Who CAREs?

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

Russell Sage College Coffee Hour
October 5, 2022
CARE Team Membership

**CARE Administrative Team:** Maria Barthold, Tawana Davis, Stacy Gonzalez, Sharon Murray

**Members:** Laura D’Agostino (Human Resources & Title IX); Grace Giancola (Residence Life); Daniel Merges and Pamela Strassberg (Counseling Services); Ashley Busby & Ray Rodriguez (Student Success); Bob Sears, Chuck McDonald & Don Richards (Public Safety)
MISSION

CARE stands for Campus Assessment, Response and Education.

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 2020:** 115 Reports for 85 different students
  - Average of 7.67 reports per week
- **Spring 2021:** 118 Reports for 96 different students
  - Average of 7.87 reports per week
- **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**
(Stats as of 10/4/22)
- 91 reports for 72 different students
- Average: 15.17 reports per week
Commonly Reported Behaviors

• Academic Concern/Stress
• Depressed/Persistent Sadness/Crying
• Excessive Anxiety
• Suicidal Ideation/Self-Harm
• 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** - If you have concerns about a student and you have exhausted your own resources
  
  * 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](http://Sage.edu/CARE)
  - Link to the form is available at: **Sage.edu/CARE**
  - Link is also accessible in the Content Directory of the Rave Guardian mobile safety app.
Submitting a CARE Report

- At [Sage.edu/CARE](https://Sage.edu/CARE), click on "File a Report" in the Right Menu Bar
- At the next page, scroll to the bottom and click on the link for "Submit a report to our CARE team" to get to the Google form.

If you wish to report concerning behavior on the part of a student which does not rise to the level of misconduct, or a student who has been observed struggling academically, please: submit a report to our CARE Team.
Submitting a CARE Report

* Upon submitting a report, a confirmation email will be sent to the reporter and a PDF of the report will be emailed to the triage team.
CARE Team Response
Case Evaluation

- CARE Report is emailed immediately to all CARE Team members

- CARE Team Administrators assesses risk and assigns initial intervention(s) within one business day.

- Use of NABITA Risk Rubric to assess risk level and identify appropriate response.
NABITA* Threat Assessment Tool

*NABITA* is the National Association for Behavioral Intervention & Threat Assessment
https://www.nabita.org/
NABITA recommends specific responses related to assessed risk level.

- Most of our cases can be evaluated using NABITA’s D-Scale (Life Stress and Emotional Health)
- NABITA’s E-Scale is used to evaluate safety risks (Hostility and Violence to Others)
- Loop Public Safety in EARLY when we have concerns about safety.
CARE TEAM MEETINGS

- Members of the CARE Team meet weekly on Thursday mornings.
  - Review new reports submitted in the past week.
  - Determine risk ratings assign team member(s) to initiate interventions
  - Review previous cases, assess the status of interventions and follow-ups
  - Gather information from those around the table to ensure we have a full understanding and picture of the needs and concerns for each student
  - Review any new reports from Residence Life, Public Safety, and Beacon to determine if additional reports or action are needed.
  - Provide opportunities for training with outside guests, table top exercises, etc.
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.
Guiding Principles

- Do not share/show CARE reports to the student.
- Maintain Confidentiality
- Offer students resources — particularly if they are looking for confidentiality, but respect student choices.
- Think **inclusively!** There can be many reasons for behavior/actions that require acquisitions of new knowledge, open mindedness and support.
  - 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; make personal referrals.
- Acknowledge that each case is different.
Frequently Asked Questions
How do I know when it is appropriate to submit a report?

- If you’re “on the fence” about submitting a CARE report, you can always do so and let us sort it out.
- If your concerns are primarily related to academic performance, submit a Beacon Report.
What if I think this is an emergency?

- If you believe a student’s behavior poses an imminent risk of harm to themselves or others, **do not file a CARE report.**

- Instead, **call Public Safety immediately** (518-244-3177) so that emergency responders can be dispatched to assist the student.
Can I intervene when I notice an issue with a student or should I always refer the case to the CARE team first?

- Yes! It can be really powerful for you to reach out to a student you are concerned about as you most likely have already cultivated a relationship with the student.

- If you are comfortable providing the initial point of contact, please still file a CARE report so that we can have a record of concerns and coordinate services, if needed.
Is it OK to let the student know I filed a CARE report?

- Yes! More often than not, students are relieved to know that someone was concerned for their well-being.
- This could be a good way for you to connect with the struggling student and help support them through a tough time.
What if the behavior continues? Should I submit a new CARE report?

- While the CARE team works in close partnership with students to connect them with resources on campus, the truth is, some of these students will need ongoing monitoring from our group.

- If you don't see a change in behavior or the problematic behavior returns, please let us know so we can develop a new intervention strategy for the student of concern.
Will I find out what the CARE team response is regarding my report?

- Yes and no. We are limited in the details we can provide for privacy reasons.
- You should receive email confirmation when your report is submitted and you may receive a follow-up email seeking additional information from you.
Sample Scenarios
“Ezra” is a student in your course who failed a quiz and missed two classes in a row, which is not typical for him. He told a faculty member that he had been stressed over a personal issue back home, which is located 4 hours away. He had not responded to the professor.

What are the steps you would take?

Possible Responses from the CARE Team
- RA Room Check or Outreach from AD of Res Life
- Student Success Outreach
- Connection with Wellness Services
- Intervention from Deans of Students
CARE Case Study 2

- You saw “Jordan” in Buchman at lunchtime sitting with a classmate. Later that day, you received an email from that classmate saying that Jordan posted “I hate my Life,” “I can’t take this anymore,” and “I don’t want to wake up” on social media.

- What would you do?

- **Possible Immediate Responses from Public Safety/On Call Staff**
  - RA Room Check or Outreach from On Call Staff
  - Possible Connection with Mobile Crisis

- **Follow up from the CARE Team**
  - Connection with Wellness Services
  - Intervention from Deans of Students
Consider some of your recent encounters with students…

- Were there occasions when you were prompted to submit a CARE report?
- Were there occasions when you were unsure about next steps and think perhaps you should have reported something?
Important Reminders
Campus Resources for Referrals

- **Accessibility Services** | 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 | residenclife@sage.edu
- **Student Success** | Can link to Advising, Academic Support, HEOP, Success Coaches
  Ashley Busby busbya@sage.edu | Ray Rodriguez rodrir7@sage.edu
- **Title IX** | Laura D’Agostino (Interim) | titleix@sage.edu
- **Wellness Centers** | Tawana Davis | Alb: 518-292-1917 | Try: 518-244-2261
  albanywellnesscenter@sage.edu | troywellnesscenter@sage.edu
  * Virtual Mental Health Services
Reporting Tools

● Behavioral Concerns: Submit a CARE Report
  ○ Accessible through 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?