

# Integrating Early Alerts and Case Management

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## Workshop Guide

Integrating Alerts and Case Management into your institution's Coordinated Care Network requires thoughtful design and planning. By its very nature, a true *Coordinated Care Network* requires collaboration, communication, and organization. To best accomplish these goals, we recommend that Navigate Leadership Teams partner with stakeholders across the institution to develop the collection processes, triage protocols, and intervention pathways that work best for the students, staff, and faculty for your campus.

**Use this Workshop Guide** to structure an interactive workshop and gather stakeholders across campus who can help to: examine Early Alerts processes; determine opportunities to streamline; identify when and how alerts should prompt cases; and outline the details of specific intervention pathways. This workshop is designed to create buy-in, accountability, and a shared vision for the final plans.

## Considerations

Here are some logistics to consider when setting up and preparing for this session:

### *Who should be in attendance?*

- Faculty (selection of) – They are often the most common source for alerts, especially coming from Progress Reports. Their presence can also create clarity around what is their responsibility in responding to alerts on students (e.g. faculty should be connecting with students in their courses who are academically not performing well)
- Case Management Staff – Staff who are primarily responsible for responding to cases that are opened and connecting students to specific resources/support on campus
- Advisors (Faculty and/or Staff; selection of) – These individuals are often notified when alerts are issued on a student and might be having conversations with students based on trends they are seeing.

### *How much time is required?*

- A minimum of 2 hours is needed for this session, but ideally you would be able to set aside up to 4 hours to best support decision-making and reduce follow-up activities. Both timelines are outlined below.

### *What should happen during the session?*

- This session has two major parts:
  1. An overview of early alerts and case management
  2. Brainstorming and working time within four of the five steps outlined in the early alerts presentation (Planning & Goal Setting, Collection, Triage, Intervention Pathway). Assessment can be included but for timing can be discussed broadly during the "Planning & Goal Setting" portion.

### *How do I facilitate the brainstorming session?*

- For this part of the session, you will want to have Post-Its for the attendees, as well as the larger wall Post-Its (or designate a wall for each of the steps).
- You will want to break the room up into smaller groups. This can be done by college/school or at random, depending on what you and your leadership team think is best. Once broken up, move the participants through each of the steps of the process. Remind the group that you want to get as close to a shared list of alerts (and ones that prompt cases), timelines in the term, intervention responses, and who is responsible for interventions/follow-up.
- Depending on the amount of time available, you may want to distribute copies of the Early Alerts Process Handout (separate handout) to the groups to have them fill out.

## Two-Hour Session Outline

Time	Session Component	Goals	Notes to Consider
30-45 minutes	<b>End-to-End Early Alerts Presentation</b>	Provide an overview of Early Alerts and Case Management	<ul style="list-style-type: none"> <li>• At the end of the presentation you will need to break the room up into groups</li> <li>• Be sure to provide examples of appropriate answers to each of the steps in the process (potentially put them on the large Post-Its as well)</li> <li>• Let attendees know to put Post-Its up on wall as they complete them so that you can begin to theme them and report out every 15-20 minutes</li> </ul>
75-90 minutes	<b>Brainstorming Exercise &amp; Discussion</b>	Small groups will discuss each step of the process (Planning & Goal Setting, Collection, Triage, & Intervention Pathway) and write down aspects of their discussion to be reviewed later	<ul style="list-style-type: none"> <li>• During the brainstorming exercise, group can go at their own pace, but encourage groups to start at the Goal Setting step since it is often the step that is most forgotten and can drive answers in the other steps of the process</li> <li>• Remind groups to put of their answers from their Post-Its on the larger Post-Its</li> <li>• Start to theme answers on the larger Post-Its</li> <li>• Share out the responses every 15-20 minutes and get a pulse check in the room to see if these are in alignment or are what they would have expected (will want to keep the pulse check &amp; response brief since time is limited)</li> <li>• Most likely there will not be consensus amongst the groups so with 15 minutes remaining, ask small groups to transition to the handout to create their "ideal" early alerts process for the institution → these will be collected and reviewed by the leadership team to determine next steps</li> <li>• If necessary, move to alert and intervention example slide to remind group of goals</li> </ul>
5-10 minutes	<b>Report Out &amp; Wrap Up</b>	Small groups will share insights or thoughts from their discussions	<ul style="list-style-type: none"> <li>• Ask each group to share 1-2 insights or thoughts from their discussion</li> <li>• Share next steps with the group. Include details around expectations, timeline, next steps, etc.</li> </ul>

## Four-Hour Session (or Retreat) Outline

Time	Session Component	Goals	Notes to Consider
30-45 minutes	<b>End-to-End Early Alerts Presentation</b>	Provide an overview of Early Alerts and Case Management	<ul style="list-style-type: none"> <li>At the end of the presentation you will need to break the room up into groups</li> <li>Be sure to provide examples of appropriate answers to each of the steps in the process (potentially put them on the large Post-Its as well)</li> <li>Let attendees know to put Post-Its up on wall as they complete them so that you can begin to theme them and report out every 15-20 minutes</li> </ul>
40-60 minutes	<b>Planning &amp; Goal Setting</b>	Small groups will focus on Planning & Goal Setting portion of the process and write down aspects of their discussion to be reviewed later	<ul style="list-style-type: none"> <li>Remind groups to put of their answers from their Post-Its on the larger Post-Its</li> <li>Start to theme answers on the larger Post-Its</li> <li>After about 30 minutes, share out the responses and get a pulse check in the room to see if these are in alignment or are what they would have expected</li> <li>After the pulse check, open the floor for discussion to being to get consensus from the room → once some consensus is reached start to keep track on the handout</li> </ul>
40-60 minutes	<b>Collection</b>	Small groups will focus on Collection portion of the process and write down aspects of their discussion to be reviewed later	<ul style="list-style-type: none"> <li>Remind groups to put of their answers from their Post-Its on the larger Post-Its</li> <li>Start to theme answers on the larger Post-Its</li> <li>After about 30 minutes, share out the responses and get a pulse check in the room to see if these are in alignment or are what they would have expected</li> <li>After the pulse check, open the floor for discussion to being to get consensus from the room → once some consensus is reached start to keep track on the handout</li> </ul>
40-60 minutes	<b>Triage</b>	Small groups will focus on Triage portion of the process and write down aspects of their discussion to be reviewed later	<ul style="list-style-type: none"> <li>Remind groups to put of their answers from their Post-Its on the larger Post-Its</li> <li>Start to theme answers on the larger Post-Its</li> <li>After about 30 minutes, share out the responses and get a pulse check in the room to see if these are in alignment or are what they would have expected</li> <li>After the pulse check, open the floor for discussion to being to get consensus from the room → once some consensus is reached start to keep track on the handout</li> </ul>
40-60 minutes	<b>Intervention Pathway</b>	Small groups will focus on Intervention Pathway portion of the process and write down aspects of their discussion to be reviewed later	<ul style="list-style-type: none"> <li>Remind groups to put of their answers from their Post-Its on the larger Post-Its</li> <li>Start to theme answers on the larger Post-Its</li> <li>After about 30 minutes, share out the responses and get a pulse check in the room to see if these are in alignment or are what they would have expected</li> <li>After the pulse check, open the floor for discussion to being to get consensus from the room → once some consensus is reached start to keep track on the handout</li> <li>If necessary, move to alert and intervention example slide to remind group of goals</li> </ul>
5-10 minutes	<b>Report Out &amp; Wrap Up</b>	Small groups will share insights or thoughts from their discussions	<ul style="list-style-type: none"> <li>Ask each group to share 1-2 insights or thoughts from their discussion</li> <li>Share next steps with the group. Include details around expectations, timeline, next steps, etc.</li> </ul>

\*The outline above has the different steps of the process as distinct components, however you can also structure the time similar to two-hour session outline to be more free-flowing and groups can work on all four steps at once and then leave 30 minutes or so at the end for discussion.