Daily Closegap Response Procedures

1. All students check in.
2. Teacher checks in with student.
3. Student checks in with warning signals (needs adult check in, basic needs indicator, red).
4. Student indicates concern needs to be addressed more in depth.
5. Refer to school counselor.
6. Student indicates historical emotional wellness concern.
7. Review Closegap data.
8. Consider for interventions.
9. If there has been enough improvement, consider exiting interventions.
10. Implement interventions for 4-6 weeks.
11. Student checks in with no warning signals.
12. No action required—continue monitoring.

Response Guide
Beginning of Year Guidance

Educators as First Responders

1. When students are listed as "urgent" on the Closegap dashboard, the classroom teacher is the first responder. First responders' responsibilities include a brief follow-up to assess the degree of need for each student.
2. Many students often simply need a quick, caring connection with a trusted adult who knows them well. Listed below are some empathetic, open-ended questions educators can use to start building connections with students.
   - I noticed on your Closegap check-in that you were feeling __________. What's up?
   - I saw on Closegap that your energy level was __________. Tell me more about that.
   - Today on your Closegap check-in you indicated you were having a tough time sleeping and there was something going on at home. What can I do to help you feel most comfortable at school today?
   - Your Closegap check-ins in the last couple of days seem to be different than before. What's different?
   - I see on your Closegap check-in that you wanted to talk. I'm here to listen.
3. When students are listed under "could benefit from support", please use your discretion when responding. Based on the information you find on your dashboard related to a student’s check-in, you may decide that the student does not need an immediate follow-up. In another instance, you may decide that it's important that a student is contacted as soon as possible. We leave it up to you because no one knows your students like you do!

What does urgent mean?
- Urgent means there were significant things reported within the check-in (all of which you can view immediately from your dashboard)

What does could benefit from support mean?
- This triage category indicates the student reported some things that may need attention. You have more context than we do, so let the triage system support what you already know about your students!
Referrals to the Wellness Team

Some students may need a more thorough assessment that may not be feasible after a classroom teacher follows up with them. When this is the case, a referral to someone on the wellness team would be beneficial. This could be done directly through e-mail or simply by not checking the “follow up” box next to the student’s name on Closegap. An unchecked box next to a student’s name can notify those on the wellness team that a student needs more support.

Wellness Team Daily Response

When students check in each day, the classroom teacher will check in with students who are listed as “urgent” on the Closegap dashboard. Classroom teachers act as a filter for the wellness team to identify students who need additional support that the classroom teacher does not have sufficient time or expertise to address.

Wellness Team Review Processes

**Step 1:** Review students on various educators’ caseloads. Identify students who have any of the following reported on more than 25% of their check-ins:
- Need to talk to an adult
- Red energy
- Uncomfortable feelings such as worried, angry, sad, frustrated, tired, etc.
- Reported Needs, such as didn’t sleep, peer issues, etc.

**Step 2:** Discuss contextual factors (i.e., divorce, death in the family, change in income, etc.)

**Step 3:** Appoint students’ champion or trusted adult to check in with both family regarding concerns and student regarding concerns. Utilize data from Closegap as discussion starters.

**Step 4:** Along with the student, parent/guardian, classroom teacher, and wellness team member, choose an intervention to address main concerns and progress monitor over time. Set a goal to either increase or decrease a Closegap indicator over a certain degree of time using said intervention.

More Resources

Get Started Guide | Educator’s Toolkit | PD Presentation | Implementation Guide

Have some questions? We’re here for you! Email us anytime at info@closegap.org!