

# THE GREEN FOLDER



## CARE AND INTERVENTION TEAM MICHIGAN STATE UNIVERSITY

As faculty and staff, you may be the first to notice when a student or employee is faced with a challenge in their personal or professional life. This informational guide is designed to assist you in recognizing and supporting students and employees of concern. Individuals may feel alone, isolated and hopeless when faced with academic and life changes. These feelings can easily disrupt academic and work performance or overall functions, which may lead to serious consequences, including dysfunctional coping.

Use the following chart to help you identify an individual who is struggling or is in distress and potential risk factors. Look for patterns, duration and severity.

<b>ACADEMIC/ WORKPLACE</b>	Individual is regularly missing class or work; quality of work has diminished; grades or performance have gone down; engagement in class or workplace diminishes significantly; disruptive in class or during work; individual has shared (in writing or discussion) concerning self-disclosures (e.g., self-harm; suicidal ideation).
<b>EMOTIONAL</b>	Sustained difficulty adjusting to campus life or academics; extreme display of emotions (sadness; nervousness; fearfulness; anger); expressed hopelessness; relationship distress; shared suicidal ideation or harm to others.
<b>PHYSICAL</b>	Individual was recently hospitalized; is experiencing chronic health concerns (physical or mental); has experienced significant change in appearance or personal hygiene or noticeable signs of physical injury (e.g., bruising; swelling; cuts).
<b>BEHAVIORAL</b>	Threats or acts of violence to others; any behavior that is unusual or unexpected given the circumstances; substance misuse; changes to eating or sleeping habits.
<b>OTHER</b>	Financial distress; shared lack of connection or community on campus; expressed difficulty meeting basic needs (housing or food insecurity); recent or past traumatic event; victim of crime or serious incident; problems at home or with family; significant emotional distress and preoccupation with world events that impact a student.

Please note, these are examples of indicators and not a comprehensive list. For additional resources and assistance, please visit [ossa.msu.edu/cait](https://ossa.msu.edu/cait). For emergencies, call 911.



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# PROTOCOL

## EMERGENCIES

In case of an emergency where the individual's behavior is dangerous, reckless or threatening to themselves or others.

### STEPS

- 1 Call 9-1-1.
- 2 Report to your supervisor and have unit submit a CARE Referral.

## UNSURE

Individual is showing signs of distress. This is not an emergency, but you're concerned and want them to get care.

### STEPS

- 1 Submit a CARE Referral.
- 2 Share resources with the individual.

## NOT URGENT

You're not concerned for the individual's safety, but they're having a difficult time and could benefit from additional support.

### STEPS

- 1 Submit a CARE Referral.

## CARE REFERRAL

By submitting a CARE Referral Form, students and employees will be referred to the Office of Student Support and Accountability case managers. Case managers will engage in outreach, resource referral and assistance in navigating resources. To submit a referral, visit [ossa.msu.edu/report](https://ossa.msu.edu/report).

## WELFARE CHECK

If you feel a welfare check is needed, please contact the police directly. If you have first-hand information regarding the concern, the information you can share will be helpful to the police.

## FOLLOWING REFERRAL

Once a referral is received, a case manager will confirm receipt with the referring party and will reach out if additional information is needed. The name of the referring party may be shared with the individual of concern.



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# PROTOCOL

## TIPS

**Create a culture of care** – Continue to check in with your students and employees especially when you can see they may need support or know they are impacted by outside stressors.

**Listen** – Practice empathy and active listening – seek to understand and reserve judgment or assumptions.

**Be direct** – In a calm manner, express your concern. Don't be afraid to ask them if they are under the influence or have had thoughts of harming themselves or others.

## THREE ACTIONS TO TAKE WHEN YOU'RE CONCERNED ABOUT SOMEONE'S WELL-BEING:

### OBSERVE

You notice a student or employee who is in distress or experiencing a challenging life situation. Share what you've noticed with the person of concern, listen to their response, and avoid making any judgments or assumptions.

### CONNECT

Call 9-1-1 immediately if the observed behavior presents an imminent risk to the health and safety of the individual or others. Ask the person of concern their thoughts on what would be helpful as they may have a sense of things that might help reduce this distress. Submit a CARE Referral Form for the individual to receive additional outreach, guidance and follow-up support.

### EMPOWER

Share information about campus and community resources. Inform the individual that a case manager who works with the Care and Intervention Team is available to follow up with them if they would like. Thank them for sharing, and encourage the individual to continue to seek support and guidance when they are faced with challenges in the future.



# THE GREEN FOLDER PROTOCOL

## PRIVACY AND INFORMATION SHARING

In adherence to FERPA, the CARE team will be limited in what follow-up information can be provided to the referring party unless written consent is provided. Additional information regarding complying with FERPA is available at [reg.msu.edu/ROInfo/Notices/PrivacyGuidelines.aspx](https://reg.msu.edu/ROInfo/Notices/PrivacyGuidelines.aspx).



## MANDATORY REPORTING

All university employees, with some exceptions, have a reporting obligation when they become aware of conduct involving relationship violence, stalking or sexual misconduct. For more information, visit [civilrights.msu.edu/file-a-report/index.html](https://civilrights.msu.edu/file-a-report/index.html).



CARE Referrals do not meet your mandatory reporting obligations, so if needed, once you submit a CARE Referral, please be sure to complete any other mandatory reporting requirements.



# RESOURCES

## ON-CAMPUS RESOURCES

### Campus Safety

MSU Department of Police and Public Safety 517-355-2221  
(non-emergency)

### Consultation and Urgent Response (24-Hour Availability)

**In an emergency – call 911**

Counseling and Psychiatric Services (CAPS) 517-355-8270

MSU Safe Place 517-355-1100

Center for Survivors 24-Hour Crisis Line 517-372-6666

### Support Resources

Office of Institutional Equity 517-353-3922

Resource Center for Persons with Disabilities 517-884-7273  
TTY: 517-355-1293

Office of Student Support and Accountability 517-884-0789

Office for International Students and Scholars 517-353-1720

Togetherall (free, online peer-to-peer mental health support) togetherall.com

### Health-Related Resources

University Health and Wellbeing 517-432-0003

### Faculty & Staff Resources

Employee Assistance Program 517-355-4506

## OFF-CAMPUS RESOURCES

Suicide and Crisis Lifeline 9-8-8

End Violent Encounters (EVE) 24-Hour Hotline 517-372-5572

Community Mental Health (24-Hour Emergency Service) 517-346-8460

For a comprehensive list of campus and community resources, visit [ossa.msu.edu/greenfolder](https://ossa.msu.edu/greenfolder) or scan the QR code.



**In an emergency, call 911.**



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