TRITON CONCERN LINE

MONIQUE CRANDAL, PHD
DIRECTOR
STUDENT AFFAIRS CASE MANAGEMENT SERVICES
UC SAN DIEGO
UC SAN DIEGO: STUDENT AFFAIRS CASE MANAGEMENT

- Housed within undergraduate colleges
- Non-clinical resource for students
- 3.0 FTE – Student Affairs Case Managers

- Director
  - Co-Chair, Behavioral Threat Assessment and Management Team
  - Coordinator of recognizing and responding to students in distress trainings
  - SA Case Manager, Graduate Division
<table>
<thead>
<tr>
<th>College</th>
<th>Students of Concern</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fall 2015</td>
<td>Winter 2016</td>
<td>Total</td>
</tr>
<tr>
<td>Revelle</td>
<td>46</td>
<td>12</td>
<td>58</td>
</tr>
<tr>
<td>Muir</td>
<td>27</td>
<td>20</td>
<td>47</td>
</tr>
<tr>
<td>Marshall</td>
<td>23</td>
<td>14</td>
<td>37</td>
</tr>
<tr>
<td>Roosevelt</td>
<td>16</td>
<td>14</td>
<td>30</td>
</tr>
<tr>
<td>Warren</td>
<td>17</td>
<td>18</td>
<td>35</td>
</tr>
<tr>
<td>Sixth</td>
<td>53</td>
<td>27</td>
<td>80</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>197</strong></td>
<td><strong>105</strong></td>
<td><strong>302</strong></td>
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</tbody>
</table>
How to Support Students of Concern

This informational guide is designed to assist faculty and staff in recognizing and supporting students of concern.

What is a Student of Concern?
A student whose academic progress or functioning in the university environment is adversely affected due to a number of indicators outlined below that are impacting their well-being and/or the well-being of others.

Indicators of Concern

<table>
<thead>
<tr>
<th>Physical Signs</th>
<th>Change in Behavior</th>
<th>Psychological Signs</th>
<th>Unmet Basic Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor personal hygiene</td>
<td>Withdrawal or isolation</td>
<td>Delusions or paranoia</td>
<td>Lack of housing</td>
</tr>
<tr>
<td>Change in appetite; weight loss or gain</td>
<td>Loss of interest or pleasure in activities</td>
<td>Guilt or worthlessness</td>
<td>Food insecurity</td>
</tr>
<tr>
<td>Agitation or restlessness</td>
<td>Increased alcohol or substance use</td>
<td>Sad, anxious, empty mood or mood swings</td>
<td>Financial struggles</td>
</tr>
<tr>
<td>Change in sleep</td>
<td>Irritability or anger</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recurring physical complaints</td>
<td>Missed or late arrival to class/work</td>
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</tr>
</tbody>
</table>

Report your concerns 24/7 to the Triton Concern Line:

(858) 246-1111

Safety Risks
- Physical violence
- High risk/dangerous behavior
- Suicidal behavior
- Threats of violence to others

Imminent Risk to Health and Safety
- Call Campus Police at
  (858) 534-HELP
  or 911 from any campus phone

Singular Definition
Identify the Concern
ONE PHONE NUMBER
911 for immediate concerns
Answered 24/7
Report is generated about every concern
WHAT HAPPENS WHEN YOU CALL?

Call the Triton Concern Line
- Student of Concern identified by UCSD staff or faculty

Within One Business Day
- Report is generated and entered into the CARE network
- Report is routed to Dean of Student Affairs

Dean of Student Affairs
- Coordinates Support
- Follows-up with student
- Offers referrals
- Follows-up with reporter, if requested

Referral to Student Affairs Case Managers
- Provides continued follow-up & support
- Connects students to on- and off-campus resources
DISCUSSING STUDENTS OF CONCERN

**College Student of Concern (SOC) Meetings**
- Weekly meetings with a multidisciplinary team
- Discuss/Update cases
- Identify next steps
- Delegate action items

**Consultation with College Deans**
- Consult on emergent disruptive behaviors or threats of violence or self-harm
- Coordinate joint response
- This is also provided ad hoc for the Graduate Division

**Behavioral Threat Assessment and Management Team**
- Co-chairs meet weekly to discuss cases
- Specialized and timely consultation
- Collaborate with appointed campus experts
FREQUENTLY ASKED QUESTIONS

• Who answers the Triton Concern Line?

• How will they know about our campus?

• I work in the college, should I still call the Triton Concern Line?

• How are the Student Affairs Case Managers different from CAPS?

• Where can I find additional information online?

• Can I sign up for a training on How to Support Students of Concern?
• Questions?

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SPECIAL THANKS TO
Juan Gonzalez
Karen Calfas
John Hughes
Patty Mahaffey
Council of Deans
Student Affairs Case Managers