

Response Guide

Triage Categories

Closegap created a proprietary triage equation called Help Score that triages students into one of three categories based on their responses to check-in questions. The three triage categories are:



Urgent
There were significant things reported within the check-in (all of which can be viewed immediately in your dashboard)



Could Benefit from Support
The student reported some things in the check-in that may need attention.



Good to Go
The student has not reported anything that requires follow-up.

Our Help Score weighs a variety of needs that students may report within the check-in and automatically triages students so you know who needs attention quickly and effortlessly. Though, you have more context than we do; let the triage system support what you already know about your students!

Email Alerts

Crisis Alerts: are emails sent to school staff if a student reports self-harm or suicidal ideation in a daily check-in.

Urgent Alerts: are emails sent to school staff when a student is triaged into our “urgent” category.



Teachers as First Responders

When students are triaged 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.

Many students 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.

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!

When a student may need a more thorough assessment, the classroom teacher should refer the student to the wellness team. Be sure to identify how teachers should communicate an increased need to the wellness team.

Response Flow Chart

