

AGENDA

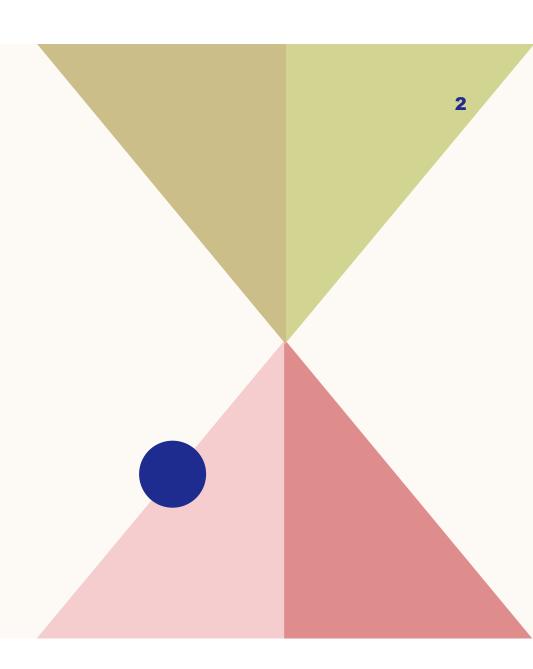
Who we are

What we do

Trends

Resources

Discussion



WHO WE ARE





PEOPLE AND POSITIONS

- Emily Harris Director
- Karen Minero Manager, Training & Outreach
- Hillary Thomas Case Manager, Dashew Center for International Students & Scholars
- Brianna Frazier Case Manager, Generalist
- Alejandra Cardenas Case Manager, Generalist
- John Kennedy Case Manager, Generalist
- Nick Blake Case Manager, BBRC and BRC student populations
- Stephanie Luna Case Manager for Graduate students
- Chelsea Cervantes Case Manager for Graduate students
- Tiffany Aluko Case Manager Center for Accessible Education (CAE)
- Carissa Requejo Crisis Support Program Coordinator

WHAT WE DO

WHAT CASE MANAGERS DO

- Case Management Services supports students who are in distress or causing distress among the community
- Upon receiving a referral, we generally offer to meet with the student to learn more about their needs and provide them with options to address their concerns.
- There's no limit on the number of times we meet with a student
- We inform the student we are not confidential and review reporting requirements

WHAT THE WORK LOOKS LIKE

- Explain policies/procedures to students
 Inform the student of how a decision may impact
 other areas like financial aid or housing
- Coordinate communication among several offices working to support the student and consolidate information
- Explain to student what to expect when working with specific campus resources
 Facilitate warm hand off from student to offices
- and/or specific people Check-in with student to see if completing tasks Contact professors on student's behalf Communicate with social workers if student

- hospitalized for psychiatric reasons
 Inform student of reporting options
 Determine which cases are referred to CRT

WHAT CRT DOES

- Interdisciplinary team meets weekly to consult on students in distress or causing distress among the community,
- Use tools and resources to gather information about concerns, including potential threats, to create plan to support the student and the community,
- Provide recommendations for transition of care/support for students of concern who are separating from the institution,
- Provide options to the campus community for how to obtain post-incident assistance.



ACADEMIC DEPARTMENT REFERRALS

During Fall 2024 and Winter 2025, CMS received the following number of referrals for unique students.

Total unique students: 1,594

Total referred by all staff: 921

Total referred by academic staff: 309

(19% of total referrals)

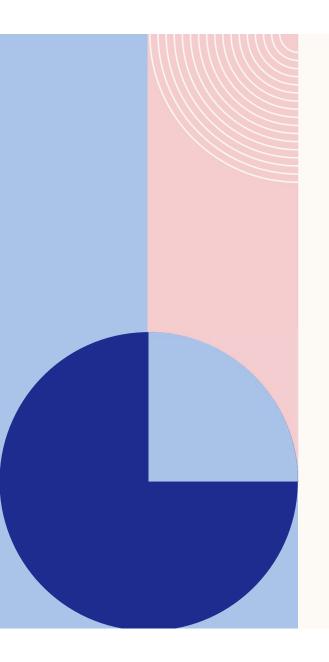
Total referred by faculty: 72

(4.5% of total referrals)

Total referred by TAs: 33 (2% of total referrals)

Referring Party	Academic Staff	Faculty	TA	Total
College L & S	160	45	31	236
DGE	80	18	>10	99
SEAS	20	>10	>10	24
Nursing	10	>10	>10	10
Arts & Architecture	>10	>10	>10	13

The following schools had less than ten students referred by academic units in total: Public Affairs, School of Law, School of Medicine, School of Music, TFT, Summer Sessions



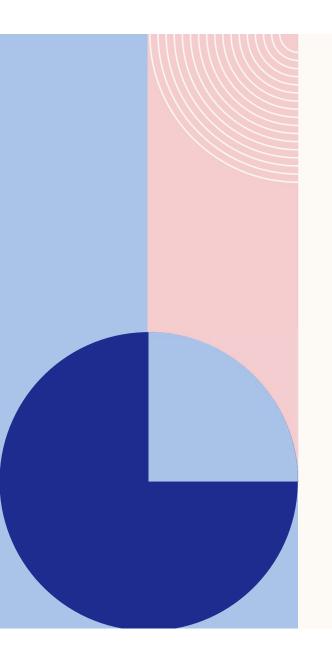
ISSUES IN 2025

LA FIRES

- Student Affairs contacted all students with a known address whose zip codes were in evacuation zones.
- Of those, CMS outreached to 108 students to provide them with support and identify who among them needed financial support to connect with ECRT.

INTERNATIONAL STUDENTS

- As of 4/21 the Dashew Center reported 9 terminations for current F-1 students and 10 for recently graduated students.
 - Dashew Center advised these students to meet with an immigration attorney.
- Dashew Center and campus parnters held weekly "International Student Wellness Space" during April so any international student could ask questions and get support.



ISSUES IN 2025

STUDENTS WHO ARE UNDOCUMENTED

- Students experiencing fear and anxiety for themselves and their loved ones.
- Students who are in need of legal guidance for themselves or their immediate family can make an appointment with the Immigration Services Team: Gina Pech and Daisy Perez
- Case Manager, Nick Blake, attends USP events and is keeping CMS informed of significant updates

RESOURCES

CMS OUTREACH WEBPAGE

Services



Request a Training



CMS Bruin Learn Site



Social Media



Liaison Program

DISCUSSION