OZARKS TECHNICAL COMMUNITY COLLEGE

OTC CARES

Student Care Team and Behavioral Intervention Team Protocol

I. MISSION, PURPOSE, AND GOALS

MISSION

The OTC Cares Student Care Team (SCT) and Behavioral Intervention Team (BIT) are composed of student support staff from across the college system. The teams provide holistic, student-centered support to students referred through the online OTC Cares referral system. The SCT and BIT address reported concerns, connect referred students with appropriate resources and analyze data from the concerns reported to improve the health, safety and student success of the college community.

PURPOSE

The OTC Cares SCT coordinates appropriate college and/or community resources to address the needs of students experiencing personal life stressors and basic resource needs that threaten their ability to be successful as students at OTC.

The OTC Cares BIT coordinates appropriate OTC resources to address student behavior that may be in violation of OTC's Standards of Student Conduct and/or that appears to threaten the health and safety of the college community.

GOALS

1. Prevent crises through the provision of appropriate interventions, outreach and educational programming, consultation, assessment, and referrals.

2. Ensure that students whose reported behavior or life circumstances are contacted through follow-up processes and have access to the appropriate resources so that they have the opportunity to improve their welfare.

3. Proactively provide support resources to assist students in staying on track to achieve their goals as a student.

4. Create a unified reporting and tracking system that will allow members of the SCT and BIT to observe patterns of behavior and requests for resources that may inform assessment and provide a documented response to students needing assistance and resources

5. Maintain and promote the four pillars of OTC Cares: student-centered, data-informed, proactive and holistic.

II. Team Membership and Meetings

Student Care Team

The SCT will meet bi-weekly in the Brooks Conference room of ICW 219 to assess and evaluate the college's student support services' actions and case management workflow. The SCT will discuss gaps or obstacles in the workflow, communication structure or other processes and implement innovations and solutions to ensure that students are receiving the most appropriate, specific, intentional support to help facilitate their success. The SCT may invite additional members of OTC's employee community to attend the SCT meetings as needed.

- Sarah Bargo, College Director of Student Care and Engagement, Chair
- Joyce Doebler, Dean of Students, Co-Chair
- Kevin Luebbering, Title IX Coordinator and Director of Civil Rights Compliance
- Scott Stopka, Assistant Supervisor, Safety and Security
- Dr. Tiffany Brunner, College Director High School Programs
- Rachel Herron, Project HEAL Victim Advocate
- Heather Lewellen, Mental Health Counselor
- Pan Porter, Director of Disability Support Services
- Deana Davies, Community Resource Specialist*
- Kat Westmoreland, College Navigator-Health Sciences*
- Martha Crise, Instructor-English, Faculty Representative*

*** SCT members who will rotate their service on the SCT every two years..**

Behavioral Intervention Team (BIT)

The BIT will meet as needed to address new and ongoing cases and to assign tasks to appropriate team members for case management. BIT meetings take place in the Dean of Students office. When an urgent concern or threat arises, the BIT Chair will convene the BIT to gather data, assess risk, and implement intervention action steps on a case by case basis in adherence to guidance from the National Behavioral Intervention Team Association (NaBITA). The BIT may request that additional members of the SCT or other OTC employees attend the BIT meetings. In the absence of the BIT Chair, any member of the BIT may convene the team.

- Joyce Doebler, Dean of Students, Chair
- Sarah Bargo, College Director of Student Care and Engagement
- Scott Stopka, Assistant Supervisor, Safety & Security
- Kevin Luebbering, Title IX Coordinator & Director of Civil Rights Compliance

III. Reporting Concerns and Requesting Resources

In cases of emergency, reporting individuals are instructed to contact 911 or Safety & Security (417-447-6911) first. The SCT and BIT function in a support role in all emergency circumstances and a student care referral should be submitted only after initial emergency notifications are made. This instruction is available on each report form and the OTC Cares webpages.

Reporters are asked to complete the appropriate referral form(s) found at http://otc.edu/otccares when reporting concerning/threatening behaviors, concerning life events/stressors or requests for resources. Reporters can choose to remain anonymous. Each referral should include as much detail as possible about the behavior, resources need(s), and/or incident of concern. Once a referral is submitted, the reporter will receive a confirmation message acknowledging the referral has been successfully submitted. The reporter will also receive an acknowledgment of receipt from the case manager assigned if the reporter indicated an email address in their referral/report

IV. Response and Follow Through

A. When a referral/report is received it will:

1. Be read and assigned to the appropriate case manager.

2. Be opened as a student case file in Maxient with the following steps:

    a) Case Type
    b) Case access restriction
    c) Case assignment to appropriate SCT or BIT member/college administrator.
    d) If the referral information necessitates that more than one SCT/department be responsible for case management, separate cases will be created and assigned.
    e) A risk level per the NaBITA risk rubric scales D or E is assigned to the case. If needed, additional assessment tools will be used to determine risk. These additional assessments include, but are not limited to the Direct Threat Analysis Form, a third-party forensic psychologist; the ERIS, SIVRA35, and the VRAW-2.

3. Intervention and/or response strategies will be implemented immediately in urgent cases. Intervention and response strategies for non-urgent cases will

be implemented no longer than one business day from the date of the report was received

B. The actions of the designated SCT or BIT case manager will include, but are not limited to:

1. Reviewing referral incident details

2. Establishing baseline behavior through data/information gathering from the student's other points of contact on campus

3. Contacting student via phone, text message, Canvas message or email to refer them to campus assistance/support resources

4. Notifying appropriate resources for referral if student is assessed to be a threat to themselves or others (e.g. local law enforcement, student's emergency contact, etc.).

5. Meeting with the student(s) involved to discuss:

a) Student needs
b) College support resources
c) College expectations
d) Referral to appropriate community resources
e) Referral to the Office of the Dean of Students for student conduct administration
f) Referral to the Equity & Compliance department
g) Referral to other appropriate college departments

C. The case manager will generally conduct a two-week and one-month check-in on the student to assess success of intervention strategies on student behavior, life situation, and academic persistence.

D. The case manager will carefully monitor periods where a previously identified student-in-distress goes dormant and will determine whether quietude raises increased or decreased monitoring needs and acts accordingly.

E. If a student's needs exceed the scope of available college resource availability, including available mental health assistance at OTC, the student may be referred to local organizations for more specialized care.

F. For students who have been separated from OTC consistent with these protocols, the SCT and BIT responsibilities will end when:

1. Community resources have been offered to student of concern at the time of separation;

2. An administrative hold has been placed on student's OTC records.

G. Each action step in the data-gathering, risk assessment, and intervention strategy implementation process will be documented in Maxient. Notes, tasks, and other case timeline items will be documented and audit-protected in each case within Maxient.

H. All records will remain on file indefinitely in Maxient.

I. Before closing a case, each case will undergo a case resolution process by the case manager documenting decision-making rationale, final outcomes, and information that closes the loop for that particular case.

V. Risk Assessment

Reports containing information of concerning/threatening behavior posing a risk to the health and safety of the college community require data gathering, risk assessment and intervention strategies. The college community includes employees, students, visitors, guests, and participants in college-sponsored programs and activities.

When behavior by an individual with a disability indicates a significant risk to the health and safety of the college community, the BIT will utilize several validated NaBITA risk assessment tools to determine the level of risk and what intervention strategies should be employed to reduce the risk. These validated risk assessment tools may include: Risk Rubric, Extremist Risk Intervention Scale (ERIS), Structured Interview for Violence Risk Assessment (SIVRA-35), and Violence Risk Assessment of Written Word (VRAW-2).

The purpose of the risk assessment tools is to determine the level of risk the student poses to the health and safety of the college community and to inform decisions about the student's future participation in the college's programs. The BIT will not take or recommend adverse action against a student whose conduct is considered to pose a significant risk to the college community before utilizing any number or combination of the risk assessment tools listed above to achieve maximum accuracy in assessing risk.

In addition to utilizing the risk assessment tools, the BIT will exercise analysis that relies on current medical knowledge or on the best available objective evidence to ascertain: the nature, duration, and severity of the risk; the probability that potential injury will actually occur; and whether reasonable modifications of policies, practices or procedures or, where applicable, the provision of auxiliary aids and services, will mitigate the risk. The BIT undertakes this assessment and analysis to ensure that students with disabilities are not subjected to adverse action on the basis of unfounded fear, prejudice and stereotypes.

The BIT may recommend to the Dean of Students or other appropriate administrators that the college impose interim restrictions upon students up to and including an interim suspension. In exceptional circumstances, interim restrictions may be imposed if the BIT believes that such interim restrictions are advisable to protect the college community, or to ensure safety and maintenance of order of the college pending a final decision regarding adverse action against an individual. In these exceptional circumstances, minimal due process will be provided in the interim and due process offered subsequently. Written

notice will be provided to students of applicable appeal procedures in cases resulting in an interim suspension or other adverse action.

The BIT will notify the student in writing to their OTC email if the student's participation and/or input is required for any portion of conducting risk assessment and/or analysis. The BIT will also provide a copy of this Identification, Intervention and Risk Assessment Protocol and the name and contact information of the department or staff member the individual can contact regarding the risk assessment and analysis and will invite the student to provide documents or other information related to the risk assessment and analysis. If the student does not provide documents or other information, the BIT will proceed with the documents or information the BIT has available.

The BIT will convene, and, utilizing the process above, determine the level of risk an individual poses to the health or safety of others. The team will consider and enact any and all appropriate measures to reduce risk and ensure the safety of the college community. Measures could include consultations with health care professionals or restrictions on participation in college operations. If the BIT determines the risk cannot be mitigated by reasonable modifications of policies, practices or procedures or the provision of auxiliary aids and services, the BIT will make the necessary referrals for action regarding the student. Disciplinary decisions regarding student conduct are made by the Dean of Students or other appropriate administrator, who will consider the recommendation by the BIT in making final determinations about the student's academic continuance.

Appeal Process

A student may use the appeal procedures outlined in policy 5.16 Student Discipline and Appeals to appeal a decision made by the BIT. In cases of appeal, the vice chancellor for student affairs, or designee, will receive and consider the recommendation of the BIT and supporting documentation. The BIT members and approving college official(s) will not participate in the deliberation or decision regarding the student's appeal.

Return requirements

Following a determination that an individual poses an elevated and critical level of risk to the college community necessitating a voluntary or involuntary leave or withdrawal, the college may require a return-seeking student to provide documentation that the BIT can analyze to evaluate the student's current level of risk to the college community. The college may request records from the student and request permission to speak to a treating professional. The records and information that will be requested and required are determined on a case by case basis.

VII. System-Wide Education

College community members must be aware of the SCT, how it functions, how to report concerning and/or threatening student behaviors, alleged violations of the Student Code of Conduct and how to requests resources for students.

- Professional development educational opportunities concerning OTC Cares, the SCT and BIT, behavioral warning signs, how to use the online reporting system, and relevant topics related to OTC Cares will be made available on a regular basis to all members of the college community.

- System-wide education will be on-going, using numerous forms of communication presented in a variety of settings. Educational opportunities may include informational presentations, professional development workshops, and webinars.

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