

To: Drew Calandrella, VPSA  
From: Sandy Parsons, Chair of CARE Team  
**RE: CARE Team CORE Q-10 Assessment**  
Date: August 11, 2016

The Campus Assessment Response and Education (CARE) Team engaged in a self-assessment of the functionality of the team using the National Behavioral Intervention Team Association (NaBITA) Core Q10 assessment tool. The assessment process has provided the CARE Team with the opportunity to identify areas of weakness on which to focus future improvement efforts; and the subsequent results will provide the community with evidence about how the team conforms to national standards, best practices, and the team's processes used to support the safety of the community.

NaBITA identifies 10 core qualities required for effective assessment:

1. Policy
2. Team Traits
3. Silo Prevention
4. Education
5. Referral
6. Data Collecting
7. Records
8. Training
9. Risk Rubric
10. Quality

**CARE Team Strengths:**

The CARE Team has a well-established core of members necessary to provide for the timely and objective review of cases, plus a consultative and flexible outer circle of campus and community resources when critical assistance for assessment and plan management is needed. Team members are committed to the Team and make attendance and participation in the team a priority.

The Team has developed effective strategies for gathering information, assessing the information about each case, defining the plan/response, implementing the plan, and monitoring the disposition of the case. This functionality is formalized in a comprehensive manual.

The Team uses a risk rubric developed by NaBITA. Using the rubric assists team members with determining categories and level of concern in order to maintain consistency in how cases are analyzed and how plans are developed. The team has an organized process for data collection and records management.

The Team is committed to continued quality assurance, which includes time set aside for discussion during meeting "down times", summer de brief and refresher training.

**CARE Team Areas for Process Improvement:**

Prevention is an essential element of a team's mission. A team needs to educate the community concerning potential risks while also nurturing the referral sources to ensure the intended audience is comfortable making future reports to the team. While we do prevention, we need to strengthen those activities and include prevention in our mission.

Information silos continue to be a challenge for the CARE Team, specifically with the Counseling and Wellness Center legal restrictions with respect to their ability to share specific information related to cases. The Team members recognize this challenge and continue to engage in an open dialogue about how to maximize their consultative role on the Team, as well as, develop strategies that mitigate the impact.

The CARE Team needs to develop a strategy to routinely follow up on cases that are identified as high or elevated risk. Students that are identified as having high or elevated risk assessment are more likely to struggle with managing a support plan leading to additional or reoccurring troubling behaviors.

**Action Items:**

1. Revise mission statement to include prevention work
2. Create protocol for high risk/elevated risk for follow up
3. Seek counsel on use of mandated psychological assessment
4. Consider a branding and marketing strategy
5. Develop a means to nurture the referral source, including a notice of outcome to referral sources
6. Develop a policy for records request/disclosure
7. Implement a new system of record keeping designed to maximize the ability to track cases as well as to develop needed reports

**NaBITA Training:**

Based on the CARE Team's self-assessment, VPSA Calandrella has approved a campus visit from trainers from NaBITA, which will focus on the areas the Team has identified as areas for further discussion, assessment and revision. Following the training, the Team will convene a meeting to discuss training and revision of action items.