

# Bellevue College



## CARE TEAM

Concern, Assistance, Resources & Empowerment

## Procedures Manual

Bellevue College is a member of NaBITA



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## **Introduction to Behavioral Intervention Teams on College Campuses**

In the wake of the shooting at Virginia Tech, higher education institutions began looking for a way to proactively address violence on the college campus. The research shows that violent campus actors sometimes gives some type of clues, prior to their acts. Campuses across the nation began looking at a model that would allow for centralized reporting, coordination of threat assessment and orchestration of the intervention. The National Center for Higher Education Risk Management (NICHERM) developed the CUBIT model (Sokolow, 2011).

The CUBIT Model incorporates practices already in place on some campuses, but also the findings of the Virginia Tech internal investigation, Governor's Panel Report and Report to the President, as well as the Illinois and North Carolina Task Forces, and the research done by the FBI, Department of Education and the Secret Service (Sokolow, 2011).

The CUBIT Model revolves around eight core team functions:

- Centralize reporting
- Triage reports
- Assess threat/risk
- Assess available resources
- Perform or empower interventions
- Coordinate follow-up
- Assess long-term success/outcomes
- Educate the community

Since the CUBIT Model was introduced to the higher education community in December of 2007, over 600 campuses have implemented some version of it (NaBITA, 2014). Campus's teams are most often call the BIT (Behavioral Intervention Team) or CARE Team.

## **Mission Statement**

The Bellevue College CARE Team is dedicated to a proactive, coordinated approach to the identification, prevention, assessment, management and reduction of interpersonal or behavioral threats to the safety and wellbeing of Bellevue College students, faculty, staff and visitors.

## **Goals**

- Provide a safe physical and emotional environment for members of the Bellevue College community
- Provide assistance and resources for the Bellevue College community
- Empower students, faculty and staff to report concerns
- Use social justice and restorative justice models as a foundation for our procedures and practices

## **Overview**

Bellevue College has established the CARE (Care, Assistance, Resources & Empowerment) Team to assist in addressing situations where students, faculty, or staff are displaying behaviors that are disruptive, threatening or concerning in nature that potentially impede their own or others' ability to function successfully or safely or may be violating the student code of conduct. The CARE Team procedures are designed to help identify the administrative processes of the college so that we can best serve our students and the college community. Our college's strategic goal of "Justice for All" (SP 3) is the social and restorative justice foundation that we will build our practice upon in order to address reported concerns, in an equitable manner.

It is the responsibility of faculty, staff and students to report situations of concern about anyone at the college. Any member of the campus community may become aware of a troubling person or situation that is causing serious anxiety, stress, or fear. Behavioral assessment should not be confused with crisis management. A crisis may be defined where a person may pose an active or immediate risk of violence to self or others. In the case of a crisis situation, call 911 and Bellevue College Public Safety.

The CARE Team will meet weekly and on an emergency basis to review referrals brought forward by public safety, faculty, staff, and students concerning disruptive, inappropriate and/or threatening behavior. For the safety of the campus community, any threat explicit or implied will be considered a statement of intent.

### ***Team Membership Description***

The CARE Team consists of college personnel with expertise in human resources/employee assistance, law enforcement/threat assessment/tactical applications, college operations, medical and mental health knowledge and student affairs. Membership is based on the position and not the individual. The members selected have regular contact with campus community members in some manner, which will aid in assessment of persons of concern, have the authority to receive a CARE Team recommendation and take the appropriate action. A collaborative process to assess immediate threats and concerns is used. Depending on the situation, personnel with areas of specialization or responsibility may be called upon to assist the CARE Team. The CARE Team may also consult other individuals, as needed, such as a faculty member who has a concern about a student, a professional counselor to share expertise, and/or a manager who has information concerning an employee. The CARE Team members determine the appropriate course of action and assure that all necessary follow up and documentation is completed.

### ***Data Collection, Storage, and Security***

Anyone can report concerning or threatening behavior to the CARE Team by submitting an online referral through the Maxient database that has a link on the home page of the Bellevue College Website. This electronic incident report will display instructions, a series of drop-down selections, and a text box for a descriptive narrative. Once submitted the report is forwarded to the CARE Team chair and selected members for review. The submitted report will automatically become part of the electronic database used for active assessment of persons of concern and to generate report data. Maxient allows CARE Team members to review referrals and identify patterns of behavior. CARE Team

members are informed as they join the team and reminded during regular trainings that many of these records are very dynamic in nature. What the team believes to be true today may change as a situation unfolds. Much care should be taken not to form judgments or use the information in decision making outside of the CARE Team. In addition, none of the data may be distributed or viewed by non-CARE personnel without first consulting with the Chair.

Making notes in cases files is limited to the Chair and case managers. As part of regular training, these *scribes* review what is appropriate to place in a file.

### ***CARE Web Page***

CARE has established a website for the purposes of providing information to the campus community and for reporting persons of concern. The web page includes:

- Description of CARE with link to full document
- List of Team Membership
- List of concerning behaviors which should be reported
- Instructions to submit a report with link to the Maxient online reporting system.
  - The site can be found at <http://www.bellevuecollege.edu/reportconcerns/>
- The CARE Team webpage can be found at <https://www.bellevuecollege.edu/careteam/>

The Team's Chair ensures that the site is regularly updated and functioning properly.

### **Outputs**

CARE is responsible for:

- Developing and implementing educational and training programs for all members of the college community with regard to behavioral assessment
  - This should include publications and promotional materials designed to create awareness, understanding, and participation with CARE
- Maintaining a current website, which is easily accessible from the college's home page and other relevant departmental pages
  - This site should include links to informational and educational sites as well as instructions for filing a referral to the CARE Team.
- Receiving, coordinating, and assessing referrals received from Public Safety, faculty, staff, students and local authorities to provide a safe campus, both physically and emotionally
- Providing an annual report to the Vice President for Student Affairs

### **Procedures**

Procedures have been established to determine the general operations of the CARE Team, how a referral is made, what is appropriate to refer and the actions/recommendations deemed appropriate.

### ***Team Meetings and Frequency***

The CARE Team conducts business by four means: (1) preliminary response meeting, (2) regular weekly team meeting, (3) critical incident response meeting and (4) case management meeting.

### **(1) Preliminary Response Meeting**

Once a report is received, the chair creates a case in Maxient, reviews the cases and assigns it to a CARE Team member having administrative responsibility for the person of concern. Other appropriate CARE Team members may be consulted and included during this initial evaluation. The assigned team members will conduct an investigation for the submitted report and, if appropriate, convene CARE Team for an emergency meeting. Otherwise, these findings will be reported at the regular weekly team meeting, as described above.

### **(2) Regular Team Meetings**

These meetings occur weekly during the quarter and as needed during the breaks. Business is conducted by reviewing on-going cases, making appropriate recommendations with new cases and providing regular opportunities for training. Training may be scheduled or provided at regular meetings. Trainings should include attending conferences, workshops and retreats.

#### **Case review will include:**

1. Briefing/update by the assigned CARE team member
2. Review of documentation, interviews, and other relevant information
3. General discussion
4. Threat Assessment Rating
5. Recommendations by the CARE Team

NOTE<sup>1</sup>: All referrals should be considered against the backdrop of the NaBITA Threat Assessment Tool (Sokolow, et al, 2011).

NOTE<sup>2</sup>: It may be determined by the Chair or other team members that the person of concern should be evaluated by the SIRVA-35 assessment tool or by professional mental health personnel. It must be noted that these assessments are tools to assist the CARE Team in making an informed recommendation to the appropriate authority and are not intended to be the decision maker.

### **(3) Critical Incident Response Meetings (CIR)**

In the event a student threatens, attempts or commits suicide, or an event has occurred which may require the immediate attention of CARE Team, a CIR meeting may be called by the Chair. Any and all actions or recommendation of a CIR should be reviewed at the next Regular Team Meeting.

### ***Internal Team Communications and Releases of Information***

Internal team communications may take place in three ways:

- In-person conversation
- Email through official institution account
- Communication feature through Maxient

It should be noted that in all written communications through email can be requested through the Freedom of Information Act. Care must be taken regarding personal identifiable characteristics of the

individual and an understanding that all of these records are protected by FERPA. All verbal and written communications must be done in a productive and professional manner.

Any and all releases of information regarding a case should only be done with the approval of the CARE Team's Chair.

**CARE Team referrals may be submitted by:**

- Online referrals to the CARE Team
  - From the College's home page, click on "*Report Concerns*" at the bottom of the home page or go to <https://cm.maxient.com/reportingform.php?BellevueCollege>
  - Complete form
- Anonymous Referrals
  - The reporter may choose not to include their identifying information in the online form.

**Examples of behaviors that should be referred to the CARE Team:**

- Anger issues
- Suicidal/Homicidal ideation
- Mental health concerns
- Aggressive communication
- Speaking or writing that seems bizarre
- Suspected use of drugs and /or alcohol

Violations or suspected violations of the Bellevue College Student Conduct Code must be directed to the Manager of Student Conduct.

## **Actions and Recommendations**

In an effort to protect the Bellevue College community, the CARE Team will, by way of the appropriate college office or official, investigate and respond to reported behavior indicating a student, faculty, staff, or other college community member may pose a risk to self or others. CARE may recommend some or all of the following:

- Make recommendations to appropriate college personnel that may include, but are not limited to actions consistent with college policy
- Assign appropriate college personnel to the subject of the incident for follow-up and observation.
- Recommend that the proper authority notify, within FERPA guidelines, the parents, guardians and/or next-of-kin
- Make recommendation(s) to appropriate college personnel regarding conditions of consideration for an individual to return as an active member of the campus community.

- This may include recommending internal or external psychological and/or drug/alcohol evaluations of the individual in question
- In addition, the CARE Team may refer students, faculty, or staff members to professional counseling, make recommendation(s) for the filing of criminal charges, or other actions deemed appropriate

**NOTE<sup>1</sup>:** Nothing in this document is intended to abridge any employee's rights under established contract, state or federal law.

## Education and Training

Colleges and universities today find themselves in a balancing act between students' rights, parent demands and the "Duty of Care" (Brett, 2006) that the law requires. The pendulum has swung from *in loco parentis*<sup>1</sup> to complete student freedom; and now back to a reasonable *Duty of Care*, the same degree of care that is expected in all areas of society. Courts have held this *Duty of Care* responsibility to all higher education institutions. As seen in *Mullins v. Pine Manor*, 499 N.E.2d 331 (Mass. 1983) "[t]he college had a duty to provide security for its students" and, *Shin v. M.I.T.*, 19.L.Rptr. 570, 2005 WL 1869101 (Mass. Super. Jun 27, 2005), "They [parents] did not know that a school psychiatrist had considered hospitalizing her", this *Duty of Care* now extends into all areas of the college.

Bellevue College understands that by creating a CARE Team there is an accompanying responsibility or *Duty of Care*, to inform and educate the college community. For this program to be effective, the college community must be aware of the CARE Team, the need and purpose for intervention, the procedure for filing a report, and how to contact members of the team with concerns or comments.

### ***The CARE Team will provide educational opportunities by:***

- Providing presentations and workshops
- Maintaining a campus website
- Providing consultation

## Conclusion

It is everyone's responsibility to report situations to the CARE Team. The CARE Team is only one part of a larger campus effort to create a safe campus environment. We are always open to hearing campus concerns. Please contact the Dean of Student Success should you have a concern or need further information.

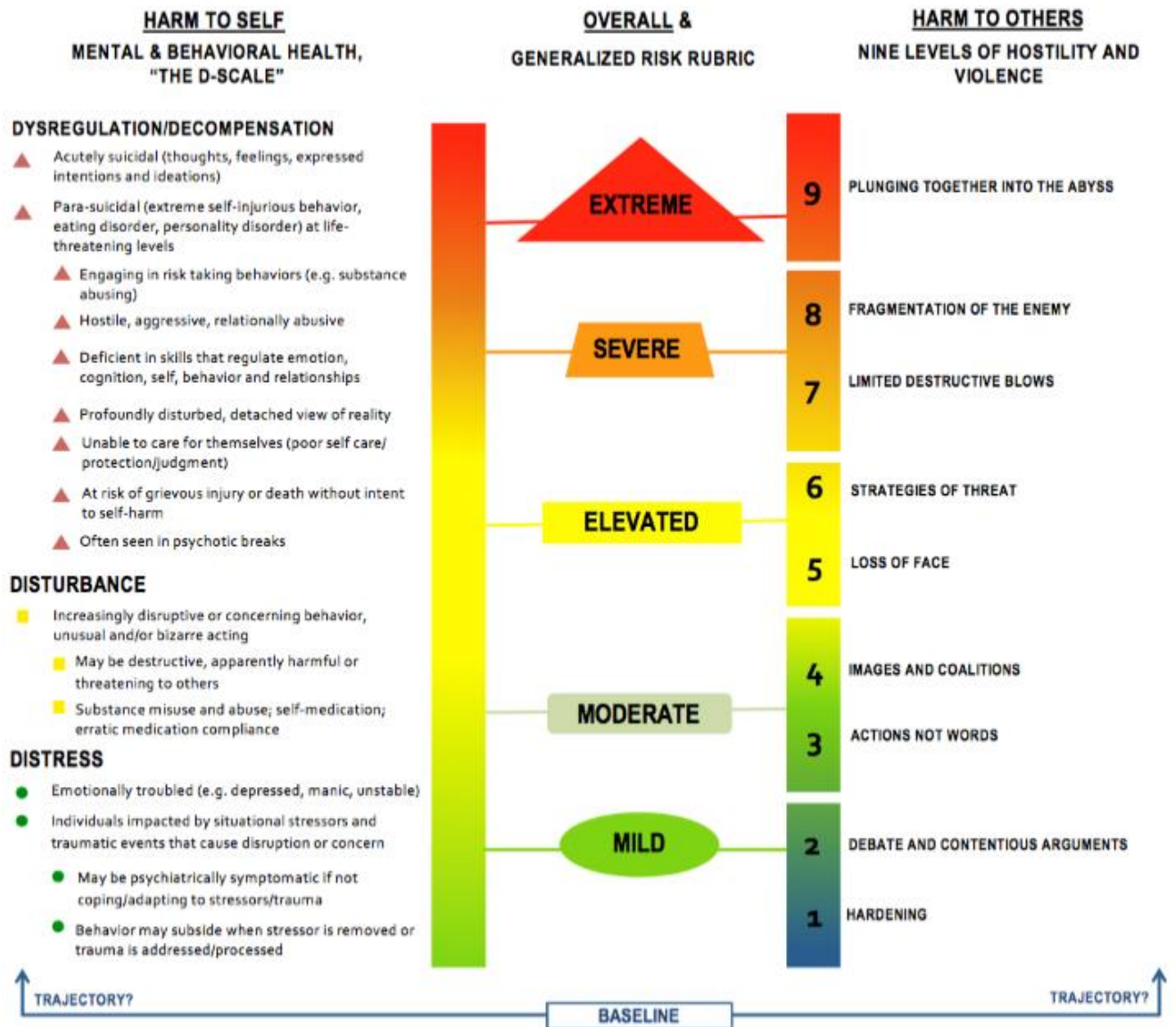
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<sup>1</sup> Latin: "in the place of a parent". (Nuss, 1996).



# Appendix I – NaBITA Threat Assessment Tool Pg. 1

## NaBITA THREAT ASSESSMENT TOOL



## Appendix I – NaBITA Threat Assessment Tool Pg. 2

CLASSIFYING RISK	INTERVENTION TOOLS TO ADDRESS RISK AS CLASSIFIED
<b>MILD RISK</b> <ul style="list-style-type: none"> <li>Disruptive or concerning behavior</li> <li>May or may not show signs of distress</li> <li>No threat made or present</li> </ul>	<b>MILD RISK</b> <ul style="list-style-type: none"> <li>Meeting/soft referral by reporter</li> <li>Behavioral contract or treatment plan with student or employee (if at all, only for low-level concerns)</li> <li>Student conduct or HR response</li> <li>Evaluate for disability services and/or medical referral</li> <li>Conflict management, mediation, problem-solving</li> </ul>
<b>MODERATE RISK</b> <ul style="list-style-type: none"> <li>More involved or repeated disruption. Behavior more concerning. Likely distressed or low-level disturbance</li> <li>Possible threat made or perceived</li> <li>Threat is vague and indirect</li> <li>Information about threat or threat itself is inconsistent, implausible or lacks detail</li> <li>Threat lacks realism</li> <li>Content of threat suggests threatener is unlikely to carry it out</li> </ul>	<b>MODERATE RISK</b> <ul style="list-style-type: none"> <li>Meeting/soft referral by reporter</li> <li>Behavioral contract or treatment plan with student (if at all, only for low-level concerns)</li> <li>Student conduct or HR response</li> <li>Evaluate for disability services and/or medical referral</li> <li>Conflict management, mediation (not if physical/violent), problem-solving</li> </ul>
<b>ELEVATED RISK</b> <ul style="list-style-type: none"> <li>Seriously disruptive incident(s)</li> <li>Exhibiting clear distress, more likely disturbance</li> <li>Threat made or present</li> <li>Threat is vague and indirect, but may be repeated or shared with multiple reporters</li> <li>Information about threat or threat itself is inconsistent, implausible or lacks detail</li> <li>Threat lacks realism, or is repeated with variations</li> <li>Content of threat suggests threatener is unlikely to carry it out</li> </ul>	<b>ELEVATED RISK</b> <ul style="list-style-type: none"> <li>Meeting/mandated referral by reporter</li> <li>Evaluate parental/guardian notification</li> <li>Obtain and assess medical/educational and other records</li> <li>Consider interim suspension if applicable</li> <li>Evaluate for disability services and/or medical referral</li> <li>Consider referral or mandated assessment</li> <li>SIVRA-35 or other violence risk assessment</li> </ul>
<b>SEVERE RISK</b> <ul style="list-style-type: none"> <li>Disturbed or advancing to dysregulation</li> <li>Threat made or present</li> <li>Threat is vague, but direct, or specific but indirect</li> <li>Likely to be repeated or shared with multiple reporters</li> <li>Information about threat or threat itself is consistent, plausible or includes increasing detail of a plan (time, place, etc.)</li> <li>Threat likely to be repeated with consistency (may try to convince listener they are serious)</li> <li>Content of threat suggests threatener may carry it out.</li> </ul>	<b>SEVERE RISK</b> <ul style="list-style-type: none"> <li>Possible confrontation by reporter</li> <li>Parental/guardian notification obligatory unless contraindicated</li> <li>Evaluate emergency notification to others (FERPA/HIPAA/Clery)</li> <li>No behavioral contracts</li> <li>Recommend interim suspension or paid/unpaid leave</li> <li>Possible liaison with local police to compare red flags</li> <li>Deploy mandated assessment</li> <li>Evaluate for medical/psychological transport</li> <li>Evaluate for custodial hold</li> <li>Consider voluntary/involuntary medical withdrawal</li> <li>Direct threat eligible</li> <li>Law enforcement response</li> <li>Consider eligibility for involuntary commitment</li> <li>SIVRA-35 or other violence risk assessment</li> </ul>
<b>EXTREME RISK</b> <ul style="list-style-type: none"> <li>Dysregulated (way off baseline) or medically disabled</li> <li>Threat made or present</li> <li>Threat is concrete (specific or direct)</li> <li>Likely to be repeated or shared with multiple reporters</li> <li>Information about threat or threat itself is consistent, plausible or includes specific detail of a plan (time, place, etc.), often with steps already taken</li> <li>Threat may be repeated with consistency</li> <li>Content of threat suggests threatener will carry it out (reference to weapons, means, target)</li> </ul>	<b>EXTREME RISK</b> <ul style="list-style-type: none"> <li>Possible confrontation by reporter</li> <li>Parental/guardian notification obligatory unless contraindicated</li> <li>Evaluate emergency notification to others</li> <li>No behavioral contracts</li> <li>Interim suspension or paid/unpaid leave if applicable</li> <li>Possible liaison with local police to compare red flags</li> <li>Too serious for mandated assessment</li> <li>Evaluate for medical/psychological transport</li> <li>Evaluate for custodial hold</li> <li>Initiate voluntary/involuntary medical withdrawal</li> <li>Law enforcement response</li> <li>Consider eligibility for involuntary commitment</li> </ul>

## Appendix II – Care Team Confidentiality Agreement



### CARE TEAM

#### Annual Confidentiality and Training Agreement

I, \_\_\_\_\_ understand that Bellevue College has established the CARE Team to assist in addressing situations where students, staff or faculty are displaying behaviors that are disruptive, threatening, or concerning in nature that potentially impede their own or others' ability to function successfully or safely. These procedures are designed to help identify persons whose behaviors potentially endanger their own or others' health and safety or are disruptive to the educational or administrative processes of the College.

*Please initial each statement below:*

\_\_\_ I understand the mission, goals and procedures of CARE, and agree to participate in meetings and training to the best of my ability.

\_\_\_ I understand that all records associated with CARE are subject to FERPA:

*Information from the education records of a student may be disclosed to College officials with a legitimate educational interest. A school official is a person employed by the College in an administrative, supervisory, academic or research, or support staff position; a person or company with whom the College has contracted such as an attorney, auditor, or collection agent; a person or a student serving on an official committee such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A College official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.*

\_\_\_ I understand that many of the records are dynamic in nature and may not have been resolved, adjudicated or otherwise completed at the time I view them. As such, care must be taken not to form judgments or use this information in decision making, without first checking with the Office of the Dean of Student Success.

\_\_\_ I understand that any requests by a non-CARE member to discuss, view or print a CARE record must be made to, and approved by the Office of the Dean of Student Success, as some information may need to be redacted for non-CARE Team consumption in order to comply with FERPA.

The CARE Team is comprised of the CARE Chair (Dean of Student Success) as well the Counseling Chair, Conduct Manager, Dean of Student Leadership and Life, and designees from Campus Safety, Disability Services, Human Resources, and the Office of Instruction. Members from other areas on campus or from the local community may be consulted and/or invited to attend meetings as needed and will be required to sign a confidentiality agreement.

Dated: \_\_\_\_\_

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

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## References

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