

MATC Faculty & Staff Toolkit:

As we continue to implement Guided Pathways, it's important that everyone on our staff is aware of the many resources we have to offer our students. This toolkit serves as a tangible guide that provides you with the tools to direct students to the appropriate resources for their immediate needs.

In this toolkit you will find the following resources:

- 8th Floor Resource Bookmark** Information on our community partners and resources located on the FH 8th floor, a few highlights of the services include a bus pass, housing resources, a dry goods food pantry, child care assistance, and community referral services.
- CARE Team Card** A guide on how to recognize and respond to a student in distress. This guided was provided by our MATC's C.A.R.E. Team, the document walks you through signs of distress, and provides details on how to connect a student to a MATC counselor.
- BIT Brochure** How to make referrals to our internal Behavioral Intervention Team (BIT)
- FastCare Flyer-** MATC has partnered with Froedtert & the Medical College of Wisconsin to provide free health services to our students. Info Sheet
- RAVE Flyer** Information on our RAVE Alert system
- Fast Fund & Dreamkeepers Fliers** Emergency Funding Information for students who are in jeopardy of dropping out due to a financial crises.
- Pathways Student Intervention Survey** Guided Pathway Intervention Audit Design Team Survey
- Recognize A Student in Distress Guide** - Signs and symptoms of how to recognize and respond to students in distress
- Lifeline Cards** -Suicide warning sign information, and hotline

Additional APPs to download:

- RAVE Guardian**-The Rave Guardian app is an optional companion to the MATC Rave Alert communication tool.
- GRiD MKE**- This phone app provides youth in need with resources for housing, health, income, education and more 24-hours a day.

To download an electronic version of the toolkit please visit please visit:
matc.edu/student/resources/student_resources.cfm





Recognizing and Responding to Students in Distress

Signs and symptoms of distress:

- ▼ Sadness or tearfulness
- ▼ Anxiety or panic
- ▼ Change in mood, behavior, or interactions in class
- ▼ References to self-harm, suicide, or homicide (implicit or explicit)
- ▼ Reporting stressful life events (i.e., trauma, death, relationship problems, housing problems)
- ▼ Writing samples demonstrating disorganized thinking or expressing distress, rage, or despair
- ▼ Expressed concerns about the student from others
- ▼ Suspected alcohol/drug use (slurred speech, glassy eyes, distinctive odor, etc.)

Responding to distressed students:

- ▼ Speak to students directly and in private when you sense that they are in academic or personal distress.
- ▼ Discuss specific observations and concerns.
- ▼ Emphasize your concern for the student's well-being, not disappointment in their performance.
- ▼ Let the student know that you are willing to help them explore options, and encourage the student to seek help.
- ▼ Be aware and respectful of cultural differences.
- ▼ If you are not comfortable speaking with the student on your own, a member of the CARE team can help facilitate a conversation.

Options for how to refer a student to a CARE

Team Counselor:

- ▼ Walk the student to the Counseling & Advising center, and let the front desk clerk know that the student needs to see someone for a personal matter.
- ▼ Direct the student to the Counseling & Advising Center, AND give them general contact information.
- ▼ Give the student contact information for a specific CARE team member.
- ▼ If the student appears to be in imminent danger of hurting himself/herself or someone else, call Public Safety immediately at 297-6200, or call 911. (If 911 is called, also inform Public Safety.)

Services:

- ▼ Short-term, solution-focused counseling and support (one to two meetings typical)
- ▼ Help addressing personal and situational barriers to success
- ▼ Referrals to a wide range of community resources

Stats and facts:

- ▼ In the U.S., 33,000 deaths by suicide occur each year. (Source: Prevent Suicide of Greater Milwaukee)
- ▼ In Wisconsin, suicide is the second leading cause of death for people aged 15-24. (Source: Prevent Suicide of Greater Milwaukee)
- ▼ In Wisconsin, one out of every five suicide deaths are veterans. (Source: Prevent Suicide of Greater Milwaukee)
- ▼ At any given time, an estimated 26.2% of Americans ages 18 and older are living with a diagnosable mental health disorder.
- ▼ 21.6% of Milwaukee County residents are living below the federal poverty level. (U.S. Census Bureau)
- ▼ Milwaukee County has the highest rate of homelessness in the state of Wisconsin—in 2013, about 1 out of every 126 residents experienced a period of homelessness. (Source: The State of Homelessness in Wisconsin 2013 <http://icalliances.org/wp-content/uploads/2014/09/Annual-Report-2013.pdf>)

RESOURCES



MATC Counseling & Advising Center

Downtown Milwaukee Campus, Room S203	414-297-6267
Mequon Campus, Room A110	262-238-2400
Oak Creek Campus, Room A106	414-571-4736
West Allis Campus, Room W120.	414-456-5464

Crisis and Help Lines

Milwaukee County.	414-257-7222
Ozaukee County – COPE Line	262-377-2673
Waukesha County	262-547-3388
Washington County.	262-365-6565
IMPACT 211 (comprehensive listing of community resources, social services)	2-1-1 or 414-773-0211
National Suicide Prevention Lifeline	800-273-8255 or online chat at www.suicidepreventionlifeline.org
Warmline (non-crisis, supportive peer listening line).	414-777-4729
Veterans Crisis Line.	800-273-8255, press 1 or online chat at www.veteranscrisisline.net
Horizon Grief Resource Center	414-586-8383
The Trevor Project Hotline (crisis line for LGBT-identified youth) . .	1-866-488-7386
Sojourner Family Peace Center Domestic Violence Hotline	414-933-2722
Milwaukee Women’s Center Crisis Line	414-671-6140
Advocates of Ozaukee County Domestic Violence Hotline	1-877-375-4034
Team Teal (Support for survivors of sexual assault and domestic violence)	262-385-6691
National Domestic Violence Hotline	1-800-799-7233
AA 24-Hour Hotline	414-771-9119

Other Resources

Mental Health of America Wisconsin (Mental health resources by county)	www.mhawisconsin.org
Alcoholics Anonymous	www.nami.org
Al-Anon (for friends and family living with alcoholism)	www.al-anon.alateen.org
Milwaukee Vet Center	414-434-1311

MILWAUKEE AREA *Technical College*

COUNSELING C.A.R.E. TEAM

Counselors Advocating for Resources and Education

Team members are available on each campus to provide assistance with:

- ✓ Crisis Counseling
- ✓ Conflict Resolution
- ✓ Life Barriers
- ✓ Community Referrals
- ✓ Stress Management
- ✓ Grief and Loss
- ✓ Information and Resources
- ✓ Self Awareness/
Advocacy
- ✓ Transition and Change
- ✓ Coping Strategies
- ✓ Diversity/Identity Issues
- ✓ Personal/
Relationship Issues

Walk in or call a C.A.R.E. Team Counselor

Milwaukee Campus, Rm. S203
414-297-6267

West Allis Campus, Rm. W120
414-456-5464

Oak Creek Campus, Rm. A106
414-571-4736

Mequon Campus, Rm. A110
262-238-2400

Community Emergency & Crisis Lines:

Domestic Violence: 414-933-2722 or 414-671-6140

Impact 211: Dial 2-1-1

MATC Public Safety: 414-297-6200

Milwaukee County Mental Health: 414-257-7222

Ozaukee County COPE: 262-377-2673

**In the event of a medical
or life-threatening
emergency,
call 911.**



**Information, Referrals,
and Advocacy for:**

- Weekly Bus Pass
- Child Care Assistance
- Job Leads / Résumé
- Driver's License Recovery
- Legal Assistance
- Housing
- Dry Goods Food Pantry
- Referrals to Full-Access Food Pantries
- Referrals for Energy and Rent Assistance
- Referrals for FSET Eligibility
- Mental Health / Counseling Services
- Additional Community Resources
- Domestic Violence Advocacy and Support

8th Floor Foundation Hall

matc.edu/student/resources/student_resources.cfm

Reporting a Concern to the Behavioral Intervention Team

Is the situation an emergency?

YES

Covered by MATC Public Safety
414-297-6200
24/7 LINE
24 hours, 7 days a week

BIT members will be informed

BIT members will gather information and assess situation

BIT members will determine response to situation

Appropriate college personnel will be informed

NO

Counseling (Care Team)

Walk-ins are welcome or call:
Downtown Milwaukee, 414-297-6267

Mequon, 262-238-2400
Oak Creek, 414-571-4736
West Allis, 414-456-5464

and/or
MATC Public Safety
414-297-6588

MATC Student Life
414-297-6229

MATC Student Accommodation Services
414-297-7087

MATC Title IX/Judicial Affairs
414-297-6581

What is the difference between *inappropriate student conduct* and a *safety threat*?

Inappropriate student conduct is behavior that interferes with and/or disrupts the educational process administered by MATC personnel.

MATC's Student Code of Conduct outlines the college's expectations for student conduct in and out of the classroom. Incidents involving inappropriate conduct should be reported to the Office of Student Life.

A **safety threat** is a situation in which an individual puts the well-being of himself/herself or others at risk. The danger could be imminent or implied. Action should be taken at the first sign of a threat. Appropriate action could include calling 911 or MATC Public Safety at your campus.

While a safety threat most likely would be a violation of the MATC Student Code of Conduct, not all conduct violations are safety threats.

It is imperative that MATC personnel recognize and understand the difference between inappropriate student conduct and safety threats, and take appropriate action. This will help create a safe environment for all MATC students and employees.

MATC Behavioral Intervention Team (BIT) is comprised of personnel from Student Life, Counseling, Public Safety, Student Services, Office of General Counsel and Student Accommodation Services.

Behavioral Intervention Team

The MATC Behavioral Intervention Team assesses threats, ensures the safety of students, employees and the general public, and connects people to important resources.



MILWAUKEE AREA Technical College

Downtown Milwaukee Campus 700 West State Street
Oak Creek Campus 6665 South Howell Avenue
Mequon Campus West Allis Campus

SIGNS TO RECOGNIZE

When analyzing behavior as a means to mitigate or prevent threats to the safety of students, employees and/or visitors, know how to observe the circumstances of individuals involved. The descriptions below should not be used as a diagnostic tool, but as a guide to general behavioral characteristics. Do not hesitate to contact a member of the Behavioral Intervention Team or MATC Public Safety. In the event of a life-threatening emergency, call 911.

Behavioral Intervention Team

The MATC Behavioral Intervention Team (BIT) proactively identifies, assesses and manages threats to the health and safety of students, employees and visitors. The team:

- Standardizes the collection and analysis of relevant data and information through the Maxient case management software system
- Ensures early intervention before being faced with an imminent crisis
- Facilitates access to necessary resources for affected students and employees
- Tracks and reports progress on cases to continually improve processes and services

Distress (Mild to Moderate Risk)

Emotionally troubled (depressed, manic, unstable)
People experiencing actual/perceived situational stressors and traumatic events
Behavior that subsides when stressor is removed or trauma is addressed/processed
Change in pattern of interaction
Serious grade/attendance problems
Distinguishable change in physical appearance

Disturbance (Elevated to Severe Risk)

Increasingly disruptive behavior; unusual and/or bizarre actions
May be destructive, apparently harmful or threatening to others
Substance misuse and abuse; self-medication
Unusual and/or exaggerated emotional response

Dysregulation (Extreme Risk)

Suicidal (thoughts, feelings, expressed intentions and ideations)
Parasuicidal (extremes of self-injurious behavior, eating disorder, personality disorder)
Expression of homicidal thoughts
Individuals engaging in risk-taking behaviors (e.g. substance abuse)
Hostile, aggressive, relationally abusive
Individuals deficient in skills that regulate emotion, cognition, self, behavior and relationships
Inability to communicate clearly

IN THE EVENT OF AN EMERGENCY

Contact MATC Public Safety – 414-297-6200 – or local law enforcement - 911

Student Health at FastCare FAQ

Free health care clinic options for MATC students

Who can use the FastCare clinic?

All full and part-time students currently enrolled at MATC are eligible to use the clinics.

Is there a cost to use the clinic?

Eligible students have access to services offered by the FastCare Clinics at no cost.

What do I need to bring with me to receive medical care at no cost?

You must bring your current MATC School ID to the clinic.

What kinds of services will be offered?

Diagnosis and treatment of non-emergent minor illnesses and injuries including but not limited to sore throats, ear aches, sinus infections, flu or cold symptoms, skin rashes, urinary tract infections, sprains/strains and pink eye.

What lab testing can be done at the clinic?

- Influenza
- Mononucleosis
- Pregnancy
- Strep throat
- Urinalysis

Who will I see? Is my visit and information confidential?

The clinics are operated and staffed by Froedtert & the Medical College of Wisconsin licensed, board-certified Advanced Practice Providers who are dedicated to protecting the privacy and security of your protected health information by following the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Do I need to schedule an appointment?

No appointments taken. Walk in during clinic hours.

Do I have access to my medical records after visiting the FastCare Clinic?

Patients who have visited a Froedtert & MCW FastCare clinic have access to MyChart®, a web-based portal that provides secure online access to much of a registered individual's medical record, including test results.

What are the clinic locations and hours?

Froedtert & the Medical College of Wisconsin McKinley Health Center:

1271 North 6th Street, Milwaukee
414-978-9037

Hours:

Monday – Friday: 10:00 a.m. - 7:00 p.m.

Saturday and Sunday: 9:00 a.m. - 1:00 p.m.

Meijer locations:

Meijer - Greenfield
5800 West Layton Avenue
262-532-3067

Meijer - Sussex
N51W24953 Lisbon Road
262-532-8691

Meijer - Waukesha
801 East Sunset Drive
262-532-3691

Meijer - West Bend
2180 South Main Street
262-532-3127

Hours:

Monday – Friday: 9:00 a.m. - 8:30 p.m.

Saturday: 9:00 a.m. - 6:00 p.m.

Sunday: 10:00 a.m. - 5:00 p.m.

FAST Fund

Believe in Students!

FAST Fund is an economic emergency fund for MATC students

Local 212 Believe in Students FAST Fund Application

Name: _____

Date: _____

Phone number: _____

Email address: _____

Student ID #: _____

Academic program: _____

MATC semesters completed: _____

MATC GPA: _____ Credits This Semester: _____

Faculty reference: _____

Have You Ever Applied for FAST Fund? ____ When? ____

Have you applied to MATC's Dreamkeepers? _____

If yes, what was result? _____

How did you hear about the FAST Fund? _____

Please explain your need for FAST Fund assistance? _____

Please attach documentation of the need assistance (an eviction notice, car repair estimate, etc.)

The AFT Local 212 FAST Fund is an emergency fund for MATC students run by the union representing MATC's faculty, counselors and professional staff. It is funded through contributions from Local 212 members, retirees, and community supporters.



Phone 414-765-0910
739 West Juneau Ave. MI. WI. 53233
All contributions are tax deductible.

The Lifeline
is **FREE**,
confidential, and
always available.

HELP
a loved one,
a friend,
or yourself.

Community crisis centers
answer Lifeline calls.



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Substance Abuse and Mental Health Services Administration
www.samhsa.gov

Printed 2005 • Reprinted 2011
CMHS-SVP-0126

NATIONAL
SUICIDE
PREVENTION
LIFELINETM
1-800-273-TALK (8255)

suicidepreventionlifeline.org

**Learn the
Warning
Signs.**

Suicide Warning Signs

These signs may mean someone is at risk for suicide. Risk is greater if a behavior is new or has increased and if it seems related to a painful event, loss, or change.

- ❖ Talking about wanting to die or to kill oneself.
- ❖ Looking for a way to kill oneself, such as searching online or buying a gun.
- ❖ Talking about feeling hopeless or having no reason to live.
- ❖ Talking about feeling trapped or in unbearable pain.
- ❖ Talking about being a burden to others.
- ❖ Increasing the use of alcohol or drugs.
- ❖ Acting anxious or agitated; behaving recklessly.
- ❖ Sleeping too little or too much.
- ❖ Withdrawing or feeling isolated.
- ❖ Showing rage or talking about seeking revenge.
- ❖ Displaying extreme mood swings.

Suicide Is Preventable.

Call the Lifeline at 1-800-273-TALK (8255).

With Help Comes Hope

GET RAVE

matc.edu/getrave

UPDATE YOUR PHONE NUMBERS AND EMAIL ADDRESS
TO RECEIVE EMERGENCY ALERTS FROM MATC



See Something, Text Something

With the Rave Guardian app, you can text MATC Public Safety, automatically dial important MATC numbers and get important campus alerts.

1. Download the app
2. Confirm your mobile number
3. Confirm your MATC email
4. Turn on push notifications to receive alerts

Stay connected and receive important campus notifications, communicate with campus safety, and gain access to resources and documents you need most.

 **RAVE**Guardian

