

## **Protocol for Reports of Concern Communication between University Housing and Student Care and Outreach**

For all students of concern, follow these steps:

1. On the left hand side of the Home screen, click on Students
2. In Keywords, enter the student's name or 81X.
3. The number in the blue circle represents the number of cases on the Incident side of the system. The number in the red circle represents the number of cases on the CARE side.
4. Click on the red circle to find out about the interaction with the CARE side.
5. Pay special attention to the Assigned To column. This will indicate the SCO staff member that is primarily managing the case. Contact that staff member first. If the matter is urgent or time-sensitive, feel free to ask to speak to anyone in SCO that is available.

### **Promoting an Incident Report to CARE**

- This action should be taken whenever Housing believes that SCO needs to be made aware of an incident.
- In the Core Information tab of the Incident report, click on Other Actions on the right side of the page.
- Scroll down to select Promote to CARE Report
- This will take you to a new CARE Report. Scroll down to "Who referred the case to this office." In the selection box, choose University Housing. No other sections of the report should be altered.
- Select Submit.
- SCO will receive the incident, review the circumstances, and contact Housing as needed to coordinate care and support.
- Send an email to your coordinator informing them that you promoted an incident to CARE.

### **SCO Assigning a CARE Action**

- This will occur when SCO thinks it is appropriate for Housing to follow-up with a student. In the residence hall, they will assign a CARE action to the RHD associated with that student's residence hall. This will prompt an email to be sent to the email listed in Symplicity for that RHD.
- The email will include the student's name, as well as the specific follow-up request (e.g. refer to counseling services, ask student to check in with SCO, etc.).
  - The RHD is encouraged to look at the Core Information tab for additional context.
  - The RHD should always call the SCO staff member assigned to the case should they have any questions.
- SCO will assume that follow-up will occur within one business day, unless otherwise notified.

## Documenting Interactions related to CARE

- **Once a report has been promoted to CARE, all follow-up interactions related to the case at hand, should be documented on the CARE side of Symplicity.**
- Any interactions pertaining to the CARE report – phone call, meeting, emails, etc. – should be documented within the CARE report.
- All notes should have the same naming convention. This is crucial given the way SCO sorts and shares information with appropriate campus partners for the CARE reports. The naming convention is as follows:

YY.MM.DD Subject of the note

Example: 19.02.04 RHD Call with Student's Mom

## Quick noting an email

- Forward the email that you would like to store in a CARE report to the following email generic email: [CAREReportnumber.uga-advocate@advocate.symplicity.com](mailto:CAREReportnumber.uga-advocate@advocate.symplicity.com)
  - Ex: [C00229-2019.uga-advocate@advocate.symplicity.com](mailto:C00229-2019.uga-advocate@advocate.symplicity.com)
- Before forwarding, make sure to change the subject line to reflect the general naming convention.
  - Ex: 19.02.07 SCO Follow-up with student's parents
- If you forward an email that has an attachment, please note that the attachment will automatically store in the Documents tab.
- If you have an image/logo in your signature, it will store in the Documents tab. Please be sure to delete that image, prior to “quick noting” the email.
- When sending this email, copy the coordinators and associate directors of RPS.