

MCLA's CARE Team

The MCLA CARE (Concern, Assessment, Response, Evaluation) Team is a student focused resource that provides coordinated support for students in distress and addresses concerns about student behavior, academic progress, and personal issues, including mental health concerns. The CARE Team gathers information from personal contact with students, faculty, staff as well as from reports submitted by members of the community. Many supports are available at MCLA, and the CARE team coordinates response and outreach to empower each student to navigate resources and assist in a plan for their success

The CARE Team is committed to the following:

- Identifying students of concern who are in need of extra support
- Assessing the most appropriate way to intervene and support a student
- Addressing student behaviors that impact our community
- Intervening so a student may achieve academic and personal success
- Balancing the needs of an individual student with the needs of the community

When to be concerned

Community members are encouraged to report concerns about students who may be facing academic or personal challenges, pose a danger to themselves or others, who may be in distress, or whose behavior is disruptive to others in the community. Please note: **If you believe a student may pose an immediate threat to the health and safety of themselves or others, call Public Safety immediately at 413-662-5100.**

Reasons to refer a student to the CARE Team include:

- The student remains distressed following attempts by you and others to be helpful.
- The student is increasingly isolated, unkempt, irritable or disconnected.
- The student's academic or social performance deteriorates.
- The student's behavior reflects increased hopelessness or helplessness.
- The student shows significant and marked changes in behavior or mood.
- The student expresses thoughts of suicide or other acts of self-harm.
- The student makes threats or displays aggression directed toward themselves or others.
- The student demonstrates an inability to care for oneself.

How to refer a student to the CARE Team

To refer a student to the CARE Team, please fill out a [CARE Team report](#). The CARE Team uses this notification in order to develop and take concrete steps to assure that each student receives the appropriate support. The CARE Team report can also be found on the MCLA Portal page.

CARE Team members

The Interim Dean of Students chairs the CARE Team. Members of the team include:

- Interim Dean of Students
- Dean of Student Success and Engagement
- Director of Counseling Services
- Director of Residence Life and Housing
- Director of Campus Safety
- TRiO Student Services Support Program Director
- Director of Athletics
- Dean of Academic Affairs

Confidentiality

Providing effective recommendations to improve student success requires the collection of information regarding academic and student life. Some of the information collected and discussed is protected under FERPA guidelines. CARE Team members recognize the sensitive and confidential nature of the information collected and discussed during CARE Team meetings and communications. Disclosure of protected information to necessary parties will be determined by the Dean of Students.