SOBI Care Team 101:

An Introduction to the SOBI Care Team and
the Referral Process

AGENDA

 History of Behavioral Intervention Teams.

 Introduction to the services the SOBI Care Team offers.

 What the referral process looks like and how to use it as a faculty member.

 Understand when and how to utilize the SOBI Care Team.

History: Behavioral Intervention Teams and SOBI

- **1st Generation:**
  - Behavioral Intervention Teams (BITs) were not multidisciplinary groups that had representation from across college campuses.
  - Instead, they were silos within particular areas that did not share information.

- **Important Incidents in BIT History:**
  - Virginia Tech (April 16, 2007)
  - Northern Illinois (February 14, 2008)

- **2nd Generation:**
  - BITs represented all areas of college campuses and shared information.
  - They became focused on prevention and safety, with the concept also being used in the corporate world.

History: Behavioral Intervention Teams and SOBI

- **3rd Generation:**
  - BITs transformed into Care Teams with a focus on mental health and basic needs referrals.
  - Care Teams partner with the campus community, provide resources, and promote individual well-being and success by prioritizing campus and community safety.

- SOBI began as a BIT but is now a Care Team.

SOBI Care Team

- Is an interdisciplinary, district-wide team.

- Responds to distressed and threatening behavior in order to thwart and redirect behavior that might otherwise undermine instruction and negatively impact student learning.

- Serves as a central network focused on **preventive** and **timely** intervention before a crisis arises.

- Is a **resource** for Collin College faculty, staff, and students through which they can report **student** behaviors of concern.

- **Does not respond** to **employee** behaviors of concern. To report a faculty or staff member who is exhibiting concerning behaviors, contact the Human Resources Department.

SOBI Care Team

- Has designed a process that reflects the best practices for referring, assessing, responding to, and assisting students who may display various levels of **concerning behaviors** (e.g., strange or unusual behavior; changes in dress, personal hygiene, or physical appearance; threats of harm to self or others).

- Is *not* a disciplinary committee.

  - The SOBI Care Team's actions are not a substitute for Collin College's Student Disciplinary Process.

  - If the SOBI Care Team determines there has been an alleged violation(s) of the *Student Code of Conduct*, the referral will be submitted to the District Dean of Students Office for appropriate disciplinary action.

SOBI Threat Assessment Management Team (TAMT)

- Is a subcommittee of the SOBI Care Team.

- Works collaboratively with the campus community and others, as needed, to maintain awareness of behaviors that may indicate a possible intent to cause harm.

- Serves as a central network to receive, triage, and assess reports of behavior indicating actual or potential threats of harm.

- Provides an assessment of the threat and then addresses the threat appropriately through monitoring and/or intervention, depending on the results of the initial assessment.

Do's: What to Say in a SOBI Care Team Referral

- Stick to the facts.

- Discuss the behavior you have observed.

- Explain what you have seen, heard, read, etc.

- Give dates on which the behavior has occurred.

- State whether other faculty, staff, and/or students have approached you with concerns.

- Indicate whether you have contacted anyone else about your concerns (e.g., department chair, academic dean, ACCESS Office, EARS, Counseling Services, District Dean of Students Office, Collin College Police Department).

Don't: What Not to Say in a SOBI Care Team Referral

- Editorialize.

- Give personal opinions about the student or the behavior.

- Attempt to diagnose the student.

- Make definitive statements (e.g., "Jack is bipolar") unless you have information to back them up.

Submitting a SOBI Care Team Referral

- Collin College now uses one Reporting Form for all referrals, reports, and complaints.
- There are multiple ways to access this Reporting Form.
  1. Go to https://collin.guardianconduct.com/incident-reporting.
  2. Log in to CougarWeb and click on "SOBI Care Team Referral" under the Crisis Response Channel on the My Workplace Tab.
  3. Log in to OneLogin and click on the "Guardian" tile.
- Once you have accessed the Reporting Form, select "SOBI Care Team Referral" under the "Report Type" field.
- You can now upload supporting documentation directly to the form (e.g., audio/video files, documents, emails, pictures, text messages).

SOBI Care Resources

Self-Care Resources for Faculty and Staff

Campus Resources

Employee Assistance Program (Full-Time Employees and Their Household Members)

Provides free, confidential, and voluntary assistance to full-time employees and their household members.

Hours: Available 24 hours a day, 7 days a week
Phone: 866.327.2400
Email: eap@deeroaks.com
Website: https://www.deeroakseap.com/
User ID and Password: collin (all lowercase, case-sensitive)

Human Resources Department (HR)

Provides advocacy and support, and connects employees with appropriate benefits and resources.

Office Location: Collin Higher Education Center (CHEC), Suite 339
Office Hours: Mon. through Fri. 8:00 a.m. - 5:00 p.m.
Phone: 972.758.3856
Email: hr@collin.edu
Website: www.collin.edu/hr/

TimelyCare (Part-Time Staff and Adjunct Faculty)

Provides telehealth services free of charge to currently enrolled Collin College students, part-time staff, and adjunct faculty. Telehealth sessions are confidential and conducted by licensed physicians, nurse practitioners, physician assistants, and mental health providers.

Hours: 24 hours a day, 7 days a week
Phone: 1.833.484.6359
Email: help@timely.md
Website: www.timelycare.com/collincollege

Community and Off-Campus Resources

Collin County Cares

Collin County Cares is a searchable directory of service providers. This comprehensive directory is a collaboration of Texas Health Presbyterian Hospital Plano and the Assistance Center of Collin County, and includes information on medical services, mental health services, victim's services, and other service providers throughout Collin County, Texas.

Email: info@collincares.org
Website: https://collincares.org/agency1_list.php

LifePath Systems

LifePath Systems is a community-based, non-profit organization created specifically to help uninsured individuals and their families dealing with mental illnesses, intellectual disabilities, and developmental delays. Provides mental health services for uninsured people in Collin County, Texas, and surrounding areas.

Crisis Hotline: 1.877.422.5939
Phone: 972.562.0190
Website: https://www.lifepathsystems.org/

Important Contact Information

SOBI Care Team Website: www.collin.edu/studentresources/SOBI/

SOBI Email: sobi@collin.edu

Collin College Police Department: 972.578.5555

District Dean of Students Office: 972.881.5604 or dos@collin.edu

Counseling Services: 972.881.5126 or personalcounseling@collin.edu