

When case managers are developing action plans, it is imperative to not only consider which interventions will be useful, but to also plan for the timing of deploying the interventions. Given that the interventions are chosen based on the level of risk, it makes sense then that the timing of the interventions should also be dependent on risk. As risk increases, so does the need to intervene quickly.

- For mild interventions, think weeks, not days;
- For moderate interventions, think days, not weeks;
- For elevated interventions, think hours, not days;
- For critical interventions, think minutes, not hours.

Waiting too long to move forward with an action plan based on risk can have a devastating, negative impact on the institution. Moving too quickly can push against individual rights to privacy and freedom. A frequent, recurring training topic is how to ensure the assessment of risk matches the intervention that is deployed. As with Goldilocks and her porridge, we do not want the interventions to be too hot or too cold, but rather, just right. The timing of how these interventions are deployed is an essential aspect to ensuring the mitigation of risk.

Given that case managers are often the staff members tasked with carrying out the interventions and arranging a meeting with a student, case managers need to even further operationalize when and how they reach out to a student. Cases with the same risk rating should receive similar outreach. There should be continuity with each risk level regarding how the case manager contacts the student including timeframe, frequency, and method. This not only offers standardization of care, but it prevents burnout for case managers as they do not have to reinvent the wheel each time they attempt to figure out how and when to contact a student. Knowing that specific outreach methods will be based on institutional culture and available resources, consider the following as an example outreach timeframe based on risk level:

<b>Mild: 4 contact attempts over 11 days</b>	<b>Moderate: 6 contact attempts over 8 days</b>
<ul style="list-style-type: none"> <li>• 1<sup>st</sup> day: 1<sup>st</sup> email and phone call</li> <li>• 7<sup>th</sup> da: 2<sup>nd</sup> email and text message</li> <li>• 11<sup>th</sup> day: Resource letter, close case</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> day: 1<sup>st</sup> email and phone call</li> <li>• 4<sup>th</sup> day: 2<sup>nd</sup> email and phone call</li> <li>• 6<sup>th</sup> day: Phone call and text message</li> <li>• 8<sup>th</sup> day: Resource letter sent</li> </ul>
<b>Elevated: 6+ contact attempts over 3 days</b>	<b>Critical: Unlimited attempts until safety is established</b>
<p><b>*If concern for immediate safety, arrange wellness check</b></p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> day: 1<sup>st</sup> email, phone call and text message</li> <li>• 2<sup>nd</sup> day: 2<sup>nd</sup> email, phone call and text message.</li> <li>• 3<sup>rd</sup> day: 3<sup>rd</sup> email, phone call and text message. Possible RA visit, pull out of class, etc.</li> </ul>	<p><b>* Establish safety by coordinating welfare check or law enforcement intervention.</b></p> <p><b>To arrange meeting/mandated assessment post hospitalization/arrest:</b></p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> day: 1<sup>st</sup> email, phone call and text message</li> <li>• 2<sup>nd</sup> day: 2<sup>nd</sup> email, phone call and text message.</li> <li>• 3<sup>rd</sup> day: 3<sup>rd</sup> email, phone call and text message. Possible RA visit, pull out of class, etc.</li> </ul>