

Cypress College Charger Assessment Team (ChAT)

2022-2023 Annual Report

Mission

To support the safety and well-being of the campus community by employing proactive and collaborative approaches to identify, assess, and manage behavioral concerns

Introduction

Cypress College established the Charger Assessment Team (ChAT) in 2016 to develop processes to identify and communicate concerns for students and to collaborate and coordinate interventions for care and safety. Following the approval by the Student Services Council (SSC), the ChAT began its work to support the safety and well-being of the campus community by employing proactive and collaborative approaches to identify, assess, and manage behavioral concerns.

Since its inception in 2016, ChAT has expanded and, most recently, reorganized its structure. ChAT is now the overarching body that encompasses three distinct reporting branches - 1) *Conduct*; 2) *Care and Support*; and 3) *Threat Assessment*. Dr. Troy Davis, Dean of Counseling, oversees and leads *Conduct*; Celeste Phelps, Director of DSS, leads *Care and Support*; and Craig Lee, Director of Campus Safety, leads *Threat Assessment*.

Function

The primary work of the ChAT is to collect, assess, and respond to all reports and referrals (*conduct, care and support, threatening behavior*) submitted by any student or employee. Although *conduct* is a branch of ChAT, only the Dean of Counseling has the authority to issue conduct sanctions. However, ChAT members may be asked to discuss conduct reports if the student also requires *care and support* resources.

ChAT addresses referrals and reports by gathering and assessing information in a systematic manner to determine the most effective responses. Following the response, the ChAT monitors the effectiveness of the response.

Team Membership

The Charger Assessment Team functions under the leadership of the Vice President of Student Services. The ChAT consists of college personnel with expertise in instruction, student services, mental and physical health, student conduct, and campus safety. Membership on ChAT represents an ongoing commitment to the mission of ChAT. Team members are critical to the functioning of the team. They are responsible for completing ongoing training, attending meetings, and assisting with follow-up and intervention as designated by their membership category. ChAT has two levels of membership: 1) core members and 2) resource members.

The ChAT core members meet weekly on Thursday afternoons from 1:30 p.m. to 2:45 p.m. throughout the fall and spring semesters. They meet only as needed throughout summer sessions and winter intersessions. The ChAT chair will convene an emergency

team meeting if a referral or ongoing case presents an imminent threat, or other time-sensitive decisions need to be made.

ChAT Core Members in 2022-2023 include:

Celeste Phelps (Chair)	Director of DSS (Care and Support)
Adrienne Sanchez (Case Manager)	Counselor of DSS
Marla McBride	Director of Student Health Services
Craig Lee	Director of Campus Safety (Threat Assessment)
Dr. Troy Davis	Dean of Counseling (Conduct)
Virgil Adams	Professor of Human Services
Anna Spencer-Lonetti	Mental Health Counselor
Joselyn Diaz	Maxient and Conduct Resource Facilitator
Dave Okawa	Director of Student Life and Leadership

Training and Learning

The Charger Assessment Team is dedicated to continuous improvement and, therefore, participates in trainings, conferences, workshops, and webinars throughout the year. Cypress College is a member of the National Association for Behavioral Intervention and Threat Assessment (NaBITA) and has access to the Association's online resources and training materials. In addition to NaBITA membership resources, ChAT members participated in the following events throughout the 2022-2023 year.

- October 18, 2022 (and continuing): Equity in Mental Health on Campus -- Learning Community
- October 21-23, 2022: California Community College Student Affairs Association Conference (mental health and basic needs)
- October 27-28: Cypress College All-Campus Retreat
- November 10-11, 2022: ADHD Certification Training
- January 9-12, 2023: Mediation Training
- March 14, 2023: Naloxone (Narcan) Training
- March 31 - April 2, 2023: Student Senate for California Community Colleges Conference (food insecurity/basic needs, mental health resources)
- April 3, 2023: Neurodiversity Workshop
- April 5, 2023: Crisis Teams in Higher Education Webinar
- April 10, 2023: Sexual Assault Awareness Training
- April 12-13, 2023: Reimagining Our Systems of Care Webinar
- April 28, 2023: Suffering in Silence: Suicidality in Neurodiverse Communities of Color Webinar
- April 28, 2023: Title IX Training
- May 1, 2023: Using Data and Evidence to Promote Mental Health in CCCs Webinar
- May 3, 2023: Where Can I Go? Student MH Navigators Panel Webinar

- May 4, 2023: Trauma-Informed Communication Practices Webinar
- May 5, 2023: MHA Conference - Meeting of the Minds Mental Health
- May 17, 2023: Mental Health Supporting Undocumented Students Webinar
- May 31, 2023: Maxient User Training

Community Engagement, Outreach, and Education

The ChAT recognizes that educating the college community about what and how to refer are the most essential aspects of having a successful and effective team. The team's education strategy is the philosophy that college community members should be equipped to identify, support, and refer an individual with behavioral concerns. The Charger Assessment Team provided presentations and trainings to various groups, programs, committees, and academic divisions throughout the 2022-2023 academic year.

- October 13, 2022: All Employees
- October 21, 2022: Language Arts Division
- November 10, 2022: President Advisory Council
- November 17, 2022: All Employees
- November 14, 2022: Deans Meeting
- January 20, 2023: Visual and Performing Arts Division
- February 15, 2023: CTE Division
- March 15, 2023: Business/CIS Division
- March 16, 2023: All Employees
- March 23, 2023: Classified Senate
- April 13, 2023: New Faculty Training
- April 20, 2023: Social Sciences Division

Statistics

ChAT referrals and reports (*conduct, care and support, and threatening behavior*) are housed and processed in Maxient, a software platform that provides comprehensive solutions for managing student behavior and case management. Maxient offers features for data collection and organization allowing ChAT to examine and interpret data to derive insights and make informed decisions.

This annual report focuses on the ChAT's **Care and Support** referrals only. ChAT received 100 **Care and Support** referrals from July 1, 2022 to June 30, 2023.

The Team used Maxient to disaggregate and analyze the data using the following indicators.

CHARGER ASSESSMENT TEAM (CHAT) 2022-2023

- Referrals by category (percentage)
- Referrals by month
- Referrals by ethnicity
- Referrals by gender

2022-2023 Care and Support Referrals by Category	Referrals
Academic Difficulty	12%
Bizarre behavior/disjointed thoughts	3%
Depressed/displays persistent sadness/unexplained crying	3%
Displays anger/negative emotions inappropriately	2%
Personal wellness	25%
Disturbing written materials/class discussion	1%
Other concerning behavior	31%
Unusual behavior	2%
Alcohol concern	1%
Changed mood/appearance	2%
Death of non-student/other	1%
Concerning posts on social media	1%
Death of a family member	1%
Threat to oneself	2%
Excessive anxiety	2%
Financial issue	5%
Social adjustment/involvement	1%
Suicidal tendencies/self-injurious behavior	5%

2022-2023 Care and Support Referrals by Month	# of Referrals
July	0
August	2
September	9
October	12
November	12
December	11
January	4
February	14
March	7
April	24
May	4
June	1

2022-2023 Care and Support Referrals by Ethnicity	
African-American Non-Hispanic	7
American Indian/Alaskan Native	1
Asian Indian	7
Central American	3
Chinese	3
Unknown	18
Filipino	6
Hispanic	1
Korean	3
Mexican, Mexican Amer, Chicano	22
Other Asian	3
Other Hispanic	2
South American	1
Vietnamese	10
White Non-Hispanic	12

2022-2023 Care and Support Referrals by Gender	
Female	62
Male	34
Other	3

Charger Assessment Team Analysis

The Team conducted a SWOT analysis to uncover its strengths, weaknesses, opportunities, and threats. This analysis provides a structured framework for evaluating and understanding the internal and external factors that impact our team’s performance, enabling informed decision-making, strategic planning, and problem solving.

ChAT SWOT Analysis:

- (S)trengths
 - Effective communication
 - Collaboration across campus in various roles
 - Multi-disciplinary approach for all referrals
 - Proactive to prevent behavior escalation
 - Diverse college roles
 - Diverse representation
 - Dual support - Conduct and Care and Support
 - Positive teamwork

- Added basic needs component
- (W)eaknesses
 - No budget allocation (prior to 2023-2024)
 - Minimal opportunities for team training - need routine pattern for PD
 - Difficult to connect to students to close the loop
 - ChAT training is not mandatory for all employees
 - Have not provided training to all students
 - Unclear process for crisis response and intervention
- (O)pportunities
 - Training for students
 - Training for other groups
 - Participate in fairs and campus events (tabling)
 - Syllabus statement
 - Establish community and framework of care
 - Include ChAT in anything related to mental health
 - Tie ChAT into wellness and mental health week
 - Create master list of resources
 - Create referral process for off-semester/session
- (T)hreats
 - No budget allocation (prior to 2023-2024)
 - Seeing an increase in referrals. Team members have other jobs/responsibilities.
 - Resource Manager is only part-time with her main duty as DSS counselor
 - Burnout
 - Lack of training opportunities because of lack of funding

Reflections

As the Team reflects over the past year, it acknowledges its challenges, surprises, and the lessons learned. This reflection process is crucial for evaluating effectiveness, promoting learning and growth, making data-driven decisions, identifying strengths and areas for improvement, enhancing accountability, adapting to changing needs, and planning for the future. It enables the Team to provide the best possible support to individuals and optimize outcomes in behavior intervention.

- The Team meets every Thursday throughout the regular semesters. Because of the increase in referrals, ChAT extended its weekly meeting by 15 minutes in order to fully discuss each case. ChAT now meets every Thursday from 1:30 pm to 2:45 pm.
- Over the past year, the Team received an increase in *care and support* referrals specific to basic needs - housing and food. To better address these specific referrals, ChAT requested that the Director of Student Life and Leadership join

ChAT. As a result, the Team membership is wide-ranging, and it can now provide comprehensive support and resources to our college community.

- Currently, ChAT does not use a formal threat assessment tool to identify and manage risks and threats. Tools are designed to facilitate a systematic and proactive approach to campus safety and security. By conducting assessments, the College could assess vulnerabilities or safety concerns.
- We recognize the need to obtain basic needs data and provide basic needs access to students via the ChAT website, etc.
- ChAT recognizes the need to add the RAD card and make better connection to mental health resources on the ChAT website.
- At times, the Team lacks guidance for how to proceed when a student does not respond to our ChAT outreach by phone or email. Obtaining legal consult to determine when to close a case would be helpful.
- The ChAT case manager is an adjunct counselor who is assigned to another department with other job duties. Her time is limited to provide long-term case management and hands-on support to students. ChAT requires a full-time case manager.
- ChAT needs additional funding for more support - full-time case manager or an additional part-time case manager. Student referrals are increasing.

Next Steps/2022-2023 Goals

Setting goals helps guide the Team's work and ensures it is focused on specific outcomes. With goals, ChAT can focus its efforts, measure progress, and work towards continuous improvement in behavior intervention strategies.

- Secure yearly funding/budget.
- Explore opportunities to become trainers to provide PD workshops such as "Developing Healthy Boundaries."
- Expand its relationship with executive leadership in order to strongly encourage all employees to participate in ChAT trainings.
- Make connection with deans to provide ChAT training to all division members.
- Connect with HR to provide ChAT information during HR new employee orientations.
- Expand and continue engaging with all employees across campus.
- Develop an organized engagement calendar.
- Update the Team's presentation and training to include student data.
- Develop an effective process for students to easily submit referrals for concerning behavior.
- Create and distribute ChAT marketing materials across campus.
- Apply for funding from SEA and One-Time Funding.
- Add FAQs to the website and tabling events.
- Research and adopt a threat assessment/management tool.

- Explore legal consult to provide guidance on if and how to close cases of non-responding students.
- Provide a ChAT orientation to new incoming College President and obtain support commitment.
- Engage in a ChAT retreat for professional development, team building, support, etc.
- Explore Risk Management ASCIP training - De-escalation, etc.