



TW

BOTHELL

Division of Student Affairs

Care Team Annual Report
2021 - 2022

Table of Contents

02

Introductory message from the Dean

04

The CARE Team Introduction

06

The year in review

- Case totals
- Student emergency fund
- Accomplishments
- Challenges

12

What's next



September 2022

INTRODUCTION FROM THE DEAN

Dear Colleagues,

It is hard to believe that another academic year has come and gone here at the University of Washington Bothell. It has been, and continues to be, an honor to serve as the Chair of the UW Bothell CARE Team. Our team of dedicated and professional educators went above and beyond in their service to students at critical times of need.

As a team, we accomplished much in 2021-22:

- Along with the rest of the institution, successfully returned to in-person operations after spending nearly two years working and learning remotely
- Managed almost 500 cases, addressing the needs of more than 300 unique students
- Developed new policies and procedures to guide the work of CARE team in a more intentional and consistent manner
- In partnership with the United Way of King County and the UW Bothell Office of Financial Aid, distributed more than \$78,000 in Emergency Funds to UWB students in need

This report seeks to tell our story—the triumphs and challenges—to the UWB family. It is our hope that the sections that follow will help you better understand what we do, why and how we do it, and what we have learned. It is my honor to share this report with all of you.

Sincerely,

Tim Wilson, Ph.D.
Dean of Student Affairs
University of Washington Bothell

The CARE Team

The UWB CARE Team “provides private, proactive, and supportive consultation, assessment, response, and education regarding students who may be in distress or at risk.” We accomplish this through a “sole-designation” model whereby UWB community members and partners are able to access a variety of student support programs and services through one location. As a result, the Team seeks to provide a user-friendly experience for the community while providing support from appropriate campus entities.

The CARE Team’s core members for the 2021-22 academic year were:

- Tim Wilson, Ph.D. – Dean of Student Affairs (Chair)
- Wendi Maze – Case Manager for Student Success
- Cham Kao – Director of Campus Safety
- Mary Toll – Student Conduct.

Team Membership

Appointed by the Vice Chancellors for Academic Affairs and Enrollment Management and Student Affairs, the CARE Team is comprised of UWB professional staff and faculty. Core and rotating members comprise this group. Core members are selected based on their role at the University, while rotating members are selected based on their demonstrated behavior in providing exceptional service and support for students. Core members serve on the Team for the duration of their employment tenure, while rotating members serve for three-year terms. Rotating members are eligible to return to the Team following a one-year hiatus.

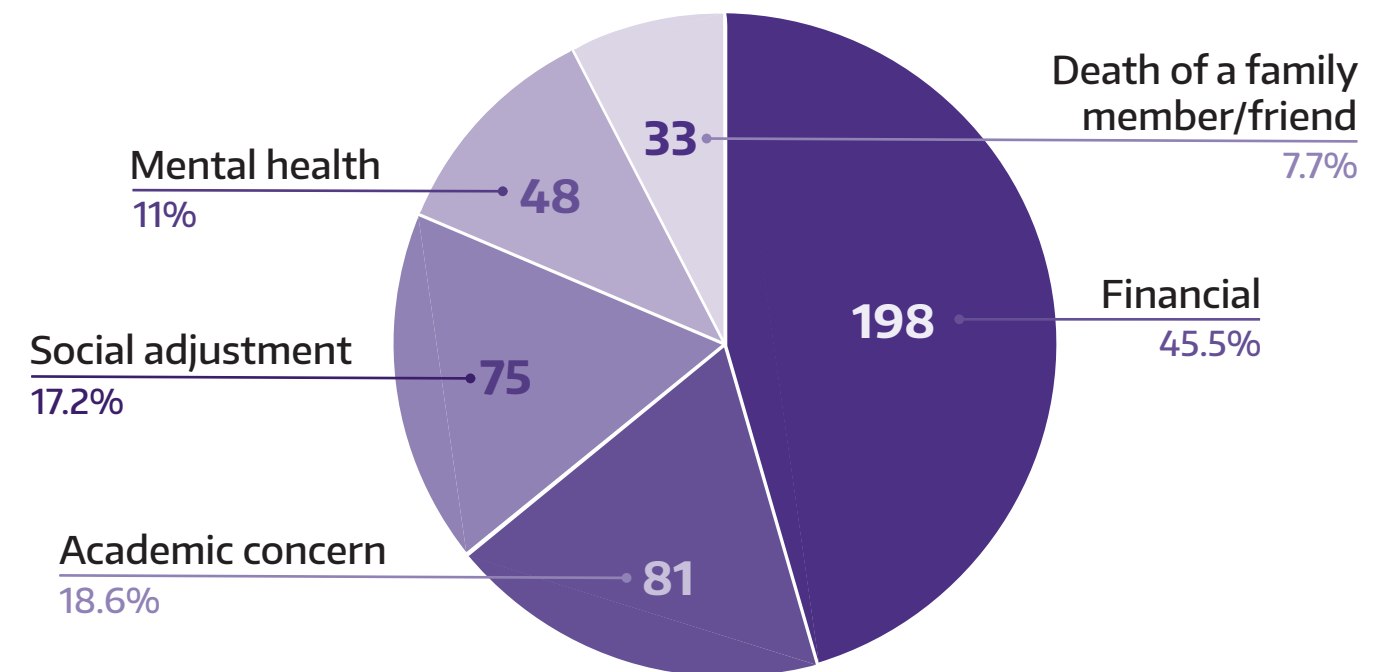
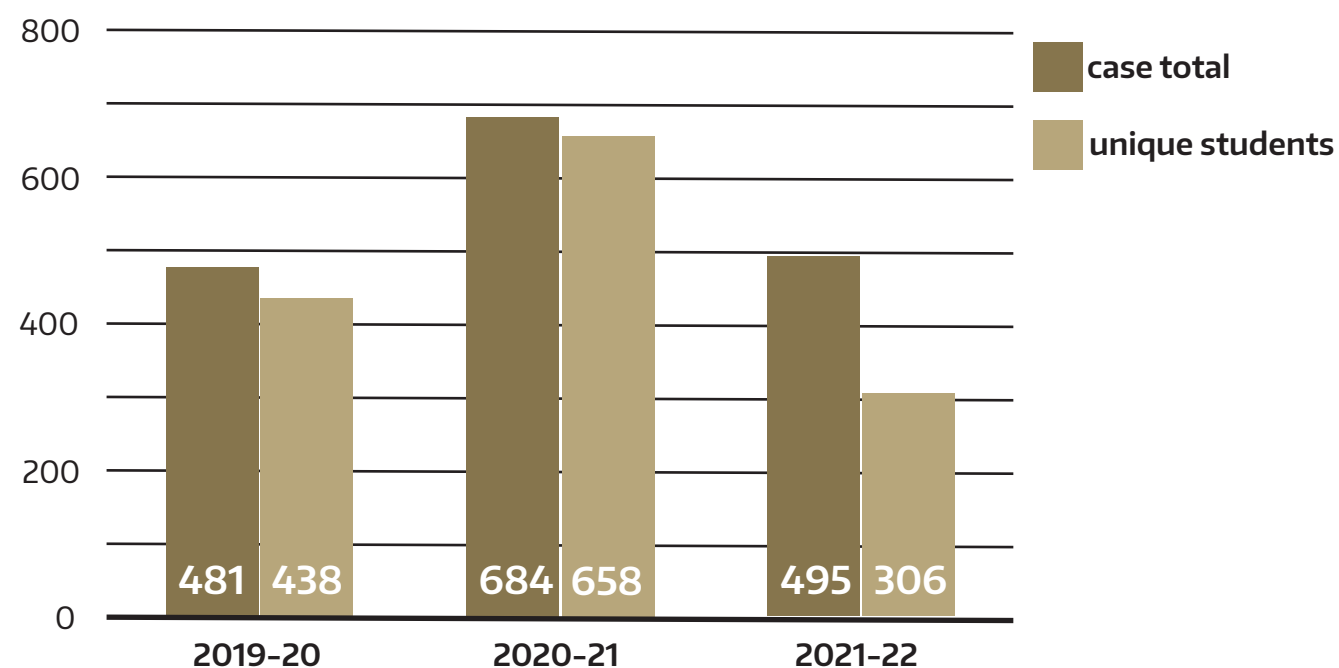
The Team’s rotating members for the 2021-22 academic year were:

- Jo Blue – Health and Wellness Resource Center Manager
- Summer Garcia, Ph.D. – Counseling Center
- Cinnamon Hillyard, Ph.D. – Associate Vice Chancellor for Student Success
- Elizabeth Wilmerding – Violence Prevention and Advocacy Program Manager
- Erick Lacayo – Academic Success Coach

THE YEAR IN REVIEW

Case Totals

During the 2021-22 academic year, 495 unique CARE reports were filed, addressing 606 areas of concern. These reports were filed on behalf of 306 unique UW Bothell students. Cases were tagged as mental health issues if the report noted a student engaging in self-harm (e.g., Cutting), expressing suicidal ideation, or admitting to dealing with depression. Cases where a student experienced anxiety in connection to academic performance, difficulty in connecting with peers, and the like were identified as social adjustment.



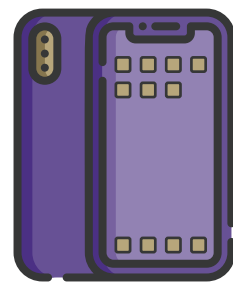
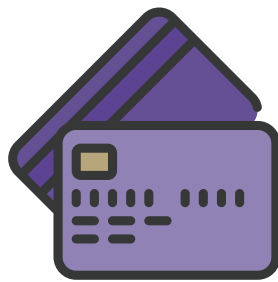
While mental health and social adjustment represent 20% of the concerns expressed, they were connected to a variety of other concerns. For example, a report might articulate that concern over finances is causing a student to feel depressed, which in turn is adversely impacting a student's academic performance. In such instances, the Team member assigned to the case connected students to resources such as the Counseling Center and the Student Emergency Fund. Other campus resources have included, but are not limited to the Health and Wellness Resource Center (HaWRC), academic advisors and coaches, etc..

Student Emergency Fund

Resourced through a partnership between the United Way of King County and UWB, the Student Emergency Fund was established to provide students with the emergency funding necessary to help students meet short-term financial obligations that will allow them to continue their studies. These short-term financial obligations include payments for:



- Car loans
- Car insurance
- Credit cards
(16%+ interest rates)



- Mobile phone/Internet
- Medical bills
- Utilities
- Textbooks

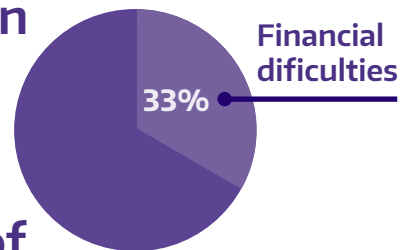


UWB students who are registered for classes are eligible to receive up to \$1,000 in grant aid. The CARE Team Chair is responsible for reviewing Emergency Fund requests and corresponding with students throughout the process.



Once a student has provided the necessary documents, the request is forwarded to Financial Aid for processing. After the funds have been posted to a student's account, the case is referred to the United Way Benefits Hub Manager who then facilitates contact with a Financial Coach that can help the Emergency Fund recipient with broader personal budget and finance strategies.

During the 2021-22 academic year, financial difficulties represented a third of the concerns articulated in CARE reports. Student Emergency funds were awarded to 62 UWB students. These students received an average of \$1,266 in aid, for a total of \$78,521. Seniors represented 60% of the awardees. Thirty-five percent of the awardees applied for and received emergency aid multiple quarters during the year. Students who received emergency aid had a median GPA of 3.25 and 91% of awardees who were eligible to return to UWB (e.g., Those not graduating) were retained in the quarter following their Student Emergency Fund award.



THE YEAR IN REVIEW

ACCOMPLISHMENTS



The CARE Team made significant strides during the 2021-22 academic year. These accomplishments included successfully **recruiting and onboarding new Team members** while **managing 500 cases** throughout the year. Additionally, **\$78,000 in Student Emergency Funds** were distributed to **62 UWB students during the fiscal year**. A **data gathering infrastructure was developed** to better understand the demographics of Emergency Fund recipients in an effort to better understand who these students are and where their needs lay. Work was also started to **document the Team's policies and procedures** to provide more consistent guidance to members as they manage cases throughout the year.

The **unexpected departure of the Chair, Dr. Rosemary Simmons**, left **several projects unfinished**. For example, during the 2020-21 academic year, the CARE Team decided to move away from a specialist model of care to a more generalist model. This move was inspired out of a need for greater sustainability as Dr. Simmons was charged with managing the lions share of cases during the year. The Team originally planned to use the 2021-22 academic year to develop a comprehensive recruiting and training plan, but in addition to Dr. Simmons' departure, **many veteran Team members—save the Case Manager—departed** leaving the **new group without much direction or capacity** to carry out the directives from the previous year.

In addition to key personnel departures, it also became apparent that many of the Team's **core operating policies and procedures had not been documented**. As a result, it was **difficult to train new members or rely on established and documented procedures** when it came to managing cases throughout the year. Starting in the Spring quarter, time was devoted to documenting policies and procedures to guide recruiting and onboarding new team members and case management, as well as developing training modules for the Team.

CHALLENGES



Members

1 In the coming year, the CARE Team will focus on refining its policies and procedures as well as enhancing the skills of its members. In the Fall, the Team will initiate a training program for Team members. This training will help members better understand UWB student demographics, enhance knowledge of campus resources, and build confidence in their ability to effectively use the Advocate, the platform utilized to receive and process CARE reports.

Handbook

2 In addition to implementing a new training program, a handbook articulating the steps Team members should take when managing cases will also be developed and distributed. Having such a manual will go a long way toward remedying the situation the Team found itself in at the start of the 2021-22 academic year, when it was discovered that its procedures were not documented.



Surveys

3 Finally, a more intentional effort will be made to better understand the impact of Student Emergency award funding on student success. It was previously noted that more than 90% of Emergency Fund awardees were retained at UW Bothell. Results from a survey released toward the end of the last academic year show that awardees believed emergency funding reduced their stress, reduced their debt, and made it easier for them to remain enrolled at UWB. While the n for this survey was very low, the results are promising. A more frequent and intentional effort to survey Emergency Fund awardees and engage in non-survey assessment efforts will be undertaken to determine if other strategies to help students in need will be helpful.