



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 77.19, Campus Assessment, Response and Evaluation 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. The CARE Team is an institutional-level team responsible for evaluating reports of disruptive, unsafe or otherwise concerning student behaviors, and with coordinating institutional responses to promote student success and campus safety.

REVIEW: This HSCEP OP will be reviewed by November of every even numbered year (ENY) by the vice president for academic affairs (VPAA), the Academic Council, the assistant vice president for the Office of Student Services and Student Engagement (AVP-SSSE), and the Chief of TTUHSC El Paso Police Department, with recommendations for revision forwarded to the president by December 1st.

POLICY/PROCEDURE:

I. General Policy Oversight

- A. The AVP-SSSE will serve as chair and convene the CARE Team.
- B. The AVP-SSSE and VPAA – or their designee – are 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, "student" is defined as an individual enrolled in any for-credit coursework at TTUHSC El Paso (including students on leave of absence without interruption of enrollment/LOA-NI).

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 greater TTUHSC El Paso community. CARE respects the autonomy of TTUHSC El Paso community members and takes actions to intervene in the least intrusive manner as appropriate to the circumstances. 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.

III. Membership

CARE Team membership includes:

- A. Chair: The AVP-SSSE will serve as the chairperson of the CARE Team. If a conflict of interest is identified, the VPAA shall name an alternate chair for review of that specific concern, and the AVP-SSSE's participation shall be limited to ensuring compliance with CARE Team policies and procedures.

- B. Representatives: Annually, the AVP-SSSE 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 Student Support Center
 2. Safety Services
 3. Office of General Counsel
 4. Academic Success and Accessibility Office (ASAO)
 5. Student Wellness Office
 6. Office of Academic Affairs (vice president of academic affairs or their designee)
- C. TTUHSC El Paso Police Department: The chief of the TTUHSC El Paso Police Department, or their designee, will be assigned to represent the police and act as the security department liaison.
- D. Ex Officio Members: The section manager of the Office of Student Services and Student Engagement (SSSE) 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-level 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 AVP-SSSE. 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 student(s), reporting party and a CARE Team member(s)
 2. Referral to student support center counseling services
 3. Academic status checks and follow-ups
 4. Welfare checks
 5. Coordination with TTUHSC El Paso and non-TTUHSC El Paso service providers
 6. Strategic resource referrals for the student
 7. Required supportive measures and/or interventions when determined to be appropriate based on the documented student behaviors of concern
- C. Typical Steps in the CARE Team Process.
1. Emergencies: If the reporting party or recipient of a report believes that the individual is in extreme distress or imminent threat of harm to self or others, then the recipient of the report shall immediately call 911 and report the situation.
 2. Report of a student concern is received via the online system, phone, or self-referral to a member of SSSE, or a report from a dean, faculty member, or staff to the AVP-SSSE:

- a. Types of concerns may include, but are not limited to:
 - (1) Health-related emergencies (e.g., general medical or behavioral health hospitalization, EMS alcohol- or drug-related transport, suicide ideation or attempt, self-harm, sexual assault, eating disorder, high risk and/or disruptive behaviors, unexpected death)
 - (2) Criminal activity and law enforcement actions (e.g., homicidal ideation, sexual assault, emergency detention, illegal acts, arrests, indictments)
 - (3) Academic concerns (e.g., absenteeism, curricular nonparticipation or disruptive participation, withdrawal from social group or academic environment)
 - (4) Socioeconomic and/or financial crises
 - (5) Missing student
 - b. Each concern will be evaluated based on the student's ability to function in the academic environment.
 - c. Concerns are tracked in the AVP-SSSE' office.
3. CARE Team Meetings
- a. Monthly CARE Team meetings are convened by the AVP-SSSE. The SSSE section manager 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.
 - c. The CARE Team reviews concerns, assesses threats, and identifies relevant information and resources that may be appropriately shared about the student, and may recommend additional responses or further evaluation.
 - d. Crisis intervention resources shall be contacted if such a resource is needed.
 - e. Follow-up actions are identified, and CARE Team members or other resources are assigned to provide support to the student.
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 concern cases remain under active monitoring by the CARE Team until they are closed/archived as resolved.

V. Care Team Considerations.

- A. CARE Team assessment, resources and educational interventions are based on observed and documented student behaviors. When indicated, the CARE Team will determine whether a report should be provided to a TTUHSC El Paso Student Conduct Board, the school committee with discipline-specific professionalism oversight, and/or the TTUHSC El Paso Police Department.
- B. In its non-clinical case management capacity, the Care Team operates under 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 an established "legitimate educational interest" before

protected information is shared in situations other than health and/or safety emergencies. The CARE Team will respect the privacy of the students and shall notify a student when their educational records have been released or shared.

- C. Incidents/Behaviors Occurring on Non-TTUHSC El Paso premises: The CARE Team can consider reported or observed student behavior at non-TTUHSC El Paso environments in their assessment of a student's need for support.
- D. All CARE Team members shall complete formal behavioral intervention/CARE training (D. Stafford or training deemed equivalent by the vice president for academic affairs) every two years.