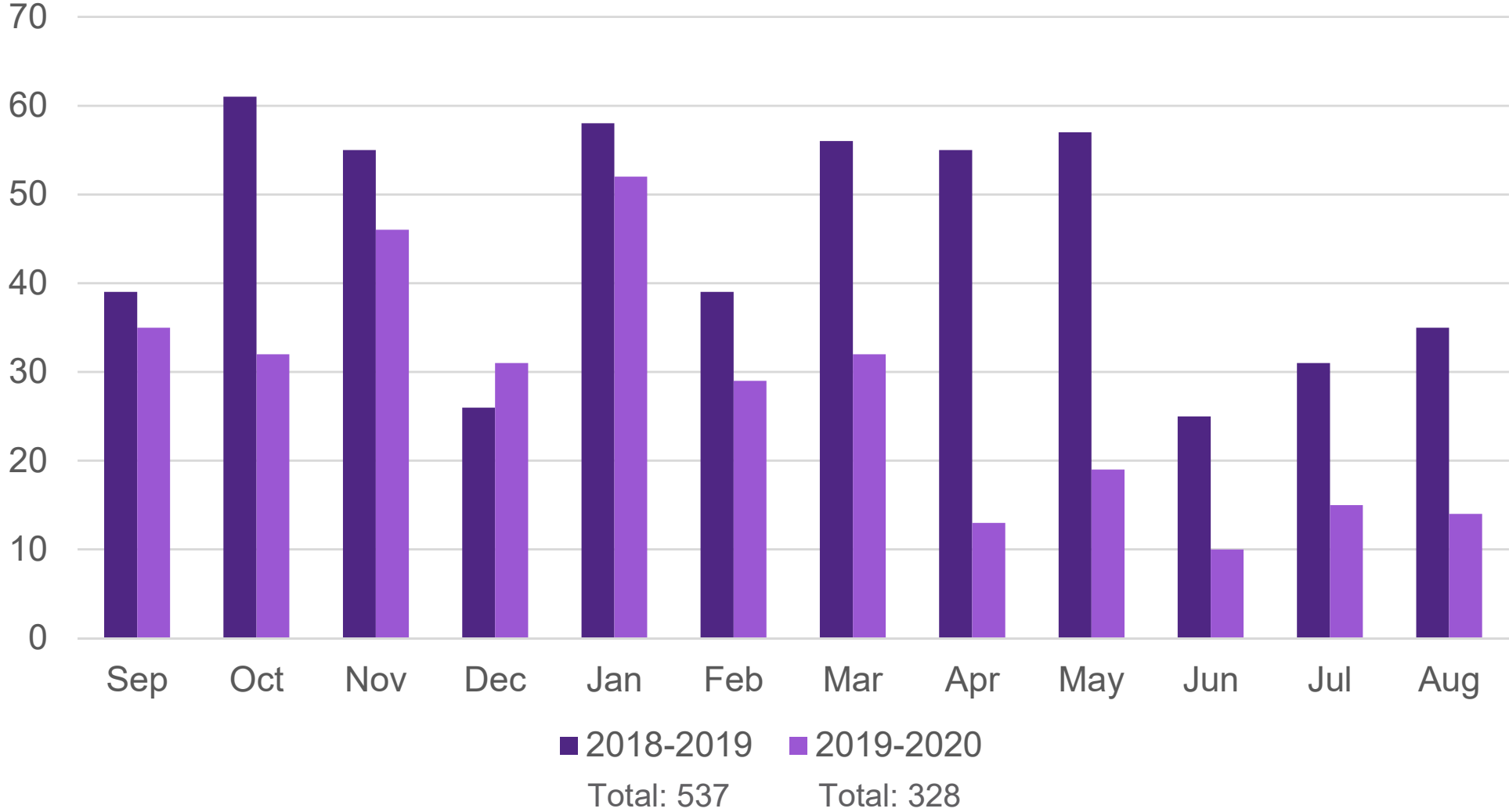
TOTAL NUMBER OF STUDENTS SUPPORTED BY THE CODE OF CONDUCT TEAM

Bar chart comparing total number of students supported by month.

2018-2019 — Total: 124
2019-2020 — Total: 272

Month	2018-2019	2019-2020
Sep	12	54
Oct	18	53
Nov	24	49
Dec	10	21
Jan	13	31
Feb	8	32
Mar	19	24
Apr	20	8
May		6
Jun		12
Jul		7
Aug		7

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THE BUDGET

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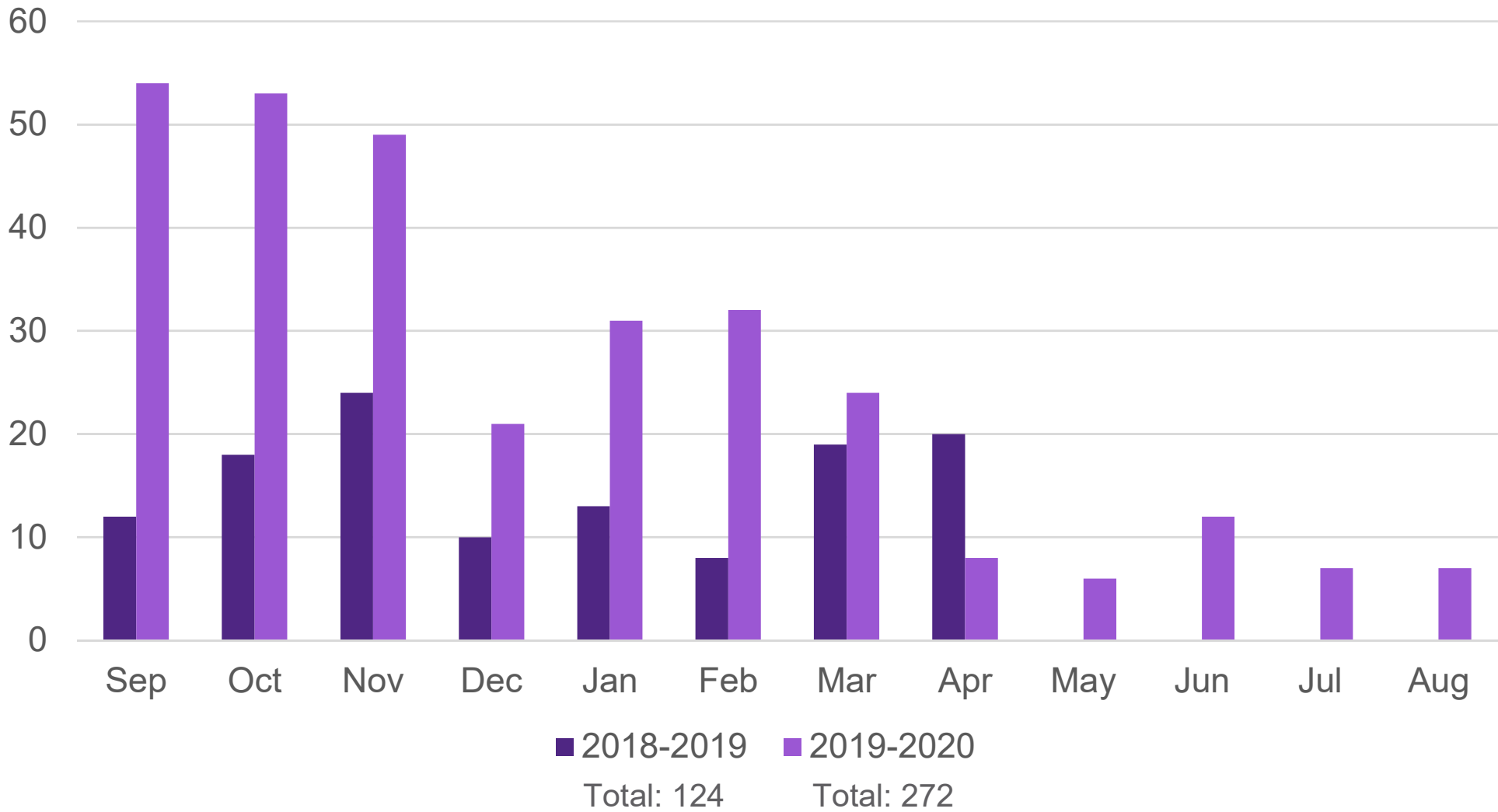
KEY PRIORITIES

PRIORITY	2019-2020	STATUS	2020-2021
1	Developing a New Office	✓	Adoption of Case Management Software
2	Technological/Digital Support	✓	Implementation of new GBV Policy
3	Room for Growth	✓	Integration of a currcular approach to SSCM

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THE IMPACT

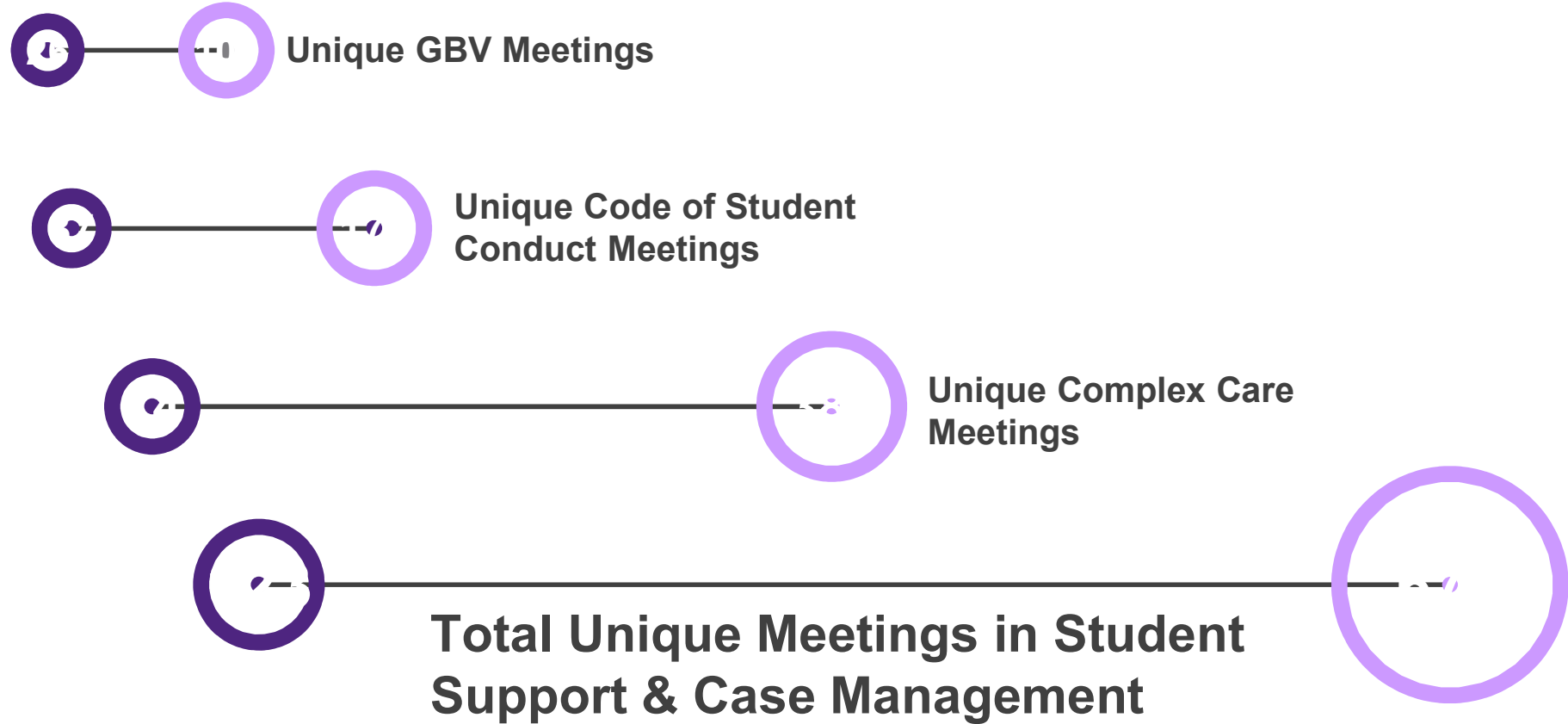What difference is made by our work?

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CRITICAL INCIDENT RESPONSE

Provided coordinated care for several critical incidents that brought all partners on campus together to support students.

2019-2020	PARTNERS	2020-2021
Death of a Student Protocol	Housing, CCPS, Registrar	In progress
Iranian Plane Crash	Housing & Hospitality, CCPS, Sport & Rec, Western International,FMP, USC, SOGS, Communications, Faculties	In progress
COVID-19 Supports	Campus-wide	In progress

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Student Experience Learning Goals

Adaptable Problem-solver — Students who are hopeful, self-confident, resourceful, and creative.

Community Builder — Students who are authentic, empathetic collaborative & self-aware.

Global Learner — Students who are equitable, globally aware and socially responsible.

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Student Experience Learning Goals

🚀 **Future-focused Planner** — Students who are goal-oriented, motivated, organized and self-directed.

💡 **Critical Thinker** — Students who are curious, engaged, and reflexive.

🌱 **Innovative Leader** — Students who exhibit integrity, judgement, and intercultural communication.

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THANKS!

Any questions?

You can find me at:

- amclind@uwo.ca

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APPENDICES

Takeaways to refer to.

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