

Case Management and SBCT: Supporting RIT Students

Samantha Jeffries, Case Manager, Wellness



Case Management

- Our mission is to ensure the continuity of care for RIT's students through advocacy, coordination, and education.
- Think of us as Project Managers for complex personal problems.



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What to refer to Case Management

- Off campus services
- Insurance navigation
- Homeless
- Food insecurity
- Financial issues
- Parental concerns
- Hospitalizations
- On campus service navigation
- SBCT (Tigers Concern Reports)

**Not sure if Case
Management can help?
Call or email us!**

The Red Folder

- www.rit.edu/reporting-incident
- Resource for faculty and staff that provides information on common indicators of student distress.
- Offers in-the-moment tips for addressing concerning behaviors by providing a decision tree and detailed campus resources.

RIT Red Folder

The Red Folder is a resource that provides information on common indicators of student distress.

[View the Red Folder](#)

What is Student Behavioral Consultation Team (SBCT)?

- Coordinate resources for the RIT Community
- Provide a systematic, non-punitive response to students whose behavior is disruptive, disturbing, or distressing, to themselves or other members of the University community
- Assist faculty and staff in addressing instances of student behavior which may be disruptive, disturbing, or distressing
- Assist in protecting the health, safety, and welfare of the students and other members of the RIT community.

SBCT Membership

- **Nicole Boulais, PhD**
Co-Chair, Associate Vice President
- **Wendy Gelbard MD, FACEP**
Co-Chair, Associate Vice President
- **Kiersten Blankley, MSW**
Director, Student & Academic Services, NTID
- **Felicia Fields**
Team Administrator
- **Megan Jaros, MS LMFT**
Manager, Case Management
- **Samantha Jeffries, MS LMFT**
Case Manager
- **Jennifer Newell**
Director, Center for Student Conduct and Conflict Resolution
- **Sharon Kompalla-Porter**
Associate Director-Support and Success, Center for Residence Life
- **Carla DeLucia**
Associate Director, University Advising Office
- **Gary Moxley**
Director, Public Safety
- **Erin Pomerantz-Castillo, LMHC**
Associate Director of Clinical Services, Counseling and Psychological Services

Who Does SBCT Want To Hear About?

Non-responsive students

- Not showing up for classes
- Not showing up for work/responsibilities
- Missed consecutive appointments
- Not responding to emails/cell phone calls/text messages

Concerning students

- Anyone you are worried about
- Multiple early alerts and “missing”
- Causing significant disruption
- Behavioral concerns
- Struggling
- Unkempt, bizarre
- Significant changes over the course of the semester

What Does SBCT Want To Hear About?

- Disruptive Behavior interferes with the community or work environment.
- Your prompt to report often reflects your frustration with a persons inability to adhere to generally accepted expectations.
- Source of concern: **HOW THEY ACT**

- Disturbing Behavior may not be disruptive but it creates another kind of concern.
- Your prompt to report often reflects your unease, confusion, or discomfort with a person's actions, thoughts, or feelings.
- Source of concern: **HOW YOU FEEL**

- Distressing Behavior reflects the person's impaired emotional well-being.
- Your prompt to report is when a person either appears to be struggling emotionally or discloses their personal struggle.
- Source of concern: **HOW THEY FEEL**

How to Contact SBCT

Complete a Tiger Concern Report at:

<https://www.rit.edu/reporting-incident>

Report Concerns about a Student

Report a Crime or Policy Violation

Report a Title IX Concern

RIT Ethics and Compliance Hotline

Report Concerns about a Student

The Tiger Concern Report is used to document behavior that a RIT community member may perceive as concerning, worrisome, or threatening. Tiger Concern Reports are reviewed by the **Student Behavior Consultation Team** (SBCT). Reported concerns are reviewed throughout the day during regular business hours. If you feel that someone could be in immediate danger, including yourself, please contact RIT Public Safety immediately at 585-475-3333 or call 911.

[Report Concerns about a Student →](#)

Submitting a Report:

- What happened & why you are concerned (outline the pattern)
- What you did to address the situation
- Does the student know that you are making a referral?
- Who have you communicated with about this? (your supervisor, academic advisor, dean, department chair, etc)
- What additional action has been taken by others you've engaged?

Background Information

While none of these fields are required, knowing who you are will make it easy for us to outreach to you if we have additional questions or information.

Enable additional features by [logging in](#).

Your full name:

Your cell number:

Your email address:

Student I Am Concerned About

Please provide whatever information you have available.

Name	Hearing Status	Student's Cell Number	Email address
<input type="text"/>	Please choose...	<input type="text"/>	<input type="text"/>
Hall/Address			
<input type="text"/>			

Concerns (*Required Information)

I am concerned about this student because: (Required)

Supporting Documentation

Photos, video, email, and other supporting documents may be attached below. 1GB maximum total size.

Attachments require time to upload, so please be patient after submitting this form.

What Happens Next?

- **Team member confirms report is received**
- **Team assesses and creates a plan**
- **Team involves relevant campus resources as appropriate**
- **Team may reconnect to confirm outreach has occurred/action has been taken**
 - HIPAA
 - Confidentiality
- **Case closed**
- **Not sure? Ask!**

SBCT Limits

- RIT policies & procedures
- Non-punitive approach
- Unable to mandate treatment/force services
- Unable to continuously monitor students
- Can only work with current/past information
 - Submit new report for new concerns

Whom do I contact?

- **Public Safety**

- When you need/want an immediate response
- In an emergency
- To report a crime, violence, threats, etc.

- **SBCT**

- When you are worried about a student but not for immediate risk/danger
- When you aren't quite sure what is going on or what the student needs for support

- **Service Providers (Health Ctr., Counseling Ctr., Case Management)**

- To make a direct referral (help a student make an appt., ask questions about the service, walk a student over)

Important Numbers

■ SBCT

- Sam Jeffries- 475-6276
- Megan Jaros- 475-6276

■ Public Safety

- 475-3333 (emergencies)
- 475-2853 (non-emergencies)
- 205-8333 (text line)

■ Counseling and Psychological Services:

- 475-2261 (Mon-Fri 8:30am-4:30pm)
- 1-855-436-1245 (anytime ctr. is closed)
 - Allows student access to a therapist via phone

■ Student Health Center

- 475-2255 (Mon-Thurs 8am-6:30pm, Fri 9am-4:30pm)
- 475-2255 (afterhours)
 - Allows student access to a nurse via phone

■ Case Management

- 475-3963 (Mon-Fri 8:30am-4:30pm)
- casemanagement@rit.edu

Questions?