Holy Family University Campus Assessment, Response & Evaluation (CARE) Team

Holy Family University's CARE Team is a multidisciplinary group of stakeholders from across the University who receives referrals pertaining to students of concern, collects additional information, and then identifies and enacts appropriate strategies for addressing the reported concern.

What We Do?
The CARE Team's role is to determine effective strategies for addressing students of concern and identifying the responsible parties for enacting intervention and support plans. The CARE Team collects available information pertaining to the student and the situation from multiple sources in order to determine the most appropriate course of action.

The CARE Team has three primary functions.
The CARE Team will gather information, analyze this information through an objective set of standards or rubric, and then will develop and engage in an intervention and assessment plan with the student.

What Can Be Reported to the CARE Team?
The CARE Team collects information on observable behavior such as:

1. Unusual or erratic behavior in class, in the residence halls, during advising sessions, etc.
2. Extended absence from class or activities by a typically engaged student
3. Written work or creative expression with troubling themes or references
4. Verbal or written threats made by a student toward another student, faculty, or staff
5. Written or verbal expressions of suicidal ideation or intent
6. Other actions which cause alarm or call into question the safety of the student or their peers.

If you observe physical, emotional, or academic signs that can threaten the safety or the well-being of the university community, the behavior is considered a CARE Team referral.

It's a Community Commitment
As members of the Holy Family University community, it is our duty and responsibility to take action and assist those students who show any type of behavior that could threaten the safety or the well-being of the University community. The CARE team strongly encourages you to utilize its referral services to continue to better support our students and to further enhance our community. Please know the success of this process hinges on community commitment to reporting concerns.

Educational Opportunities
The Dean of Students Office and the CARE Team are available to present information to your group or department about our programs and services. You can help us address the concerns of your colleagues and/or students by providing the opportunity to educate the community about this important resource. Contact the CARE Team at careteam@holyfamily.edu to discuss further.

CARE Team Members	
The CARE Team is comprised of the following professional University administrators:	
Marianne Price, M.S., CARE Team Chair	Dean of Students & Title IX Coordinator
Sister Marcella Binkowski, CSFN, EdD	Director of Student Conduct & Advocacy
Melinda Parisi Cummings, Ph.D.	Assistant Professor, Graduate Program in Counseling Psychology, School of Arts & Sciences
Patrick McElwaine, Psy.D.	Assistant Professor, Graduate Counseling Psychology Department, School of Arts & Sciences
Troy Young	Director, Office of Residence Life
Dave Neuman	Director, Department of Public Safety
Lisa Spatafore, Psy.D	Director, Counseling Services

Referral Process

- The CARE Team receives your referral via online submission, phone consultation, or email.
- The CARE Team initially evaluates the report and will contact the student of concern to assess any resources needed. Our goal is to collaboratively establish an action plan with the student to reduce their obstacles to success at Holy Family University.
- The Dean of Students, in conjunction with the CARE team, will coordinate with resources and check in with the student on their progress.
- In the event a student is perceived to be at risk of harm to self or others, the CARE team, with assistance from appropriate University officials, will intervene with the student.
- The CARE Team may determine there is no need to take any further action but will monitor the situation and concern. Please expect our communication with you to be limited as we will keep the details of our student follow-up private. However, if you have questions regarding the process, please contact the Dean of Students.

Points of Referral
Students will oftentimes share with you that they are struggling with their mental health. Students may ask you for guidance in getting help for their ongoing psychological support. If a student shares that they are struggling with mental health, **and** have shared no mention of suicide or harm to self or others, this student can be referred directly to Counseling Services at counselingcenter@holyfamily.edu. You can share this referral in an email or in direct conversation. It will be up to the student to make the appointment and take the initiative to get the support they need. Faculty and staff should also create a General Wellness Concern alert within CRM Advise; these are assigned to the Dean of Students and direct follow up related to wellness will occur, regardless if the student makes an appointment with the Counseling Center.
Students may share communication with you that can create immediate concern for the student. If a student communicates to you that they are considering suicide, or utilizes language that refers to “ending it all, can’t take it anymore, want to give up,” you should seek immediate support for that student. Faculty and staff members should immediately contact Marianne Price, Dean of Students, at 267-341-3204. If unable to connect with the Dean of Students immediately, contact Holy Family University Public Safety at 267-341-3333 and request to be connected with an on-call staff member. Public Safety is available to connect to on-call personnel both during and outside of normal business hours. Faculty and staff should also submit a CARE Team report to request direct follow up from a member of the Team.

If you are becoming increasingly concerned about a student's behavior, or feel that an assessment of behavior might be of benefit to the student and University, a referral to the CARE Team may be the appropriate action, either because they are out of character or persistent even after being addressed. Faculty and staff may email the CARE Team at careteam@holyfamily.edu to share a concern, request a referral, or to ask for general guidance. A CARE Team report may also be submitted at any time and will result in immediate review and creation of assessment plan.
Any of these behaviors in isolation may not signal a major problem. If you are unsure whether a behavior should be referred to the CARE Team, please connect via email to review the circumstances.

Indicators of Distressed Students	
➔ Significant changes in energy ➔ Frequent state of intoxication ➔ Significant weight change ➔ Worrisome changes in hygiene ➔ Noticeable cuts, bruises, or burns ➔ Sleeping in class/other inappropriate times ➔ Inappropriate emotional outbursts ➔ Direct statements indicating distress ➔ Expressions of hopelessness or suicide	➔ Peer concerns for another student ➔ Exaggerated personality traits (more withdrawn or animated than usual) ➔ Significant deterioration in academic work ➔ Disorganized or erratic performance ➔ Repeated absences and missed assignments ➔ Ranting or threatening emails ➔ Continual seeking of special provisions
Any of these behaviors in isolation may not signal a major problem. If you are unsure whether a behavior should be referred to the CARE Team, please connect via email to review the circumstances.	

Frequently Asked Questions

What should I do if I know a student who may need to be referred to the CARE team?
If you have a referral, please contact the CARE Team by completing the online reporting form:
https://holyfamily-pa.safecollegesincident.com/#/login

- Navigate to 'Report New Incident'
- Select the 'Campus Assessment Response Evaluation (CARE) Team Reporting Form.'

Email: careteam@holyfamily.edu
Phone: (267) 341-3204

Does consultation with the CARE Team require the student's knowledge and participation?
No, it does not. There may be times when a student has left your office or classroom, is not yet aware of your concerns, or is not receptive to support. It is still possible to consult or refer the student to the CARE Team. We can work collaboratively to determine the best alternative for engaging the student in appropriate intervention.

Who can make a CARE referral?
Anyone who feels a student is in need of help or assistance can make a referral to the CARE Team.

What happens after I make the referral? What happens to the student in the CARE process?
A student referred to the CARE Team will be given the support and assistance they need by the University and access to any necessary community resources. A confirmation of submitted referral will be provided directly to you. The person who refers a student of concern will not receive updates related to the process in an effort to protect student privacy.

What do I need to know about FERPA?
There are often questions and confusion about the limitations and allowances of the Family Educational Rights and Privacy Act (FERPA) in conjunction with the reporting of student behavior concerns. FERPA pertains to the privacy of educational records, but it does not prohibit the reporting of observable behavior. If you are concerned about a personal interaction you have had with a student or an observation you have made

pertaining to behavior, you are encouraged to report and/or consult with appropriate colleagues, especially as it relates to the educational mission of the University.

How do I know if it is a CARE issue or if it is more appropriately handled by other campus resources?
If you see physical, emotional, or academic signs that can threaten the safety or the well-being of the university community, the behavior is considered a CARE referral. If you are unsure whether a behavior should be referred, please contact the CARE Team to discuss the circumstances.

Will the student know the source of the referral?
Through conversation with a student, often the source of the referral becomes apparent or may be questioned. If this is the case, the student will know the source of the referral. While this may be a concern, full disclosure aids in the health, safety, and transparency for the student involved. If you have additional concerns regarding confidentiality, please contact us.