

University of Rochester CARE Network: Identifying and Triaging Students in Distress



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Predating the CARE Network?

- Student Support Network has been around for 20+ years.
 - Security reports were sent to the Dean of Students and then delegated to Area Coordinators in residential life for follow up.
 - 30+ representatives from multiple offices on campus came together weekly to discuss students of concern.
 - This meeting became too big, and student information was not being shared on a “need to know” basis.
- Homicide on campus January 2012
 - Erin hired October 2012 as a full time Assistant Director for Student Support Services (in Center for Student Conflict Management)



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Purpose of CARE

- To identify students in distress before they reach the point of crisis.
- To better understand the challenges a student may be facing in more than one aspect of his or her life.
- To triage this student to appropriate resources and make sure the student is connected to someone who can help.
- To increase communication between offices and better understand the student's needs.



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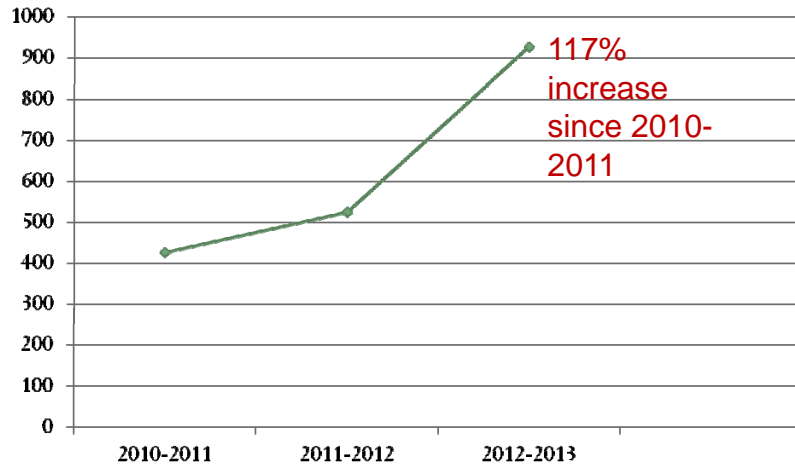
Ideal CARE Workflow

- Student of concern identified.
- Someone (UR faculty, staff, students, parent, community member, or the student him/herself) submits a CARE report.
- Erin reviews the report
 - Determines level of severity (birds eye view).
 - Reaches out to individuals who may know more about this particular student.
 - Keeps a running record of the student of concern.
- *Individuals report information back to Erin so she can continue to assess the student's level of severity and enact supports as necessary.*
- Attempts to reach the student continues or case closes.



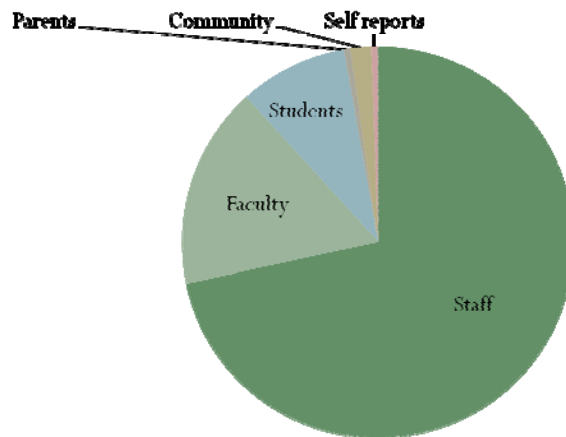
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Number of CARE Reports Submitted by Academic Year



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Number of Reports Submitted by UR Affiliation



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Stakeholders

- **Academic Support**
 - Attended meetings in CCAS, information about student's adviser, grades, class attendance, medical leave process
- **Public Safety**
 - Information about transports, MHA, liaison between UR and RPD, card access
- **Graduate housing**
 - Community graduate student check in, liaison for domestic disputes regarding graduate students
- **Residential Life**
 - RA/CA check ins, room changes, card access, lots of information about how students are doing in their residential environment
- **Conduct**
 - Overlap between CARE and conduct, helps to create a more complete assessment of how the student is doing, can enforce violations if necessary
- **Student Support Network**
 - Review a list of student's names once a week and report connections to Erin, meet once a month to discuss trends we are seeing on campus, reach out to students who may have been affected by a fellow student death or natural disaster



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Care Management

- Weekly CARE team meetings
- Case Conferences
- Joint meetings with Erin when a student returns to campus after MHA
- Meet with students who are returning from medical leave
- Monitor behavioral contracts for students that has been identified with mental health or substance abuse issues
- Community referrals for all matriculated students and students on medical leave
- Help student navigate public transportation for off campus appointments



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Strengths of the CARE Network

- Recognized nationally for “Best Response to Student Intervention” and “Best Practices for Behavioral Intervention Teams”
- Collaborative and effective
 - Streamline student challenges, making it easier on the student to succeed
- Self Determination Theory-driven
- Innovative
 - CARE app
 - Transparent, accessible and marketed to all UR faculty, staff, students, and parents
- Adaptable based on the needs of those who utilize our network (both reporters and students)
 - Emails to reporters upon receipt and closing of CARE report
 - New behavioral agreement process



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Improvements Needed

- **Collaboration with other colleges and connecting with graduate students.**
 - Meeting with the Deans of each of the graduate schools to support their efforts and discuss our River Campus procedures
- **Additional resources needed to maintain and improve our system.**
 - Continue to collect data about CARE to support the need for additional resources
- **Receiving additional information or follow up from a reporter after a CARE report has been submitted.**
 - Continuing to encourage the reporter to follow up if they have additional information or elevated concerns when we acknowledge receipt of CARE report.
- **More consistency from SSN members checking the list of students of concern and reporting back.**
 - Surveying Student Support Network members to see how often they are reviewing the list and to determine if there's an easier method that works for all parties.
- **Continued marketing of CARE Network and the CARE app**
 - iPhone stress ball, Know the Signs campaign.



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Questions?

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