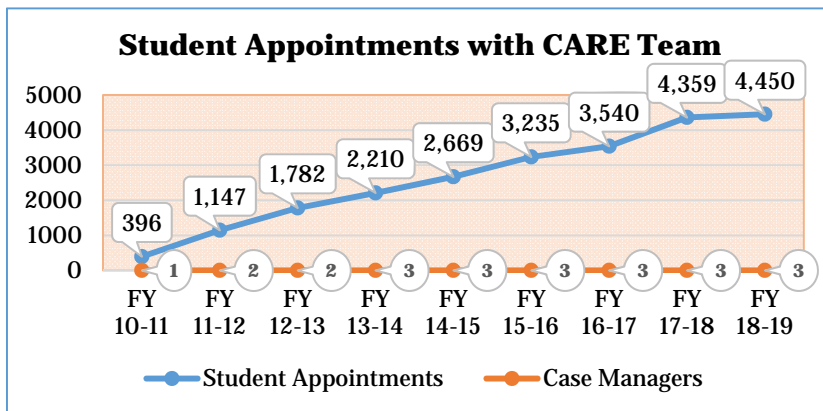


Dean of Students Office FY21 Health Fee Proposal CARE Team Support

Using a holistic approach, the CARE team works directly with students in distress, along with their families, friends, and faculty. The CARE team's work helps students manage the issues that led to their distress, including those connected to mental and physical health, academic performance, food and housing insecurity, family and financial considerations, and transitioning to UF. With a professional staff of only 5—3 nonclinical case managers, 1 program coordinator, and 1 program assistant—the CARE team oversees a large group of student assistants and outreach volunteers, the U Matter We Care email, the UF medical withdrawal process, and critical programs like the Hitchcock Field and Fork Pantry and the Collegiate Veterans Success Center. While always available for students who seek out services on their own, the CARE team is unique because they also engage in proactive outreach efforts. When the CARE team is notified of students in distress, they reach out—and keep reaching out—until those students get the help they need.

The Heart of CARE: Student Appointments

Each year, the CARE team sees more students than the year before. But while the demand for CARE services has increased by more than 1000% over nine years, the CARE team has hired only two additional case managers since it began in 2010. That means today's case managers now carry three times the workload.



Despite that increase, case managers continue to impact students' lives in significant ways, including those that affect retention. Students report that the CARE team helped them deal with anxiety, death, and lack of direction.

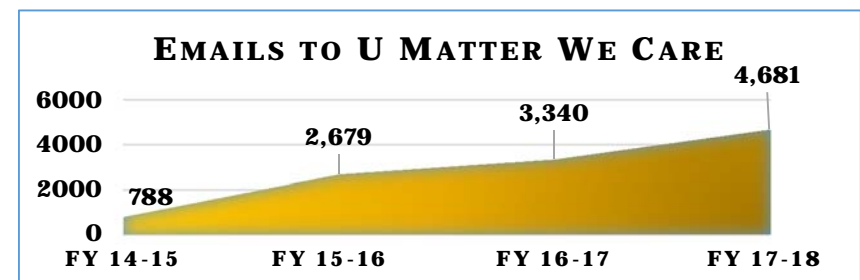
I Needed CARE When . . .

"I was lost trying to find my direction in life, and I didn't know if UF was right for me."

"I felt anxiety symptoms for the first time. I dropped a class in the spring semester due to high amounts of stress."

"My grandmother died. My grandmother was the rock of my life, having had such a special bond with her. When she died my whole life was thrown off course."

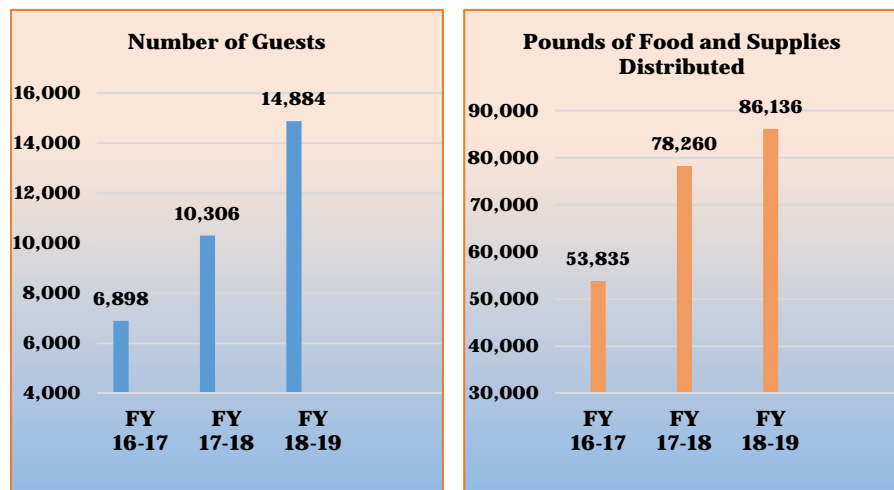
Many CARE appointments result from faculty, friend, or family referrals through the U Matter We Care email. The number of email referrals increased by almost 500% between 2014 and 2018. (The total for 2019 is currently unavailable.)



CARE's Helping Hands: Special Programs

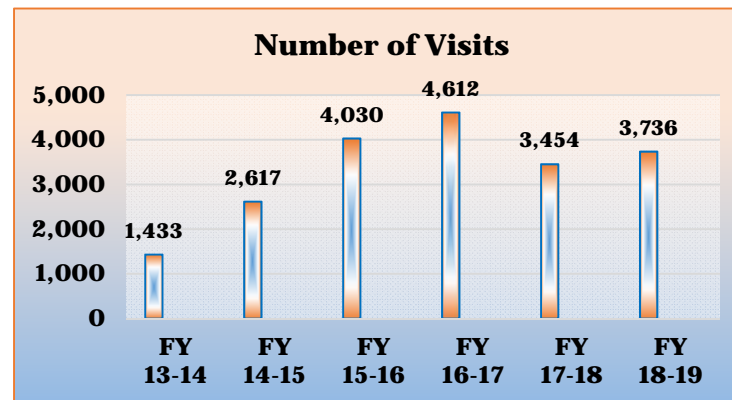
Along with its core function of supporting the success of all students through interaction with case managers, the CARE team runs several special programs serving vulnerable populations.

The **Hitchcock Field and Fork Food Pantry** assists members of the campus community who experience food insecurity. This year, the Pantry served 44% more guests and distributed 10% more pounds of food and supplies than last year. That's a 116% increase in guests and a 60% increase in distributions since the Pantry opened in 2016.



"Because of the Pantry, I don't have to go to bed hungry."

The **Collegiate Veterans Success Center** is a dedicated space where student veterans and service members, along with their dependents, can find support and camaraderie while accessing programs centered on their needs. This year, the CVSC had 3,736 visits, an 8% increase over last year.



"The CVSC has given me a space on campus to socialize in a manner similar to the Marine Corps. . . . Having a social group that understands my stress makes stress management much easier."

Health Fee Request

With the rates of serious problems like anxiety and food insecurity rising every year, CARE team services are more necessary than ever. For that reason, the Dean of Students Office is requesting an additional \$0.06 per credit hour, which will cover 3% raises for the current CARE team and will allow for the addition of another case manager. Hiring this position will bring the CARE team—which has been understaffed since at least August 2017 despite continually increasing demand—back to full staff. With this increase, the CARE team would receive the following new funds in FY21:

- Number of fundable credit hours projected for 2020-21: 1,300,000
- Amount requested per credit hour for 2020-21: **\$0.06**
- New funds requested for the CARE team: \$ 78,000