



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 77.19, **Campus Assessment Response and Education Team (CARE Team) for Students**

PURPOSE: The purpose of this Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) Operating Policy and Procedure (HSCEP OP) is to define the role, responsibilities, and membership of the TTUHSC El Paso CARE Team for students.

REVIEW: This HSCEP OP will be reviewed in November of every even numbered year (ENY) by the provost/vice president for academic affairs (VPAA), Academic Council, the assistant vice president for the Office of Student Services and Student Affairs (AVPSS), Texas Tech Police Department Chief of Police and chief operating officer or designee, with recommendations for revision forwarded to the president by December 1st.

POLICY/PROCEDURE:

I. General Policy Oversight.

- A. The AVPSS will serve as chair and convene the CARE Team.
- B. The AVPSS and provost/VPAA – or their designee – is authorized to monitor compliance with laws, regulations, Texas Tech University System (TTUS) Board of Regents' Rules, TTUS regulations, and HSCEP OPs applicable to academic affairs and student services policies.
- C. Each TTUHSC El Paso school is responsible for school-based policies and alignment with all applicable laws, regulations, Regents' Rules, and HSCEP OPs.
- D. For the purpose of this policy, the definition of "student" in the TTUHSC El Paso Code of Professional and Academic Conduct applies.

II. Charge.

- A. The CARE Team is guided by the values of safety, autonomy, and shared responsibility. Above all, CARE prioritizes the safety of the student and the TTUHSC El Paso community. CARE respects the autonomy of TTUHSC El Paso community members and takes actions to intervene in the least intrusive manner in the absence of safety concerns. Finally, the safety of the TTUHSC El Paso community is a responsibility shared by the CARE Team and all members of the TTUHSC El Paso community.
- B. The CARE Team serves as a central place to report concerns related to student behaviors to ensure support, early intervention, risk assessment and appropriate referrals to help promote student success.

III. Membership. CARE Team membership includes:

- A. **Chair:** The AVPSS will serve as the chairperson of the CARE Team. If a conflict of interest is identified, the provost/VPAA will name an alternate chair for review of the specific student matter. The Assistant Vice President for SSSA will continue participate only to ensure that all of his/her duties related to the procedures and policies of the CARE Team are followed.

- B. Representatives: Annually, the AVPSS will request the name of one representative from each of the following areas to serve as members of the CARE Team:
1. TTUHSC El Paso Psychiatry Student Assistance Program;
 2. Gayle Greve Hunt School of Nursing Office of Student Affairs;
 3. Graduate School of Biomedical Sciences Office of Student Affairs;
 4. Paul L. Foster School of Medicine Office of Student Affairs;
 5. Woody L. Hunt School of Dental Medicine Office of Student Affairs;
 6. Office of General Counsel; and
 7. ADA Services.
- C. A member of the Texas Tech Police Department will be assigned to represent the police and act as the security department liaison.
- D. Ex Officio Members: The executive associate of the Office of Student Services and Student Affairs (SSSA) serves as an *ex officio* member of the CARE Team. Additional representatives may be invited as *ex officio* members of the CARE Team and support its efforts from areas including – but not limited to – school leadership; the Physician Well-Being Committee; the Office of Financial Aid; the Office of the Registrar; Student Business Services; the Office of Diversity, Inclusion and Global Health; Information Technology and other representatives who may have direct knowledge about an incident or student concern.

IV. Protocol.

- A. CARE Team reports and actions are tracked in a centralized, secure database coordinated by the AVPSS. When needed, the CARE Team conducts a threat assessment to identify generalized risk levels for situations and to guide actions.
- B. Common CARE Team actions include, but are not limited to:
1. coordinated meetings with a student, reporting party and a CARE Team member;
 2. referral to student counseling services;
 3. academic status checks;
 4. welfare checks;
 5. coordination with TTUHSC El Paso and non-TTUHSC El Paso service providers;
 6. strategic resource referrals for the student; and
 7. required support interventions when determined to be appropriate based on the facts of a student's observed behavior.
- C. Typical Steps in the CARE Team Process. *NOTE: If the reporting party or recipient of a report believes that the individual is of imminent threat of harm to self or others, call 9-1-1.*
1. Report of a student concern is received via the online system, phone, or self-referral to a member of a school student affairs or SSSA, or a report from a dean, faculty or staff to the AVPSS.

- a. Types of concerns may include:
 - (1) hospitalization;
 - (2) arrest;
 - (3) EMS alcohol- or drug-related transport;
 - (4) suicide ideation;
 - (5) homicide ideation;
 - (6) suicide attempt;
 - (7) emergency detention;
 - (8) institutionalization for mental health care;
 - (9) sexual assault;
 - (10) eating disorder;
 - (11) academic support referrals;
 - (12) classroom and other behavioral issues;
 - (13) financial concerns; and
 - (14) sudden death(s).
 - b. Each concern is evaluated based on the student's ability to function in the academic environment.
 - c. Concerns are tracked in the AVPSS' office.
2. CARE Team Meetings
- a. A periodic CARE Team meeting is convened by the AVPSS. The SSSA executive associate prepares the CARE Team agenda.
 - b. Ad hoc CARE team meetings may be convened outside of normal working hours, as needed, to address urgent matters.
3. CARE Team members review concerns and provide relevant information and resources that they can share about the student and a recommendation to elevate for additional CARE Team assessment, response or education. Based upon the evaluation of the CARE Team, a determination will be made as to what support the student may need, with this support being tailored for each student. Based upon the available information:
- a. the TTUHSC El Paso Department of Psychiatry or other mental health representative(s) may provide a mental and behavioral health assessment as permitted by the Health Insurance Portability and Accountability Act of 1996 (HIPPA). The department of Institutional Compliance will serve as a resource to answer any questions about permitted activities;
 - b. the TTPD can relay their concerns regarding the potential threat and then;

- c. the CARE Team assesses the generalized risk level.

Follow-up actions are identified and CARE Team members or other resources are assigned to provide support to the student. Crisis intervention resources should be contacted if such a resource is needed.

4. The CARE Team will identify the member or institutional representative who will contact the student and begin to work with them on a plan for support or intervention.
5. Student concerns remain under monitoring or are archived as needed.

V. Care Team Considerations.

- A. CARE Team assessment, resources and educational interventions are based on observed behaviors of a student. When observed or reported behaviors indicate, the CARE Team will determine whether a report should be made for review by the Student Conduct Board, the school committee, the grievance committee, or the TTUHSC El Paso PD.
- B. Care Team members must follow HSCEP OP 77.13, *Student Educational Records*, and the Family Education Rights and Privacy Act. These policies define when and who may access student educational records and under what circumstances. There must be a "legitimate educational interest" established in order to share information with the appropriate parties in situations other than health and/or safety emergencies. Students must be notified when their educational records have been released.
- C. The TTUHSC El Paso Department of Psychiatry and Student Health Services may provide care for the student while enrolled at TTUHSC El Paso. However, student fees cover limited services. After these resources have been utilized, the student must use their insurance benefits or other resources to secure long-term services.
- D. Incidents/Behaviors Occurring on Non-TTUHSC El Paso premises. The CARE Team can take into consideration reported or observed student behavior at non-TTUHSC El Paso environments in the total assessment of the student's need for support. However, it may not be possible for the CARE Team to have access to information about a student's behavior that occurs off-campus.