



**If you're worried about an IC student, please submit an ICare Referral.**

#### **ICare Referrals:**

- Can be submitted by anyone familiar with an IC student. The referral source can choose to remain anonymous.
- Lead to a caring IC staff member completing outreach and/or meeting with the student.
- Help students connect to supports and resources both on and off-campus.

**[lthaca.edu/ICare](https://lthaca.edu/ICare)**

The ICare Referral form is NOT a crisis service. It may take up to 72 hours to review a concern. When the college is closed during holidays and emergencies, ICare referrals are not actively reviewed.

If you are unsure if a student requires immediate assistance, please call:

**Office of Public  
Safety**

**607.274.3333**

**OPS Anonymous Tipline  
607.274.1060**

**Have questions about ICare  
Referral process?  
Please contact the**

**Office of Case  
Management at**

**607.274.7731 or via email at  
[ICare@lthaca.edu](mailto:ICare@lthaca.edu)**

# **ICare Referrals**

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**Accessing Support &  
Assistance for Students  
through Ithaca College's  
Office of Case  
Management**

**[lthaca.edu/ICare](https://lthaca.edu/ICare)**

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## ICare & Case Management

ICare is a referral and outreach program coordinated by the Office of Case Management at Ithaca College.

**Students referred through the ICare process may meet or be contacted by caring staff – whether a Residential Life staff, Case Manager, or other faculty/staff – to offer support and assistance and begin to identify and navigate the available resources. Case management is NOT counseling. Our records are protected by the Family Educational Rights and Privacy Act (FERPA). Information may be shared with other IC faculty/staff on a need-to-know basis to coordinate care, access specific services, or request assistance for students as needed.**

## Identifying Distressed Behaviors

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### Disengaged or Isolated

Is the student disengaging from activities which they previously enjoyed?

### Missing Multiple Classes or Assignments

Is the student choosing not to go to class even though there is a penalty for absences?

### Noticeable Change in Behavior, Mood, or Appearance

Have you noticed a significant change in the student's appearance, hygiene, or functioning?

### Problematic Behaviors

Are you concerned about their alcohol/substance use? Are they threatening or making you uncomfortable?

### Sharing Concerning Information

Has the student told you information that has you concerned for their wellbeing or others safety?

### Something Doesn't Feel Right

Are you concerned about a student but aren't sure why?

**Are you concerned about someone but are not sure how to initiate the conversation?**

### Conversation Starters

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**"I notice that you (list behaviors or concerns)..."**

**"Do you have any supports that could be helpful to you right now?"**

**"Who else knows what you are going through?"**

**"Let's submit an ICare Referral so that someone can help work through these challenges."**

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**Case Management  
Ithaca.edu/ICare  
607.274.7731**

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