Referrals in *pathways*

*When and How to Make Them*

February 11th, 2020

Mary Bigante  
*CARS Team Care Manager*

Amanda Brodish  
*Director of Data Analytics and Pathways for Student Success*

Amanda Ries  
*Assistant Director, Academic Initiatives Residence Life*
Workshop Outline

• What are Pathways referrals
• When NOT to make referrals in Pathways
• When/How to make referrals in Pathways
• Role of Residence Life in the referral process
• Questions & Answers
Pathways Referrals

• Using “Alerts” within Pathways, staff can easily connect students to other units
  ➢ For opportunities, e.g., Study Abroad
  ➢ For support, e.g., Financial Aid

• If necessary, staff can communicate within the platform about a student
When NOT to Make a Pathways Referral

• What is the Care and Resource Support (CARS) Team?
• When to refer a student to the CARS Team
• When to call Pitt Police
What is the CARS Team?

- The Care and Resource Support team (CARS) accepts referrals, evaluates, and responds to student behavior identified as reasonably causing concern for a student’s health, welfare, and safety.
- When a student needs additional support as they work towards academic and personal success they should be referred to CARS.
- CARS provides a proactive, collaborative and planned approach to assess circumstances, enhance communication and initiate appropriate responses to specific concerns.
Composition of the CARS Team

- The CARS team is comprised of exceptional staff who are committed to student success.
- Structure:
  - Core Group
  - Academic Liaisons & Student Support Departments
- Meets every Monday at 1pm during Fall and Spring Terms to discuss and implement student care plans.
CARS IN ACTION

- Faculty
- Residence life
- CARS
- Pitt PD
- Student Affairs
- UCC/DRS/Etc.
Which students are appropriate for a CARS referral?

- Students whose ability to succeed academically or to function within expected standards as a member of the Pitt Community have been negatively impacted by conduct, decisions made by the student, or by challenges of a medical, personal, or social nature.

- Students who are impaired in functioning across multiple areas that could benefit from collaboration from a variety of departments.

- If by suggesting next steps to the student barriers arise which require additional support.
How Do I Make A Referral to CARS?

Communicate with the CARS team liaison in your department/academic center or contact the CARS care manager at 412-624-5756 or Pittcares@pitt.edu with the student’s name (both legal and preferred) the student’s people soft number, phone number, email address, local address and the nature of the student concern.

The CARS care manager will follow up with the referring staff/faculty if additional information or interventions are required or if no intervention is needed.
IS CARS AN EMERGENCY RESPONSE UNIT?

NO!

• If it is an emergency contact the Pitt PD ASAP at 412-624-2121 or dial 911

• Examples of Emergencies:
  – Student calls/e-mails and say they need medical help
  – Student calls/e-mails that they are suicidal
  – A student who is normally responsive and attends class is not replying to your outreach attempts and you believe their health and/or safety is at risk
  – This is not an exhaustive list. If you are concerned, reach out to the Pitt PD. They are trained in emergency response and are an extension of the University Community.
  – DO NOT SEND AN E-MAIL WITH THE EXPECTATION THAT SOMEONE ELSE WILL MAKE THE DECISION FOR YOU OR MAKE THE CALL FOR YOU
Pathways Referrals

Worked with offices to document:

1. When should a referral be made?
2. What action will they take as a result of the referral?
3. When will the referral be “closed”?
# PIC Health Careers Referral

## Case Management Referral Information

<table>
<thead>
<tr>
<th>Office/Service</th>
<th>When a referral should be made</th>
<th>What action will take place after the referral is made</th>
<th>When referral will be closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIC Health Careers Referral</td>
<td>A referral to a Pre-health Professions Advisor at the Pitt Interprofessional Center for Health Careers (PIC – Health Careers) should be made when a staff person (e.g., instructor, academic advisor, RD) learns that a student is considering a health-related career, deciding among health-related careers, considering graduate health professions programs, or preparing an application to a graduate health professions program. This alert/case should only be used for students on the Pittsburgh Campus unless the student is transferring from a regional campus.</td>
<td>PIC Health Careers staff will respond to the student with a personalized email, referring the student to specific programs offered by PIC Health Careers, and, if the student is a sophomore, junior, or senior, offering the opportunity to schedule an appointment with a Pre-health Professions Advisor. The email will be sent within 5 working days.</td>
<td>For freshmen, the case will be closed after the email is sent. For sophomores, juniors, and seniors, the case will be closed after three attempts are made to reach the student via email or after the student has met with a Pre-health Professions Advisor.</td>
</tr>
</tbody>
</table>
Pathways Referrals

One-Way Referrals
- Financial Aid
- Honors College
- International Services*
- PIC-Health Careers
- Study Abroad
- Veterans Services

Coordinated Care Referrals
- Academic Advisor
- Residence Life
One-Way Referrals: Process

• Staff issues alert (with comments)

• Email sent to referral office via Pathways from staff who made referral

• Referral office takes it from there according to outlined steps

• Referral office “closes the case”
One-Way Referrals: Process

• Staff who issued alert gets email when case is closed

• Staff who issued alert is not “assigned” to the case and will not be able to view the case in the cases tab
Academic Advisor Referrals: Process

• Staff issues alert (with comments)

• Email sent to student’s advisor(s) via Pathways from staff who made referral

• Advisor is assigned to the case and will be able to view the case in the cases tab

• Advisor follows up with student, as needed
Academic Advisor Referrals: Process

- Can add other staff to the case, as needed
- Advisor “closes” case
  - No Follow Up Necessary
  - Student Received Support
  - Student Did Not Respond to Outreach
  - Student Was Emailed
- Staff who issued alert gets email when case is closed
Residence Life Referrals: The People

- Who engages in the Residence Life coordinated care process?
  - Area Coordinators & Assistant Director
  - Residence Directors
  - Resident Assistants
- What care and assistance can Residence Life offer – both in this program and in general?
  - Student connection/outreach
  - Student support & referral
  - Student follow-up
Residence Life Referrals: Process

• When should you make a Residence Life referral?
• What do RDs do when a Residence Life referral is made?
• Assessment, Intervention, If/Then
Residence Life Referrals: Process

• Staff issues alert (with comments)

• Email sent to student’s RD via Pathways from staff who made referral

• RD is assigned to the case and will be able to view the case in the cases tab

• RD follows up with student, as needed
Residence Life Referrals: Process

• Can add other staff to the case, as needed

• RD “closes” case
  ➢ No Follow Up Necessary
  ➢ Student Received Support
  ➢ Student Did Not Respond to Outreach
  ➢ Student Was Emailed

• Staff who issued alert gets email when case is closed
Pathways Referrals

Coming Soon!

• Career Center
• Study Lab
• Academic Coaching