

Advising as Case Management

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What is “Case Management”

- It is a “collaborative process of assessment, planning, facilitation, and advocacy for options and services that meet an individual’s needs through communication and available resources to promote quality, cost-effective outcomes”.

Case Management Society of America, 2008.

Universal Functions of Case Management

- Identifying and attracting clients
- Intake and assessment of needs
- Development of a service plan
- Advocating for client needs
- Brokerage (referral to) of services
- Implementation/monitoring service plan
- Evaluating/adjusting plan as needed
- Determining outcomes of plans

Common Barriers to Student Success



- Financial
- Work/Family/School conflicts
- Academic deficiencies
- Time management issues
- Unrealistic expectations (own/others)
- Lack of awareness of resources
- Unwilling to ask for help or admit need
- Uncertainty of goals/plans

What should “good” advising include?

- Outreach
- Referral or brokerage
- Ongoing assessment
- Advocacy
- Evaluation



Using a Case Management Model



○ Considerations:

- > Setting the stage for meetings
- > Using good communication for intake
- > Conduct intake; show empathy; build trust
- > Use the “right” words
- > Be mindful of body language and non-verbal cues
- > Use empathic listening skills
- > Set and maintain professional boundaries
- > Work within appropriate time limits

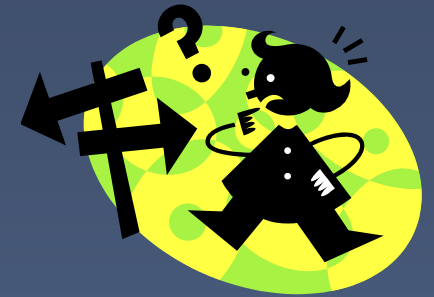
Understanding Problems



- Clearly understand the cause
- Make decisions that lead to problem resolution
- Consider what motivates each student
- Help students establish problem ownership
- Teach the DECIDE Model of decision making and illustrate its use

The DECIDE Model

- Creates a framework for more rational and timely decision making
 - > Define the decision to be made
 - > Estimate the resources needed
 - > Consider alternative possibilities
 - > Imagine the consequences of each
 - > Develop an implementation plan and act
 - > Evaluate the results of action



Why Students Avoid Seeking Help

- ◉ Fear of the unknown
- ◉ Procrastination
- ◉ Fear of making a mistake
- ◉ Fear of taking responsibility
- ◉ Feeling overwhelmed
- ◉ Relies too much on opinions of others
- ◉ Feeling overwhelmed and confused
- ◉ Denial of problem(s)
- ◉ Decidophobia



Conclusion



- Case management techniques can be used to increase effectiveness of academic advising.
- Barriers to success can be ameliorated or eliminated through good client assessment and effective referrals.
- Advisors should assist students in developing good problem solving and decision making skills.

References



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