Schools and Colleges are Facing Growing Title IX Case Management Needs

- What is Title IX Case Management?
  - Having a key administrator who is responsible for shepherding a complaint from post-intake through to completion
  - For many schools, Title IX involves hand-offs, from intake coordinator to TIXC to investigators to hearing officers to appeal officers. That can be disjointed and confusing to parties
  - A case manager can be the one consistent actor who is ensuring that all moving parts are well-oiled, collaborative, and efficient

Where Is the Case Management Trend Coming From?

- For some schools, they are using interim administrators, and bringing on a case manager still allows a campus/school professional to hold the TIXC title, as required by OCR
  - The case manager is playing the TIXC role in most everything but name
- For other schools, they need to deepen their bench to keep cases moving through the system. Tasking a deputy or team member(s) with case management responsibility helps with stressful case loads. Some schools assign deputies, so that one manages each case, rather than having a dedicated case manager
  - Many schools are still trying to understand what their post-regs complaint baseline actually is, to anticipate complaint volume and staffing needs, accordingly

How Can We Justify Case Management Positions/Roles?

- Too many Title IX offices have accepted 6/9/12+ month resolution timelines. This isn't sustainable, OCR will crack down, and the courts still require promptness

- We suggest that you use your own case pace to convince your administration that case management will help to reduce backlogs, speed resolutions, and increase team efficiency

- Failing to be prompt can be a denial of remedy, evidence of deliberate indifference, or negligence.

- The slowness of your office's case processing may not be your fault, but it is a risk exposure for your employer

Education's Most Robust

Incident Reporting & Case Management Software

- Guardian is an easy-to-use case management software with virtually unlimited adaptability.

- Guardian was designed as a case management system, not a records repository.

- Unlike database software, Guardian can be configured to your organization's unique needs, preferences, and processes.

Key Features

- Digital & Mobile Incident Reporting
- Configurable Workflows
- Intelligent Routing & Assignment
- Secure access controls
- Accurate record keeping for each individual report/case
- Automatic Outcome report generation
- Advanced reporting and metrics
- Integration with SIS and other school systems
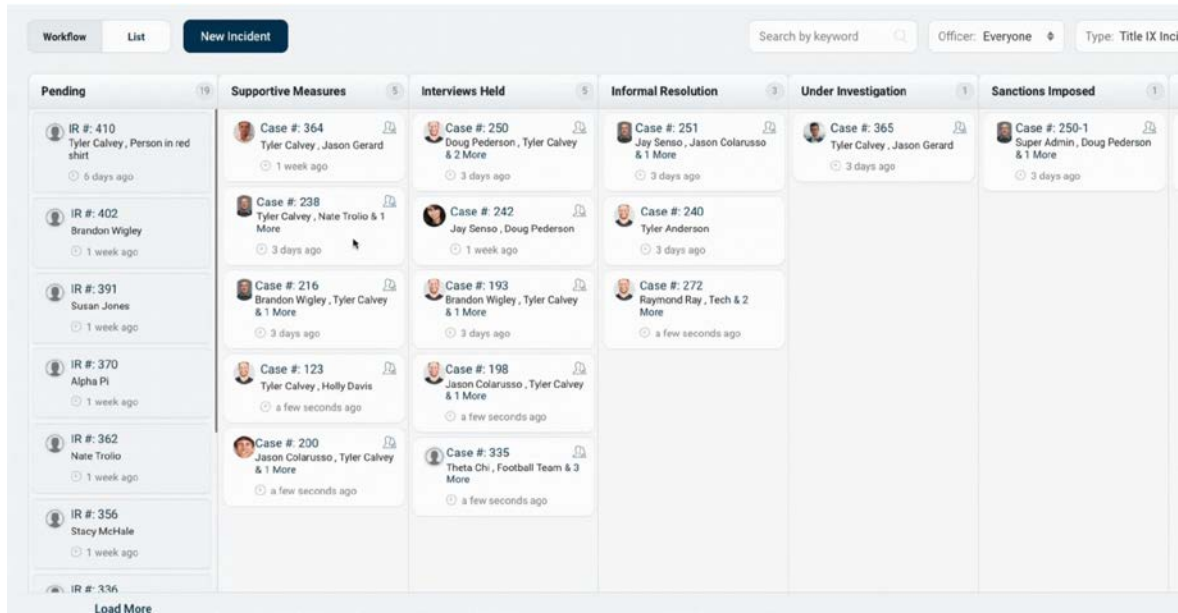
Guardian is often used to support intake and manage cases of:

- Title IX
- Behavioral Intervention
- ADA/504
- Academic Integrity
- Campus Safety

- Student Conduct
- Employee Relations
- Threat Assessment
- Clery Compliance
- Counseling

Institutions & Districts realize the many benefits of Guardian

- Unlimited Adaptability – one system servicing multiple departments/functions

- Increased Efficiency – minimize mouse clicks and accomplish more in less time

- Easier Compliance – workflows remain in line with regulation & business practices

- Realtime data – metrics and reports at users' fingertips

- End to end process management – Guardian manages all aspects of your case, start to finish

- Email Tracking – All emails and email replies are automatically tracked on each case

Used by hundreds of Schools of all shapes & sizes