

CREATING A CULTURE OF CARE

The document identifies how the Deans of Student Affairs (DSAs) for the [Undergraduate Colleges](#) and [Student Affairs Case Management Services \(SACM\)](#), create a culture of care at UC San Diego. Below you will find a brief summary of how DSAs and SACMs collaborate in providing various resource navigations and connections.

If there is an emergency, or you need immediate assistance, please call UCPD at (858) 534-4357 or 911.

Deans of Student Affairs, Undergraduate Colleges

- ▶ Provides immediate connection to support services, including activation of the [Temporary Housing Protocol](#) and [Emergency Meal Assistance Program](#)
- ▶ Outreach to faculty and the [Office for Students with Disabilities](#) for students requiring formal accommodation
- ▶ Connects students to appropriate College resources (e.g., Academic Advising, Residential Life, Writing Program, and/or Office of the Provost)
- ▶ Outreach to faculty for students who need short-term accommodations (including support for students who are in isolation or quarantine due to COVID-19)
- ▶ Coordinates with [Counseling and Psychological Services](#) for student-specific workshops and 1:1 counseling
- ▶ Advocates for college sense of belonging and networks to involvement opportunities
- ▶ Refers students to [Student Affairs Case Management Services](#)
- ▶ Works collaboratively with SACM for additional support and coordinates on-going support with case managers (see below)

For any inquiries about the Dean of Student Affairs for the Undergraduate Colleges, please email the respective dean or visit [Undergraduate Education \(ucsd.edu\)](#).

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Through non-clinical case management support and consultative services and resources, **Student Affairs Case Management Services (SACM)** creates a culture of care that empower students to address all aspects of their health and well-being.

For any inquiries about SACM, please email: sacm@ucsd.edu.

Student Affairs Case Managers

- Supports students in navigating of institutional processes (e.g., Satisfactory Academic Progress) and paperwork
- Connects students to on- and off-campus resources
- Connects students with transitional resources (e.g., out-of-state resources, 211, local providers)
- Collaborates with DSAs and [The Hub Basic Needs Center](#) for Temporary Housing Programs
- Provide students with Basic Needs resources & [Students with Dependents](#) consultations
- Provides insurance navigations (e.g., ensuring insurance is accepted by care provider, provider options based on student's insurance, etc.)
- Provides resource navigation (e.g., step-by-step support, confidential resources, conflict resolution resources, etc.)
- Assists students with the [Office for Students with Disabilities](#) accommodations process
- Offers long-term care and support (e.g., routine non-clinical check-ins)