

## What's in a Name? Clinical vs. Non-Clinical Case Managers

Higher education case managers are typically designated as either clinical or non-clinical. According to the 2017 HECMA Survey, 75.8% of case managers are in a non-clinical role (Dugo, Molnar, Falter, 2017). These non-clinical case managers also tend to have a higher representation on behavioral intervention teams. Twenty-nine percent of teams have a non-clinical case manager, while only 10% have a clinical case manager (Schiemann & Van Brunt, 2018). This tendency toward the non-clinical role is likely due to the difference in the types of services they can offer, and their ability to more freely share information. Given the significance of these differences, and the implications they have on the services delivered, it is important to distinguish the differences between these two case management roles.

### Clinical

- Has clinical license
- Hired by school to practice mental health treatment
- Governed by state confidentiality
- Notes kept in privileged database

### Non-Clinical

- May have a clinical license, but not operating under it
- Hired by school to offer support and non-clinical counseling
- Governed by FERPA
- Notes kept in BIT or similar database

Case managers also need to be clear with their students about their role on campus, letting them know up front about their scope of services and confidentiality. Case management, even non-clinical case management, can feel a lot like therapy to the student: they are being supported, the case manager is empathetic, and they are receiving help. As such, the case manager needs to be clear with the student on whether they are confidential and what type of services they do and do not offer. This should be done through an informed consent at the outset of services. Informed consents should contain straight-forward language and avoid jargon or overly complicated explanations. The informed consent should also be explained in-person during the first portion of the intake or first appointment so that the case manager can clarify their role directly to the student.

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