

Letter of Introduction

Dear Colleagues,

Thank you for the opportunity to serve at the University of Washington Bothell!
As a CARE Team, we greatly value our many partnerships across UW Bothell. Each of you has made our continued success possible.

As a team, we accomplished much in 2025-26:

- Managed 706 cases between CARE reports and Emergency Fund requests, addressing the needs of 444 unique students
- In partnership with the United Way of King County and the UW Bothell Office of Financial Aid, distributed close to $100,000 in Emergency Funds to UWB students in need
- Navigated staff turnover and re-structuring of CARE Team
- Offered training to faculty and staff around Classroom Management and De-Escalation

This report aims to share the narrative of our 2025-26 year with the UWB Community. We hope that the following information will help you better understand the work we do and why we do it.

Sincerely,

UW Bothell CARE Team

The CARE Team

The UWB CARE Team "provides private, proactive, and supportive consultation, assessment, response, and education regarding students who may be in distress or at risk." We accomplish this through a "sole-designation" model whereby UWB community members and partners can access a variety of student support programs and services through a single hub. As a result, the Team seeks to provide a user-friendly experience for the community while providing support from appropriate campus entities.

Team Membership

Appointed by the Vice Chancellor of Enrollment Management and Student Affairs and Assistant Vice Chancellor for Wellbeing, CARE, and Conduct, the CARE Team is comprised of core and rotating members selected from the UWB professional staff and faculty. Core members are selected based on their role at the University, while rotating members are selected based on their demonstrated behavior in providing exceptional service and support for students.

The CARE Team's core members for the 2025-26 academic year were:

- Jessica Mason, Ph.D. – Assistant Vice Chancellor for Wellbeing, CARE, & Conduct (Chair)
- Daniela Tierra – CARE Team Specialist and Emergency Fund Manager
- Bobby Bagsby – Director of Campus Safety
- Mary Toll – Director of Student Conduct & CARE

The Team's rotating members for the 2025-26 academic year were:

- Dawn Albertson-Gass – Associate Director, Residence Life
- Annie Lorigan – Academic Advisor
- Fiona Cohen – SafeCampus
- Melissa Tumas – Associate Director, Prevention Health & Wellness
- Ruth Medina – Confidential Survivor Advocate
- Cinnamon Hillyard, Ph.D. – Associate Vice Chancellor for Student Success
- Cindy Gonzalez – Case Manager & Basic Needs Navigator, Counseling Center
- Wendi Maze – Student Success Manager

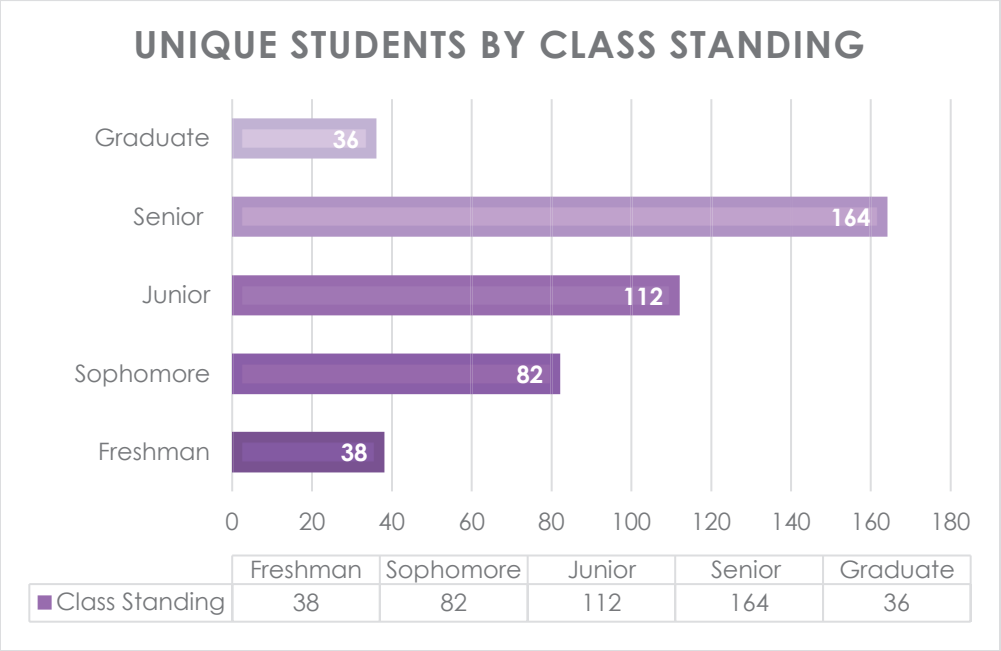
The Year In Review

Case Totals

During the 2025-26 academic year, 706 reports were submitted to CARE Team with 444 unique students of concern. Of those 706 total reports, 478 (67%) of those were CARE reports addressing 19 areas of concern. These reports were filed on behalf of 329 unique UW Bothell students.

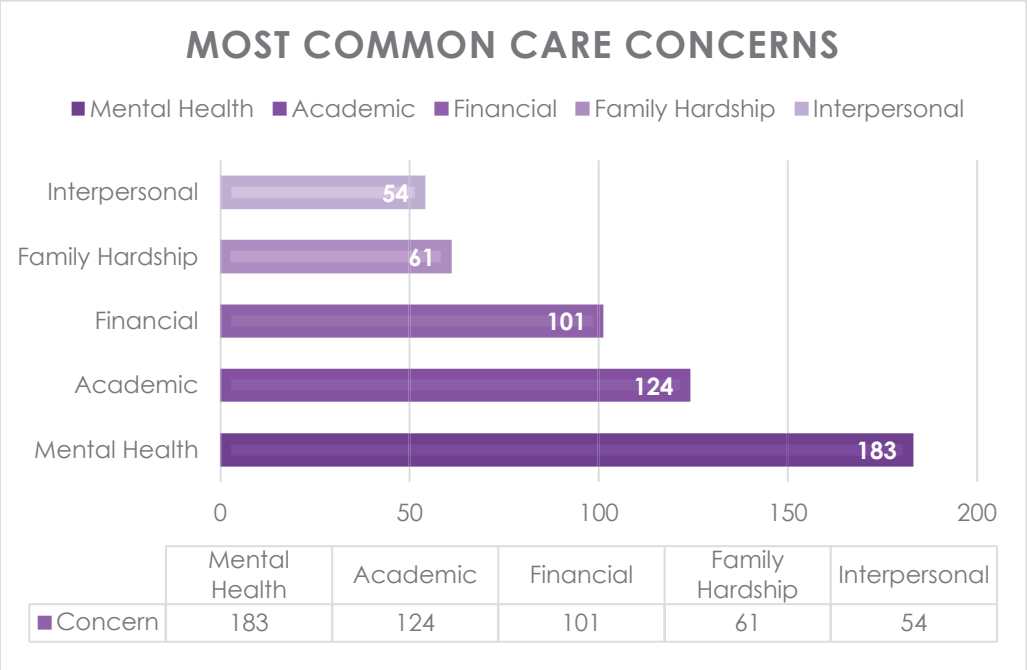
248 (35%) Emergency Fund Requests were submitted to CARE Team with 162 unique student applicants. Note that several reports were combined CARE report and Emergency Fund request and were included in both categories during data collection.

CARE Team saw the most referrals for students of Junior and Senior standing, who comprised 64% of the students who were referred to the CARE Team.



In 2025-26, 866 concerns were submitted to CARE. Reporters may select multiple concerns to reflect the circumstances of a case, choosing from 19 areas of concern. The five most common concerns were Mental Health, Academic, Financial, Family Hardship, and Interpersonal Issues.

Upon receiving the case, all cases were assessed by a Case Manager. Selected areas of concerns would be manually adjusted if they did not accurately reflect the case and additional areas of concern would be added, to more accurately reflect the concern, for data collection purposes.



Cases involving mental health concerns were evaluated individually to determine the appropriate level of support. Interventions ranged from outreach providing information about campus mental health resources, to check-ins from a Resident Assistant (RA) or Apartment Advisor (AA) for students living in campus housing, to assessment calls from a Clinical Case Manager in the Counseling Center to evaluate for suicidal ideation, or a combination of these responses.

Cases that contained primarily or entirely academic concerns were frequently referred to Navigate alerts, to connect the student with the appropriate academic support position such as their Academic Advisor, an Academic Success Coach, or Instructor.

Cases involving financial concerns were frequently referred to the Emergency Fund, Basic Needs Navigator, or Financial Aid. Dependent on availability, students experiencing food insecurity were offered $100 grocery gift cards to Fred Meyer or Safeway, or 3 swipe dining hall meal cards.

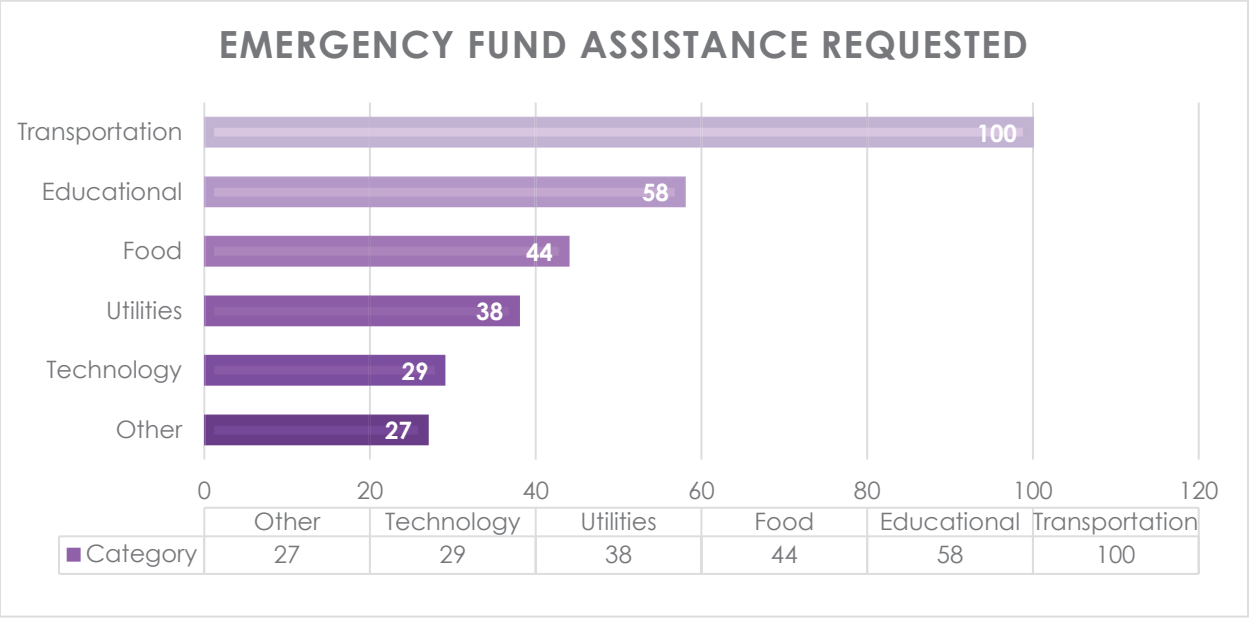
In all cases, students were invited to connect further with a Case Manager to discuss their situation and support resources available to them.

Student Emergency Fund

Resourced through a partnership between the United Way of King County and UWB, the Student Emergency Fund provides students with the emergency funding necessary to help them meet short-term financial obligations allowing them to continue their studies. These short-term financial obligations include support for:

- Food
- Medical expenses
- Mobile phone/Internet
- Technology
- Textbooks
- Transportation
- Utilities

UWB students who are registered for classes are eligible to receive up to $750 a quarter (with a maximum of $1,500 in grant aid per academic year). The Emergency Fund Manager is responsible for reviewing Emergency Fund requests and corresponding with students throughout the process. Once a student has provided the necessary documentation, the request is forwarded to Financial Aid for processing. After the funds have been posted to a student's account, the case is referred to a Basic Needs Navigator who can help support the Emergency Fund recipient with broader resources and personal budget, and finance strategies.



In 2025-26, the Emergency Fund Team received the most requests for Transportation Assistance, Educational Assistance and Food Assistance. Transportation Assistance encompasses emergency car repair for those who rely on their vehicle for work or school, emergency travel (by any mode of transportation), and gas costs on a case-by-case basis. Educational Assistance encompasses textbooks and course materials needed to participate in coursework at UW Bothell. Food Assistance covers grocery reimbursement for students experiencing significant food and basic needs insecurity.

During the 2025-26 academic year, 248 Emergency Fund Requests were received, comprising 35% of all reports made to the CARE Team. 176 Student Emergency Fund Grants were distributed to 125 UWB students; grants averaged about $565 in aid, for a total of $99,502. Students who received Emergency Funding in 2025-26 had a 91% retention rate at UW Bothell (e.g. continued enrollment throughout the year or graduated).

Students with Senior standing represented a significant portion of Emergency Fund awards, receiving 46% of the awardees. This was followed by Junior at 17%, Graduate students at 15%, Sophomore at 14% and Freshman at 7%.

When asked about the award's impact on them, post-award survey respondents agreed or strongly agreed that the award made a strong difference in their life (100%) made them feel supported as a student at UW Bothell (100%) and helped them stay in school (91%).

Challenges

In Summer 2025, the Dean of Students position was eliminated. This led to significant structural changes within the CARE Team. Previously, the Dean of Students served as the Chair of the CARE Team and managed the Emergency Fund.

After this transition, Jessica Mason (Director of the Counseling Center) took on the role of Chair of the CARE Team in her new role as the Assistant Vice Chancellor for Wellbeing, CARE, & Conduct. Mary Toll (Director of Student Conduct) took on additional CARE responsibilities as the Director of Student Conduct and CARE.

The Emergency Fund was managed by a core team of three CARE Team members, in collaboration with EMSA operations, Financial Aid, and the Vice Chancellor for Enrollment Management and Student Affairs. Facing substantial budget cuts and reduced grant funding, the Emergency Fund significantly restructured the applicant criteria and process.

Emergency Fund Awards were cut from $1,000 a quarter (maximum) to $750 a quarter (maximum). Previously, the Emergency Fund did not have an annual limit. Starting in Fall 2025, an annual limit of $1,500 was instated. Despite this, CARE Team was able to maintain high levels of student support, prioritizing funding students with unanticipated emergency circumstances. All students were referred to additional financial and basic needs to support resources.

Accomplishments

Over the past three years, CARE Team has successfully transitioned Part-Time Case Manager into a Full-Time Case Manager position whose primary role is to perform intake, outreach, and follow up to CARE cases. This transition has allowed for higher levels of student support, and improved case review and response times.

Despite facing significant budget cuts, our Emergency Fund Team was able to re-structure to achieve both fiscal sustainability while maintaining high levels of student support, increasing the number of students connected to off campus support services, and decreasing the number of repeat applicants for emergency funding.

Over the past three years, the CARE Team began a small pilot program offering $100 grocery gift cards supporting students experiencing food insecurity. Spearheaded by former CARE Team Chair Tim Wilson, the food insecurity pilot has offered students immediate support to meet their basic needs. In 2025-26,

the CARE Team was able to offer 61 grocery gift cards to 41 unique students experiencing food and basic needs insecurity.

Outside of direct student support, the CARE Team has developed and maintained several close campus partnerships that have supported navigating challenging situations, including SafeCampus and the Office of Faculty Success.

The CARE Team has also offered training (by request) to faculty and staff on Classroom Management and De-Escalation. The CARE Team hopes to continue offering this training to promote campus knowledge around CARE and build skills and confidence around navigating tense situations. To request a training around Classroom Management and De-Escalation, you can email uwb-care@uw.edu

What's next?

Starting in Summer 2026, the CARE Team has begun implementing Tabletop Training within our team and select campus partners. Our goal is to encourage creative thinking, discussion, and collaboration to strengthen our CARE team's knowledge and response, as well as identify key gaps.

If you are interested in further connecting with CARE Team or participating in a Tabletop Training, you can email uwb-care@uw.edu.