

CASE STUDY

How Cypress-Fairbanks ISD Uses Behavioral Case Manager to Support Suicide Prevention, MTSS, & Student Well-Being



At a Glance

District: Cypress-Fairbanks Independent School District, Texas

Size: Third-largest district in Texas with 118,000+ students across 96 schools

Interviewees: Dr. Michelle Pastorek, LP, LSSP and Dr. Wes Baker, LP, LSSP Mental Health Intervention Team

Challenge: A growing need for a consistent, districtwide approach to threat and suicide risk assessment, alongside a flexible platform that could support MTSS, enable fast collaboration, and simplify data reporting for state and district compliance

Solution: Navigate360 Behavioral Case Manager, fully customized to support Cypress-Fairbanks ISD's MTSS workflows, suicide risk screening protocols, and a tiered, team-based response system that enables collaboration across campuses and departments

Impact:

- Real-time collaboration and consistent, districtwide visibility
- Streamlined documentation, analytics, and state-level reporting
- 70% of platform usage supports suicide risk assessment and related mental health cases
- Proactive prevention strategies grounded in data and cross-campus continuity



Dr. Michelle Pastorek, LP, LSSP



Dr. Wes Baker, LP, LSSP



“Navigate360 is what allows us to have a centralized approach to suicide, threat risk prevention, and response in the district. Prior to having this platform—which ensured all campuses were using the same procedures, and that outcomes could be monitored at the district-level—it was not feasible to have a standardized approach to prevention and intervention across the whole district. We have 100% adherence to standardized procedures across 96 campuses with centralized oversight.”

— Dr. Wes Baker, LP, LSSP



The Challenge: Safety, Consistency, & Mental Health Support at Scale

Cypress-Fairbanks ISD (CFISD), Texas's largest suburban district, is responsible for the safety and well-being of more than 118,000 students across 96 campuses. Delivering effective threat assessment and mental health support at this scale is a daily challenge, especially when teams face inconsistent documentation practices, siloed systems, and limited visibility between campuses.

As part of a districtwide commitment to a Multi-Tiered System of Supports (MTSS), CFISD needed a centralized, flexible platform that could manage not only traditional threat assessments but also support early identification and intervention for students experiencing suicidal ideation, self-injury, and emotional distress.

“We needed a system that would help us speak the same language across every campus,” said Dr. Wes Baker. “And we needed one that supported the speed, accuracy, and collaboration required to act on urgent cases.”

“Remote collaboration is key to making our support system work,” Baker added. “We use a tiered support system where frontline response happens on campus, but district-level teams provide guidance and follow-up. That requires fast, accurate access to information.”

The Solution: A Custom-Built Platform for Suicide Risk, MTSS, & Student Safety

Dr. Michelle Pastorek explained, “Most of our student safety models—CSTAG, suicide prevention protocols, non-suicidal self-injury cases—are documented and tracked in Navigate360. Our staff are familiar with the platform, and we’ve been able to fully customize it.”

“Our triage form has evolved, and we’ve been able to make changes using the Custom Models,” she said.

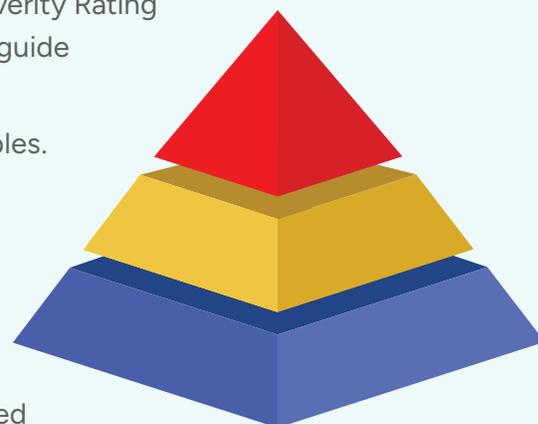
Navigate360 Behavioral Case Manager became CFISD’s answer to that challenge. The platform enabled the district to centralize suicide risk screeners, threat assessments, and case tracking across all campuses while supporting custom workflows designed for their specific needs.

One of the most impactful customizations was the creation of a **Student Suicidality Conversation Guide**, a tool designed by CFISD to help staff engage with young students or students with developmental delays. The platform also houses Columbia Suicide Severity Rating Scales (C-SSRS), multiple risk-level protocols, and decision trees that guide appropriate follow-up based on severity.

These tools are part of a **tiered response model**, built on MTSS principles.

- Tier 1: Low risk, managed at the campus level
- Tier 2: Moderate risk, involving district-level consultation
- Tier 3: High risk, triggering long-term follow-up by district mental health teams

“All of this is made possible because we have a centralized, cloud-based platform,” said Baker. “Without Navigate360, I honestly don’t know how our team could function at this scale.”



The Impact: Centralized Support for the Issues That Matter Most

While many mainly associate threat assessment with violence prevention, CFISD's usage of Behavioral Case Manager tells a deeper story. Roughly 70% of their use of the platform supports suicide risk assessments, non-suicidal self-injury, and related mental health needs.

"Student safety is bigger than just threats," said Pastorek. "Suicide is the second leading cause of death among young people. If we only focus on threat assessment, we're missing the bigger picture."

**According to the CDC,
suicide is the second
leading cause of
death for individuals
ages 10–14 and 15–24.**

Case Manager has become the district's foundation for:

- Connecting threat and suicide risk cases, even when students change campuses
- Running real-time weekly reports to identify high-risk students
- Linking self-harm and behavioral threat reports for deeper context
- Supporting follow-up services and longitudinal care

"Having that visibility across cases helps us intervene more effectively," said Pastorek. "If a student was identified as high risk for suicide last week and is now under threat assessment, that changes how we respond."

CFISD has also used Case Manager to flag campuses with unusually high or low case volume, identify training needs, and improve overall consistency in implementation.

"We can now respond to district-level data requests in 15 minutes," said Baker. "Before, it could take days."

Did You Know?

In the past year, schools opened more than **18,000 suicide prevention cases** using Navigate360 Behavioral Case Manager. Sadly, over **15,000 of those students** had already attempted, planned, or seriously prepared to attempt suicide in the prior month.

Each of these cases triggered critical interventions—parent contact, counselor support, safety planning—resulting in more than **123,000 follow-up tasks** documented in Case Manager.

Staying Flexible in a Changing Landscape

As Texas prepares to launch **Sentinel**, a new statewide threat assessment system, CFISD remains committed to maintaining Behavioral Case Manager as its core tool for mental health and student safety.

“We can’t rely on a one-size-fits-all system when our student needs are so diverse. BCM is still essential for suicide risk, case continuity, and MTSS integration,” said Baker.

Baker and Pastorek emphasized that platforms like Behavioral Case Manager enable schools to address the full spectrum of student safety—from bullying and behavioral issues to suicidal ideation.

Districts lose students to suicide at a much greater rate than they do to school violence. We have to give attention to suicide.





Looking Ahead: A Model for Holistic Student Safety

As CFISD looks to the future, their team is exploring new ways to extend Case Manager’s impact. Plans include documenting transition planning for students hospitalized for high-risk incidents and exploring expanded analytics to inform districtwide prevention strategies.

“National data is helpful, but to prevent suicide and support mental wellness, we need to understand what’s happening in our own community,” said Pastorek. “Navigate360 helps us collect and analyze that data in a meaningful way.”

“It’s helping us create a culture of consistency and accountability,” Pastorek added. “Students get the same support at all of our campuses.”

From anonymous reporting through the Anonymous Reporting System (P3 Tipline) to custom suicide risk protocols and real-time collaboration, Case Manager has become much more than a documentation tool, it’s a cornerstone of CFISD’s commitment to student well-being, safety, and equity.



One Platform. One Partner. A Safer Future.

When you look at the full scope of what Cypress-Fairbanks ISD has achieved, one thing becomes clear: school safety is no longer just about responding to threats, it's also about preventing them. It's imperative to see the student behind the behavior, understanding the warning signs, and having the systems in place to act early and effectively.

With 70% of platform usage focused on suicide prevention and mental health, CFISD's story reflects a deeper truth across districts nationwide: some students are more likely to harm themselves than others, and schools need tools that recognize and respond to that reality.

"If we only focus on threat assessments, we're ignoring major areas of concern. Behavioral Case Manager helps us intervene before students fall through the cracks." — Dr. Michelle Pastorek

You don't need separate tools for every piece of the puzzle. You need one platform—and one partner—who brings it all together.

Want to see how Behavioral Case Manager can support your district?

Visit www.Navigate360.com/schedule-a-consultation/ to get a personalized demo.



Not ready for a demo? Download our Case Manager Brochure by scanning the QR code.

Navigate360 Behavioral Case Manager isn't just a better way to manage threat assessments. **It's a more complete way to care for students.** From early identification to follow-up services, from campus staff to district mental health teams, we give schools the flexibility, visibility, and confidence they need to protect every student.

"Having all our safety measures in one place lets us link related cases and act quickly, even when students transfer schools."

— Dr. Michelle Pastorek



Navigate360

The Leader in Holistic Safety