



CARE Team

Annual Report

2022 - 2023

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INTRODUCTION FROM THE DEAN

September 23

Dear Colleagues,

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 have once again gone above and beyond in their service to students at critical times of need.

As a team, we accomplished much in 2022-23:

- Managed almost 500 cases, addressing the needs of more than 300 unique students
- In partnership with the United Way of King County and the UW Bothell Office of Financial Aid, distributed more than \$115,000 in Emergency Funds to UWB students in need
- Developed and distributed a CARE Team resource sheet known as The Purple Sheet to help faculty and staff understand how they could best support students in distress
- Made significant strides regarding team operations, the development of a team handbook, and in more intentional data gathering regarding Emergency Fund recipients.

This report seeks to tell our continuing story—the triumphs and challenges—to the UWB community. It is our hope that the following sections will help you better understand what we do, why and how we do it, and what we have learned.

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 can access a variety of student support programs and services through a single hub. As a result, the Team seeks to provide a user-friendly experience for the community while providing support from appropriate campus entities.



Team Membership

Appointed by the Vice Chancellors for Academic Affairs and Enrollment Management and Student Affairs, the CARE Team is comprised of core and rotating members selected from the UWB professional staff and faculty. 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 CARE Team's core members for the 2022-23 academic year were:

- Tim Wilson, Ph.D. – Dean of Student Affairs (Chair)
- Ayaka Vonil-Fish – Case Manager
- Cham Kao – Director of Campus Safety
- Jessica Mason – Director of the Counseling Center
- Mary Toll – Director of Student Conduct.

The Team's rotating members for the 2022-23 academic year were:

- Jo Blue – Assistant Director, Prevention, Health and Wellness
- Dion Cromarty – Assistant Director, Residential Life
- Summer Garcia, Ph.D. – Counseling Psychologist
- Cinnamon Hillyard, Ph.D. – Associate Vice Chancellor and Dean of Student Success
- Bethanie Lee – Victim Advocate
- Wendi Maze – Student Success Manager
- Val Tovar – Director, Prevention, Health and Wellness

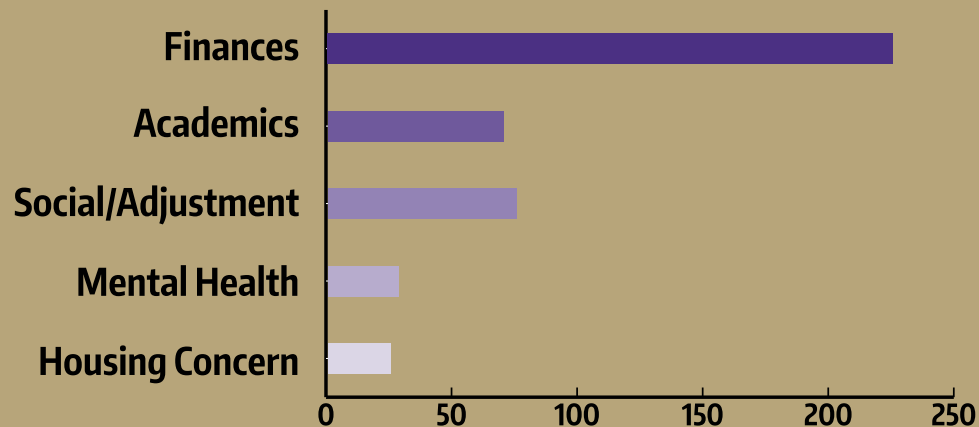
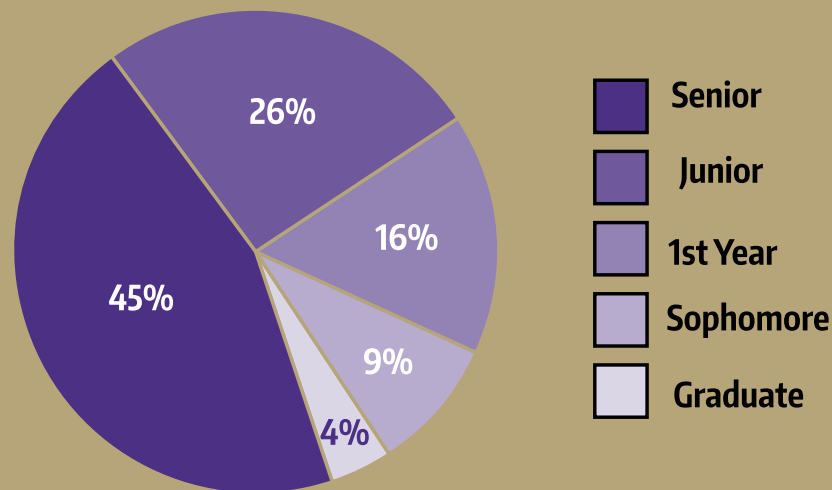


The Year in Review

Case Totals

During the 2022-23 academic year, 484 unique CARE reports were filed, addressing 575 areas of concern. These reports were filed on behalf of 306 unique UW Bothell students. Juniors and Seniors comprised almost three-quarters of the students referred to the CARE Team. 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.

Academic Standing



Student Emergency Fund

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

- Car loans
 - Car insurance
 - Credit cards
 - Mobile phone/Internet
 - Medical bills
 - Textbooks
 - Utilities
-



Accomplishments

The 2021-22 End of Year Report articulated three primary goals for the 2022-23 academic year. These goals revolved around team operations and training, development of a handbook, and more intentional data gathering.

Team Operations

Last year, greater attention was paid to enhancing CARE Team members' skills related to case management, effectiveness in the use of the Advocate platform, and increasing their knowledge of campus resources. In the Fall, the CARE Team conducted a training retreat to address all of these issues and review data collected about the previous year's operations and case management.

Additionally, a training series entitled Six Slides or Less, was created to help team members better understand campus resources available to them to facilitate cases, and a Team SharePoint site was created to house important documents, resources, etc.

Handbook

Work was initiated in the Fall and Winter quarters to memorialize CARE Team policies and procedures. While the pieces to this handbook have been created, the final version was not finalized. This work will continue and be completed during the 2023-24 academic year.

Data Gathering

This past year, a more intentional effort was made to survey Emergency Fund recipients on their experience in applying for an award, as well as the award's impact on them. This more intentional effort led to a four-fold increase in the number of respondents in 2022-23.

A final accomplishment from 2022-23 was the development and implementation of a resource known as The Purple Sheet. This document provided readers with information about resources such as the CARE Team, SafeCampus, as well as information on how and when to initiate CARE reports versus academic alerts through Navigate. It is our intention to develop and distribute other Purple Sheet resources to faculty and staff in the upcoming year.

Challenges

While there was greater stability in regard to team membership this past year, the turnover that did occur significantly impacted the team. Initially, Wendi Maze transitioned out of her role as Case Manager into a new role as a Student Success Manager at UW Bothell. Ayaka Vonil-Fish was hired to serve as the new Case Manager. A few weeks after starting, we were informed that Vonil-Fish's partner (who was in the Army) would be transferred to Okinawa, Japan. Once Vonil-Fish departed, we were fortunate to be able to bring Maze back as a part-time Case Manager, but the projects we had assigned to Vonil-Fish had to be paused. We look forward to hiring a new Case Manager to start the 2023-24 academic year.



What's Next?

Phase one of the new Residential Village will open in September 2023. This first phase will introduce Summit Hall's 385 beds and a new dining facility to the UW Bothell campus. While this addition will be exciting for the campus community, it is also expected to increase usage of a number of campus facilities (e.g., the ARC) and services (e.g., Counseling Center). We anticipate an increase in the number of residentially based reports to the CARE Team starting in Fall 2023.

In addition to the opening of the new Residential Village, the United Way of King County (UWKC) has expanded the types of invoices students can submit when applying for Emergency Funds. These new categories will include food, school fees, technology emergencies, and transportation. These expanded categories may well lead to increased requests for assistance from this valuable resource.