

Charger
Assessment
Team

Fall 2021



Cypress College

Let's
CHAT!



- **ChAT Mission**
- **Charger Assessment Team (ChAT)**
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- **Warning signs for students of concern**
- **Strategies to address disruption in the classroom**
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ChAT Mission:

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



Charger Assessment Team (ChAT)

What it IS

- Team that focuses on prevention & early identification of “warning behaviors”
- Team that conducts assessments to ensure well-being of all students, faculty & staff
- Team that maintains confidentiality via Maxient platform

What it DOES

- Gathers & analyzes information about students of concern
- Intervenes & determines most effective response
- Refers to campus and community resources (food, housing, etc.)
- Coordinates response with key areas across the campus
- Closes the loop – cases remain open until needs are met or issues addressed

What it is NOT

- A body to provide immediate crisis response
- A team that focuses on conduct violations



ChAT Members

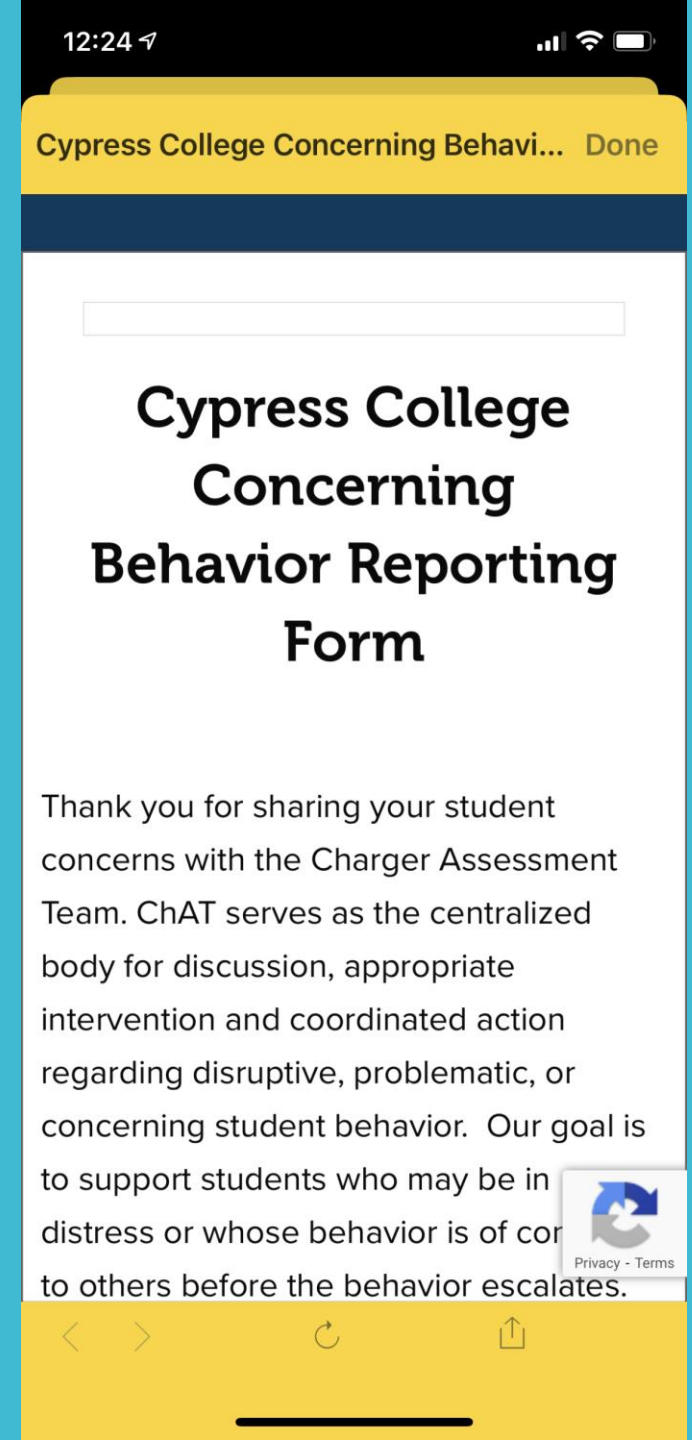
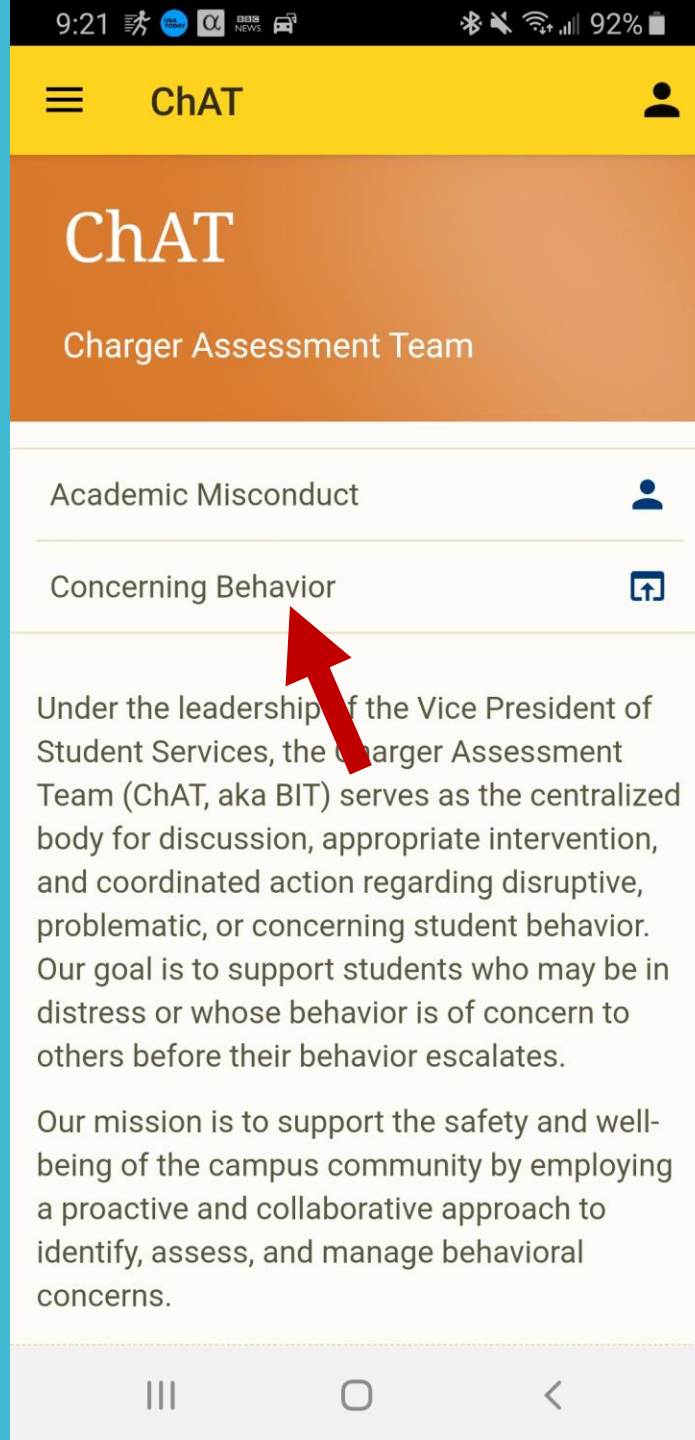
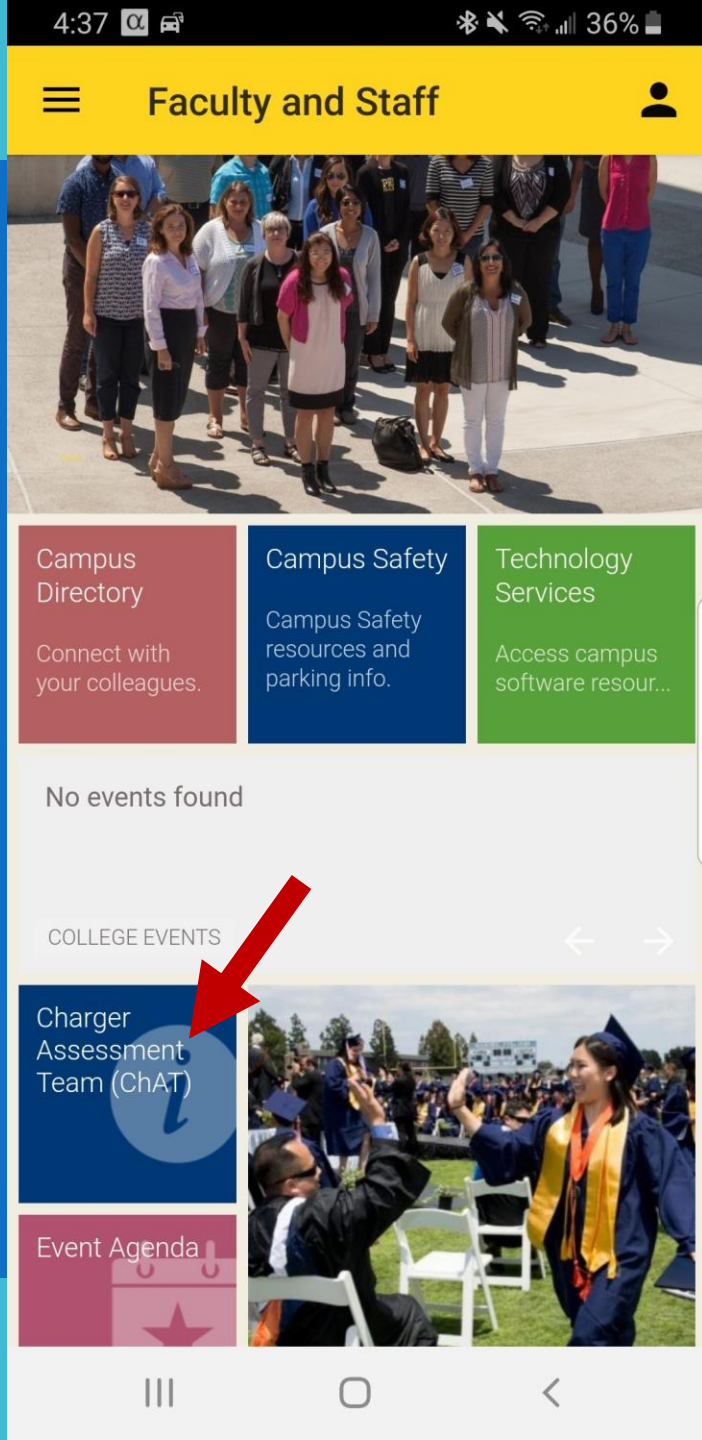
- **Adrienne Sanchez (ChAT Co-Chair) – ChAT Case Manager**
- **Alex Bernal – Coordinator of Campus Safety**
- **Celeste Phelps (ChAT Co-Chair) - Director of Disability Support Services**
- **Denise Torres – Maxient Resource Facilitator**
- **Marla McBride – Director of Health Services**
- **Dr. Paul de Dios – VP of Student Services and Title IX**
- **Dr. Troy Davis - Dean of Counseling & Student Development**
- **Virgil Adams – Professor of Human Services**



How to Report to ChAT

Cypress Connect App
OR
Cypress College Website

Cypress Connect App



Charger Assessment Team (ChAT)

Charger Assessment Team (ChAT)

Title IX

Classroom/Instruction Conduct

Non-Classroom Conduct

Concerning Behavior

CypressCollege.edu/chat/




NORTH ORANGE COUNTY
COMMUNITY COLLEGE DISTRICT

Cypress College Concerning Behavior Reporting Form


Thank you for sharing your student concerns with the Charger Assessment Team. ChAT serves as the centralized body for discussion, appropriate intervention and coordinated action regarding distressing, disturbing, or concerning student behavior. Our goal is to support students who may be in distress or whose behavior is of concern to others before the behavior escalates. With the appropriate assessment and intervention, we can prevent crises and help support students to reach their goals.

BEFORE YOU BEGIN: If this is an emergency that involves an imminent risk of harm to self or others, please contact Cypress College Campus Safety at 714-484-7387 or call 911 before filling out this form. While referrals from this form are reviewed by a variety of campus partners working to assist students and employees, it is **NOT** designed for emergency response situations.

For additional resources to share with students, please visit the [Student Resources](#) or [Student Health Center website](#) . Upon completion of this form, please make sure to inform your immediate management supervisor of this incident report.

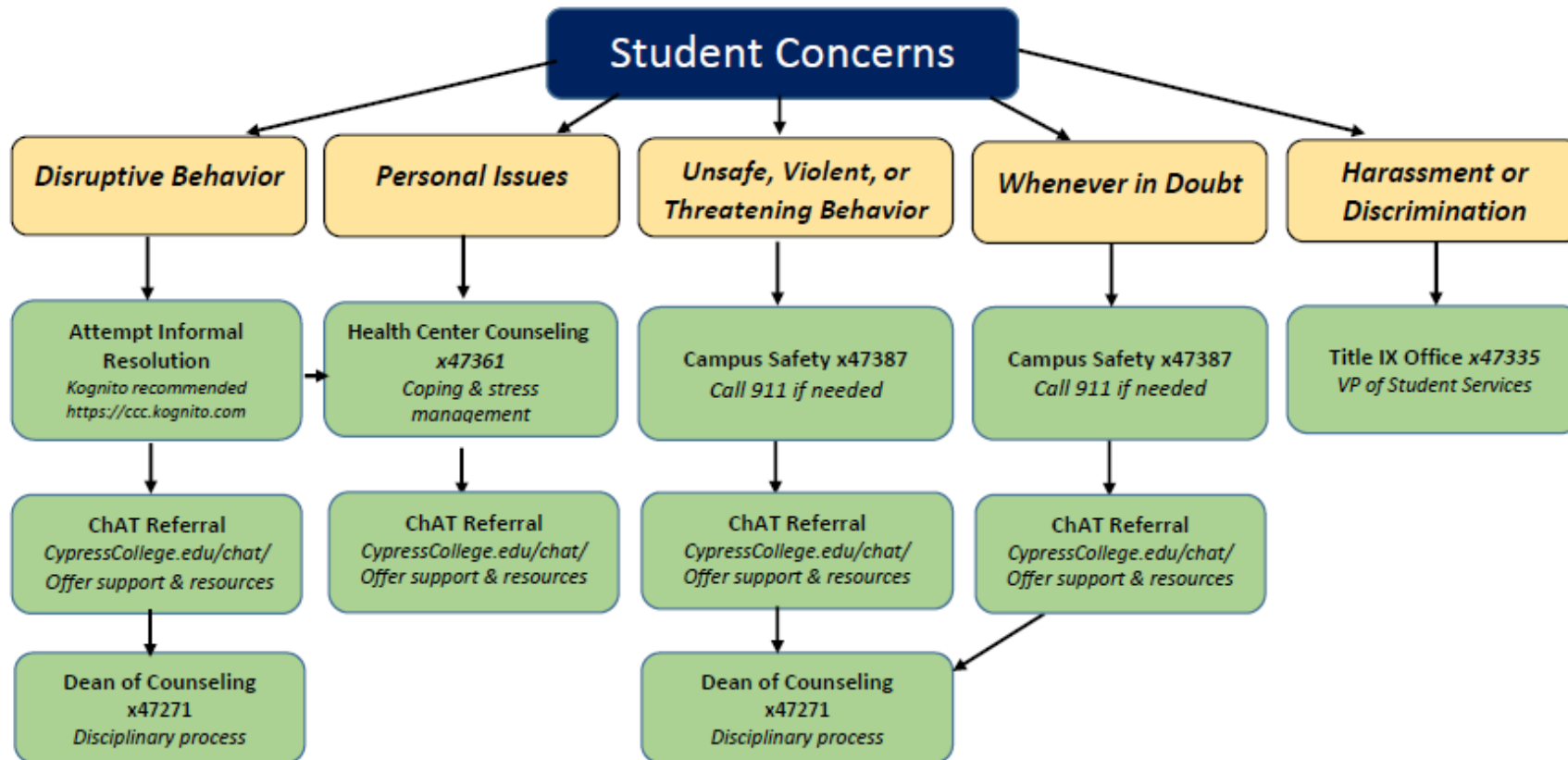
Reporter Information

Your full name:

 [Learn more](#)

CypressCollege.edu/chat/

Response Protocol



Let's ChAT!
To make a referral, access
CypressCollege.edu/chat/

Charger Assessment Team (ChAT)
ChAT Resource Manager: Adrienne Sanchez (714) 484-8105 (co-chair)
Coordinator of Campus Safety: Alex Bernal (714) 484-7387
Dean of Counseling and Student Development: Dr. Troy Davis (714) 484-7271
Director of Disability Support Services: Celeste Phelps (714) 484-7104 (co-chair)
Director of Health Center: Marla McBride (714) 484-7361
Maxient Resource Facilitator: Denise Torres (714) 484-7060
Professor of Human Services: Virgil Adams X48220
Vice President of Student Services/Title IX: Dr. Paul deDios (714) 484-7334

How to Report to ChAT



Cypress College

Immediate Threat:

- Call 911 (and Campus Safety) for immediate threatening crisis response.
- Call Campus Safety or walk student to the Health Center.

Always

*Report the incident to your division dean.

*Report the incident to ChAT.

No Immediate Threat:

- Make referral to the Health Center as appropriate.
- Report the incident to ChAT
 - CypressCollege.edu/chat/ OR Cypress App
- Report to your division dean.



Suggested Syllabus Statement

Students...concerned about a classmate? Refer to ChAT! The Charger Assessment Team (ChAT) is Cypress College's behavior intervention team. ChAT's goal is to support students who may be overwhelmed with anxiety, depression, general mental health concerns, or experiencing food and/or housing insecurity. Visit the [ChAT webpage](#), click on the "Concerning Behavior" button and fill out the referral form.

Important: In case of emergency, call 911 or Campus Safety at (714) 484-7387.

Mental Health Resources

Orange County Mental Health
Information

<http://www.ocalthinfo.com/oclinks>

855-OC-LINKS (855-625-4657)

24 Hour Suicide Prevention Line
877-7-CRISIS (877-727-4747)

National Alliance on Mental Illness
(NAMI)

<https://www.nami.org>

NAMI HelpLine 800-950-6264

The OC WarmLine

Call, text, or chat 714-991-6412

Toll free: 877-910-9276

Mental Health Does Matter: College Campuses

Mental health diagnoses at all-time high since pandemic.

2 out of 5 people in US report mental health condition. Prior to pandemic, only 1 in 5 people.

75% of lifetime cases of mental health conditions begin by age 24.

1 out of 4 young adults between the ages of 18 and 24 have a diagnosable mental health disability.

More than 11% of college students have been diagnosed or treated for anxiety in the past year.

More than 10% reported being diagnosed or treated for depression.

More than 40% of college students have felt more than an average amount of stress within the past 12 months.

More than 80% of college students felt overwhelmed by all they had to do in the past year, and **45%** have felt things were hopeless.

Almost 73% of student living with a mental health condition experienced a mental health crisis on campus, yet **34.2%** reported that their college did not know about their crisis.



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Warning Signs of Distress

Behavioral

- Attendance
- Performance
- At odds
- Disruptive
- Threatening
- Argumentative
- Agitated irritability
- In & out of classroom

Psychological

- Concentration
- Social Interaction
- Low Energy
- Participation
- Emotional
- Mood swings
- Talks to self

Physical

- Bruising
- Burns/cuts
- Odiferous
- Disheveled
- Under Influence



Addressing Signs of Distress in the Classroom

- Speak with the student in a private setting, not when rushed.
- Use nonjudgmental terms- “ I” statements.
- Be a good listener, avoid judgments, or advice, even if asked.
- Do not dismiss the seriousness of the problem.
- Maintain clear boundaries & expectations in your role as a faculty/staff member.
- Acknowledge student’s state of distress & offer resources.
- Be compassionate & give hope.
- Let the student know help is available & you will help them find it.



Strategies to Address Classroom Disruption

DO

- Arrive early
- Be prepared & organized
- Refer to syllabus
- Verbalize description of behaviors
- Verbalize feelings- remain in control
- Praise work & behavior
- Speak when students are ready to listen
- Immediately report safety concerns

AVOID

- Sarcasm
- Placing labels
- Avoid asking veterans:
 - Questions about combat
 - If they've lost friends or killed anyone
 - Personal questions about their mental health
 - Offering armchair general opinions



Disability Support Services (DSS)

- Provide a disability statement on your syllabus.
- All referrals must be voluntary.
- Follow the student's lead before making a referrals.
- Refer students making disability requests to DSS if they are not already connected.
- The student's diagnosed disability is kept confidential.
- Respond to behavior and not what may be perceived as a disability.



Referring Students to the Health Center

- All referrals must be voluntary.
- Not all students will be seen right away.
- The Health Center determines when the student is seen through their intake process to assess the level of severity of the student's needs.
- Faculty/staff cannot receive information or provide direction regarding when the appointment is scheduled.
- Once the student is connected with the Health Center, their information is kept confidential.



Student Conduct

- Possible disability and/or mental health issues are not reasons to excuse disruptive behavior.
- Use de-escalation strategies first as appropriate.
- Removal from the classroom for good cause (AP 5500)
 - Maximum of two consecutive class periods
 - Document the incident in writing & report to the division dean immediately
 - Campus Safety should be immediately contacted for students who are not cooperative and/or pose a threat to others
- Conduct & ChAT reporting use the same incident report form but are two different processes



Important Resources

Campus Safety

- (714) 484-7387

Health Center

- (714) 484-7361

Disability Support Services

- (714) 484-7104

Veterans Resource Center

- (714) 484-7150

Counseling and Student Development (conduct office)

- (714) 484-7334

ChAT Resource Manager

- Adrienne Sanchez
 - (714) 484-7082
 - asanchez@cypresscollege.edu