



MCC STUDENT ENGAGEMENT

FEBRUARY 2025 - C.A.R.E.

Each month, the Student Engagement Team will highlight one of our departments, showcasing the valuable programs and services that support our students. This month, we are excited to feature the CARE team, highlighting its impact on student success and ways to get involved!

C.A.R.E (Campus Assessment, Response & Evaluation), provides coordinated support for students experiencing distress or posing a potential threat to themselves or others, ensuring both their success and campus safety with dignity and respect. Participation in CARE is voluntary, giving students the choice to engage with support services. CARE case managers provide ongoing assistance, connecting students to resources that help stabilize mental health crises and support college retention.

REFERRAL PROCESS

Once a referral is submitted, a response is typically provided within 24-48 hours, with urgent cases addressed on weekends or evenings. Case managers first reach out to the referrer to understand the concern and confirm the student has been informed. They then contact the student via phone, email, or text to assess safety and risk levels. If the student is receptive, a safety plan is established until an in-person meeting can occur. During the meeting, case managers gather background information, assess needs, and discuss CARE support options, including connections to internal and external resources.

Students referred for non-suicidal self-injury (NSSI) or suicidal ideation (SI) often face relational issues, trauma, economic barriers, substance misuse, or mental health challenges. Those referred for potential threats to others may experience first-episode psychosis, characterized by paranoia, emotional dysregulation, and self-care decline.

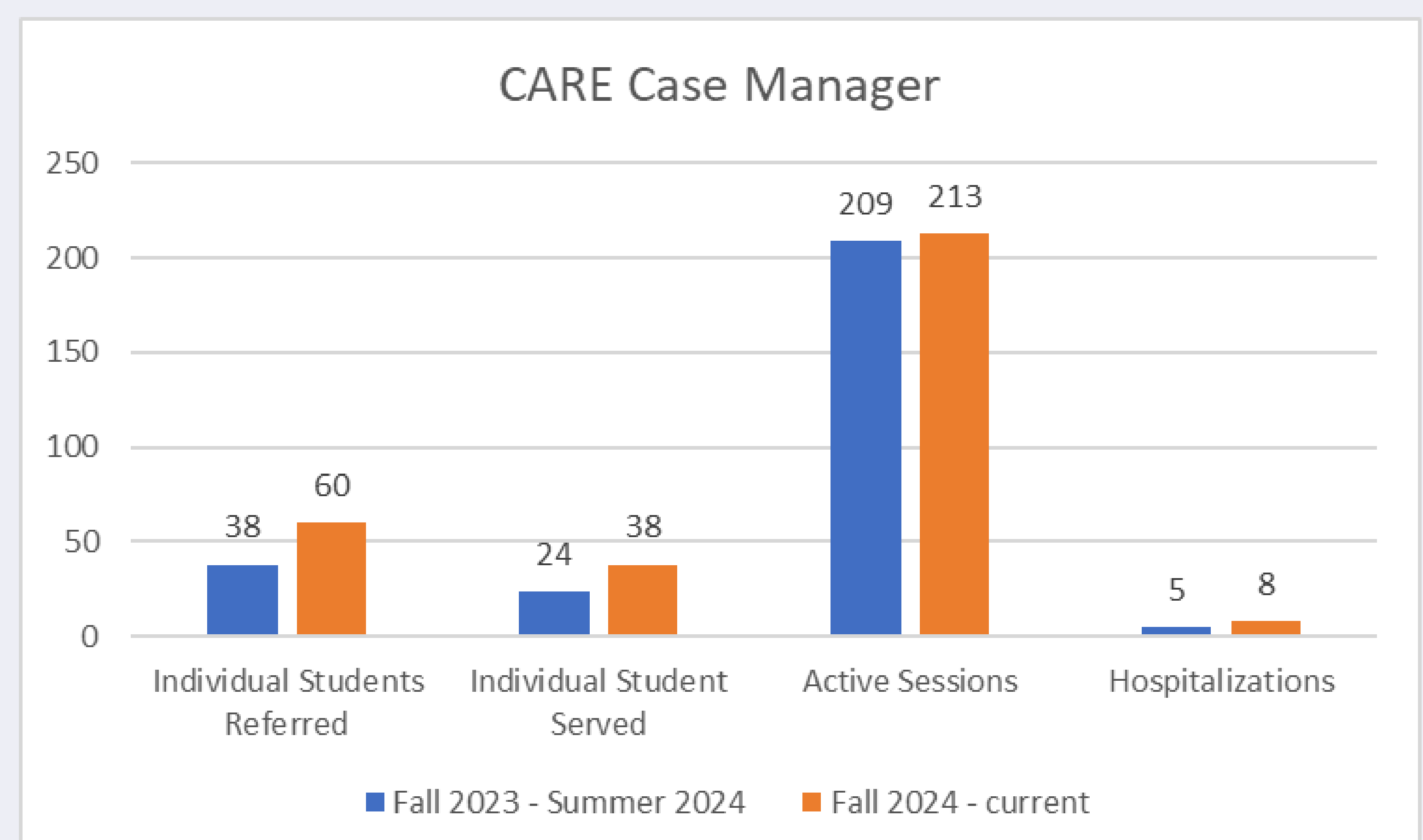
[HTTPS://WWW.MCLENNAN.EDU/CARE/](https://www.mclennan.edu/care/)

STUDENT SUPPORT & INTERVENTIONS

CARE case managers work with students to create safety plans, coordinate with mental health providers, and navigate barriers to care. Typical interactions range from one hour for low-risk students to up to two hours for those in crisis. Contact frequency depends on risk level: every three weeks for low risk, weekly or biweekly for moderate risk, and at least once a week for high-risk students.

Documentation for each session typically takes 15-20 minutes but may extend to 45 minutes for crises. CARE also facilitates monthly team meetings and collaborates with community organizations to enhance student support. The primary goal is to prevent psychiatric hospitalization while ensuring students receive the care needed to continue their academic journey.

The 2024-2025 academic year has seen a significant rise in student referrals, case management, and mental health hospitalizations, reflecting national trends observed at other institutions.





MCC STUDENT ENGAGEMENT

CARE CASE MANAGER

Lacey Fitch-Ondracek
Phone: 254-299-8204
Email: lfitch-ondracek@mclennan.edu



REFERRAL PROCESS

STEP 1

Complete a referral through our MCC website

STEP 2

A CARE Case Manager will respond to you to confirm receiving your referral and will follow up with the student

STEP 3

Contact the CARE Case Manager, Lacey Ondracek with additional concerns/questions @ (254) 299-8204 OR care@mclennan.edu

Referral Link:

<https://www.mclennan.edu/refer>

STUDENT TESTIMONIALS

"Hey Lacey, I withdrew earlier this year and I just wanted to let you know with a small update on my life that everything is going great - I'm no longer in the situation that I was in previously and I'm have a job and I'm thinking about currently going back to school again".

"Hello Lacey. I just wanted to follow up and tell you that I have disposed of the antidepressants in my possession. I also wanted to thank you so much for your help and consideration while working with me. After each session I feel a glimmer of hope that helps me to get out of bed every morning and allows me to keep fighting this uphill battle with my illness. I really don't have enough words to express how grateful I am to have your support. -Thank you".

What to Do

Refer the student to the appropriate resource online by clicking the appropriate resource below



Report Here For: Students exhibiting behaviors indicating immediate harm to self or an immediate danger to others. Self harm should be reported to the MCC Student Counseling Center (254-299-8210) and violence or danger to others should be reported to the Campus Police (254-299-8911).

Selecting "C.A.R.E." will open a form to document what has occurred and is routed to the MCC C.A.R.E. Team.

The C.A.R.E. Team membership consists of representatives from the following departments/offices:

- Lacey Fitch-Ondracek, CARE Case Manager
- Lizett LaStrape, Director, Counseling Center
- Brandon Hill, Ph.D., Dean of Students
- Natalie James, Associate Director, Student Success Coaching
- Clayton Williams, Director, Public Safety/Chief of Police
- Shelley Blackwood, Program Director, Associate Degree Nursing



THE C.A.R.E. WEBPAGE HAS ADDITIONAL INFORMATION RELATED TO REPORTING.