



Columbus College of Art & Design

Care Coordination Policies & Procedures

Eligibility for Services

All currently registered, degree-seeking students are eligible for Care Coordination services (including Master's students). Services are provided for students free of charge. There is no current session limit on services, but the number of sessions and type of services available will be determined by the Care Coordinator's judgment in collaboration with each individual student and their needs.

Incoming First-Year Students and Transfer Students

Students enrolled for an upcoming semester, Fall or Spring, will qualify to receive services once the student is on campus and the semester/orientation has commenced. Prior to the beginning of the semester, (the summer prior to Fall classes beginning or Winter Break prior to Spring semester) incoming students will qualify only for Consultation services to answer initial questions and link to community and campus resources.

Transferring Away or Taking a Semester Off

If a student chooses to un-enroll for a period of time (a semester or longer) or chooses to transfer, the student is no longer eligible for ongoing services with Care Coordination until their return. The Care Coordinator will do their best to provide referrals for ongoing care and community resources but cannot guarantee ongoing services once the student leaves CCAD. The student is welcome to return to Care Coordination services if re-enrolled in course work at CCAD.

Graduating Students

Students are no longer eligible for Care Coordination services post-graduation. The Care Coordinator will provide services through the end of the month of graduation (Ex: May graduation students will qualify for services through May 31st). Referrals for ongoing care will be provided but the Care Coordinator cannot guarantee ongoing services with outside clinicians.

Summer & CCAD Breaks Service Changes

The Care Coordinator operates at a limited capacity over the summer months and will continue working with current students and will accept returning students on a case-by-case basis.

The Care Coordinator does not operate during CCAD's observed holidays and breaks and will not respond to email or offer appointments during these times. Students should contact 911 or local emergency services if a crisis arises during these times.

(Office Closures include: Labor Day, Thanksgiving Break, Winter Break, MLK Day, Memorial Day, Juneteenth, and Independence Day)

Care Coordination Records

All documentation and notes from appointments with the Care Coordinator that are recorded in the CCAD database are FERPA records and are therefore accessible under the guidelines of FERPA. Student Records and release forms can be requested at Student Central.

Level of Care & Referrals

Care Coordination is meant to be a guide to get students through a tough situation or get them connected to the right resources for their specific needs. Rather than a one-stop shop for helping students, it is better to think of it as the first stop on a journey toward growth, success, and wellness and the Care Coordinator as a helping hand. If the needs are beyond the scope of care provided by the Care Coordinator, the student will be referred to services that are equipped to meet the student's specific needs. Students have the right to disagree with or refuse to follow recommendations made by the Care Coordinator, and this will not cause you to be denied other appropriate services or referrals; however, when serious health, safety, or medical concerns are present, this right may be suspended. Students always have the right to consult with outside referral sources.

Discontinuation of Services

A student can choose to discontinue services with the Care Coordinator at any time. If the student is engaged in ongoing appointments, the student is encouraged but not required to provide notice to the Care Coordinator that they wish to discontinue services.

If a student has a concern about services received or the Care Coordinator, they can email the Director of Counseling & Wellness, Katie Goettemoeller, at kgoettemoeller@ccad.edu.

Termination of Services

A student will be terminated from Ongoing Care Coordination services following 45 days of having no scheduled appointments and no contact with reasonable outreach attempts (at least 2 documented attempts via the Care Coordinator). Services can be restarted at any time by making a new appointment or reaching out to the Care Coordinator.

Refusal of Services

The Care Coordinator can, in limited situations, choose to refuse services to a student. In these situations, the Care Coordinator will provide referrals to appropriate resources and will communicate next steps clearly with the student. The Care Coordinator will not, under any

circumstances, discontinue or refuse services without extensive communication with the student and reasonable attempts to continue to provide appropriate services.

These situations may include, but are not limited to the following:

- Repeated refusal by the student to complete required paperwork despite reasonable accommodations to assist in completion (Ex: disability accommodations, assistance in reading/writing, support measures).
- The student has exceeded the level of care the Care Coordinator is capable of providing and has been provided appropriate referrals for ongoing support to the best of the Care Coordinator's ability.
- The student requires care that is out of the scope of practice of the Care Coordinator
- It has become apparent that the Care Coordinator is no longer a good fit for the student's needs due to continued disregard for recommendations and referrals, active refusal of services, or repeated inappropriate behavior during appointments.
- Continued misuse of services including excessive walk-in requests without scheduled appointments and/or disruptive behavior resulting in Dean of Student or Safety & Security involvement.
- The student becomes an imminent risk to themselves, the Care Coordinator, and/or other faculty, staff, and students through egregious acts within the Loann Crane Center for Design (Ex: Threatening staff, students, or unwillingness to leave the building upon being asked)
- The student is excessively absent to scheduled appointments despite appropriately provided reminders, scheduling accommodations, and other changes to best fit the student and Care Coordinator's needs.