



California State University, Chico

Division of Student Affairs Campus Assessment Response and Evaluation (CARE) Team Annual Report 2022 - 2023

Departmental Annual Report Outline (2-5 pages max)

I. Mission Statement

The California State University, Chico Campus Assessment Response and Evaluation (CARE) Team is a multi-disciplinary group of campus professionals that work in a proactive and collaborative approach to respond to campus community concerns. The CARE team works to intervene early and develop appropriate courses of action for referred students. The team strives to promote individual student wellbeing and success while prioritizing community safety.

II. Accomplishments - A highlight

- With coordination from the Vice President of Student Affairs office, provided NABITA BIT Standards and Best Practices Training and Certification to other campus community members to better understand the CARE team and improve efforts toward collaboration
- Restructuring of the CARE team to include the Director of WellCat Health Center
- Restructuring of CARE core members to include a member from Vice President of Student Affairs, Accessibility Resource Center, WellCat Counseling Center, WellCat Health Center, Student Rights and Responsibilities, Academic Advising, University Housing, and University Police Department
- Built collaboration with Basic Needs and Title IX to support students on a weekly basis depending on the type of CARE referral
- Participated in presentations and tabling events (We Care) about the CARE team to increase awareness to the campus community and how to utilize the CARE team
- Ongoing communications from the CARE case manager to the team regarding incoming referrals to actively respond to students' needs
- CARE case manager meets with other CARE members across other CSUs to share ideas, consult and find ways to improve services

III. Diversity Efforts:

- CARE members include bilingual staff (Spanish and Hmong)
- All referrals are treated with care and respect regardless of the type of referral
- CARE members embrace the importance of a student's circle of supports and work with those support systems when needed



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- CARE members are represented by many support services on campus to meet the needs of all student populations and focus on providing wraparound support

IV. Program Statistics and Assessment for Past Year

- The CARE team received and responded to 403 referrals during the 2022-2023 fiscal year
- Referring parties included faculty, staff, students, off campus community members, Title IX, University Housing, University Police Department, WellCat Counseling Center, and the Office of Vice President of Student Affairs
- The CARE team utilizes the NABITA Risk Rubric to rank each referral to determine the level of intervention for referred students
- Referrals are ranked from a scale of 0 to 4, with 0 having no ranking, 1 as mild, 2 as moderate, 3 as elevated, and 4 as critical
- There were 139 referrals with no ranking; 118 ranked as mild; 93 ranked as moderate; 25 ranked as elevated; and 28 ranked as critical
- The CARE team responded to referrals related to classroom incidences, academic advising needs, accommodations, on campus and off campus counseling, health services, housing and financial needs, hospitalizations, and off campus resource navigation

V. Key Objectives for Next Academic Year

- Continued outreach and education regarding the CARE team to the campus community
- Conduct presentations and have informational materials to share to campus community, departments and colleges
- Incorporate a member from Academic Affairs to work closely with the CARE team regarding academic supports and concerns for students
- Ongoing training and professional development for the CARE team and other campus community partners