

CARE TEAM PROCEDURES

The mission of the CARE Team at Coastline College is to provide support to and build a relationship with students and college community members in distress and prevent threats or actual violence before it occurs. (NABITA, 2023).

The focus of the CARE Team is care and concern for students, faculty and/or staff who may be in distress. CARE team members determine appropriate resources and implement a coordinated response with the goal of assisting the individual while mitigating risk to the health and safety of the Coastline community. Our purpose is to provide care, support, and early intervention to those whose behavior is disruptive or concerning. As a team, we identify and support individuals in distress to reduce their risk, increase individual and community safety, and prevent violence.¹ Please refer to the [Coastline CARE team webpage](#) for additional information on how to identify a person of concern and/or file a report.

TEAM MEMBERSHIP

The CARE Team is a multidisciplinary team. Our primary role is to provide care and support, gather data, assess risk, and deploy interventions that support students and the Coastline community, increase safety, and prevent threats or actual violence. The CARE Team coordinates and develops a centralized response to provide assistance and intervention for students, staff, and faculty.

CARE Team members:

- Director of Student Equity and Title IX – Co-Chair
- Director of Public Safety – Co-Chair
- Direct of Mental Health
- Special Programs Counselor

Additional subject matter experts (in the college, district, or community) or “ad hoc members” will be invited as needed based on the case or situation being reviewed. For any incident in which the distressing or concerning behavior is exhibited by faculty or staff, Human Resources will take the lead in evaluation, assessment, and response.

Examples of “ad hoc” members, depending on the case, include:

- Counseling
- Academic Deans
- Special Programs and Services
- Distance Learning
- EOPS (Extended Opportunity Programs and Services)
- Military
- President’s Office
- Human Resources
- Colleagues at OCC/GWC

MEETINGS

The CARE TEAM meets every two weeks to address new issues or follow up on reported behaviors of differing degrees of concern. If an incoming report includes an element of immediate concern, the team will promptly convene to review the situation and develop an appropriate plan.

TEAM FUNCTIONS

The CARE TEAM functions are:

1. Develop, maintain, and review formal protocol and practice for the work of the team.
2. Develop a culture of reporting on campus, communicating our core message frequently with students and employees.

3. Gather information and assess situations involving students, faculty, and/or staff who display concerning and/or disruptive behaviors.
4. Evaluate, recommend, and implement appropriate intervention strategies when needed.
5. Monitor ongoing behaviors of students who have displayed concerning and/or disruptive behaviors.
6. Track all concerns using Maxient, our online management software system.
7. Connect students, faculty, and staff to campus and community resources.

OPERATING ASSUMPTIONS

1. In most cases, a student displaying disruptive or concerning behaviors is willing to work with college officials to obtain the necessary support or assistance to complete their educational program. When a student or employee is in distress, feeling they have support may serve as crisis prevention and provide a positive learning environment.
2. Students, faculty, and staff will demonstrate a reasonable concern for their own welfare and the welfare of others. This is particularly true in the areas of self-harm and harm to others. Students, faculty, and staff will (immediately) report disturbing and/or threatening behavior.
3. In the event that the college is presented with a credible report that a student, faculty and/or staff has harmed themselves or others, has a medical concern, or is disruptive within the college learning/working environment, the student, faculty, and/or staff may be encouraged to attend evaluations and trainings.
4. The CARE team will use fact-based information to evaluate behavior, conduct, or threats that may benefit from intervention and determine situational-specific response action plans.
5. The CARE team will use a variety of assessment tools and inventories to determine the level of concern/threat in specific cases. Some specific tools and inventories are included in Appendix 2.
6. CARE team members will regularly participate in training opportunities and professional development to keep current on best practices.
7. The CARE team will utilize the range of campus and community support services for students, faculty, and/or staff.
8. Public Safety may coordinate with local law enforcement to conduct behavioral and threat assessment training.
9. The CARE team is designed based on national best practices in the field.
10. The CARE team will facilitate or provide behavioral and threat assessment training for ad hoc members as needed.

BEHAVIORAL ASSESSMENT

There are no single sets of warning signs that reliably predict individual behavior or campus violence. The CARE TEAM's evaluation process looks for behavioral evidence that indicates inappropriate behavior, planning, or threats. The evaluation is designed to distinguish between threatening and non-threatening cases to ensure the safety of all concerned individuals.

The evaluation process is a key component of the work of the CARE team. It aids in early identification of potential threatening situations and provides a baseline to assist in assessing future behavior. Most importantly, it provides a means for implementing interventions that increase the likelihood of a positive and safe resolution.

CONCERNING BEHAVIORS

A “red flag” or concerning behavior is a questionable, suspicious, and/or inappropriate behavior that may be presented through appearance, speech, written words, or specific actions.

Examples of concerning behaviors may include, but are not limited to:

- Anger Outburst
- Bizarre/Disjointed Thoughts/Behaviors
- Depression/Persistent Sadness
- Deteriorating Work or Performance
- Disturbing Written Material
- Extreme Mood Swings
- Extreme Withdrawal
- Homicidal Ideations
- Preoccupations with Bombs/Explosives
- Preoccupations with Weapons
- Self-Injurious Behavior
- Significant Changes in Appearance
- Significant Changes in Hygiene
- Suicidal Ideations
- Suicide Attempt
- Threat to Others
- Unprovoked Hostility

REPORTING PROCESS

Reports/concerns about students, faculty, staff, and/or a third party can be submitted in several ways (listed below in the preferred order of reporting, with the top option being most preferred):

1. [The Coastline College Incident Reporting Form](#) is available online. The form is available on multiple websites (e.g., CARE Team, Campus Safety, Student Services). Reports may be submitted anonymously, although the name of the reporter is encouraged in case any follow-up is needed.
2. Campus Safety Incident Report – Report in person to a Campus Safety Officer.
3. Reports may also be made in person, by phone, or via email to any member of the team. <https://www.coastline.edu/about/care-team.php>

FEEDBACK TO THE REPORTING PARTY

In accordance with Family Education Rights for Privacy Act (FERPA) and other laws addressing confidentiality, the team will report back to the reporting party when appropriate with pertinent information about findings and recommendations.

CONTACTS

CARE Team Website: [Coastline CARE Team webpage](#)

Maxient Report Link: [The Coastline College Incident Reporting Form](#)

LOCAL POLICE DEPARTMENTS:

City of Fountain Valley Police Department

Emergency 911
Address: 10200 Slater Avenue, Fountain Valley, CA 92708
Front Desk Phone: 714-593-4485
Dispatch Phone: 714-593-4483

City of Costa Mesa Police Department

Emergency 911
Address: 99 Fair Dr, Costa Mesa, CA 92626
Phone: 714-754-5280

City of Garden Grove Police Department

Emergency 911
Address: 11301 Acacia Pkwy, Garden Grove, CA 92840
Desk Phone: 714-741-5704

City of Newport Beach Police Department

Emergency 911
Address: 870 Santa Barbara Drive, Newport Beach, CA 92660
Front Desk: 949-644-3681
Dispatch: 949-644-3717
Records: 949-644-3682

City of Westminster Police Department

Emergency 911
Address: 8200 Westminster Blvd. Westminster, CA 92683
General Info Phone: 714-898-3315
Dispatch Phone: 714-548-3212

Public Safety Office, Coastline College 714-241-6040

Public Safety Duty Phones:

Fountain Valley Student Services Center (714) 837-6026
Garden Grove (714) 837-6071
Le-Jao (714) 837-6477
Newport Beach (714) 837-6502

Mental Health Services (714) 241-6005

CARE TEAM MEMBER CONTACT INFORMATION:

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References

National Behavioral Intervention Team Association, NaBITA (2009). Available at www.nabita.org

National Center for Higher Education Risk Management, NCHERM (2008). Threat Assessment Model. Available at www.tngconsulting.com

ⁱ NABITA Industry Standards for Behavioral Intervention Teams Whitepaper 2023