What happens when I make a DukeReach report?

DukeReach staff will follow up shortly as needed, depending on the nature of the report. (Please call instead of emailing, in a crisis!)

What does the report involve?

1. Calling the reporter for more information
2. Connecting with student services who can assist in triage

DR staff will connect with Student Affairs in the student’s school

Concern for harm to others

DR staff will contact DUPD, provide consultation, and follow up via Behavioral Assessment Team triage

A graduate/professional student

Concern for a student in distress

DR staff will contact the reporter and student(s) involved and advise follow-up (including CAPS/ED evaluation as necessary)

Sexual Misconduct

Accommodations (whether housing or academic)

Physical health concerns

Housing-related concerns (like a roommate disagreement)

Wellness check (non-urgent)

Anything affecting academic success

DR staff will work with Student Health to coordinate support

DukeReach will work with Housing staff to make contact with the student to ensure health and safety, and assess the situation to determine whether long-term follow-up is appropriate

DR staff will connect with the student’s academic dean

DR staff will coordinate with Housing to provide support and assistance

DR staff will forward to SDAO
Sometimes other offices (like SDAO) are better positioned to follow up on reports that come to DukeReach. In these cases, DukeReach refers to the affiliated office and participates in ongoing follow-up only as necessary.

In other cases, a student will benefit from ongoing support. When this is true, a DukeReach Case Manager will meet with the student and offer comprehensive assistance in navigating support services.

Ongoing case management support can include:
- Assistance in locating mental or physical health resources
- Support in navigating return from a Leave of Absence
- Support for managing major life events and transitions
- Resource assistance and coordination during and after hospitalization
- Assistance in navigating family or adjustment issues
- Resource support for managing disordered eating behaviors or substance use

Also!

Case Managers confer on an ongoing basis with students’ academic deans, Housing staff, and others, to ensure that students in distress are receiving the consistent support they need.