

# Children and Youth Services:

## Technological Support Services

<b>Target Population</b>	Children/youth currently in treatment for a mental health and/or substance use disorder (MH/SUD) and their parents or caregivers.
<b>Expected Outcomes</b>	<p>Expected outcomes include:</p> <ul style="list-style-type: none"> <li>• Youth is doing better coping with MH/SUD; or re-engaging in treatment if necessary</li> <li>• Increased self-efficacy</li> <li>• Youth is maintained in an appropriate setting in the community</li> <li>• Reduced treatment recidivism or early re-engagement in treatment.</li> </ul>
<b>Service Definition</b>	Technological support services consist of electronic activities designed to provide elements of a support system for youth in treatment and/or recovery that are easily accessible and hosted on electronic platforms. These services create a moderated environment for support activities that include but are not limited to: making and maintaining connections and linkages; encouraging mutual assistance among those who have received services; facilitating peer-to-peer support; informing youth about recovery/wellness activities and improving retention of involvement in treatment/recovery service and supports. Technological support services may consist of various types of social media and electronic communication.
<b>Program/ Service Requirements</b>	<p>Activities for this service may include:</p> <ul style="list-style-type: none"> <li>• Support and encouragement of the youth</li> <li>• Recommendations for real-world practice of skills</li> <li>• Linkage to community-based services and supports</li> <li>• Provision of information on recovery and wellness</li> </ul> <p>To deliver these services, staff may use technological support services to communicate directly with an individual client (ex. interactive text messaging, email, telephone calls, etc) or on behalf of a client (e.g. texts and email reminders that do not require a personal reply).</p> <p>Technological support services may take several forms. In some cases staff or staff networks may develop social media. In this case, the task would require the time of both technology and content experts. The development work would be billed as part of the staff's administrative costs. Likewise any work done on behalf of a group of clients (operation/oversight of social media sites to communicate with and between youth providing supportive services, education and peer support; updating/maintaining these social media/social networking sites, sending text or email blasts, etc) would be billed as administrative costs.</p>

	<p>If technological support services are used on an individual client basis as adjunctive to treatment or as part of a wellness/recovery plan, then the service should be billed as direct time if the communication was interactive with the youth or as collateral time if the time was spent on behalf of the youth. Both the direct time and the collateral time should be built into the rate structure (e.g. capitation or case rate).</p>
<p><b>Staffing Requirements</b></p>	<p>Required staff education/qualifications:</p> <ul style="list-style-type: none"> <li>• Bachelor’s degree</li> <li>• Sufficient training to monitor and provide oversight of the technology environment, as approved by the state</li> <li>• Background checks</li> </ul> <p>Technology support services staff should be supervised weekly by a licensed MH/SUD professional, with at least a Bachelor’s degree in a relevant field. Additional supervision should be provided as needed, depending on the volume of demand or situation.</p> <p>Required staff competencies:</p> <ul style="list-style-type: none"> <li>• Understanding of child/youth development</li> <li>• Competence in technology-assisted practices to assess, counsel, or support youth, caregivers/families either adjunctive to or following treatment or as a component of on-going recovery support</li> <li>• Mastery of the technology used to mediate services</li> <li>• Fidelity/quality assurance monitoring to evidence-based technological practice</li> <li>• Competence in providing supportive feedback and communication through text and web based technology</li> <li>• Knowledge of community resources sufficient to effect a referral to face-to-face services when necessary</li> <li>• Supportive, non-confrontational, open, positive and caring disposition</li> </ul> <p>Ongoing/continuing staff training should include:</p> <ul style="list-style-type: none"> <li>• Current community resources and how to access them on behalf of clients</li> <li>• Current emerging social media/technology</li> </ul> <p>Caseloads may vary depending upon the specific service activity provided.</p>
<p><b>Location Requirements</b></p>	<p>Technological support services are not delivered face-to-face, but some of the activities may be carried out on a one-to-one basis electronically. Technological support services may be delivered from a variety of settings and clients may access them from a variety of settings.</p> <p>This service should not be delivered in locations where client confidentiality or</p>

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	safety of client or clinician may be jeopardized.
<b>Recommended Duration</b>	As long as needed.
<b>Service Exclusions</b>	Activities for this service should not include treatment, counseling or any therapeutic activity.
<b>Documentation Requirements</b>	<p>Documentation for this service should include:</p> <ul style="list-style-type: none"> <li>• Written reports of work carried out in the service of developing/maintaining social networking sites</li> <li>• Logs that track the number and types of contacts made with and on behalf of service recipients</li> </ul>