

Campus Assessment Response & Education (CARE) Team Policy

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Purpose

The purpose of the Campus Assessment Response and Education (CARE) Team Policy is to establish the CARE Team as an appointed group on campus. Additionally, the policy defines the CARE Team's processes which aim to minimize campus disruption and align resources for the benefit of student success.

Scope

The CARE Team is a campus-wide team that provides a caring approach of identification, consultation, and coordination of the University response to situations involving students who engage in concerning, disruptive and/or potentially harmful behavior. CARE Team serves as a resource to the campus community and centralizes communication. The team identifies risk and develops a collaborative outreach and support plan with campus and community resources. The team addresses behavior that occurs on and off campus for current West Chester University students.

CARE Team Membership

The CARE Team consists of the following representatives: Assistant Vice President for Health & Wellness, CARE Case Manager, Dean of Students, Residence Life & Housing, Counseling & Psychological Services, Wellness Promotion, Provost's Designee, Student Conduct, Public Safety, Office of Equal Opportunity & Compliance, and the Academic Support and Advocacy Center. Membership is based on the functional area and position, not the individual. Members of the CARE Team have regular contact with community members, which helps them in their assessment and deployment of interventions.

Policy Statement

The CARE TEAM is a group of school officials who meet to collect and review information about at-risk students and align resources to assist them. The CARE Team has authority from West Chester University to engage in behavioral intervention and threat assessment. The CARE Team conducts its work in accordance with the Family Educational Rights and Privacy Act (FERPA), National Association of Behavioral Intervention and Threat Assessment (NABITA) standards, Council for the Advancement of Standards in Higher Education (CAS) Cross-Functional Framework for Identifying and Responding to Behavioral Concerns, applicable laws, and other institutional policies. The CARE Team is not an emergency service and operates Monday-Friday from 8:00 AM - 4:00 PM.

Procedures

I. CARE Referral Process

The CARE referral process includes two components: (1) facilitating the community's ability to identify concerning behaviors and (2) notifying the CARE team by completing a referral.

1. Facilitate the Community's Ability to Identify Concerning Behaviors
 - a. The team trains West Chester University's community on indicators of distress, crisis, and threat.
 - b. On the CARE Team [website](#), there's a flowchart that anyone can access 24/7 with recommendations on when to submit a CARE referral.
2. Notify the CARE Team by Completing a Referral
 - a. The [CARE referral form](#) is on the CARE Team website.
 - b. Upon accessing the referral form, the referrer will be asked to identify themselves and their relationship to the student, though it is not mandatory.
 - c. The referrer must identify the student of concern.

- d. Then, the referrer must submit details regarding when, where, and what occurred during the incident as well as concerning behaviors they identified.
- e. In some instances, the CARE Team will operate with limited available information. The CARE Team will exercise due diligence while balancing supporting the needs of individuals with the safety of the community.

II. Case Management Process

In alignment with research and best practice, the CARE Team follows a three-phase process to effectively mitigate risk and aid the overall safety goals of West Chester University, which includes (1) gathering data, (2) assessing risk, and (3) deploying interventions.

1. Gather Data

- a. The team maintains a centralized process for submitting referrals for non-emergencies. The referral form is accessible 24/7 to students, faculty, staff, and external sources, and can be submitted anonymously. The CARE referral form is located on the CARE Team website.
- b. CARE cases are routed to all team members as they are submitted for immediate review, during business hours. The referrals are housed in Maxient, a case management system. The CARE team meets once a week for 1.5 hours to review all new CARE referrals and discuss existing open cases.

2. Assess Risk

- a. The team assesses a range of behaviors and concerns along a spectrum of risk and utilizes the NABITA Risk Rubric to objectively review every case Monday-Friday from 8:00 AM – 4:00 PM.
- b. The team uses objective indicators of risk, specifically identifying behaviors of concern, to mitigate bias, provide consistency and objectivity, and respond with appropriate interventions.

3. Deploy Interventions

- a. The team determines appropriate interventions for each risk level based on the NABITA Risk Rubric and the individual's specific needs.
 - i. If an individual's behaviors are considered "Elevated" according to the NABITA Risk Rubric, the CARE Team may recommend a clinical or non-clinical assessment to further assess the individual and the circumstances surrounding the referral to inform its interventions.
- b. The team does not require compliance with identified interventions, nor does the team issue disciplinary sanctions or restrict enrollment or access.
- c. The team adjusts interventions as more information is gathered.
- d. The team reassesses the level of risk upon gathering more information and throughout the intervention process.

Definitions

- A. NATIONAL ASSOCIATION FOR BEHAVIORAL INTERVENTION AND THREAT ASSESSMENT (NABITA): The national association for behavioral intervention teams and training.
- B. CARE TEAM: A multidisciplinary team that collaborates, collects information, identifies risk and intervenes appropriately to ensure the safety of students and the campus community.
- C. INTERVENTIONS: The act of addressing behavioral concerns to prevent harm or improve functioning that often include meeting with students, getting them connected to resources, or recommending an assessment.
- D. CARE REFERRAL: A non-emergent form submitted by faculty, staff, students, or community members when they recognize behaviors of concern in a student and want to notify the CARE Team.

References

[NABITA Bit Kit](#)

[NABITA Risk Rubric](#)

[The CARE Team Website](#)

[Office of the Assistant Vice President for Health & Wellness Website](#)

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