



**CARE Team**  
**(Campus Assessment, Response,**  
**and Evaluation)**  
**Policies and Procedures**

Policy #:	SA004.1
Policy Type:	University
Responsible Executive:	VP for Student Affairs
Responsible Office:	OSSA
Originally Issued:	July 21, 2022
Latest Revision:	July 21, 2022
Effective Date:	July 21, 2022

## I. Policy Statement

Colleges and universities around the country are becoming more diligent and proactive in providing a safe environment for students, faculty, staff, and visitors to their campuses. To support this effort, it is recommended that colleges and universities establish a CARE team to engage in caring, preventive, and early intervention with community members whose behavior is disruptive, concerning, or threatening. CARE teams are small groups of appointed school officials who meet regularly to collect, and review concerning information about at-risk community members and develop intervention plans to assist them. The CARE Team is tasked with intake of referrals from the community, reviewing them to determine the level of risk or concern, and then developing action plans to address the risk.

Our university has established the CARE team to assist in addressing situations in which students, faculty, or staff are displaying behaviors that are concerning, disruptive, or threatening in nature and that potentially impede their own or others' ability to function successfully or safely. These policies and procedures are designed to help identify persons whose behavior potentially endangers their own or others' health and safety or is disruptive to the educational or administrative processes of the university.

It is the responsibility of faculty, staff, and students to immediately refer any situation that could possibly result in harm to anyone at the university. Any member of the campus community may become aware of a person of concern or situation that is causing serious anxiety, stress, or fear. It must be noted, however, that behavioral assessment should not be confused with crisis management. A "crisis" may be defined as a situation in which a person may pose an active or immediate risk of violence to **self or others**. In these cases, the university police should be contacted at 318-342-5350.

## II. Purpose of Policy

The CARE team is a campus-wide team of appointed staff and faculty responsible for identifying, assessing, and responding to concerns and/or disruptive behaviors by students, faculty/staff, and community members who struggle academically, emotionally, or psychologically, or who present a risk to the health or safety of the university or its members.

## III. Applicability

This policy applies to all students, faculty, staff, and visitors of the University of Louisiana Monroe.

## IV. Definitions

- 1) **CARE Team:** The Campus Assessment, Response, and Evaluation (CARE) Team is a multidisciplinary group who meets regularly to assess, evaluate, and respond to reports submitted concerning an enrolled student's behavior and/or the behavior of another campus

community member. Typical reports pertain to students who exhibit signs of distress, show a disturbance, and/or that present a danger.

- 2) **CARE Team Chairperson:** The CARE Team Chair convenes all the meetings and serves as the initial contact for all reports. The Director of Student Advocacy and Accountability serves in this role.
- 3) **College Premises:** Any location, either permanent or temporary, owned, leased or under the control of the University of Louisiana Monroe.
- 4) **FERPA:** Family Educational Rights and Privacy Act; the federal law that protects the privacy of student educational records which applies to all school receiving federal funding via the U.S. Department of Education.
- 5) **HIPPA:** Health Insurance Portability and Accountability Act; legislation that provides data privacy for safeguarding medical information.
- 6) **NaBita:** National Behavioral Intervention Team Association; Organization committed to providing education, resources and support to professionals who endeavor every day to make their campuses and workplaces safer through caring prevention and intervention.
- 7) **Maxient:** A client record management software program designated to help with behavior management on campuses.

## V. Policy Procedure

### Procedures

Procedures have been established to carry out the identified responsibilities and functions.

#### Team Meetings and Frequency

CARE Team meetings are held weekly or on an as needed basis. The CARE Team conducts work by three means: (1) Preliminary Assessment, (2) Team Risk Assessment, and (3) Critical Incident Response/Emergency Meetings.

#### (1) Preliminary Assessment

Referrals will be reviewed by the team chair or designee once per business day. During this review, the chair will determine a preliminary level of concern and possible first steps of action. If there are immediate concerns for safety, the chair or designee may initiate a welfare check, contact law enforcement, consult with other team members, and/or call for an emergency team meeting. Additionally, the chair or designee may assign information-gathering tasks or initial action steps to team or community members in order to gather more information or address immediate needs relevant to their department. All cases, whether action was taken during the preliminary assessment or not, will be discussed during the regular team meeting for a full assessment.

#### (2) Team Risk Assessment

During the team meeting, the team will apply the NABITA Risk Rubric to every case discussed by the team. Using the information gathered as part of the preliminary assessment and during the data gathering phase of the team meeting, the team will come to a consensus on the current level of risk for the case. Risk level will be reassessed each time the case is discussed at the team meeting and at the time of case closure.

### **(3) Critical Incident Response/Emergency Meeting**

In the event of a situation that requires the immediate attention of the CARE Team, the CARE Team chair, or designee, will call a critical incident response or emergency meeting.

#### **Team Communications**

Communication is the essential element of an effective CARE Team. Team members (core and inner circle) receive training to address barriers to effective communication. The CARE Team operates more effectively when there is a sense of trust and connection among its members. This trust and connection are developed through ongoing conversations, frequent meetings, trainings, and discussions when tensions exist. The team chair watches over communication trends to ensure that problems are identified and addressed early and effectively.

#### **Reportable Behaviors**

All members of the university community play an important role in helping others get the assistance they need. There may be signs or indications that a person is experiencing problems and needs assistance.

Presentation of these types of behaviors in isolation may or may not indicate a more serious problem. However, persons of concern may be exhibiting the same or similar behaviors in other areas of campus. Reporting information to the CARE Team may assist in the observation of a larger pattern of behaviors that may need intervention when the totality of the circumstances is taken into consideration. When in doubt, please submit a report and allow the CARE Team to review. Anyone can report concerning, disruptive, alarming, or threatening behaviors to the CARE Team.

**\*\*Even with the existence of a CARE Team, the actions and responsibilities of this team do not replace those of emergency responders or the police. Some behaviors require immediate emergency assistance. If an incident is currently an immediate threat to self or others, please report directly to the Department of Public Safety by dialing 911.**

#### **Actions and Recommendations**

The CARE Team will receive reports of individuals (students, faculty, staff, or others) who are exhibiting concerning, disruptive, alarming, or threatening behaviors. The team, in an effort to protect the university community, will investigate and respond to reported behavior indicating a student, employee, or other person's behavior may pose a risk to self or others.

The CARE Team develops and deploys interventions to reduce the risk and address the concerns identified in the case. The intensity and the scope of the interventions increase as the risk level increases. For each level of risk, the team has a defined set of interventions that are appropriate for addressing the risk present and each team member is trained to deploy interventions in a consistent, quality-controlled way. The CARE Team utilizes the NABITA Risk Rubric set of interventions to guide the team decision making related to interventions.

#### **Education and Training**

The CARE Team is dedicated to the continuous improvement of the team through research and training. The CARE team's training approach is made up of two central tenets. The first is a dedication to planning and developing a training schedule to reinforce content knowledge.

The goal of this tenet is for the team to develop and maintain knowledge of and engagement in best practices. The second tenet of team training is team dynamics. This tenet focuses on building a trusting and communicative team that can operate seamlessly across the various CARE processes.

For this program to be effective, the university community must be aware of the CARE Team, the need and purpose of intervention, the procedure for filing a report, and how to contact members of the team with concerns or comments. The CARE Team will provide campus-wide information to be incorporated into faculty and staff annual trainings, new employee, and student orientation sessions.

## VI. Enforcement

The CARE team consists of university personnel with expertise in student affairs, mental and physical health, student conduct, and law enforcement/campus safety. **Membership on the CARE team represents an ongoing commitment to the mission of the CARE team.** Team members are critical to the functioning of the team. They are responsible for completing ongoing training, attending meetings, and assisting with follow-up and intervention as designated by their membership category. The CARE team has three levels of membership: core, inner circle, and middle circle.

### Core Group

Director, Student Advocacy and Accountability
Director, University Police Department
Director, Self-Development, Counseling, and Special Accommodations Center

### Additional Members

Coordinator, Student Advocacy and Accountability
Assistant Director, University Police Department
Faculty/Academic Affairs
Director, Residential Life and Housing
Assistant Director, Residential Life and Housing
Special Accommodations Coordinator
Director, Human Resources
Title IX Coordinator
Greek Coordinator
Director, School of Nursing
Psychology
Career Center
Athletic Advisor
Financial Aid Representative/Student Accounts Representative

## VII. Policy Management

### Data Collection, Storage, and Security

Anyone can report concerning, disruptive, alarming, or threatening behaviors to the CARE Team by speaking directly to a team member or submitting an online referral.

All reports received by CARE Team members should be immediately reported to the CARE Team chair. The online reporting form is accessed through the [www.ulm.edu/reportit](http://www.ulm.edu/reportit) website and will display instructions, a series of drop-down menu options, and a text box for a descriptive narrative. Once submitted, the report will be forwarded to the CARE Team core group. The submitted report automatically becomes part of the electronic database, managed through the Maxient database.

### CARE Team Website

The CARE Team has established a website for the purpose of providing information to the university community and as one mechanism for reporting persons of concern. The website is hosted on the Office of Student Advocacy and Accountability website [www.ulm.edu/osaa](http://www.ulm.edu/osaa). The CARE Team Chair will appoint a designee to maintain the website.

### Responsibilities and Functions

Through the work conducted at regularly scheduled meetings the CARE Team seeks to:

1. Developing and implementing educational and training programs for all members of the university community regarding behavioral assessment. This should include publications and promotional materials designed to create awareness and understanding of the CARE Team and what to refer, as well as in-person trainings to develop deeper knowledge on how to identify, support, and refer an individual of concern.
2. Maintaining a current website, which can be easily accessed from the university's home page and other relevant departmental pages. This site should include links to informational and referral sites and instructions for making a referral to the CARE Team.
3. Receiving, coordinating, and assessing referrals received from faculty, staff, students, and others regarding individuals of concern using NABITA standards.
4. Coordinating interventions and resource assistance for individuals of concern.
5. Providing an annual report to the Vice President for Student Affairs.

### Annual Review and Report

The CARE Team will provide the Vice President for Student Affairs with an annual report detailing the work conducted by the team.

### Conclusion

The CARE Team website can be found at [www.ulm.edu/studentaffairs/care/](http://www.ulm.edu/studentaffairs/care/) The website hosts the CARE Team information and is just one tool available to students, faculty, and staff to help keep our campus safe. Please note that even with the existence of a CARE Team, the actions and responsibilities of this team do not replace those of emergency responders or the police. If an incident is currently an immediate threat, please report directly to the University Police Department by dialing 911.

## VIII. Exclusions

N/A

**IX. Effective Date**

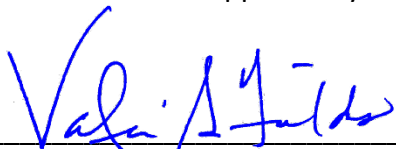
This policy is effective upon the date signed by the President of the University of Louisiana Monroe.

**X. Adoption**

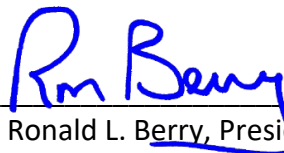
This policy is hereby adopted on this 21<sup>st</sup> day of July, 2022.

Recommended for Approval by:

Approved by:



Dr. Valerie S. Fields, VP for Student Affairs



Dr. Ronald L. Berry, President

**XI. Appendices, References and Related Materials**

**XII. Revision History**

Original Adoption Date: July 21, 2022