



# The NABITA Standards for Case Management



# Part One: Structural Elements

## **STANDARD 1. DEFINE THE CASE MANAGER (CM) ROLE**

Case managers have a clearly defined role and purpose that includes providing goal-oriented and strengths-based assessment, intervention, and coordination of services to students experiencing academic, personal, or medical difficulties.

## **STANDARD 2. INFORMATION SHARING**

Case managers share and document information in accordance with the Family Educational Rights and Privacy Act (FERPA). The case manager's scope of privacy under FERPA is clearly defined, outlined, and explained to students prior to engaging in case management services.

## **STANDARD 3. MISSION STATEMENT**

Case management services have a clear mission statement which identifies the goals of case management services, balances the needs of the individual and the safety of the community, is aligned with the BIT, and is connected to the overall mission of the institution.

## **STANDARD 4. SCOPE OF SERVICES**

Case management services have a defined scope of services and offer support to students deemed eligible by the institution including those who are currently enrolled, on a leave of absence or medical withdrawal, or otherwise temporarily unenrolled from the institution that are experiencing academic, personal, or medical difficulties. It is important to clearly define scope of services to prevent scope creep—the process of slowly expanding the work the case manager performs.

## **STANDARD 5. TRAINING**

Case managers are competent in and receive ongoing professional development on student development theory, mental health, risk assessment, relationship and rapport building, cultural competence, and behavior change.

## **STANDARD 6. POSITION STRUCTURE**

Case management services are housed in a department that is appropriate for non-clinical case management, including receiving supervision from a designated administrator appropriately positioned to provide guidance on information sharing under FERPA, administrative issues, student support strategies, and crisis management.

#### **STANDARD 7. CASELOAD**

Case managers maintain a caseload that allows appropriate time for individual meetings, follow-up tasks, documentation, committee work, and other responsibilities with consideration given to the quantity, risk level, and complexity of the cases within each case manager's caseload.

#### **STANDARD 8. POLICY AND PROCEDURE MANUAL**

Case management services have a policy and procedure manual that is reviewed and updated annually and provides guidance regarding mission, scope, information sharing, responding to referrals, outreach protocols, assessment, service delivery, and case review.

## **Part Two: Process Elements**

#### **STANDARD 9. REFERRALS**

Referrals for case management services are actively sought and received through defined referral structures from various entities and all referral information for students seeking or referred to case management is appropriately documented.

#### **STANDARD 10. ASSESSMENT**

Case managers use an objective risk rubric to assess all initial referrals and engage in ongoing assessment throughout a case, appropriately documenting the initial risk rating and any subsequent changes in rating.

#### **STANDARD 11. OUTREACH**

Case managers attempt to contact students after receiving and assessing a referral based on a standardized outreach protocol which outlines the method and frequency of contact based on risk level.

#### **STANDARD 12. INTAKE APPOINTMENTS**

During an initial meeting, case managers conduct an intake to gather holistic information, assess the student's risk and needs, address initial presenting concerns or referral information, and develop an action plan for future case management work as appropriate.

#### **STANDARD 13. ACTION PLAN**

The case manager will create an individualized action plan in collaboration with the student based on risk level and presenting issues to guide service delivery, establish goals for case management services, and create measurable benchmarks for case progress.

#### **STANDARD 14. FOLLOW-UP SERVICES**

Case managers encourage and secure follow-up contact and/or appointments based on the action plan designed to address presenting and ongoing risk factors and assist the student in reducing barriers to success.

#### **STANDARD 15. REFERRAL AND SERVICES COORDINATION**

Case managers provide seamless and integrated referrals to appropriate campus and community resources and assist the student in accessing services by scheduling appointments, securing releases of information, and identifying transportation and financial resources.

#### **STANDARD 16. COLLABORATION AND CONSULTATION**

Case managers offer guidance to, and collaborate with, individuals who are engaged in the support network for a student to ensure continuity of care and reduce siloed information.

#### **STANDARD 17. INTEGRATION WITH BEHAVIORAL INTERVENTION TEAM (BIT)**

Case management services are directly connected to the work of the BIT through the case manager's active participation on the BIT and through a reciprocal referral process by which case management students are referred to the BIT and BIT students are referred to case management.

#### **STANDARD 18. CASE REVIEW**

Case managers regularly use a written and formalized case review protocol to determine and document the need to keep a case active, engage in case monitoring, or move a case to inactive.

#### **STANDARD 19. CASE MONITORING**

Following active case management service delivery to high-risk students, case managers develop an actionable and individualized monitoring plan to intentionally check for efficacy of interventions and change in risk level of students over an extended period of time.

#### **STANDARD 20. DOCUMENTATION**

Case management records are stored in an electronic recordkeeping system and maintain appropriate language and content for non-clinical services as part of a student's educational record governed by FERPA.

#### **STANDARD 21. MARKETING AND ADVERTISING**

Case managers market their services and educate their communities about what case management is, who it serves, and how to make referrals to case management.

## **Part Three: Quality Assurance and Assessment Elements**

#### **STANDARD 22. END-OF-TERM /END-OF-YEAR REPORTING**

Case managers collect and report data on referral demographics, case information, and service quality to identify trends, conduct quality assurance, and refine training, services, and programming.

#### **STANDARD 23. PROGRAM EVALUATION**

Case managers coordinate evaluation processes using research methods to measure case management programs' overall effectiveness in supporting students, reducing distress, and increasing safety.

#### **STANDARD 24. CASE MANAGER EVALUATION**

Case managers receive regular performance reviews including their contributions, accomplishments, and ongoing professional development.