



Q&A Guidance for Continuity of MH Services

BASD acknowledges the importance for our students to receive continuity of educational services which includes mental health support. This document outlines the agency status in ensuring continuity of services and the ability to make new referrals.

Q: Will **Communities in Schools continue to provide services?**

- Yes, CIS ISS (on-site) coordinators will continue to provide remote case management, check-in/check-outs with students and families, identify and connect students with basic need resources, and provide on-going support to address any needs that arise.
- How will the ISS staff provide services?
 - ISS site staff are currently creating google voice, google classroom, and or Zoom groups in order to provide Tier 3 (one-on-one) with our case managed students.
- What will the ISS staff be doing specifically?
 - Seeking opportunities to continue Tier 2 (group based services) if students have the ability to participate. Most of the Tier 2 groups offered address Social Emotional needs which are especially important at this time. These sessions will be conducted daily for our students with access.
 - Will work with students and families and support them by providing guidance for online learning, should they be having difficulties.
 - In addition, site-based staff will continue to work in collaboration with their site based teams to Provide Tier 1 services to identified students or families who have been disengaged from the school ie: haven't utilized the meal program, haven't signed in or connected to any of their teachers, haven't picked up devices available to them etc.
 - Staff will attempt to contact students and families through various means in an effort to check in and provide any necessary resources or refer them for support to address their immediate needs. Staff will be keeping records of attempts as well as their successful contacts and share that with the school leadership.
- Will ISS site staff be able to participate in any SAP meetings?
 - Yes, site staff will be able to participate remotely with prior notification.
- Will ISS staff accept new referrals?
 - Yes, referrals should be documented and processed through BASD/SAP
 - CIS is willing to continue to take on new students either in a case management supportive relationship or simply if a student and family need a connection.
 - CIS is working on obtaining parent permission virtually

Q: Will Pinebrook Family Answers continue to provide services?

- Yes, therapists will be working remotely
 - Robin and Ashley have emailed and called all their high school clients at least one time. While they have not gotten a response from every student yet, for some, they already have had video sessions and/or phone sessions.
 - All contacts and attempts are documented in our EHR via a case note or Session Note.
- How will the therapist provide services?
 - Therapists are assisting students/families through Microsoft Teams to hold video sessions.
 - For those students/families that are not comfortable to do a video session or do not have the capability, the therapist is conducting phone sessions.
- Will therapists be able to participate in any SAP meetings?
 - Yes
- How can the school obtain updates on students being serviced?
 - ISS staff will be in communication with the APs &/or school counselors to provide updates
 - The school counselor can contact the ISS staff for student updates
- Will therapists be able to accept new referrals?
 - Yes, referrals should be documented and processed through BASD/SAP

Q: Will the Center for Humanistic Change continue to provide services?

- Yes, CHC will be offering selected courses to students, parents, faculty and staff
- How will CHC provide services?
 - All services will be provided remotely to individuals or small groups in 30-,45-, or 60-minute segments.
 - Segments for students include: Building communication and coping skills; Managing stress in unprecedented times; Understanding and managing anger: warning signs and triggers; Deciphering what is true in social media and the news; Identifying personal values and risk factors regarding the use of drugs, alcohol, and vaping; Current evidence-based programs such as Second Step, Too Good for Drugs, etc.
 - Segments for staff, faculty, and parents, include: Managing emotions: techniques & resources to use during a crisis situation; Parenting through crisis: helping your child through these times; Raising awareness about the trends in, and dangers of, social media; Recognizing the signs of drug and alcohol abuse
- Will SAP Liaison be able to participate in any SAP meetings?
 - Yes, contact the SAP Liaison with the meeting details
- How can the school access a program?
 - All referrals should be documented and processed through BASD/SAP
 - Contact your building SAP Liaison who will make the referral to the prevention coordinator at CHC.
- CHC COVID-19 Resource Guide - see attached

Q: Will Mid-Atlantic Rehabilitation Services (MARS) continue to provide services?

- How will SAP assessments/services be provided?
 - Referrals already made, services will be offered through teletherapy to complete the SAP assessment through videoconferencing. MARS will refer students to counseling agencies that are taking new clients and can provide services
 - Referrals made where insurance has not been verified, MARS will continue to work through phone and email contacts to obtain the information needed. Once information received, SAP assessments via teletherapy will be scheduled
- How will individual or group counseling continue?
 - Counseling sessions will occur through virtual sessions. MARS will be contacting students/families directly and offering direct links to teletherapy operations.
- How do school counselors obtain updates on students?
 - Contact MARS directly
- Will MARS accept new referrals?
 - Yes, contact MARS via emailing referral if BASD/SAP recommends a referral
 - Referrals should be documented and processed through BASD/SAP

Q: Will Community School Coordinators continue to provide services?

- Services will occur in consultation with the lead partners, principals, and central office personnel.
- Roles/responsibilities will continue, in-person or remotely, and led by the Principal.
 - Per CIS: It is the expectation that our Community School Coordinators are in regular touch with building principals and offering support wherever there is a need, understanding the guidelines put out by the state and fed gov't. re: social distancing etc. Our Program Managers have reached out to all building principals, with varying degrees of success. Our staff are more than willing to engage and be helpful in any way that a principal would need them to be. Our Community School Coordinators will not do traditional case management, but they can reach out to students who are not engaged and help problem solve with them about their level of connectivity, technology challenges, etc. to help get students into those online learning "classes", this should all be done in conjunction with their building leadership to target the appropriate students. Our coordinators can take any guidance from the building teams on who should be prioritized by who for that outreach.

Q: Will CIU#20 Resolve Out-Patient Clinics continue to provide services?

- Yes, counseling sessions will continue for all students/families
- Sessions will be provided via telehealth(Virtual); phone will be utilized if student does not have access capabilities

Q: Will CIU#20 Behavioral Therapist/Licensed Social Worker continue to provide services?

- Yes, Ms. Kayla Wirth has reached out to her assigned student/families - billable or non-billable.
- She has provided a safety plan for each of her students
- How will individual or group counseling continue?
 - She will continue to check-in and provide the needed support via email, phone, or telehealth(virtual)
- How will updates be provided?
 - Ms. Wirth will contact the school counselor with update
 - School Counselor and/or Administrator can contact Ms. Wirth with concerns

Q: Will Lehigh Valley Health Network continue to provide services?

- Yes
- How will individual or group counseling continue?
 - Counselling will be delivered by conducting telephone therapy sessions with students weekly, as well as phone and text check-ins for students and their families as needed to provide support, review safety plans, offer support to parents on filing for unemployment, linkage to community resources and COVID resources.
 - Video visits/sessions are in the process of being arranged.
- Will therapists be able to accept new referrals?
 - Over the coming weeks we hope to re-evaluate caseloads and are working on ways to begin virtual intakes, possibly for new student referrals.
- How can the school obtain updates on students being serviced?
 - Therapists will remain connected with school staff to offer updates, support and resources.
 - School counselors can contact therapist to obtain an update
- Will therapists be able to accept new referrals?
 - Yes, referrals should be documented and processed through BASD/SAP

Q: Is St. Luke's Behavioral Health providing services?

- Yes, St. Luke's is offering:
 - Telehealth therapy through outpatient and partial hospitalization BH services for students 17 years old and above
 - Telehealth E visits for children ages 4 on up but will make a few exceptions for "in person" therapy as/if a provider sees fit. We do have a school based licensed clinical social worker who has been very successful with Virtual visits with school aged people for therapy.
- Is SLHN accepting new referrals?

- Yes, new referrals evaluations will be conducted via telehealth.
- To make a referral or have questions answered, please call our main office number at 484-526-3012 M-F
- Should a school counselor or administrator wish to talk about the programming or how our therapy process works, please pass along my office number (484-526-3835) and my email [Amie. Allanson@sluhn.org](mailto:Amie.Allanson@sluhn.org)
- Please contact Amie Allason directly on her cell phone: 610 533 3986
- Referrals should be documented through the BASD/SAP

Q: What is the **Process to Access Contracted Services for new referrals?**

- The district continues to be accountable for “child find”. Despite our current state of affairs due to COVID-19, the state has not waived the district’s responsibility in this area. All communication from PDE as well as our attorney’s have indicated that the state will clearly look at the “appropriate and reasonable instruction, accommodations, interventions, and good faith efforts”.....hence documentation.
- All referrals for services should be documented through the BASD/SAP process despite education occurring through virtual means. This means that any *concerns* teachers, school counselors, or administrators observe or suspect, it is imperative that *discussions and strategies/interventions and communication/contacts* are put into place and *documented* through the system.
- Although we recognize that the process via a typical face to face team meeting may be difficult, it is imperative that the administrator determine a process in documenting concerns along with the strategies/interventions.
- All outside agencies will continue to receive referrals through the BASD/SAP process providing the necessary prerequisite information to support the MH services.
- What should school counselors do prior to making referrals for a higher level of services (i.e. CIS, Pinebrook, etc) through a virtual format?
 - Take a tiered approach by:
 - Calingl the student and discuss the issue of concern, develop a crisis response plan
 - School counselor contacts student to assess immediate need review with building administrator and notify CIS/SAP liaison to initiage immediate referrlal to appto[priate service
 - If a referral for a higher level of need occurs, school counselor will make daily contacts with student until mental health service is in place and will then continue check ins as needed
 - Create a schedule for daily or weekly check-ins
 - Provide resources
 - Assist in establishing “human connection/aspect of normalcy”
 - If student is involved with an outside agency, check in with the contact

Q: Will **Community Voices Clinic continue to provide services?**

- No, services are not currently be provided
- Lehigh U is developing a process outlining a plan to provide counseling sessions with students and families via phone or telehealth