Care Team Case Workflow

Referral or Report from any source: student, staff, faculty, community member

Is it an EMERGENCY? Are students in immediate danger?

YES

Call Security 818-252-5208 and 911

NO

Is it URGENT and after hours?

YES

Call Security 818-252-5208

NO

CARE TEAM CHAIR or designee reviews case

SEND EMAIL NOTIFICATION TO ENTIRE CARE TEAM

Associate Dean of Students or designee

ASSIGNS CARE TEAM MEMBER

CONDUCTS

MAKE CARE REFERRAL via phone, email or online

PRE-CONTACT REFERRAL REVIEW

1. Reviews database info for prior or concurrent referrals.
2. Uses NaBITA tool to rate severity and accordingly enacts the following:

EXTREME, SEVERE, ELEVATED RATING

MEDITATE RATING

MILD RATING

IMMEDIATELY ALERTS

SELECT CARE TEAM MEMBERS

vironmental risk assessment or "team meeting"

ASSIGNS CARE TEAM MEMBER(S)

1. Directly contact student
2. Determine if interim action is necessary
3. Brief Care Team on preliminary actions

INTERVENTIONS PROVIDED

Use NaBITA tool and University procedures to guide outreach plan. Intervention may include referral to counseling. All counseling records and relationships are separate and confidential and must not be shared with the Care Team unless the student signs a release of information.

Student is offered ongoing Care case management. If the student accepts, the relationship is formalized; Care intake interview form and releases reviewed to gather personalized information for ongoing case management.

ENTIRE CARE TEAM reviews case

REPORT BACK TO CARE TEAM WITH NEW:

- NaBITA Tool Rating/Intervention
- Threat Assessment
- Mental Health Assessment
- Recommendation

CARE CASE RESOLVED Care record ends

Further action and/or referral is needed.

CONFIDENTIALITY OF RECORDS

Student Health and Counseling Services utilizes an electronic record keeping method that ensures confidentiality. Confidential information contained in student mental health counseling records can only be accessed by an authorized member of the department. These individuals provide access to this information in the following situations: in cases of mental health transitions when a student poses an "articulable and significant threat" or during other campus emergencies.

Care Team student records are not student mental health counseling records. Care Team records are maintained separately from student mental health counseling records, either in paper form or within the Care Team tracking system and are clearly marked as confidential Care Team "student educational" records not "student counseling" records.

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