Innovation Report

Washington Association for Community Health

ICHS International Community HEALTH SERVICES

Seattle World School School-based Health Center: Integrating Case Management

International Community Health Services (ICHS) opened their school-based health center (SBHC) at Seattle World School (SWS) in 2011, funded largely through the City of Seattle's Families, Education, Preschool & Promise Levy. SWS serves a population of newcomer secondary students (ages 11-21) who speak a variety of languages. The SWS SBHC provides onsite medical care, dental care, and behavioral health services to students. Health center staff also assist students and their families with health insurance enrollment, health and wellness services, and other community resources.



In 2023, the City of Seattle through the Department of Education and Early Learning funded an additional mental health provider for each SBHC. However, ICHS knew that this measure alone would not meet the needs of their patients. ICHS advocated for a role more aligned to SWS's needs, explaining that their students required health-related needs and navigation support rather than additional traditional therapy capacity.

The Case Management Specialist (CMS) is now fully integrated into the clinical care team and helps students and families meet basic needs, access resources, and navigate complex healthcare, social, and educational systems. The role aims to empower students with durable skills for independent navigation after graduation, grounded in relationship-building and trust.

Within an integrated clinical framework, the CMS elevates system navigation and health-related needs interventions to clinical-level priorities, enabling students to meet key clinical care goals across medical, behavioral, and dental domains.

- Facilitating access to essential resources such as food, housing, insurance, and specialty care.
- Providing navigation coaching for appointments, forms, referrals, and self-advocacy.
- Coordinating closely with providers to align health-related interventions with treatment plans.
- Building rapid rapport with students to uncover needs that may not appear in initial referrals.

To learn more about ICHS's Case Management Specialist role, read the full report.

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