

Students of Concern Reporting and Supporting

*Emily Feinstein, Director of Student
Advocacy, Rights and Conduct &
Title IX Deputy Coordinator*



What is CARE Team?

The UAB Care Team (Communicate, Assess, Refer, Educate) helps find solutions for students experiencing academic, social and crisis situations including mental health concerns. Members of the University community can report a concern for a student who might benefit from services. We review these reports to understand each student issue and the on- and off-campus resources that may guide them to success.

The CARE team steps in to connect students with relevant campus resources and outside agencies. Most times, we may need to communicate with the reporting party to help accurately assess the needs of the student. The CARE Team will also outreach to the student to understand their situation and develop a plan of action leading towards their success.

In general, the mission and purpose of campus teams encompasses:

- **Gathering information about students of concern. This may specifically focus on threats with the potential to become violent (as in BTAM cases) or a broader range of behaviors.**
- **Assessing the information about each case in a systematic way to determine the most effective response for that particular person and situation.**
- **Defining the plan/response to address the needs of both the student and the safety of the community. The plan should consider specifics about who, when, where, and how the response will occur.**
- **Implementing the response in a way that de-escalates a potential crisis, reduces or removes threats, and attends to the needs of the individual who is demonstrating disturbed and/or disturbing behavior.**
- **Monitoring the disposition of the case to gauge whether any additional follow-up is needed, whether the response was effective, and what lessons may be learned for future cases, especially in terms of implications for policies and procedures.**

The dual purpose of housing these functions under one team's purview is:

- to **prevent** any particular instance of disturbed or disturbing behavior from falling through the organizational cracks; and
- to **connect** disparate (and therefore seemingly less troubling) pieces of information that may indicate a more serious or acute problem, in the hope of preventing a dangerous or critical outcome or event.

What Behavior is of Interest to Care Team?

Some examples of behaviors students may experience personally or become concerned about include:

- Threat of self harming behaviors (i.e. suicidal ideations, etc.)
- Traumatic events (i.e. death of close family/friend, basic needs not being met, etc.)
- Threat to harm others
- Overwhelming stressors that leave someone feeling hopeless
- Emotional/ physical outbursts; behavior that is out of control or disruptive
- Domestic violence or assault
- Changes in behavior or mood
- Inappropriate behaviors or comments

How to report

Direct Referral. Students, faculty, staff, family members or community members may report concerns directly to any member of the SOC Team by phone, email or in person. Information about the CARE Team may be found at <http://www.uab.edu/careteam/>

Online Reporting. Students, faculty, staff, family members or community members may report concerns regarding a student through the online reporting process at the CARE Team website or on the Student Advocacy, Rights and Conduct website: <http://www.uab.edu/students/sarc/>

In addition to providing information about a student of concern and/or incident, reporting parties will be asked to provide their name, phone number and email address in case additional information is required. However, anonymous reports will also be accepted. Due to the confidential nature of the process, the reporting party may not be informed of the outcome of the review unless specifically authorized under University policy, state or federal law. If feasible and allowed, every effort will be made to inform the reporter that contact had been made with the student. Reporters must be aware that online reports are not monitored 24/7, or on weekends, and non-business hour emergencies should be reported to the University Police.

Contact University Police. All persons are encouraged to contact the University Police by dialing 205.934.4434 or 911 if there is an immediate threat or danger to their own safety or the safety of others.

CARE Team Initial Review (Triage)

When a referral is made to a member of the CARE Team, the team member shall initiate a prompt review of the information and determine whether there is an imminent or potential threat of harm or violence to the subject of the referral or to others, and whether an immediate response or action is necessary (see Code of Conduct). The following issues should be considered, in addition to any other pertinent information, during the initial review:

- Whether the person has stated or indicated through their actions thoughts or plans of harm or violence.
- Whether the person has stated or indicated through their actions thoughts or plans of suicide or made a suicide attempt.
- Whether the person has exhibited other behaviors or actions that cause concern for their well-being.
- Whether the person has access to or the ability to gain access to a weapon.
- Whether the person's statements, actions or behavior have been disruptive to the academic or work environment.
- Whether any of the above is imminent or is reasonably likely to occur within a very short time and without any notice.

CASE REVIEW, RISK, AND THREAT ASSESSMENT:

Collection of Information. Upon the receipt of a referral, CARE Team members will collect and compile additional information in regard to the subject of the referral for the purpose of obtaining a thorough understanding of the situation at hand. CARE Team members shall make every effort to promptly distribute this information to other members of the team, especially in emergency situations. Many sources of information may be used or reviewed depending on the person or specific incident referred to the CARE Team. Sources of information may include, but are not limited to the following:

- Incident reports
- Police reports
- Conduct records
- Health care information (in keeping with applicable privacy standards)
- Interviews with the student
- Previous CARE Team records
- Faculty/Staff statements
- Information from family and friends

DEVELOPING A COURSE OF ACTION:

Upon the CARE Team's completion of the case review and/or threat assessment process, in addition to the actions taken above, the CARE Team will determine an individualized course of action for each situation, which may include, but is not limited to the following:

- Development of an individual case management plan;
- Monitoring of the case for a specified period of time; and/or
- Taking no action. Maintaining documentation of process in case file.

Individualized courses of action or management plans may include but are not limited to the following:

- Meeting with CARE Team member or their designee;
- Contacting a student's family or legal guardian;
- Participating in a mental health assessment with a counselor;
- Participating in an off-campus risk assessment;
- Initiating disciplinary action pursuant to the Non-Academic Misconduct Code;
- Contacting campus or local law enforcement agency;
- Referring the matter to another campus department or local community resource;
- Recommendation of a voluntary or involuntary medical withdrawal;
- Monitoring of the case with no direct action.