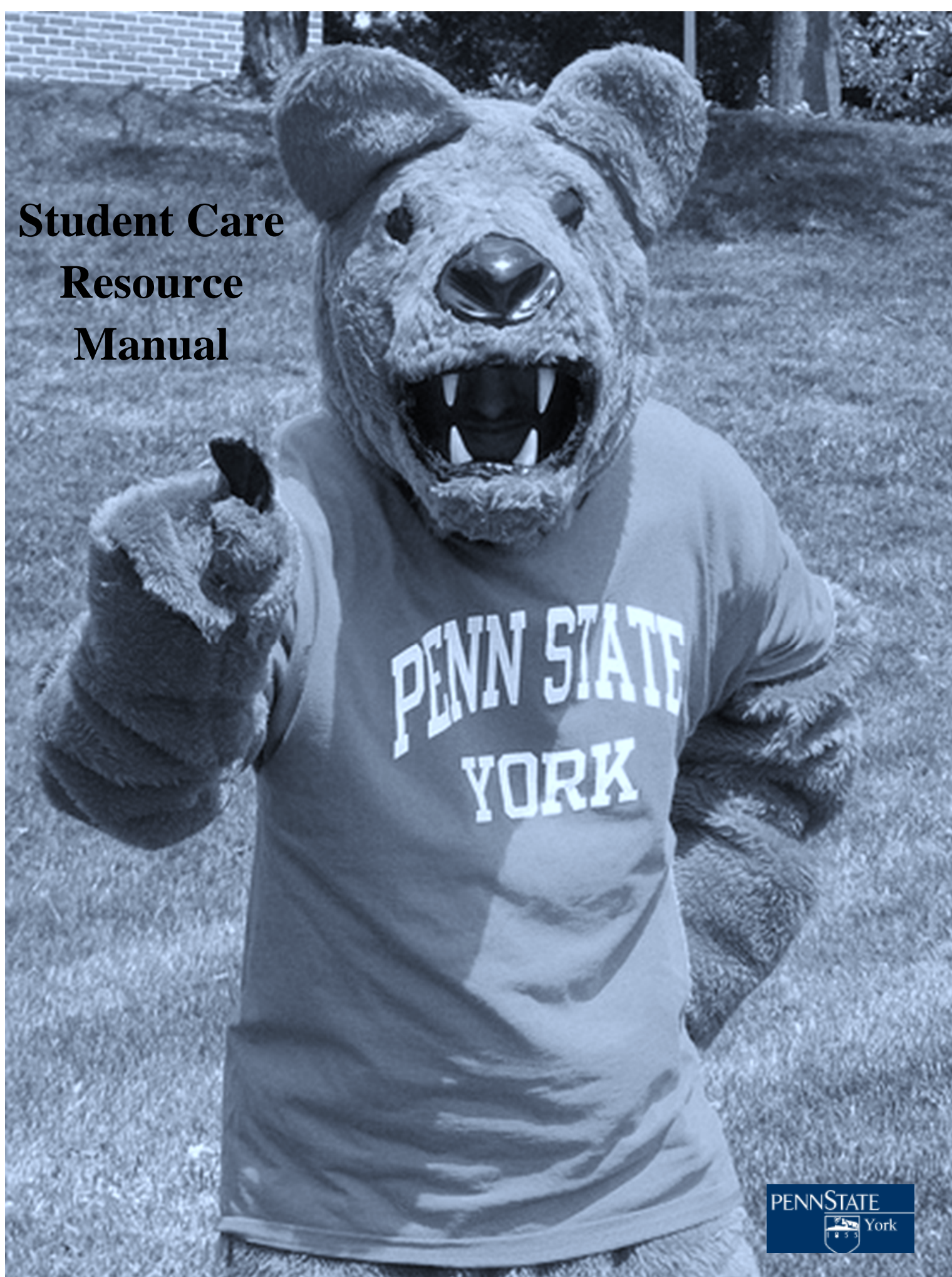


**Student Care
Resource
Manual**



Penn State is committed to student success. As students confront various barriers to that success, everyone in the campus community should be well-equipped to make appropriate referrals. This document will be of assistance in those endeavors.

While not comprehensive, this manual is designed to be a quick guide to understand which resources are available to assist students who are facing a variety of issues. Much more information can be found online at yk.psu.edu.

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Penn State York Behavioral Threat Management Team (BTMT)

Responsibilities

In a September 6, 2011, memo from Dr. Madlyn Hanes, vice president for Commonwealth Campuses, she charged each campus with creating a BTMT, she stated that, "This undertaking is of critical importance and offers a much needed, systematic approach to identifying and managing potential threatening situations."

Additionally, the Penn State *Student Affairs Protocol for Managing Troublesome Student Behavior* document that was revised in April, 2012, states, "The staff responsible for coordinating interventions, referrals, and follow-up for distressed or troublesome students will vary at each campus, but for the purposes of this protocol, hereafter will be referred to as the Chief Student Affairs Professional."

As such, not only does the BTMT have the right to manage any and all situations that are reported, the team has the responsibility to act on behalf of the safety of individuals and the entire campus community.

Penn State York (York) has established a **Behavioral Threat Management Team** to assist in addressing situations where students, faculty, or staff are displaying an observable, behavioral risk that can potentially impede their own or others' safety. The team exists to augment current processes such as the student conduct system, Campus Security, personal counseling, etc., not to replace or circumvent them.

This assessment process is designed to help identify persons whose behaviors potentially endanger their own or others' health and safety and to assist the individual to get appropriate help and/or take appropriate University action. Threat assessment is fact-based (behavior-based), and is not profiling. This team is in place not only to conduct this assessment, but to connect the dots and manage situations that arise. There is no one-size-fits-all approach, so the response to each situation will be unique.

It is the responsibility of faculty, staff, and students to immediately report any situation that could possibly result in harm to any individual. Any member of the campus community may become aware of behavior that he or she believes to be a potential concern and, if so, this information should be reported via the website - btmt.psu.edu.

Mission:

The Behavioral Threat Management Team (BTMT) is committed to the safety and well-being of the University community through education, communication, planning, assessment, and management toward the goal of mitigating behavioral threats.

Membership

The University has designated the following individuals be a part of the Behavioral Threat Management Team:

- Director or Designee of Student Affairs (chair) – Patrick Tanner
 - Director or Designee of Academic Affairs – Deirdre Folkers
 - Director or Designee of Business Services – Holly Gumke
 - Lead Psychologist – Dr. Stephanie Binter
 - Chief or Designee of Security Office – Bill Vangreen
-
- Other units may be consulted on a case by case basis
 - Penn State York has opted to include the Chancellor or his/her designee – Sue Ruch

** The Behavioral Threat Management Team will meet biweekly or as needed. If notified of an imminent behavioral risk, threat or act of violence, the team will initiate a prompt investigation.

What is meant by behavioral threat?

Behavioral threat is perceived to be behavior that could be threatening or violent, including but not limited to actions or statements by a student, staff, faculty, or community member that are viewed as expressing an intent to inflict harm on themselves, another individual or campus property and assets.

Threatening behaviors are overt actions, failure to act, verbal or written statements that would not be consistent with the actions or statements of a reasonable, prudent person under similar circumstances.

Threatening behavior typically refers to directly observable behavior. It may also include a student's behavior by electronic means (i.e. - email, social networking sites, postings to electronic classrooms, etc.).

How is threat assessment different from profiling?

Profiling is commonly referred to as the practice or method of preparing a set of characteristics used as an investigative tool after a crime is committed to describe the type of person likely to commit that particular crime. Profiling is also a term with negative connotations when it refers to the practice of the detention, interdiction, or other disparate treatment of an individual on the basis of a person's racial, ethnic, or other individual characteristics.

Threat assessment is designed to be a preventative process used to identify warning signs and intervene before someone engages in behavior that poses a threat to themselves or others.

Indicators of Potential Concern

There are various indicators of potential concern. However, exhibiting one or more of these characteristics or behaviors does not necessarily mean someone will become a threat or turn violent. The FBI has provided examples of personality characteristics and behaviors that may

indicate a cause for concern (see below). This list is not meant to be all-inclusive or a checklist, nor should it be used to profile individuals. Personality characteristics and behaviors must always be examined in context.

Personality Characteristics and Behaviors*

- Preoccupation with violence: boasts, predictions, and subtle threats; stories, essays, poems, and pictures; violent fantasies; interest in violent games, movies, and books
- Depression; anger; impulsive and uncontrollable behavior
- Poor coping skills
- Low frustration tolerance
- Grudges; lack of resiliency
- "Us against them" mentality; narcissism
- Boastful about weapons; abusive language
- Suicidal thoughts; wishes of death; desire to kill others
- Delusions; hallucinations; bizarre thoughts
- History of physical assault
- Bullying (perpetrator or victim)
- Substance abuse
- Rebellion against authority
- Isolation or withdrawal

*Adapted from Addressing School Violence, FBI Law Enforcement Bulletin (May 2011)

What would the Behavioral Threat Management Team do?

Based on the investigation, the team may recommend one or more of the following actions (not an exhaustive list):

- No further action is needed
- Additional information should be gathered to evaluate the situation
- Refer to the University Code of Conduct process to initiate appropriate disciplinary action or to the legal system to initiate appropriate criminal proceedings
- Intervention and referral of the individual to the appropriate University office or department for assistance
- Monitoring to ensure that appropriate support has been provided
- Notification of a law enforcement agency(ies)
- Administrative functions related to enrollment status

A follow-up report regarding the disposition of the incident will be conveyed to the affected reporting individual(s), whenever possible, taking into consideration Federal Educational Rights and Privacy Act (FERPA) regulations.

Reporting Behavioral Risks or Acts of Violence

All members of the university community are encouraged to be alert to the possibility of behavioral risks or violent acts on the part of students, employees, former employees, visitors, contractors, or others. If a member of the campus community (faculty, staff or student) becomes aware of individuals exhibiting at-risk behaviors they are to report the incident via the website - btmt.psu.edu.

Responding to Non-Emergency Behavior

We are seeing an increasingly broad range of students on campus who are facing an increasingly broad range of stresses. We have students who face Post Traumatic Stress Disorder (PTSD); students who identify on the autism spectrum; students who are taking psychotropic drugs; students who are under the care of a psychologist and/or psychiatrist; etc. As such, we sometimes see students who need various forms of assistance. This section addresses possible options for such assistance.

Disruptive Behavior

When faced with a disruptive student on campus, do your best to de-escalate the situation without exposing yourself or others to physical harm. Whether the incident is related to physical, mental health, or emotional needs, it is important, within reason, to stay at the location of the incident while connecting to campus resources. Security officers can be reached by dialing X8444 on campus; if necessary though, dial 911.

In some instances, your first call might logically be to a Security Officer (x8444). In such cases, a subsequent call should be made to Student Affairs (x4045), as Student Affairs staff and/or the psychologist will most likely be involved in following up on the situation.

In some cases, a student may come to the attention of faculty, staff, or other students who may seem to be in need of non-emergency medical or psychological assistance. In these cases, the behavior is not indicative of imminent danger and should be referred to Campus Safety or the office of Student Affairs.

Students, faculty, and staff can seek assistance in person in the office of Student Affairs in the Ruhl building between the hours of 8:00 a.m. and 5:00 p.m. However, it is critical to remember these services are not meant to substitute for or avoid the appropriate reporting as outlined above.

Faculty, staff, and students may consult with staff in the Counseling office or the office of Student Affairs regarding concerns they may have about situations involving a student. If, in the judgment of these staff members, the situation appears to rise to the level of a threat to people or facilities, the reporter will be advised to file a report via the website - btmt.psu.edu.

Medical Emergency

Security officers can be reached at x8444; if necessary though, dial 911. The security staff has a fully stocked medical bag and an Automated External Defibrillator unit as well.

Emotional and physical support offices at Penn State York

Located on the lower level of the John J. Romano Administration Building (Romano)

Campus Safety – x8444 (on campus)

- Can be contacted for all physical, medical, and mental health needs
- 911 can be utilized for all emergencies
- Confidential reporting to Bill Vangreen at x4103
- Provides the following services
 - Security escort
 - Lost and found
 - Portable engine starter
 - Removal of keys locked in car

Located in the Student Affairs suite in the Joe and Rosie Ruhl Student Community Center (Ruhl)

Counseling – Dr. Stephanie Binter (sab61@psu.edu or x4088)

- Provides individual counseling re: academic, social, family, work, financial issues, etc. to Penn State students
- Provides outreach programming to educate the campus community about a variety of health related issues
- Provides assessment services related to learning ability and academic achievement, in consultation with the staff at the Nittany Success Center

** Both the assistant director of Student Affairs and the director of Student and Enrollment Services are also available for consultation on a variety of matters including, but not limited to, financial, home, relationship, social, basic needs, and personal development issues. The office of Student Affairs also coordinates the student conduct process.

Dan Puccio
dpp15@psu.edu
717-771-4049

Patrick Tanner
ptanner@psu.edu
717-718-6715

Additional support services

Located in room 107 of the Romano building

Nittany Success Center – Dr. Cora Dzubak (cmd14@psu.edu or x4013)

- Promotes educational opportunity and enhanced academic achievement for all students
- Provides tutors for most courses each semester at no cost to students
- Provides a range of other services and is a resource for all students who are in need of assistance

Located in the Student Affairs suite in the Ruhl building

Financial Aid – Jessica Petrie (jyp5067@psu.edu or x4196)

- Provides personalized student aid counseling regarding educational costs
- Provides outreach programming on campus and in the community regarding financial literacy as it pertains to students financing higher education
- In extreme cases, can pursue the possibility of an emergency loan for a student

Located in the Main Classroom Building (Main)

Advising and Career Development – Jane Emery (jle3@psu.edu or x4071)
or Andrew Caldwell (apc2@psu.edu or x6700)

- Provides self-assessment tools
- Provides career services counseling
- Provides academic advising and educational planning services

** Many other individuals and offices on campus are ready and willing to be a listening ear and assist students in many ways, both according to their job responsibilities and also according to their role as a campus resource.

Appendix I

** From <http://edge.psu.edu/firstyear/>

Alcohol education and sexual assault prevention and awareness initiatives prior to enrollment

Penn State SAFE and Penn State AWARE

We strive to maintain a safe and healthy learning environment for all Penn State students. The University requires **all incoming first-year students who are 21 and under** to complete Penn State SAFE - Student Alcohol Feedback and Education. Penn State SAFE is an alcohol education program that uses effective strategies to educate students about alcohol and its effects on the body. **All incoming first-year students (regardless of age)** are also required to complete Penn State AWARE - Sexual Assault Awareness learning module prior to arriving on campus. Penn State AWARE helps students increase their knowledge and understanding of sexual assault and sexual harassment. The goal of both programs is to help students make informed decisions as they make the transition into college life.

- Penn State SAFE is a confidential, online alcohol education program. The program uses science-based research to educate students about alcohol and its effects. Whether you drink or not, the program will help you make informed decisions about alcohol and the drinking behavior that may occur around you.

The Penn State SAFE program consists of two parts, both of which must be completed to satisfy this requirement. Part 1 is about one hour in length and can be taken in segments. About thirty days after the start of classes, you will receive an email with instructions for completing Part 2 of the course.

- Penn State AWARE is a confidential, online sexual assault awareness learning module. The program educates students about sexual assault and sexual harassment. The program will help you develop practical skills to keep you and your friends safe.

The module should take forty-five minutes to complete. You can take the program in segments, but you must complete the entire program to satisfy the requirement.

Appendix II

** From <http://studentaffairs.psu.edu/womenscenter/pdf/crimevictiminformation.pdf>

Pennsylvania Crime Victim Rights: Your Rights as a Crime Victim

As a victim of crime, you have rights. Also, you can expect to receive information, practical and emotional support, and be able to participate in the criminal justice process. These standards were created to make sure that you are treated with dignity and respect at all times, regardless of your gender, age, marital status, race, ethnic origin, sexual orientation, disability or religion.

You have the right to be told...

- about basic services available to you in your county
- about certain court events, including information on bail, escape of offender, release of an offender
- about the details of the final disposition of a case

You have the right to receive...

- notice of the arrest of the offender
- information about restitution and assistance with compensation
- accompaniment to all criminal proceedings by a family member, a victim advocate or a support person

You have the right to provide input...

- into the sentencing decision and to receive help in preparing an oral and/or written victim impact statement
- into post sentencing decisions

Please see the resource list for local victim assistance options. (located on page 11 of this document)

*For more information about your detailed rights or to file a complaint if you believe your rights have been violated, please contact: The Pennsylvania Crime Victims Office at http://www.portal.state.pa.us/portal/server.pt/community/pcv_home/14554

Source: Pennsylvania Crime Victims (2012). "Your Rights as a Crime Victim" Retrieved from http://www.portal.state.pa.us/portal/server.pt/community/your_rights_as_a_crime_victim/14555

Appendix III

** From <http://www.yk.psu.edu/StudentServices/counseling.htm>

Community Resources

There are a tremendous amount of local resources that we can refer students to. While not an exhaustive list, this list is a great start. Please consult with our counselor for further details.

Local Counseling Agencies	
Agencies	Phone Numbers
York Hospital - WellSpan Behavioral Health	851-5322
WellSpan Behavioral Health -Crisis Intervention (Emergency Assessment/24 hr crisis counseling) York Hospital Emergency Room - 1001 South George Street, York, PA 17405	851-5320
Memorial Hospital - Behavioral Health Unit 325 South Belmont Street York, PA 17405	843-8623
WellSpan Behavioral Health - Delphic Mental Health 600 S. George St., York, PA 17403	848-3615
WellSpan Behavioral Health - EAP 3550 Concord Road, York, PA 17405	851-6340
Child and Family Counseling Center 77 Shoe House Road York, PA 17406	755-1033
Pressley Ridge 1 Market Way West, York, PA. 17401	845-6624
Catholic Charities 253 East Market Street York, PA	845-2696
Crossroads Counseling and Educational Services Locations in Hanover, Harrisburg, Gettysburg, McConnellsburg and York	235-0199

Susquehanna Counseling Association 2300 E. Market St., York, PA. 17403	849-5744
Psychological Associates of PA 2870 Carol Rd., York, PA. 17402	755-0921
Yorktowne Psychological Services 220 E. King Street York, PA 17403	843-4357
Rost and Associates 807 S. George St., York, PA 17403	843-6561
Elm Center 2550 Kingston Road, York, PA 17402	757-1111
Pennsylvania Counseling Associates Two locations in York	840-0984

Victims of Violence

Agencies	Phone Numbers
Victim Assistance Center P.O. Box 30, York, PA 17405 Nonprofit, No fee	854-3131
ACCESS-York P.O. Box 743, York, PA 17405 Nonprofit	846-5400

Hotlines	
Agencies	Phone Numbers
<p>FIRST (Information and Referral Line) 159 E. Market Street, York, PA 17401</p> <p>Information, referrals, and support on just about everything: ex. Abuse, Adoption, Aging, Bilingual, Clothing, Counseling, CPR/First Aid, Day Care, Hearing/Vision Impairment, Death, Employment, Learning Disabilities, Medical Referrals, Nutrition, Parenting, Rape, STDs, Smoking, Substance Abuse, Transportation, Tutoring, Veterans, and much more...</p>	755-1000
<p>The Health Connection</p>	843-0747

Eating Disorders	
Agencies	Phone Numbers
<p>Rost and Associates 807 S. George St., York, PA 17403</p>	843-6561
<p>The Partnership for Behavioral Health 1862 Charter Lane P.O. Box 10697 Lancaster, PA 17601</p>	390-0353

Drug and Alcohol	
Agencies	Phone Numbers
<p>WellSpan Behavioral Health - York Hospital Outpatient- Edgar Square 3550 Concord Road, York, PA 17405</p>	851-6340
<p>Yorktowne Psychological Services</p>	843-4357

Susquehanna Counseling	849-5744
AL-ANON Nonprofit	792-6620
Narcotics Anonymous Nonprofit	848-9988
Alcoholics Anonymous (24 hours) Nonprofit	854-4617
New Insights 707 Loucks Road	845-2079

Pregnancy	
Agencies	Phone Numbers
Planned Parenthood of Central PA 728 South Beaver Street York, PA 17403	845-9681

Testing and STDs	
Agencies	Phone Numbers
Family First Health 116 South George Street, York, PA 17401	845-8617
Pressley Ridge 141 East Market Street, York, PA 17401 (HIV/AIDS support to individuals and their families) (free service)	845-6624

Penn State is committed to affirmative action, equal opportunity, and the diversity of its workforce.U.Ed.YKO13-74

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The Pennsylvania State University encourages qualified persons with disabilities to participate in its programs and activities. If you anticipate needing any type of accommodation or have questions about the physical access provided, please contact the Nittany Success Center at 717-771-4026 in advance of your participation or visit.