



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 77.19, Campus Assessment, Response and Evaluation (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 establish the Campus Assessment, Response and Evaluation (CARE) Team for students, define its membership, responsibilities, and operational framework, and outline procedures for addressing reports of disruptive, unsafe, or concerning student behaviors. This policy promotes early intervention, coordinated institutional support, and campus safety in compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), the Americans with Disabilities Act (ADA), Title IX, and other applicable laws, regulations, and Texas Tech University System (TTUS) policies.

REVIEW: This HSCEP OP will be reviewed by November 1 of every even numbered year (ENY) by the Assistant Vice President for Student Services and Student Engagement (AVPSSSE), Associate Managing Director of Student Support Services (AMDSSS), Chief of Texas Tech El Paso Police Department, Vice President for Academic Affairs (VPAA), and the Academic Council with recommendations for revision forwarded to the President by December 1.

POLICY/PROCEDURE:

I. General Policy Oversight

- A. The AMDSSS will serve as chair and convene the CARE Team.
- B. The AVPSSSE and VPAA, or their designee are authorized to monitor compliance with laws, regulations, 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, TTUS Board of 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

The TTUHSC El Paso CARE Team is a multi-disciplinary group of campus professionals that takes a proactive and collaborative approach to campus community concerns. The CARE Team evaluates reports of concerning student behavior, conducts threat and risk assessments as needed, intervenes early, and develops tailored action plans to support referred students. The team prioritizes individual student wellbeing, academic success, and personal autonomy while maintaining the safety of the campus community.

III. Membership

The TTUHSC El Paso CARE Team is composed of members from different offices across campus. Membership on the CARE Team is based on position and not individual expertise or experience. In alignment with National Association for Behavioral Intervention and Threat Assessment (NABITA) recommendations, there are three levels of membership on the CARE Team, each with

varying levels of responsibilities to the CARE Team: Core, Inner-circle, and Outer-circle.

CARE Team membership includes:

- A. Chair: The AMDSSS will serve as the chairperson of the CARE Team. If a conflict of interest is identified, the AVPSSSE shall name an alternate chair for review of that specific concern, and the AMDSSS's participation shall be limited to ensuring compliance with CARE Team policies and procedures.
- B. Core Members: These members attend every CARE Team meeting (or have a designee attend when unable), have full access to the CARE management database, have means for quick communication to the other core members, and attend emergency CARE Team meetings. These members include:
 - 1. Manager of Accessibility Services and Student Advocacy
 - 2. Representative from Student Counseling Services
 - 3. Associate Managing Director of Student Engagement and SSSE Operations
 - 4. Chief of Texas Tech El Paso Police Department
- C. Inner Circle Members: These members attend every CARE Team meeting (or have a designee attend when unable), and have full access to the CARE management database. Members of this team include one representative from each TTUHSC El Paso school, typically the senior student affairs official or their designee.
- D. Outer Circle Members (Ex-Officio): These members do not participate in CARE Team meetings, but will often serve as consultants to core or inner-circle members during the data-gathering or intervention phases for assistance. They do not have access to the CARE management database. This part of the team includes one representative from each of these offices:
 - 1. Office of General Counsel
 - 2. Title IX
 - 3. Financial Aid
 - 4. University Registrar
 - 5. Safety Services
 - 6. Global Health and Societies
 - 7. Student Business Services
 - 8. Information Technology

IV. Protocol

- A. CARE Team referrals and actions are tracked in a centralized, secure database coordinated by the AMDSSS.
- B. Typical Steps in the CARE Team Process
 - 1. CARE referrals may be submitted by any faculty, staff member, student, or member of the community who have concerns about the safety or wellbeing of the students. Referrals can be made via an online reporting system. Referrals may also be communicated to CARE Team members via email, phone, or in-person conversations. These referrals should be documented by the CARE Team member using the online reporting system as soon as possible.
 - a. Types of concerns may include, but are not limited to:
 - (1) Health-related emergencies (e.g., general medical or behavioral health hospitalization, Emergency Medical Services (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) Patterns of 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
2. Upon receipt of a referral, designated CARE Team personnel will conduct a preliminary assessment using the standardized risk rubric, in accordance with the CARE Team's Policy and Procedures Manual, to determine the level of concern and appropriate response. All referred students will be assessed using the standardized rubric, and risk determinations will be made by CARE Team consensus to guide response actions.
3. CARE Team Meetings
- a. Bi-weekly CARE Team meetings are convened by the AMDSSS. The Manager of Accessibility Services and Student Advocacy prepares the CARE Team agenda.
 - b. Emergency CARE team meetings may be convened outside of normal working hours, as needed, to address urgent matters.
 - c. The CARE Team reviews concerns and identifies relevant information and resources that may be appropriately shared about the student. Once all information has been shared, the CARE Team conducts a threat assessment using an established standardized rubric.
 - d. The CARE Team will develop an appropriate response/intervention plan based on the assessed risk. The CARE Team does not have the authority to mandate participation in interventions, other than violence risk assessments described in Section IV.3.e below.
 - e. If a student is determined to be at a higher risk level on the standardized rubric and there are reasonable concerns about the risk of violence to self or others, the CARE Team has the authority to mandate the student to participate in an appropriate, standardized violence risk assessment. Mandates must be communicated to the student in person (if possible) and via email.
 - (1) Students who are mandated to a violence risk assessment must participate in the assessment within a reasonable timeframe determined by the CARE Team. This timeframe must be communicated to the student in the mandate letter.
 - (2) Failure to comply with the mandate, may result in a referral to Student Conduct for violation of Section II.D.14 (Failure to Comply with Directions/Requests of University Officials) found in the Code of Professional and Academic Conduct in the [Institutional Handbook](#), with the potential for suspension or dismissal from the University.
 - f. Before the conclusion of CARE Team meetings, follow-up actions will be identified, and CARE Team members or other campus professionals will be assigned to follow up with the referred student to provide support.

4. 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 referral should be provided to a TTUHSC El Paso Student Conduct Board, the school committee with discipline-specific professionalism oversight, the Texas Tech El Paso Police Department, and/or other appropriate university entities.
- B. In its non-clinical case management capacity, the CARE Team operates under [HSCEP OP 77.13, Student Education Records](#), and FERPA. 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 with outside entities.
- 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 participate in formal behavioral intervention and threat assessment training provided by a professional threat assessment organization, such as NABITA, every two years.