

## **CSUSM CARE Team Frequently Asked Questions**

### **What is CARE Team?**

The campus CARE (Campus Assessment, Response, and Education) Team promotes a safe and productive learning, living, and working environment by identifying, discussing, investigating, evaluating, and addressing student behavior that poses a concern, potential threat, or actual threat to self or others. We are a comprehensive, diverse team of experts committed to ongoing professional and team development to serve and support our students and the greater CSUSM Community.

Through referral from the **Cougar Care Network (CCN)** or other campus entity, the CARE Team assesses the available information about the student and creates an intervention plan to assist the student and community with the concern or threat.

CARE Team conducts behavioral intervention, threat assessment as warranted, and post-crisis support when the need arises.

Our mission is to:

- Balance the student's individual needs and those of the community.
- Provide structured positive methods for addressing student behaviors that impact the CSUSM and/or surrounding community and may involve mental health and/or public safety issues.
- Manage each case individually.
- Initiate appropriate intervention(s) without simply resorting to student conduct processes.
- Share information from multiple sources and eliminate "fragmented care".

The CARE Team is overseen by the Dean of Students and meets twice a month or and on an as needed basis.

*Adapted from: UT Chattanooga. Behavioral Intervention Team Student Crisis Services. Available at: <http://www.utc.edu/dean-students/crisis/bit.php>. Accessed: November 11, 2014.*

### **Who are the core CARE Team members?**

Standing Members:

Associate Vice President – Student Development Services/Title IX Coordinator  
Deputy Title IX Coordinator/DHR Administrator  
Dean of Students  
Associate Dean of Students  
Care Manager  
University Police Reps  
Director of Student Health and Counseling Services  
Associate Director of Student Health and Counseling Services/Psychologist  
Director of Housing and Residential Education  
Associate Director of Housing and Residential Education  
Director of Disability Support Services

We call on other members of the CSUSM and local community as needed for assistance and guidance (i.e. Legal Counsel, Local law enforcement, etc...)

### **What should the campus community know about the CARE Team?**

CARE Team is a consultative and preventative resource for faculty, staff, departments, and the colleges. CARE Team assists in developing and implementing intervention strategies to help our students and prevent an individual, group, classroom, event, or campus crisis. We determine the type of intervention and, based on the situation, who should respond and provide the appropriate interventions.

### **Who can make a referral?**

Any member of the CSUSM community! Through referral from the **Cougar Care Network (CCN)** or other campus entity, the CARE Team assesses the available information about the student and creates an intervention plan to assist the student and community with the concern or threat.

CARE Team will discuss students referred to CCN for the following presenting concerns:

- Violent Behavior (i.e., stalking, harassment, domestic/dating violence, threats)
- Property damage (i.e, punching holes in the walls)
- Assault
- Aggressive behavior (ex. crosses the line from disruptive or frustrating behavior into dangerous and violent)
- Suicidal ideation
- Protective order in place
- Homicidal ideation
- Historical pattern of violence
- Severe Agitation (e.g., pacing, fidgeting, socially inappropriate and bizarre behaviors)
- Behaviors that may be indicative of psychosis (e.g., Disorganized speech & behaviors  
Delusions (Belief process that does not appear to be connected with reality) Hallucinations (seeing, tasting, hearing, feeling things that are not real)
- Threats (implied or direct, including toward individuals based on their protected status)

When the behavior is best handled through typical classroom management techniques, we encourage faculty to work with their department chair to resolve the situation.

If there is an immediate threat, contact University Police at by calling 911.

### **What if something happens outside normal campus business hours (after 5pm, on weekends, holidays)?**

Many times, urgent situations arise outside normal business hours. If you are teaching a late class, holding office hours in the evening, or you receive email or electronic correspondence that makes you concerned about students' or your immediate safety, please contact University Police immediately by calling 911 or using the phone in your classroom to call x4567.

If the student does not live on campus, UPD will work with local law enforcement to conduct a welfare check, if applicable. When able, UPD will request a PERT (Psychiatric Emergency Response Team)

Member to accompany them in responding to a call. For more information about PERT, visit <https://211sandiego.communityos.org/zf/profile/service/id/652433>.

### **How will I know when the situation has been addressed?**

All CCN referrals are received by the Dean of Students office. If the referral includes information related to the above behaviors/concerns, the case will be assigned to a member of the CARE Team for handling. Depending on the specific circumstances of the case, the amount of information shared with the referral source will vary. Intervention by CARE Team members typically involves handling of confidential information, so, at a minimum, the referral source will receive communication that the student has been contacted, seen, and the situation has been resolved.

### **Should I be concerned about referring students?**

No, the intent is not to watch students like "big brother," or spy on students in secret. Instead, CARE Team acts as a collaborative and preventive support network to the community. It can be scary to hear or witness information that makes someone feel uneasy or worried about what another person might do and they don't always know where to take that concern. We are the place to provide support in those situations and will use our training and knowledge to review and develop intervention plans to address concerning behaviors brought to our attention.

### **What if the student doesn't want me to call UPD?**

University Police Officers are the only first responders available on campus. When calling UPD, a certain course of action is not being requested. Simply, UPD will be the first contact and assess what needs to occur (medical treatment, mental health hold, etc.) The Dean of Students Office and Student Health and Counseling Services do not handle medical and/or mental health emergencies (e.g. actively suicidal or homicidal). To ensure the most rapid response time, UPD should be contacted. Faculty, staff, and students can expect uniformed officers to respond, however, depending on staffing, plain clothes officers may also be present.

### **May faculty or staff disclose personal knowledge and impressions about a student, based on the employee's personal interactions with the student?**

Yes. "FERPA's disclosure restrictions apply only to information derived from student education records, not to personal knowledge derived from direct, personal experience with a student. For example, a faculty or staff member who personally observes a student engaging in erratic and threatening behavior is not prohibited by FERPA from disclosing that observation. If at some point the employee describes the observation in a personally identifiable record, that record would be subject to FERPA protections. The employee would still be permitted to disclose the personal observation but would not be permitted to disclose the record of the observation unless one of the exceptions to FERPA applied or the student consented to the disclosure. Again, however, the employee generally should limit disclosure of such information to professionals trained to evaluate and manage it, [such as the Dean of Students Office, Cougar Care Network, Disability Support Services, or CARE Team] as other privacy laws conceivably could apply and prohibit broader disclosures, depending upon the circumstances."

Faculty and staff are cautioned to use discretion related to student's privacy. In the event that faculty and/or staff happen to be discussing/sharing observations related to a student and discover a pattern of behavior, this would warrant a referral to CCN.

**What should university faculty and staff do if he or she is concerned about a student?**

If the concern is that a student may engage in violent behavior, toward self or others, and the **threat appears to be imminent**, the employee should contact University Police immediately. Even if the concern is not imminent in nature, faculty and staff should still refer the student to Cougar Care Network.

**What if I am wrong about the student?**

You are reporting a concern based on an observed behavior (e.g., verbal exchange, action, etc.), not making a determination. By alerting the appropriate campus representatives, a safety determination can be made and community resources can be used to provide assistance to the student.

**What happens when CARE Team receives a report from CCN?**

Once a report is received, the CCN team reviews the information to determine if it meets the threshold to be managed by the CARE Team. Depending on the case, CARE Team can take action immediately, gather more facts, assemble a larger team, implement an intervention plan in connection with campus/departmental staff, or deem no action is necessary.

**Where is this information stored and managed?**

Maxient is the database used by Cougar Care Network and various other campus departments including Student Conduct, Housing, Title IX, and more. The system is user ID and password protected. CARE Team or the individual assigned to the case ensure that documentation and steps take are up to date. Maxient is a confidential software system that allows the campus to monitor student behaviors that may be concerning.

For more information, please the Dean of Students Office at 760-750-4935.

**How does FERPA apply to the CARE Team?**

“Some educational agencies and institutions may need assistance in determining whether a health or safety emergency exists in order to know whether a disclosure may be made under FERPA’s health or safety emergency provision. The [US] Department [of Education] encourages schools and postsecondary institutions to implement a threat assessment program, including the establishment of a threat assessment team that utilizes the expertise of representatives from law enforcement agencies in the community and that complies with applicable civil rights and other Federal and State laws. Under a properly-implemented threat assessment program, schools can respond to student behavior that raises concerns about a student’s mental health and the safety of the student and others that is chronic or escalating, by using a threat assessment team, and then may make other disclosures under the health or safety emergency exception, as appropriate, when an ‘articulable and significant threat’ exists”.

CARE Team currently serves as CSUSM’s behavior intervention and threat assessment team. As needed, the team will outreach to local and federal law enforcement for additional guidance.

*Source document for the above question: U.S. Department of Education. (June 2011) Addressing Emergencies on Campus. Available at: <http://www2.ed.gov/policy/gen/guid/fjpc/pdf/emergency-guidance.pdf>. Accessed: November 7, 2014.*

## How do I respond to an emergency in my classroom?

It is difficult to determine how to respond in a situation as it will depend on the circumstances. However, there are steps you can take prior to and during the first class that can assist you in being prepared and ensuring your students understand procedures.

### Prior to/during the first class:

- Identify classroom exits
- Review Evacuation Procedures and identify evacuation site for the respective building - <https://www.csusm.edu/em/procedures/evacuation.html>
- Review the Campus Emergency Procedures - <https://www.csusm.edu/em/procedures/index.html>
- Locate the panic button on the computer
- Enter UPD's phone number into your cell phone
- **HIGHLY ENCOURAGED: Show your class the Active Shooter video produced by CSUSM Emergency Management – (8 minutes long) – <https://www.csusm.edu/police/resources/activeshooter/index.html>**

### During an incident:

- You can stop the class/send them on a break in order to allow you to contact UPD
- If you have access to the panic button on the classroom computer, press this instead of calling with your phone

### After an incident:

- Any incident that causes concerns for safety will result in lasting impacts on those involved. Please reach out to the Dean of Students Office for assistance on how to process and manage post incident conversations with your classes.

### Contact:

CARE Team  
Dean of Students Office  
USU 3500  
760-750-4935  
[dos@csusm.edu](mailto:dos@csusm.edu)