

UCBA Student of Concern Flow Chart

Q1: Active Urgent Concern: Does student show physical or active threatening behaviors to self or others that require **IMMEDIATE** intervention?

YES	NO
<ol style="list-style-type: none"> 1. Contact UCBA Safety & Security at 513-558-9454 (or visit Muntz 134) or Call 911 2. If this is a mental health concern, consult Counselor on Duty by calling CAPS crisis line at 513-556-0648 (press #1) to determine next steps. 3. Contact Dean's suite (Muntz 140/513-558-9582) 4. Complete CARE Report 	<p><i>Review next question</i></p>

Q2: Non-Life-threatening Concern: Is the student in moderate to high distress and/or displaying behaviors that appear to be mentally impaired or unusual? Does the situation require **IMMEDIATE** response or outreach to the student?

YES	NO
<ol style="list-style-type: none"> 1. Contact Dean's suite (Muntz 140/513-558-9582) who will contact a UCBA Coordinated Care Team member 2. If this is a mental health concern, consult Counselor on Duty by calling CAPS crisis line at 513-556-0648 (press #1) to determine next steps. 3. Complete CARE Report 	<p><i>Review next question</i></p>

Q3: Non-urgent Concern: Is the student experiencing mild to moderate distress, but does not require an immediate response. If yes, review opportunities below.

<p>REQUEST FOLLOW-UP WELLNESS SERVICES*</p> <ul style="list-style-type: none"> • Contact UCBA Wellness or complete social services referral form. A member of UCBA coordinated care team will reach out to the student within 24-48 hours business hours to connect and offer resources. 	<p>SHARE RESOURCES WITH STUDENTS</p> <ul style="list-style-type: none"> • Review the information below about Counseling and Social Services Support offered; copy/paste the pertinent information and share directly with student.
<p>WARM IN-PERSON INTRODUCTION</p> <ul style="list-style-type: none"> • If the student indicates interest in meeting the CAPS Counselor or Coordinator for Social Services Support, feel free to make an in-person introduction in order for them to schedule an appointment. <ul style="list-style-type: none"> ○ CAPS Counselor: Desiree Gonzales (Muntz 150E) ○ Coordinator for Social Services Support: Emily Chu Nguyen's office (Muntz 112KC) 	

Q4: General Concern: Does the student need additional academic and/or personal support due to extenuating circumstances? If yes, review opportunities below.

<ol style="list-style-type: none"> 1. Contact Emily Chu Nguyen or complete the social services referral form. Outreach will be conducted to the student within 24-48 business hours to connect and offer resources. <p>OR</p> <ol style="list-style-type: none"> 2. Have student complete social services self-referral form. Outreach will be conducted to the student within 24-48 business hours to connect and offer resources. 	<p>SHARE RESOURCES WITH STUDENTS</p> <ul style="list-style-type: none"> • Academic Support Labs • Academic Advising • Accessibility Resources • Library Resources • UCBA Student Services • Review the information below about Counseling and Social Services Support offered; copy/paste the pertinent information and share directly with student.
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

*** Follow-up wellness services:**

Reaching out to a student to assess the student's needs and provide appropriate resources and referrals. If this is an Urgent Concern, refer to Questions 1-2 and make appropriate referral(s).

How to schedule a UCBA Counseling Appointment

Some students find it helpful to talk to someone about their stressors. You can schedule a free appointment with the UC Blue Ash therapist if this would be helpful. Make an appointment by following the steps below:

- Call UC CAPS at 513-556-0648.
- Indicate that you are a UCBA student, and you'd like to schedule with Desiree Gonzales
- UC CAPS will schedule your initial 40-minute in-person, video or phone appointment.
- UC CAPS will provide an email with instructions for completing pre-appointment paperwork, and how to connect to your appointment.
 - Make sure you complete the pre-appointment paperwork prior to your counseling meeting.
- After hours/weekends - CAPS 24/7 phone: 513-556-0648 (press #1)

UCBA Social Services Support

Students needing additional support and resources to address barriers interfering with academic success might benefit from a referral to Social Services Support. Get connected to Emily Chu Nguyen by following the steps below:

- Complete Social Services Support and Wellness Awareness [Referral form](#)
- Call: 513- 558-9014
- Email: chungunt@ucmail.uc.edu
- Office Hours: Monday – Friday, 8:30 am – 2:30 pm
- Office Location: Muntz Hall 112 KC
- Walk-Ins Welcome