

# Health, Well-being & Safety

## Mental Health Resources On Campus & Threat Assessment

Chairs & VPAP Meeting  
April 3rd, 2024

# About the Speakers



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Mental Health Intervention & Response  
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# MENTAL HEALTH RESOURCES ON CAMPUS & THREAT ASSESSMENT



- ✓ **Introductions**
- ✓ **Health, Well-being & Safety Overview**
- ✓ **Mental Health Resources**
- ✓ **T.A.C.T. Overview**
- ✓ **Reporting Threats in the Highlander Community**



@ucrhw



[www.hws.ucr.edu](http://www.hws.ucr.edu)



**UC RIVERSIDE** | Health, Well-being & Safety

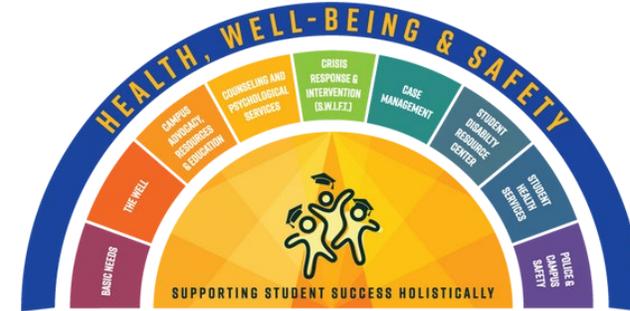
# HEALTH, WELL-BEING & SAFETY

## About HWS

The Health, Well-being & Safety (HWS) organization is made up of nine departments that are dedicated to listening, supporting, and providing UC Riverside students with helpful resources and services for your overall safety and well-being.

### Departments Include:

- Basic Needs
- The Well
- Campus Advocacy, Resources & Education (CARE)
- Counseling & Psychological Services (CAPS)
- Crisis Response & Intervention (S.W.I.F.T.)
- Case Management (CM)
- Student Disability Resource Center (SDRC)
- Student Health Services (SHS)
- Police & Campus Safety



Pentland Hills E100



951-827-7215



[studentwellbeing@ucr.edu](mailto:studentwellbeing@ucr.edu)



[hws.ucr.edu](http://hws.ucr.edu)



@ucrhw

# COUNSELING & PSYCHOLOGICAL SERVICES

## About CAPS

CAPS provides confidential therapy services by CA Licensed mental health clinicians and doctoral interns who are supervised by licensed staff.

### Services Include:

- Individual Therapy
- Couples Therapy (if both partners are UCR students)
- Group Therapy
- Consultations
- Same-Day Walk-Ins/Urgent Services
- Referrals
- Outreach

\***FREE** to all registered UCR students!

\*Services are **hybrid**!



Visit our NEW SHCC Building on 388 W. Linden St. (near lot 21 & Glasgow)



For CAPS Front Desk: **951-827-5531**,  
Option 2, For 24/7 Crisis Support: **951-827-5531**, Option 1



[counseling@ucr.edu](mailto:counseling@ucr.edu)



[counseling.ucr.edu](http://counseling.ucr.edu) or [mentalhealth.ucr.edu](http://mentalhealth.ucr.edu)



@UCR\_CAPS

## CASE MANAGEMENT

### About CM

Case Managers are path-clearers and problem-solvers for UCR students dealing with mental health, academic, relationship, food insecurity, and other stressful crises.

#### CM Provides:

- Resources
- Linkage
- Education
- Expertise

\*Conversations are private but NOT confidential



Student Health & Counseling Center  
(SHCC)



951-827-5000



[casemanager@ucr.edu](mailto:casemanager@ucr.edu)



[casemanagement.ucr.edu](http://casemanagement.ucr.edu)



[@casemanager\\_ucr](https://www.instagram.com/casemanager_ucr)

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- **SWIFT**
- **(Soft Launch Spring 2024)**

## About SWIFT

The UCR SWIFT (Student Well Being Intervention & Follow-up Team)'s mission is to strengthen the response for students experiencing a mental health crisis by providing a means to dispatch a mobile mental health counseling team, enhancing the ability to provide linkage to resources and to minimize the need for law enforcement response to mental health crises.

### Services Include:

- Trauma informed crisis stabilization & deescalation
- On campus risk assessment
- Mental health mobile crisis unit & accompaniment services (SART exams, court appointments)
- Post crisis follow up and resource linkage



**SWIFT Crisis Response  
& Intervention**



**Student Health & Counseling Center  
(SHCC)**



**swift-hws@ucr.edu**



**www.swift.ucr.edu**

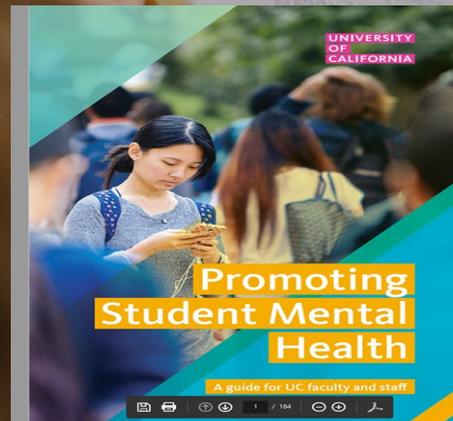


**Soft Launch Hours of Operation:  
11 am – 8 pm**

# Finding Resources

## Other Resources for student well-being

- Red Folder- CAPS main page [counseling.ucr.edu](https://counseling.ucr.edu)
- Therapy Assistance Online <https://us.taoconnect.org/login>
- Ethnic and Gender Offices
- Campus Student Affairs and Student Services Offices
- Training Opportunity: Working with Distressed Students, email [counseling@ucr.edu](mailto:counseling@ucr.edu)



**UC RIVERSIDE**  
Counseling and Psychological Services

# RED FOLDER

SUPPORT FOR FACULTY, STAFF, AND PEERS WORKING WITH A DISTRESSED STUDENT

## RESPONSE PROTOCOL

Follow the chart to determine who to contact when faced with a distressed or distressing student.

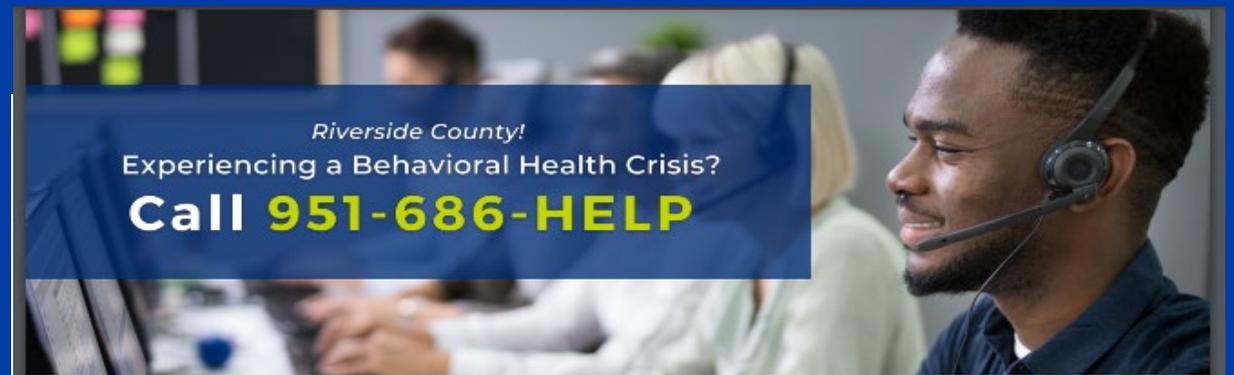
Ask yourself, is the student a danger to self or others?

YES	I'M NOT SURE	NO
The student's conduct is clearly and imminently reckless, disruptive, dangerous, or threatening — including self-harm behavior.	The student shows signs of distress, but I am unsure how serious it is. My interaction has left me feeling uneasy and/or really concerned about the student.	I am not concerned for the student's immediate safety, but the individual is having significant academic and/or personal issues and could use some support.
Call 911 or Campus Police (951) 827-8222		
After speaking with police, report the concern to: CAPS (951) 827-5531 or Counseling and Psychological Services (CAPS) for consultation (951) 827-5531	<b>During Business Hours</b> Call Student Affairs Case Management (951) 827-5506 or Counseling and Psychological Services (CAPS) for consultation (951) 827-5531 <b>After Hours and Holidays</b> Crisis Consultation is available 24/7 (including weekends and holidays) by calling CAPS main line or 951-UCR-191X (951-827-4255), option 1.	Refer the student to Student Affairs Case Management (951) 827-5500 Or refer the student to an appropriate campus resource. See Quick Resource Guide section, for options.

- **Riverside County Mobile Crisis**
- **Support- 24/7 access**
- 

## About Riverside County Services

- ❖ Available for support to **Staff, Faculty and community members/non-students**
  - Also can support students when other services unavailable
- ❖ UCR specific County Clinician in residence for limited hours
  - Currently Wed. – Sat., 9:30am-8pm
  - Recruiting Sun.-Wed., 9:30am-8pm
- ❖ Piloting some co-response with UCPD and UCR Safety Responders .Also doing some ride-alongs



 for a caring professional to **talk** to.

 for somewhere to **go**.

 for a caring professional to **come to you**.

# Call **951-686-HELP**

It is free and confidential, and you may remain anonymous.  
Trained counselors are available to provide support and resources to best help you.  
*Bilingual counselors are available.*



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- **Riverside County Mobile Crisis**
- **Support- 24/7 access**
- 

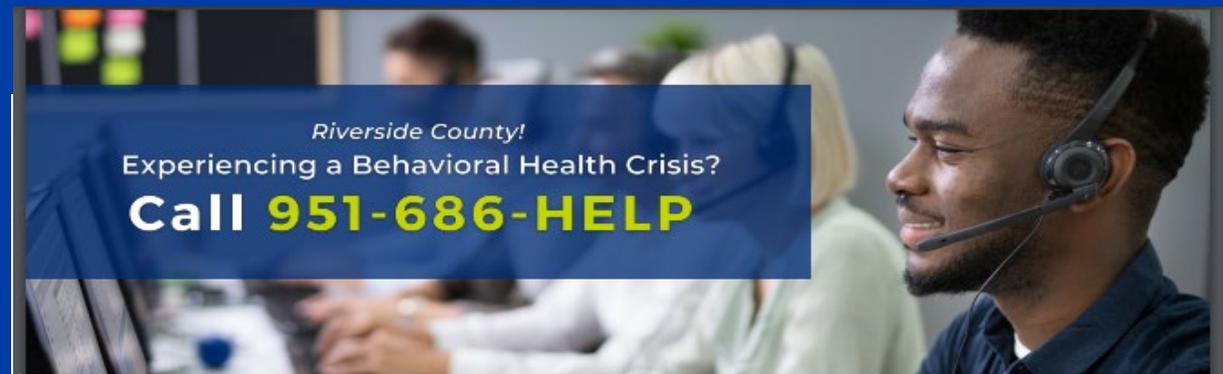
### About Riverside County Services

#### UCR County Clinician in Residence Services Include :

- Consultation & support for Faculty Staff, Students, Visitors & Unhoused Individuals in distress
- De-escalation & crisis support in person on campus
- Same-Day/Urgent Services
- Evaluation for higher level of care
- Referrals & Outreach

#### Additional Resources:

- ❖ Other 24/7 help call 988 Mental Health/Suicide Distress
- ❖ 24/7 Mental Health Clinician 951-827-5531, Option 1



 for a caring professional to **talk** to.

 for somewhere to **go**.

 for a caring professional to **come to you**.

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It is free and confidential, and you may remain anonymous.  
Trained counselors are available to provide support and resources to best help you.  
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# Reporting Students of Concern Process - Multiple Pathways

\*This link can be found on Case Management &  
Dean of Students websites

- Report students of concern, submit a [Public Care Report](#).  
Note: not for immediate safety concerns
- Life-threatening or immediate danger situations please call UCPD at (951) 827-5222 or dial 911
- Consultation for next steps or concerns, e.g. SWIFT; Case Management; CAPS



Public Care Report

# Process of Critical Student Incident Team (CSIT)

The **Critical Student Incident Team** is a multidisciplinary team that meets regularly to serve six major functions for the university:

- Provide consultation and support to members of the university community in assisting students who display concerning or disruptive behavior
- Respond to reports, gather information to assess situations involving students who display concerning or disruptive behaviors; engage reported students in a process aimed at correcting the disturbing behavior
- Recommend appropriate intervention strategies
- Connect students with needed campus and community resources
- Monitor ongoing behavior of students who have displayed disruptive or concerning behavior
- Identify students who present a potential threat to others and refer cases to the Threat Assessment and Consultation Team



# T.A.C.T. Mission

**Taking Steps to Prevent  
a Crisis Before It  
Occurs**

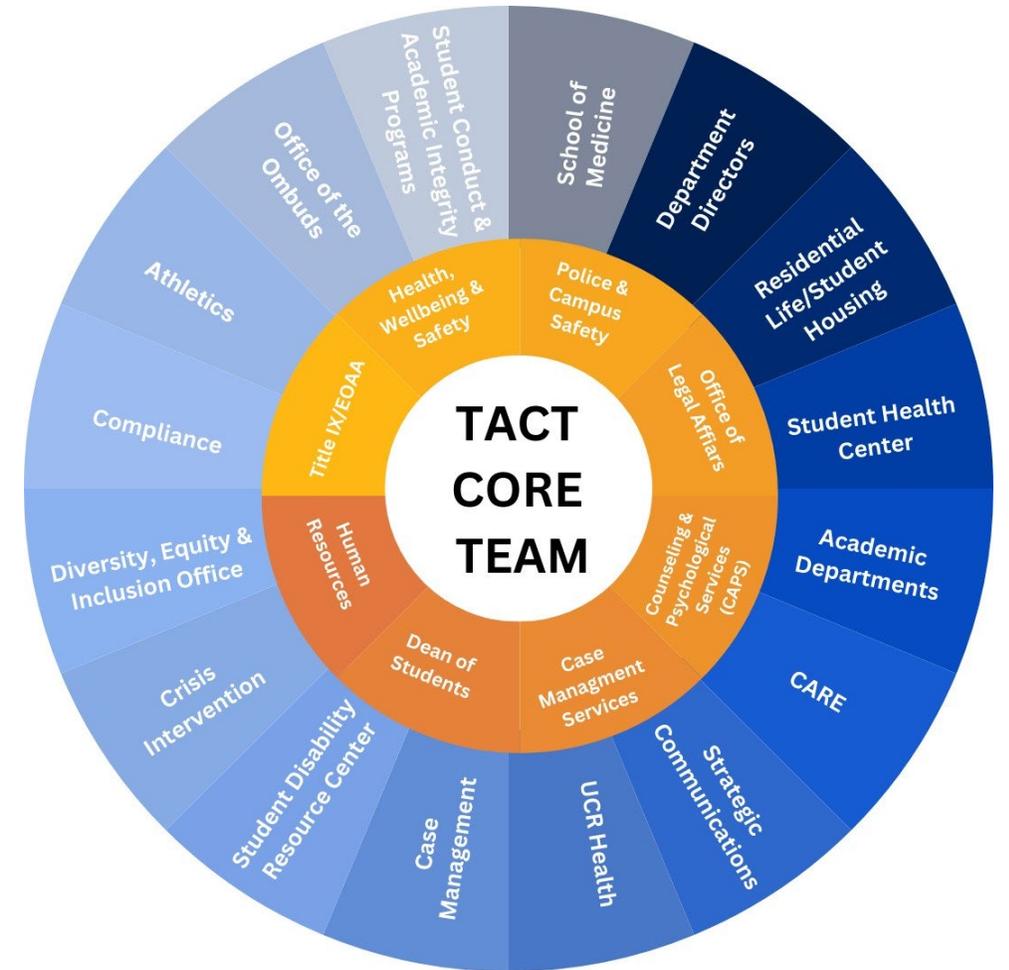
The Threat Assessment Consultation Team (TACT) is committed to protecting the campus community through proactive, collaborative, coordinated, objective, and thoughtful approaches to the management of situations that may reasonably pose a threat to the safety and well-being of the campus community.

## Escalation to Threat Assessment Consultation Team (TACT)

- TACT is a new team that collaborates to review, discuss and manage a broad array of issues that may reasonably pose a threat to the safety and well-being of the campus community, involving students, faculty, staff and community members.
- A team of multi-disciplinary campus partners.
- Primary focus is threat assessment and early intervention, with the hope of prevention
- Includes a manualized threat assessment
- **Disclaimer:** TACT is not a substitute for emergency response to an active or imminent threat to the safety of the university community. In event of urgent or imminent threat or danger, please call 911, the UC Riverside campus police at 951.827.5222

# T.A.C.T. Core Team Members

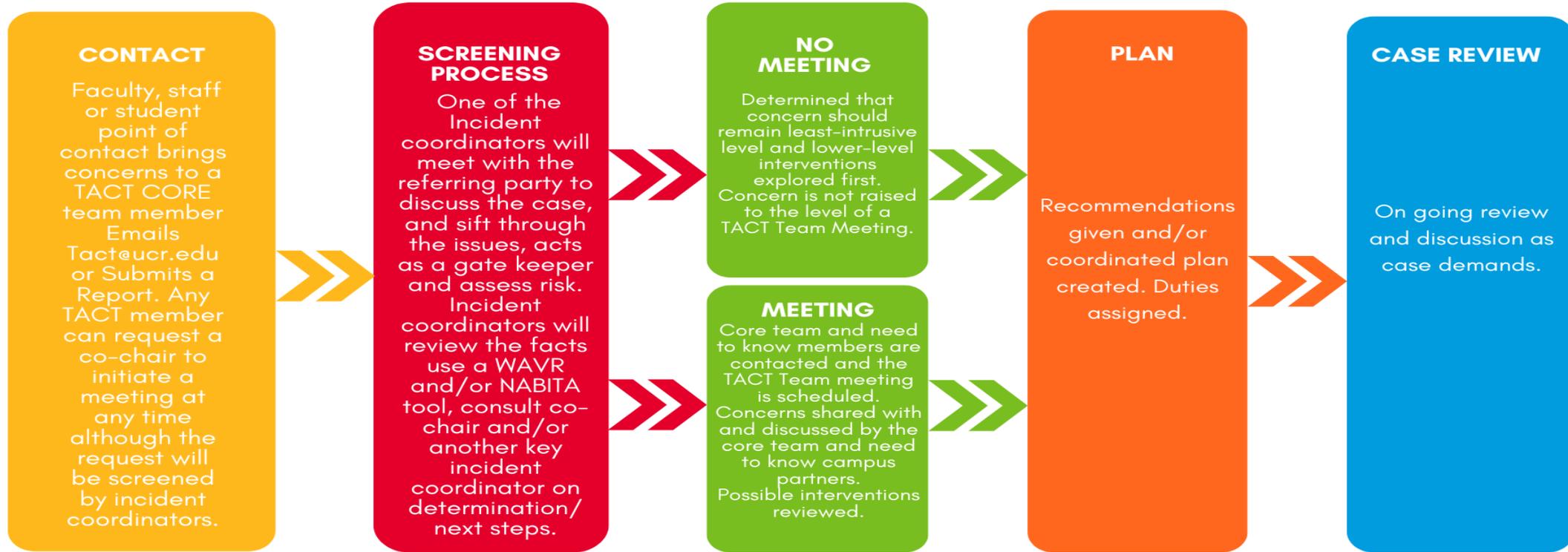
- Multi-disciplinary campus partners
- Meet as needed
- Primary focus is threat assessment and early intervention, with the hope of prevention
- Review, discuss and manage a broad array of issues concerning campus safety, involving students, faculty, staff and community members





# Reporting Threats in the Highlander Community (Staff, Faculty & Students)

# T.A.C.T. Process



**ADMINISTRATIVE REVIEW**  
Quarterly review of outcomes and feedback from intake or surveys. Annual meeting with core members and all campus partners to review statistics and data, as well as campus and national trends.

## When Should I Contact TACT ?

UCR community members are encouraged to contact TACT incident coordinators if they hear about a threat of violence or notice other troubling behavior that makes them concerned about the potential for violence. If you are unsure about whether to alert the team about a situation that concerns you, you can talk with a team member to better understand how the team would help before deciding what to do. The earlier that the teams know about a troubling or threatening situation, the more quickly they can help to resolve the problem

# Some Examples of Violent or Threatening Behavior

**Violent behavior includes, but is not limited to:**

- Any physical assault, with or without weapons
- Behavior that a reasonable person would interpret as being potentially violent, such as throwing things, pounding on a desk or door, or destroying property
- Specific threats to inflict harm, such as a threat to shoot a named individual
- Use of any object to intimidate and/or attack another person

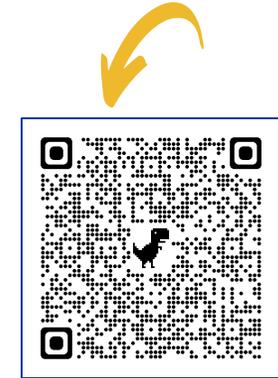
**Threatening behaviors includes, but is not limited to:**

- Physical actions short of actual physical contact and/or injury, such as moving closer aggressively, waving arms or fists, yelling in an aggressive or threatening manner
- General oral or written threats (in any medium, including email and social media) to people or property, such as, “You better watch your back” or “I’ll get you” or “I’ll ruin your car”
- Threats made in a “joking” manner
- Stalking behavior
- Implicit threats, such as, “You’ll be sorry” or “This isn’t over yet”
- A person verbalizes or is known to possess a dangerous weapon on campus

# Reporting Process

Reporting Form on  
the TACT Website\*

- Potential Threats should be submitted via the TACT Reporting Form. **\*The reporting form may change so please refer to the website: [hws.ucr.edu/TACT](https://hws.ucr.edu/TACT)\***



- Questions or concerns may be directed to any of the TACT incident coordinators at [TACT@ucr.edu](mailto:TACT@ucr.edu). Email messages are not monitored after business hours or weekends and may not be received or responded to immediately. A team member will get back to you within one – two business days
- **Life-threatening emergency:** TACT is not a substitute for emergency response to an active or imminent threat to the safety of the university community. In event of urgent or imminent threat or danger, **please call 911**, the UC Riverside police and campus safety department at **951.827.5222**

# Responding to Danger (Potential Threat or Violence)

If you are concerned about a student please consult the [Responding to Distressed Students Protocol](#) or the [Case Management website](#).

Is there imminent danger ? OR Is this a potentially dangerous situation ?

## YES

If the person's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening - including self-harm behavior:

- Call 911 immediately (2-5222 from campus phones)
- Notify the supervisor and the TACT team via email after the Police are notified

## I'M NOT SURE, BUT I AM CONCERNED

During business hours, please notify your supervisor, and then call one the TACT team incident coordinators.

For consultation regarding a student, please contact:

- Case Management crisis line at 951 - 827-5000
- Counseling & Psychological Services at 951-827-5531
- Email [tact@ucr.edu](mailto:tact@ucr.edu)

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### TACT Incident Coordinators

UCRPD Crime Prevention Unit - Phone: 951-827-1597

Shalaurey Jones-Consalvo, DrPH

Health, Well-being, & Safety - Phone: 951-827-6720

## NO, BUT PERSON IS HAVING PERSONAL OR WORK-RELATED ISSUES

Faculty & Staff Assistance Program  
Website: [Workplace Wellness](#) Phone: (951) 827-5588

Office of Title IX, Equal Opportunity & Affirmative Action  
Website: [titleix.ucr.edu](http://titleix.ucr.edu) - Phone: (951) 827-7070

Office of the Ombuds  
Website: [ombuds.ucr.edu](http://ombuds.ucr.edu) - Phone: (951) 827-3213

Police & Campus Safety Department  
Phone: (951) 827-5222 (non-emergency)

For student concerns, please consult the [Responding to Distressed Students website](#) or call the Case Management crisis line at (951) 827-5000.



Faculty and Staff Assistance Program

## ComPsych Services

3 free session per member of your household  
\*Including members who are not dependents

Assist with

- Work-Life
- Finances
- Mental and Emotional Health
- Legal



<https://hr.ucr.edu/front/workplace-health-wellness/wellness>



[Hung.wu@ucr.edu](mailto:Hung.wu@ucr.edu) or [wellness@ucr.edu](mailto:wellness@ucr.edu)



### Contact Us... Anytime, Anywhere

No-cost, confidential solutions to life's challenges.

**Confidential Emotional Support**  
Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts

**Work-Life Solutions**  
Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care

**Legal Guidance**  
Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more

Need representation? Get a free 30-minute consultation and a 25% reduction in fees.

**Financial Resources**  
Our financial experts can assist with a wide range of issues. Talk to us about:

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more

**Online Support**  
GuidanceResources® Online is your 24/7 link to vital information, tools and support. Log on for:

- Articles, podcasts, videos, slideshows
- On-demand trainings
- "Ask the Expert" personal responses to your questions



Your Faculty & Staff Assistance Program offers someone to talk to and resources to consult whenever and wherever you need them.

Call: 866.615.3047  
TTY: 800.697.0353

Your toll-free number gives you direct, 24/7 access to a GuidanceConsultant™, who will answer your questions and, if needed, refer you to a counselor or other resources.

Online: [guidanceresources.com](http://guidanceresources.com)  
App: GuidanceNow™  
Web ID: UCRFSAP

Log on today to connect directly with a GuidanceConsultant™ about your issue or to consult articles, podcasts, videos and other helpful tools.

## 24/7 Support, Resources & Information



Contact Your Faculty Staff Assistance Program

Call: 866.615.3047  
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Online: [guidanceresources.com](http://guidanceresources.com)  
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# THREAT ASSESSMENT CONSULTATION TEAM



Go to [hws.ucr.edu/tact](https://hws.ucr.edu/tact) for direct access to the TACT Reporting Form



[tact@ucr.edu](mailto:tact@ucr.edu) for consultation or questions



For Life threatening or immediate danger situations **please call 911, or** the UC Riverside police & campus safety department at **951.827.5222**



# Health, Well-being & Safety