

Who CAREs?

An Overview of Sage's CARE Team | Responding to Students in Need

CARE@sage.edu

CARE Team Membership

[CARE Administrative Team:](#) Michael Branche (Student Life), Tawana Davis (Wellness), Grace Giancola (Residence Life), Stacy Gonzalez & Sharon Murray (Deans of Students)

[Members:](#) Erica Li (Athletics); Bob Sears, Chuck McDonald & Don Richards (Public Safety); Ashley Busby (Student Success); Amanda Bastiani (Title IX); Daniel Merges (Wellness)

MISSION



CARE stands for **C**ampus **A**ssessment, **R**esponse and **E**ducation.

The campus **CARE Team** engages in **proactive** and **collaborative** approaches to identify, assess, and mitigate risks associated with students, faculty, staff, and visitors **exhibiting concerning behaviors or thoughts**.

By partnering with members of the community, the CARE Team strives to promote individual student, faculty, and staff **wellbeing** and success while prioritizing **community safety**.



CARE Report Statistics

- **Fall 2021:** 110 Reports for 92 different students
 - Average of 7.33 reports per week
- **Spring 2022:** 115 Reports for 89 different students
 - Average of 7.67 reports per week
- **Fall 2022:** 189 Reports for 142 different students
 - Average of 12.6 reports per week
- **Spring 2023:** 149 Reports for 114 different students
 - Average of 9.93 reports per week



Commonly Reported Concerns

- Academic Concern/Stress
- Excessive Anxiety
- Family Loss or Illness
- Financial Need
- Lack of Motivation/Isolation
- Medical Concerns
- Personal Stress
- Unexplained Absences
(after multiple contact attempts)



The Reporting Process: Your Role

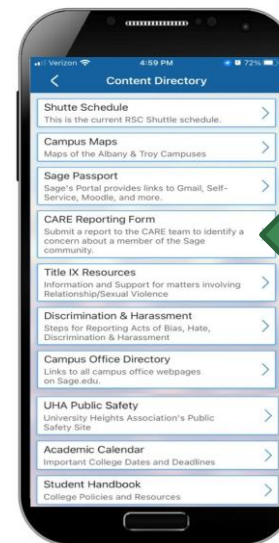
Submitting a CARE Report



- **WHO:** Any member of the Sage community can submit a report
- **WHEN:** You should submit a report if you have concerns about a student whom you believe needs additional resources. There may be a time where you feel ill-equipped or lacking sufficient information and additional support is required.
 - * **Emergencies should ALWAYS be reported to Public Safety (518-244-3177) and NOT as a CARE report ***

Submitting a CARE Report

- **WHY:** Share information and dispatch others who may be in a position to connect the dots and provide appropriate student support and response. * **No one should be working in isolation.** *
- **WHERE:** CARE Reports are submitted online through our Google Form
- Link to the form is available at: [Sage.edu/CARE](https://sage.edu/CARE)
- Link is also accessible in the Content Directory of the Rave Guardian mobile safety app.



Submitting a CARE Report



- **WHAT TO INCLUDE:** The CARE Team benefits from having specific details in the report to help us determine the best way to intervene.
 - What are the specific behaviors or remarks that prompted your reporting?
 - Did these arise due to an ongoing concern or specific event?
 - Have you attempted any outreach to date?
 - How has the student responded?
 - Have you shared your concerns with anyone else?

Protecting Student Privacy

- Consider the sensitive nature of the information when you submit a report.
 - Highly sensitive information can be shared privately, if needed, with an individual staff member.
- Include information about what is observed, but refrain from making assumptions or person judgments.
- Recognize that after submitting a CARE report that you may not receive any updates on the nature or progress of the intervention.





CARE Team Response

CARE Team Response



- CARE Report is emailed immediately to all CARE Team members (and key campus administrators).
- The triage team then assigns the case to an intervener who will reach out to the student within 24 hours.
 - In Fall 2023 (as of 10/13/23), **81% of students respond to CARE Team outreach within 48 hours** (76% within 24 hours)
- Depending on the risk level and complexity of a case, the student may be connected with additional interveners and support.

CARE team
Russell Sage College

Care Team Behavioral Report Form

Reporter Information

Person filing report: Prof. Samir T. Pantz Position/Title: Archeology Professor
Phone Number: 518-555-1212 Email: pantzr@sage.edu

Incident Information

Date of Incident: 2/10/2022 Time of Incident: 9:00:00 AM
Building: Gurley Hall (Troy) Room/Location: 201

Individuals Involved

First Name	Last Name	Sage ID	Email
Sally	Sage	0126547	sages@sage.edu

Incident Description

This student missed several classes in a row and when I reached out to check in with her she let me know that she recently experienced a death in her family and she is currently having a hard time getting out of bed to go to class. She indicated that she used to be on medication for depression, but she has not been able to get an appointment with her doctor for several months and she is not sure how to access services on campus.

The student seems really overwhelmed and I am worried she won't be able to complete the semester if she doesn't get support soon.

Specific Concerning Behavior: Academic Concern/Stress , Depressed/Persistent Sadness/Unexplained Crying ,

Other Offices Contacted: Dean of Students

Submitted Electronically on: 2/11/2022 12:51:45

CARE TEAM MEETINGS

- **All members of the CARE Team meet weekly on Thursday mornings to:**

- Review new and continuing cases and update the team on intervention strategies and results.
- Ensure we have a full understanding of the needs and concerns for each student by providing an opportunity for all members to share information about the individual.
- Identify any additional students of concerns based on input from Residence Life, Public Safety and Beacon Alerts to determine if additional CARE reports or actions are needed.

CARE Administrative Team meets weekly to review data, identify trends, and develop a **proactive response** to emerging student needs.

Case Resolution

- Typically, cases are resolved by the CARE team when students are connected with appropriate resources and/or immediate safety risks have been addressed.
- Note: We can't fix everything, and a referral to the CARE team may not always result in resolution.



Common Scenarios: What would you do?

Scenario #1

What would you do?



You notice that a student in your class is unkempt and tends to fall asleep.

When you ask them if everything is okay, they say they are fine, just tired and overwhelmed. You offer them resources, but they decline. The next week, the student does not attend your class.

When you reach out to the student, they respond to your email by saying "I am unable to get out of bed or do any schoolwork. I do not have any motivation to do anything and I am not sure college is for me."

Scenario #2

What would you do?



A student in your class has missed 3 classes and has not responded to your outreach.

Academically, they were doing fine until the most recent exam. Advisory grades are about to be submitted and you don't want this student to feel that they can not be successful based on how the most recent exam has affected their grade.

Scenario #3

What would you do?



A student comes to your office hours and asks to speak in private.

Before they share any information, you make the student aware that you are a mandated reporter.

They proceed to share that their relationship has recently ended and the student is fearful that their ex-partner will continue to seek them out on and off campus. The student is not sure of what steps they need to take to feel safe on campus.

Scenario #4

What would you do?



You encounter a student in the hallway of Science Hall who is having a panic attack.

Upon approaching them and asking if they need anything, the student is visibly shaken and upset. Your class is about to begin, but you do not want to leave the student alone.

What next steps do you take?

Scenario #5

What would you do?



A student emails you and says:

“My parent does not speak English as a first language and I serve as a translator for them. They have some upcoming appointments that interfere with your class time and will require me to leave your class 15 minutes early for the next two weeks so that I can go with them. I feel confident in all my other classes and I am hoping that you can be flexible with me for these appointments.”

Important Reminders

Guiding Principles

- Maintain confidentiality and respect student privacy
- It is OK to let a student know that a CARE report was submitted for them, but do not share/show the actual CARE report to them.
- Offer students resources, but respect a student's right to make their own choices.
- Think **inclusively!** There can be many reasons for behavior/actions.
 - Be open-minded and aware of the unique nature and needs of each Russell Sage student.
 - Welcome working with persons of all ethnically/racially minoritized, international, LGBTQIA+, and disability communities as well as diverse gender identities, socioeconomic backgrounds, religions, and political beliefs.
- Collaborate with others and make “warm hand offs” when connecting students with campus resources.
- Acknowledge that each case is different.

Campus Resources for Referrals



- **Accessibility Services** | Cait York | Accessibility_Services@sage.edu
- **Deans of Students** | 518-244-2207 | deanofstudents@sage.edu
Alb: Sharon Murray murras2@sage.edu | Try: Stacy Gonzalez gonzas@sage.edu
- **Public Safety** | 518-244-3177 | Bob Sears bsears@universityheights.org
Alb: Chuck McDonald mcdonc@universityheights.org | Try: Don Richards richad3@sage.edu
- **Residence Life** | Grace Giancola | residencelife@sage.edu
- **Student Success** | Ashley Busby | studentsuccess@sage.edu
- **Title IX** | Amanda Bastiani | titleix@sage.edu
- **Wellness Centers*** | Tawana Davis | Alb: 518-292-1917 Try: 518-244-2261
albanywellnesscenter@sage.edu | troywellnesscenter@sage.edu

Reporting Tools

- Behavioral Concerns: [Submit a CARE Report](#)
 - Accessible through [Sage.edu/care](https://sage.edu/care)
 - Link in **Rave Guardian App's** Content Directory
- Academic Concerns: [Submit a Beacon Report](#)
 - Accessible through the [Sage Portal](#)
- Emergency: **Call Public Safety**
518-244-3177



Any Questions?