



Who CAREs?

An Overview of Sage's CARE Team | Responding to Students in Need

CARE@sage.edu

Updated: September 2024



CARE Team Membership

[CARE Administrative Team:](#) Tawana Davis (Wellness), Grace Giancola (Residence Life), Carolyn Losee (Student Life), Stacy Gonzalez & Sharon Murray (Deans of Students)

[Members:](#) Erica Li (Athletics); Jermaine Privott (HEOP); Bob Sears, Chuck McDonald & Don Richards (Public Safety); Rebecca Palmer (Student Success); Amanda Bastiani (Title IX)

MISSION



CARE stands for **C**ampus **A**ssessment, **R**esponse and **E**ducation.

The campus **CARE Team** engages in **proactive** and **collaborative** approaches to identify, assess, and mitigate risks associated with students, faculty, staff, and visitors **exhibiting concerning behaviors or thoughts**.

By partnering with members of the community, the CARE Team strives to promote individual student, faculty, and staff **wellbeing** and success while prioritizing **community safety**.



CARE Report Statistics

- **Fall 2022:** 189 Reports for 142 different students
 - Average of 12.6 reports per week
- **Spring 2023:** 149 Reports for 114 different students
 - Average of 9.93 reports per week
- **Fall 2023:** 216 Reports for 139 different students
 - Average of 14.4 reports per week
- **Spring 2024:** 151 Reports for 116 different students
 - Average of 10.06 reports per week



Commonly Reported Concerns

- Academic Concern/Stress
- Excessive Anxiety
- Family Loss or Illness
- Financial Need
- Lack of Motivation/Isolation
- Medical Concerns
- Personal Stress
- Unexplained Absences
(after multiple contact attempts)





The Reporting Process: Your Role



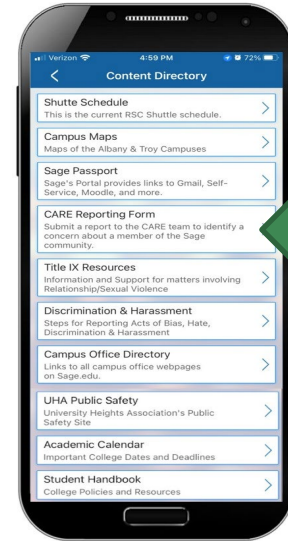
Submitting a CARE Report

- **WHO:** Any member of the Sage community can submit a report
- **WHEN:** You should submit a report if you have concerns about a student whom you believe needs additional resources. There may be a time where you feel ill-equipped or lacking sufficient information and additional support is required.
 - * **Emergencies should ALWAYS be reported to Public Safety (518-244-3177) and NOT as a CARE report ***

Submitting a CARE Report



- **WHY:** Share information and dispatch others who may be in a position to connect the dots and provide appropriate student support and response. * **No one should be working in isolation.** *
- **WHERE:** CARE Reports are submitted online through our Google Form
- Link to the form is available at: Sage.edu/CARE and on Passport.
- Link is also accessible in the Content Directory of the Rave Guardian mobile safety app.



Submitting a CARE Report



- **WHAT TO INCLUDE:** The CARE Team benefits from having specific details in the report to help us determine the best way to intervene.
 - What are the specific behaviors or remarks that prompted your reporting?
 - Did these arise due to an ongoing concern or specific event?
 - **Have you attempted any outreach to date?**
 - How has the student responded?
 - Have you shared your concerns with anyone else?

Submitting a CARE Report

- If you choose, you can let the student know that you are submitting a CARE Report for them because you are concerned and want to connect them with resources.
 - Do not share the actual text of the CARE Report with them.
 - Let them know that the team who will reach out will be kind and supportive and non-judgmental. Encourage them to take advantage of the support.
 - A CARE Report doesn't mean that they are "in trouble;" it only means that they may need a little extra help.

Protecting Student Privacy

- Consider the sensitive nature of the information when you submit a report.
 - Highly sensitive information can be shared privately, if needed, with an individual staff member.
- Include information about what is observed, but refrain from making assumptions or person judgments.
- Recognize that after submitting a CARE report that you may not receive any updates on the nature or progress of the intervention.



CARE Team Response

CARE Team Response

- CARE Report is emailed immediately to all CARE Team members (and key campus administrators).
- The triage team then assigns the case to an intervener who will reach out to the student within 24 hours.
 - In 2023-2024, **77% of students respond to CARE Team outreach within 48 hours** (70% within 24 hours)
- Depending on the risk level and complexity of a case, the student may be connected with additional interveners and support.



Care Team Behavioral Report Form

Reporter Information

Person filing report: Smar T. Pautz Position/Role: Resident Assistant
Reporter Email: spautz@sage.edu

Incident Information

Date of Incident: 3/1/2024 Location of Incident: Albany Campus

Individual of Concern

First Name	Last Name	Email
Sally	Sage	sages3@sage.edu

Summary of Concerns

This student is one of my residents in ACRH and she has struggled with making friends and transitioning to Sage. She often expresses concerns about stress from home, but her roommate has reported that her anxiety appears to be increasing and she stated tonight that she would "rather die" than have to go home for spring break.

I spoke with her directly and asked if she was feeling unsafe at home or at Sage. She said that she feels better at Sage than at home, but there is no physical threat at home. She shared that she sees a counselor in the wellness center but she doesn't have an appt until after Break.

Specific Concerning Behavior: Erratic, Impulsive, or Disruptive Behavior, Family/Personal Stress, Withdraws or Isolating Behavior

Describe any interventions or outreach the reporter has completed to date: I notified AD Matt McGowan who contacted DOS Stacy Gonzalez as the on call admin. Stacy ended up speaking with the student by phone and said she would make arrangements for her to get connected w wellness tomorrow.

Other Offices Contacted: DOS

Submitted Electronically on: 3/1/2024 21:09:00

CARE TEAM MEETINGS

- **All members of the CARE Team meet weekly on Thursday mornings to:**
 - Review new and continuing cases and update the team on intervention strategies and results.
 - Ensure we have a full understanding of the needs and concerns for each student by providing an opportunity for all members to share information about the individual.
 - Identify any additional students of concerns based on input from Residence Life, Public Safety and Beacon Alerts to determine if additional CARE reports or actions are needed.

CARE Administrative Team meets weekly to review data, identify trends, and develop a **proactive response** to emerging student needs.

Case Resolution

- Typically, cases are resolved by the CARE team when students are connected with appropriate resources and/or immediate safety risks have been addressed.
- Note: We can't fix everything, and a referral to the CARE team may not always result in resolution.



Common Scenarios: What would you do?

Scenario #1

What would you do?



You notice that a student in your class is late every week and appears unkempt. They also seem to smell strongly of body odor.

When you ask them if everything is okay, they say they are fine, just busy and overwhelmed. You offer them resources, but they decline. The next week, the student presents the same way.

When you approach them again, they seem upset and start to cry.

Scenario #1

What would you do?



Possible Initial Interventions:

Depending on how the student responds, you may want to refer them to:

- The Wellness Centers
- Deans of Students
- Residence Life
- Title IX

CARE Team Response:

Outreach to the student to identify what is the barrier to maintaining good hygiene and offering appropriate support.

Scenario #2

What would you do?



A student in your class has missed a few classes and has not responded to your outreach or reached out to you prior.

Academically, they were doing fine until the most recent exam. This student can succeed but needs a plan now.



Scenario #2

What would you do?



Possible Initial Interventions:

- Direct Outreach to Student
- Outreach to Academic Advisor
 - Submit Beacon Alert

Student Success Response:

Outreach to the student to identify what is the barrier to attending classes.

Outreach to other faculty to determine if attendance is an issue in other classes.

If non-academic concerns come to light, a CARE Report may be submitted.

Scenario #3

What would you do?



A student comes to your office hours and asks to speak in private.

Before they share any information, you sense that they are about to share something personal and you make the student aware that you are a mandated reporter.

They proceed to share that their relationship has recently ended but they do not feel safe on campus and fear that their ex-partner, who is a non-Sage student, may come to campus looking for them. The student is not sure of what steps they need to take to feel safe on campus.

Scenario #3

What would you do?



Possible Initial Interventions:

- Note that you are a mandated Reporter
 - Email to Amanda Bastiani <bastia@sage.edu>
- Connect with Public Safety if there are any immediate safety concerns.
- Submit CARE Report, if deemed appropriate, but omit any specific Title IX related details.

Title IX Response:

Outreach to the student to offer resources; the student can opt not to
_____ reply.

Scenario #4

What would you do?



A student comes to your office hours to talk about an upcoming exam.

During this meeting, they become overwhelmed and share with you that they are struggling to make ends meet financially and are at risk of being evicted from their apartment.

Scenario #4

What would you do?



Possible Initial Response:

Speak with the student directly and let them know that you are going to submit a CARE Report and they are likely to get outreach from one of the Deans of Students who may be able to provide emergency funds.

CARE Team/Dean of Students' Response:

DOS may be able to provide SageStrong Funds or connect them with other emergency resources.

* Note that these are very modest funds.

Scenario #5

What would you do?



You encounter a student in the hallway of Science Hall who is on their phone and is clearly in an argument. This is loud and disruptive.

Upon approaching them and asking if they need anything, the student doesn't respond, but is visibly shaken and upset. Your class is about to begin, but you do not want to leave the student alone.

Scenario #5

What would you do?



Possible Initial Interventions:

- It's ALWAYS wise to call Public Safety if you have concerns about a student's well being.
- If you know who the student is, you may also opt to submit a CARE Report when you are able.

Public Safety Response:

They will assess the student's current safety and determine if any others, like the deans of students or wellness, need to be contacted for further assistance.

Scenario #6

What would you do?



You teach an 8 AM class and observe that a student arrives smelling of marijuana on a regular basis.

Another student pulls you aside after class one day and mentions that this is disruptive to them.

Scenario #6

What would you do?



Possible Initial Response:

- Speak with the student directly and talk to them about how this is disruptive to class and how it may be impacting the student's ability to participate in class and learn.
 - Submit a CARE Report.
- Contact Grace Giancola as Chief Student Accountability Officer.

CARE Team Response:

Outreach will help assess student behavior and the potential impact this is having on their student experience.

* It could also include a referral to Student Accountability.

Scenario #7

What would you do?



A student emails you and says:

“I am the primary source of transportation for my younger sister. She has a set of upcoming appointments that interfere with your class time and will require me to miss both of our Thursday classes in the next two weeks. I feel confident in all my other classes and I am hoping that you can be flexible with me for these appointments.”

Scenario #7

What would you do?



Your Initial Intervention:

- You can determine how these absences might impact the student's participation grade.
 - If appropriate, offer an alternative assignment.
 - Gather additional information to determine if this is connected with a larger issue that will impact the student's academic progress as a whole.
 - You CANNOT ask for a doctor's note.
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Important Reminders

Guiding Principles

- Maintain confidentiality and respect student privacy
- It is OK to let a student know that a CARE report was submitted for them, but do not share/show the actual CARE report to them.
- Offer students resources, but respect a student's right to make their own choices.
- Think **inclusively!** There can be many reasons for behavior/actions.
 - Be open-minded and aware of the unique nature and needs of each Russell Sage student.
 - Welcome working with persons of all ethnically/racially minoritized, international, LGBTQIA+, and disability communities as well as diverse gender identities, socioeconomic backgrounds, religions, and political beliefs.
- Collaborate with others and make “warm hand offs” when connecting students with campus resources.
- Acknowledge that each case is different.

Campus Resources for Referrals

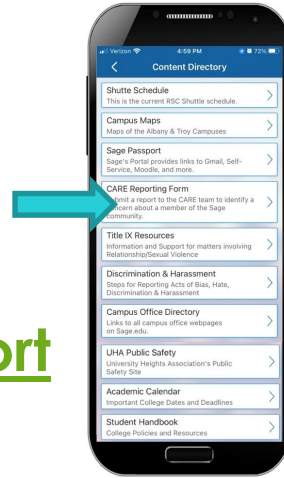


- **Accessibility Services** | Tawana Davis | Accessibility_Services@sage.edu
- **Deans of Students** | 518-244-2207 | deanofstudents@sage.edu
Alb: Sharon Murray murras2@sage.edu | Try: Stacy Gonzalez gonzas@sage.edu
- **Public Safety** | 518-244-3177 | Bob Sears bsears@universityheights.org
Alb: Chuck McDonald mcdonc@universityheights.org | Try: Don Richards richad3@sage.edu
- **Residence Life** | Grace Giancola | residencelife@sage.edu
- **Student Success** | Rebecca Palmer | studentsuccess@sage.edu
- **Title IX** | Amanda Bastiani | titleix@sage.edu
- **Wellness Centers*** | Tawana Davis | Alb: 518-292-1917 Try: 518-244-2261
albanywellnesscenter@sage.edu | troywellnesscenter@sage.edu



Reporting Tools

- Behavioral Concerns: [Submit a CARE Report](#)
 - Accessible through [Sage.edu/care](https://sage.edu/care) and [Passport](#)
 - Link in **Rave Guardian App's** Content Directory
- Academic Concerns: [Submit a Beacon Report](#)
 - Accessible through the [Sage Portal](#)
- Emergency: **Call Public Safety**
518-244-3177



Any Questions?