



# PRACTICE GUIDELINES

A GUIDE TO PLANNING AND IMPLEMENTING  
SPECIALIZED SERVICES FOR KENTUCKY'S  
TRANSITION AGE YOUTH



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# WHAT IS TAYLRD?

**T**RANSITION  
**A**GE  
**Y**OUTH  
**L**AUNCHING  
**R**EALIZED  
**D**REAMS



TAYLRD seeks to positively impact the lives of Kentucky's 16-25 year olds who have or are at risk of developing behavioral health challenges by improving access to high-quality, culturally and developmentally appropriate supports and services.

TAYLRD is more than drop-in centers. TAYLRD is a new way to reach out to youth and young adults ages 16-25 who are struggling with mental health and/or substance use issues. TAYLRD reduces barriers for young people so that they can easily access much needed behavioral health services and support.





## ENGAGING YOUTH CHANGING LIVES

### FACTS ABOUT BEHAVIORAL HEALTH AND YOUNG ADULTS

#### Why develop specialized services and programming focused on transition age youth (TAY)?

- » TAY have a lower rate of behavioral health treatment utilization and often avoid seeking or engaging with traditional services.
- » Our systems often lack a seamless transition from child to adult services which can cause young people to fall through the cracks.
- » TAY prefer systems and programs that provide quick and easy access to services and supports that they have chosen.
- » TAY encounter many barriers when in need of supports and services such as fear of stigma, distrust, system fatigue, long wait times, multiple hoops to jump through before receiving services, and lack of insurance to name a few.
- » Many TAY are at high risk for developing chronic and debilitating behavioral health conditions that will impact their entire lives.

**1/5** of young adults between 18-24  
**HAD A MENTAL ILLNESS  
IN THE PAST YEAR**

**2/3**  
**OF YOUNG ADULTS  
with a mental illness  
DO NOT RECEIVE  
MEDICAL  
TREATMENT**



 **1/2** of young adults with a  
**MENTAL ILLNESS ALSO STRUGGLE WITH  
SUBSTANCE ABUSE**

Source: IOM (Institute of Medicine) and NRC (National Research Council) 2014, *Investing in the health and well-being of young adults*. Washington, DC: The National Academies Press.



# SPECIALIZED SERVICES

## TAYLRD works to reduce barriers for young people by:

- » Employing Youth Peer Support Specialists
- » Providing specialized services and supports to transition age youth (TAY)
- » Offering a variety of services, supports, resources, and activities
- » Connecting young people to services based on what they choose, not what the provider chooses for them
- » Providing quick and easy access to services

## Specialized Behavioral Health Services and Supports for Transition Age Youth include:

- » Mental health and/or substance use services that are offered in a youth-friendly environment and/or manner
- » Service providers who like working with transition age youth and who understand youth culture and development
- » Services that are easy to access and based on what youth request
- » Approaches that focus on transition domains (education, career, housing, relationships) rather than deficits, pathology, or diagnosis
- » Quick access to services with minimal barriers and hoops to jump through

## TAYLRD programs provide a wide variety of supports and services for TAY:



PEER  
SUPPORT



SUPPORTED  
EMPLOYMENT



SUPPORTED  
EDUCATION



THERAPY



CASE  
MANAGEMENT



COMMUNITY  
SUPPORT



MEDICATION  
MANAGEMENT



TRANSPORTATION  
ASSISTANCE



RECOVERY  
SUPPORTS



LEADERSHIP  
OPPORTUNITIES



CAREER  
PLANNING



LIFE SKILLS  
TRAINING

*\*See Appendix A for information about early intervention for psychosis including the iHOPE program for first episode psychosis treatment.*

# INCREASING ENGAGEMENT

## Behavioral health providers can implement a variety of strategies to increase youth engagement and participation:

- » Hire Youth Peer Support Specialists (YPSSs) and consider having these peers be the first point of contact for TAY entering your system.
- » Hire staff to work specifically with TAY who enjoy working with this age group. Staff working with TAY should understand youth culture and development.
- » Ensure that staff are trained in TAY specific models such as Youth Thrive and Promoting Positive Pathways to Adulthood.
- » Examine existing agency policies that may serve as barriers for TAY trying to access services and explore modifying or changing these policies.
- » Use different types of communication to increase outreach, participation, and engagement of TAY such as social media and texting. If agency policies exist that prevent the use of youth friendly communication methods, work with your agency to modify or change these policies.
- » Develop a Regional Youth Council and utilize this council in activities such as quality improvement.
- » Add a youth representative to your Regional Interagency Council (RIAC).
- » Provide outreach and support to parents of TAY and employ Family Peer Support Specialists.
- » Develop a Local Advisory Team with community partners that focuses on TAY issues and needs in your community and works to address service gaps that exist. Make sure to include young people and family members on this team.
- » Provide specialized programming and groups for TAY as well as fun youth-focused events.
- » Hold focus groups with local youth and young adults to find out what their needs are and strategies to engage them.
- » Create spaces in your office that are youth friendly and include engaging activities.
- » Reduce wait times to ensure timely access to services.
- » Allow TAY to choose the services they want and work with your agency if necessary to eliminate barriers to this. For example, can a TAY without a serious mental illness (SMI) diagnosis receive Supported Employment services?
- » Open a TAYLRD Drop-In Center that provides specialized behavioral health services and supports in a youth friendly environment.

In addition to a wide variety of services, supports, and strategies that increase participation, TAYLRD uses youth friendly engagement tools that help to build partnerships between TAY and service providers, increase trust, and reduce stigma. Engagement tools can take many forms and can include, but are not limited to, drop-in centers. TAYLRD views drop-in centers as a type of engagement tool to offer specialized supports. All behavioral health providers can find new ways to provide specialized high quality services in a youth friendly manner as well as strategies to engage young people in their programs and services.





## YOUTH ENGAGEMENT

Authentic youth engagement will benefit your agency, your program, and the young people receiving your services and supports. Programs that include TAY as partners in program planning and implementation are more effective at engaging the youth and young adults that they wish to serve.

Meaningful youth engagement requires youth as equal partners with adults in the decision-making process. Programs and activities must be developed with youth, rather than for youth. In this kind of equal partnership, both adults and young people need to be fully engaged, open to change in how things are done, and share a unified vision for the partnership.



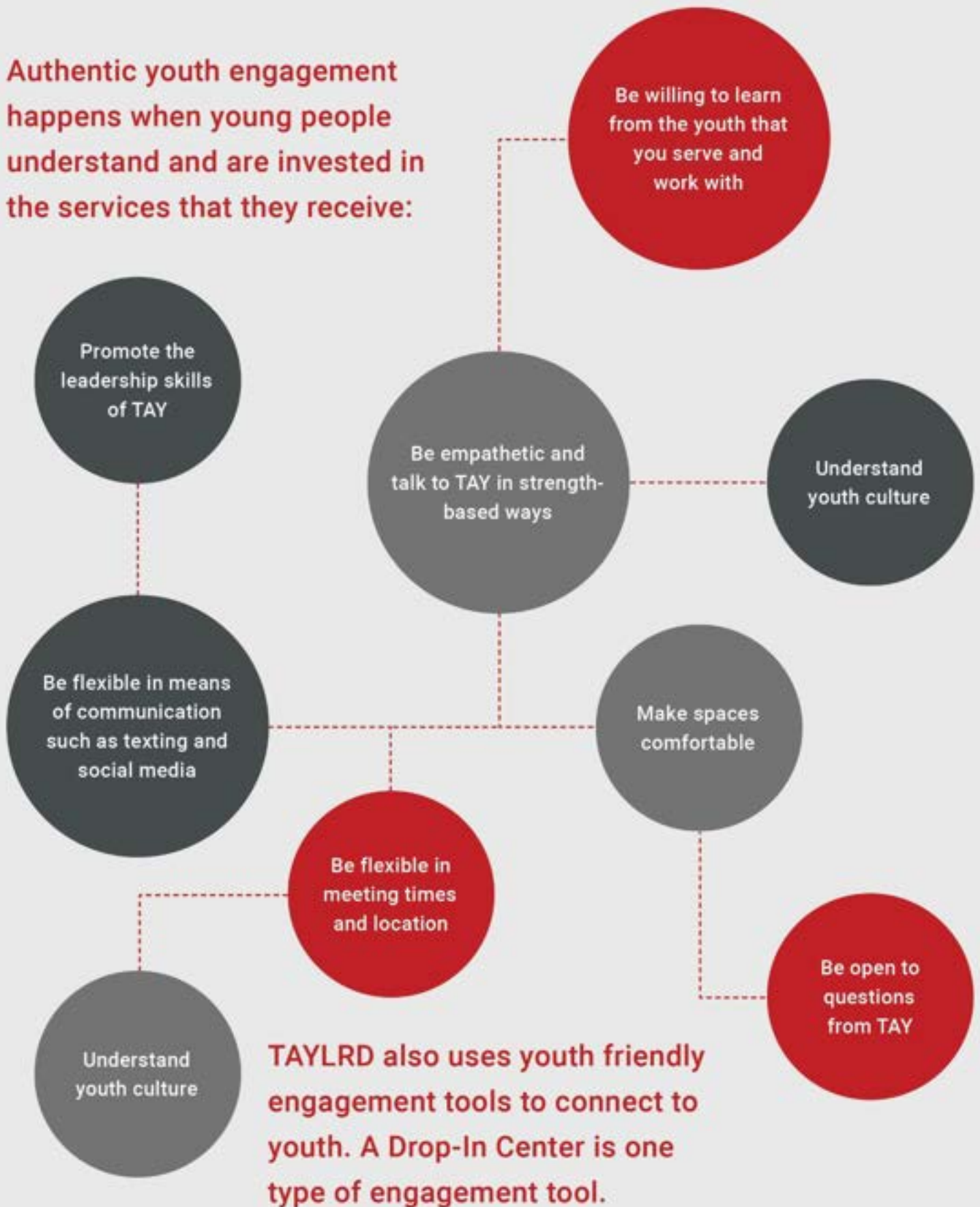
### Strategies for increasing youth engagement, participation, and growth:

- 1** Promote treatment styles that allow young people to have choice and control in their treatment. Work to avoid policies, procedures, and methods that force young people into service activities that are prescribed or that can only be received if certain criteria are met such as participation in an unwanted service.
- 2** Help to reduce shame and stigma by ensuring that your first point of contact staff are welcoming and helpful.
- 3** Ensure that services are easy to access and that TAY understand what services are available and what they entail.
- 4** Form a Regional Youth Council that not only benefits TAY through life skills learning and peer networking, but also serves as a resource for your agency to receive input and feedback on matters that are important to young people.
- 5** Include TAY on councils and boards such as the RIAC and your agency's board of directors.
- 6** Provide TAY leadership opportunities through trainings and activities.
- 7** Value youth voice at your agency by including young people in the planning and implementation of programs as well as in quality improvement activities.





Authentic youth engagement happens when young people understand and are invested in the services that they receive:



*\*See Appendix B for more information on authentic youth engagement.*

# DROP-IN CENTER OVERVIEW



## What are TAYLRD Drop-In Centers?

- » TAYLRD Drop-In Centers are a type of youth friendly engagement tool.
- » Drop-in centers offer specialized services and supports to transition age youth.
- » Drop-in centers are staffed by behavioral health professionals including Youth Peer Support Specialists, Case Managers, Supported Employment Specialists, Clinicians, etc.
- » Drop-in centers reduce barriers to connecting to behavioral health services.
- » Drop-in centers are in youth friendly and designed spaces.
- » Drop-in centers are helping places that assist youth and young adults with identifying and reaching personal goals.







## A TAYLRD Drop-In Center is:

- » A helping place
- » A safe place
- » A fun and inviting space for young people and their friends
- » A place that offers linkages to services, supports, and resources in a nonclinical setting
- » Co-designed by young people for young people
- » A new way to engage young people in services
- » Culturally aware, inclusive, non-discriminatory, and open to all 16-25 year olds
- » A place that offers structured activities geared toward reaching goals
- » In a location that is visible and accessible



## A TAYLRD Drop-In Center is not:

- » A recreation center
- » A place for adults over 25 years of age
- » Designed by adults without youth input
- » A crisis center
- » A homeless shelter
- » A daycare





## Drop-In Center Hours and Activities

- » In general, TAYLRD Drop-In Centers have open access hours from 3-6 p.m. to all TAY who choose to become members or who are checking out the space.
- » During TAYLRD open access hours, TAY are relaxing, eating, playing games, socializing, meeting with service providers and community partners, and participating in structured activities.
- » During TAYLRD open access hours, the center is staffed by Youth Peer Support Specialists (YPSSs) and the Site Manager. YPSSs are greeting visitors, monitoring the environment, completing membership packets with new members, and checking in with existing members on goal progress.
- » During other times (before 3 p.m. and after 6 p.m.), service providers are meeting with clients in and outside of the center, holding groups, and sharing the space with partners.
- » Behavioral health services such as case management, therapy, supported employment, etc. are also available to TAY when they come to the center during open access hours.



# OPENING DROP-IN CENTERS

It is vitally important to make sure that you have certain elements in place prior to opening a TAYLRD Drop-In Center in your community in order to increase the likelihood of success for your center.

Assessing readiness and gaining commitment from your Community Mental Health Center (CMHC) and your community at large is necessary in order to determine if the interest and commitment exist that will be necessary for a drop-in center to be successful and sustainable. Although excited parties may wish to rush forward, it is critical to determine if the CMHC and community will be invested and willing to make changes and to share time and resources toward implementation and sustainability.



## Steps for opening a TAYLRD Drop-In Center

- 1 Community Mental Health Center (CMHC) checklist to gauge agency commitment to follow the TAYLRD model
- 2 Community Partner Survey
- 3 Youth Engagement Survey
- 4 TAYLRD Implementation and Planning Team Development
  - » Review the Community Partnership and Youth Engagement survey results
  - » Complete the Inventory of Adult Attitudes and Behaviors and the Youth Engagement Training

This is an overview of the steps that must be completed in the initial implementation stage of development for a TAYLRD Drop-In Center.

# STEP 1

## Community Mental Health Center (CMHC) checklist to gauge agency commitment to follow the TAYLRD model

In Step 1, the primary funding agency will complete the CMHC Checklist and will begin addressing areas to develop. TAYLRD has found that successful drop-in centers will have already established the items in the checklist prior to opening a center.

CMHC leadership will also meet with TAYLRD state-level program administrators to review the checklist and CMHC strategies to address undeveloped areas. **Below is the list of checklist items.**

*\*See Appendix C for the TAYLRD checklist form and other information about preparation for opening a center.*

- » We employ Youth Peer Support Specialists and have an established protocol for supporting and coaching YPSSs.
- » Our staff have received training and education on the peer support role and view peer support providers as an integral part of the treatment team.
- » We have an active Regional Youth Council which not only provides independent living skills and leadership opportunities to TAY, but also serves to inform our agency on how to improve services for youth and young adults.
- » Our RIAC has an active Youth Representative and Alternate.
- » We have created and implemented strategies to ensure easy quick access to services based on client choice not criteria.
- » Our community partners are in support of a TAYLRD Drop-In Center and have indicated that they will partner financially, in kind, or through MOUs.



In Step 2, you will administer the Community Partner Survey. The survey should be shared with both formal and informal partners in the community. Include both champions and possible detractors of the drop-in center idea. **Below is a list of individuals who could be invited to complete the survey.**

*\*See Appendix D for the TAYLRD Community Partner Survey.*

- » Family members of TAY
- » Youth and young adults  
16-25 years old
- » Faith community
- » Court – Court Designated Worker (CDW), Department for Juvenile Justice (DJJ), judges, County Attorney, Drug Court staff
- » Child Welfare – Department for Community Based Services (DCBS) supervisors and case workers, Independent Living Specialist (ILS), etc.
- » Family Resource and Youth Services Centers (FRYSC)
- » Education – Board of Education, Superintendent, Guidance Counselors, Principals, Alternative School, etc.
- » Adult Education Center/Skills U
- » Office of Vocational Rehabilitation (OVR)
- » Law Enforcement
- » Health Department and physical health providers
- » Civic organizations
- » Local government – city council, Mayor's office, etc.
- » Public Library
- » Nonprofit organizations
- » For-profit organizations/business community
- » RIAC members
- » Family Accountability, Intervention and Response (FAIR) Team
- » Community Mental Health Center providers, including both child and adult services representatives
- » People possibly opposed to the drop-in center

## STEP 2

### Community Partner Survey

# STEP 3

## Youth Engagement Survey

In Step 3, you will administer the Youth Engagement Survey. The survey should be shared with young people living in the community who are between the ages of 16 and 25. Although participants do not need to be involved in a system to fill out the survey, be sure to share the survey with young people who you know are in your target population for the center. **Below is a list of potential TAY who could be invited to complete the survey.**

*\*See Appendix E for the TAYLRD Youth Engagement Survey.*

- » Alternative school students
- » High school students
- » Youth on Court Diversion Plans
- » DJJ Youth
- » LGBTQ groups
- » TAY working with the DCBS Independent Living Specialist
- » Current or former foster care youth
- » College students
- » Technical school students
- » Regional Youth Council members
- » RIAC Youth Representative and Alternate
- » TAY receiving behavioral health services through the CMHC or other community provider
- » TAY receiving substance use services or participating in substance use recovery supports
- » Youth participating in faith-based groups and activities
- » Young adults being served by the Adult Education Center/Skills U
- » TAY being served by the Office of Vocational Rehabilitation
- » Young people participating in Public Health initiatives aimed at TAY
- » Recreation centers



# STEP 4

## TAYLRD Implementation and Planning Team Development

- » Review the Community Partnership and Youth Engagement survey results
- » Complete the Inventory of Adult Attitudes and Behaviors and the Youth Engagement Training

In step 4, you will invite community partners to a meeting to review the Community Partner Survey and the Youth Engagement Survey results as it pertains to the community's readiness to open a TAYLRD Drop-In Center. Plan on scheduling your meeting and inviting a wide variety of community partners, family members, and TAY.

*\*See Appendix F for Achieving Cross-System Collaboration to Support Young People in the Transition Years, Pathways RTC.*

*\*See Appendix G for TAYLRD Implementation and Planning Team guidance.*

*\*See Appendix H for the Inventory of Adult Attitudes and Behavior*

### In the Meeting:

- » Discuss survey results with participants.
- » Complete the Inventory of Adult Attitudes and Behavior.
- » Facilitate the youth engagement training and discussion.
- » Discuss need, feasibility, and the readiness of the community to open a TAYLRD Drop-In Center.
- » If the group chooses to move forward with developing a TAYLRD Drop-In Center, you will request commitment from participants to become members of a TAYLRD Implementation and Planning Team which will meet monthly for a period of at least six months.





## DROP-IN CENTER START-UP

To ensure the success and sustainability of your TAYLRD Drop-In Center, follow these next steps.



1

Establish budget and marketing strategies for your TAYLRD Drop-In Center.

2

Establish agreements, memorandums of understanding (MOUs), and/or financial commitments from both formal and informal community partners.

3

Facilitate youth focus groups in the community in order to include youth input.

4

Choose a site location based on CMHC, community partner, and TAY input.

5

Hire new staff and/or dedicate existing staff for the center.

6

Train staff on the TAYLRD model, TAY development, youth culture, youth engagement, and evidence-based practices.




*\*See Appendix I for guidance on budget development.*





## YOUTH FOCUS GROUPS

In addition to developing an implementation and planning team, you will also need to hold youth focus groups in order to gather input for drop-in center development. Although service providers and other well-meaning adults may have ideas around programming and center design/décor, individuals in your identified target population should be partnering in these efforts.



These young people may also need encouragement to think outside of the box. Sometimes what they have seen or experienced in systems can set limits regarding their expectations. The young people in the community who are being served or who you hope to engage and serve are the experts on youth culture and what is appealing and necessary for youth involvement, so their input should take priority. It is also a good opportunity to begin addressing systemic barriers which may be interfering with your agency's ability to engage and retain young people that your focus group participants identify.

*See Appendix J for guidance on facilitating youth focus groups.*



## Required for all centers:

- » Youth are involved in the planning, design, and decoration of the space.
- » There are engagement tools such as video games, pool table, snacks, computers, etc. available to TAY.
- » The center will not be sharing an adult consumer day program space.
- » TAY do not have to go through a "front desk" or receptionist to access the center.
- » The location takes into account qualities such as being on a bus line or other means of public transportation, close proximity to a school, corner locations, and visibility.
- » The location has at least two separate offices within the space to ensure that providers can meet privately with TAY and protect confidentiality.
- » The floor plan of the space has a clear line of sight so that staff can stand in one spot and see the entire center. Or, the space can be easily modified to insert windows into walls for clear line of site.
- » The location has its own unique entrance and its own unique signage that is visible and lets people know what the center is.



## SITE LOCATION CHECKLIST

### Things to consider when choosing a location

- » Safety has been taken into consideration and issues have been addressed such as placing lighting in a dark parking lot or installing video cameras in potentially unsafe areas.
- » The space has received a building inspection and is in good condition. The hosting agency or landlord has agreed in writing to address maintenance and repair issues.
- » The location has foot traffic that includes the target population.
- » The space has a usable kitchen area and may also have a laundry area and/or a shower area.
- » The acoustics of the space take into account noise level and individuals with sensory issues. Or, there is a quiet room for a "sensory station."





## STAFFING AND TRAINING AT DROP-IN CENTERS

Include transition age youth on interview committees. Make sure that the youth or young adults on the committee have an understanding of their role.

For example, if the committee is to make a recommendation, but does not have the authority to make the final decision, make sure this is clear.

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Individuals who are hired to work at the TAYLRD centers will have a youth friendly attitude and enjoy working with youth and young adults.

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TAYLRD offers a variety of easily accessible services to young people that are delivered in a nonjudgmental manner and occur in a youth friendly space.

*See Appendix K for TAYLRD hiring and supervision tools and guidance.*





# WHAT STAFF DOES A CENTER NEED?

## TAYLRD Regional Coordinator

The Regional Coordinator oversees multiple TAYLRD sites and is responsible for administration of the centers and supervision of Site Managers and other staff as appropriate.

## TAYLRD Site Manager

The Site Manager:

- » Is physically located at the TAYLRD Drop-In Center and is there to manage and oversee the center during hours of operation
- » Provides direct supervision to TAYLRD staff
- » Holds weekly staff meetings
- » Has at least 2 years of managerial or supervisory experience
- » Engages in community outreach and cross-system collaboration efforts
- » Is responsible for hiring, training, and onboarding of new staff members

## Youth Coordinator

The Youth Coordinator position is an integral part of making a change for TAY in the community. The Youth Coordinator:

- » Ensures the identification, support, and presence of TAY representation and voice in their region and implementation of TAYLRD and TAY specific initiatives
- » Is responsible for the creation and development of a youth support network within their CMHC region
- » Provides training, coaching, and development of Youth Peer Specialists and other youth leaders in their CMHC region
- » Assists with the development of youth involvement activities at the regional level
- » Speaks publicly as part of developing the TAY Youth Network in their local CMHC region
- » Supports young adult staff, assists with hiring and onboarding of new staff, and plans outreach activities
- » Has attended the Youth Peer Support Specialists certification course
- » Has attended a Peer Support Coaches training
- » Has lived experience as defined in Appendix L
- » May assist Site Manager with management of drop-in center





## Youth Peer Support Specialist

- » TAYLRD Drop-In Centers are required to have one or more Youth Peer Support Specialists dedicated to each drop-in center.
- » The YPSS serves as a peer mentor, positive role model, advocate, and support to youth and young adults.
- » The YPSS will assist youth in achieving their goals, making good choices, pursuing healthy life choices, handling adversity and peer pressure, connecting with resources, helping youth have a voice, and being accountable for their own lives and future.
- » This position involves connecting with youth while working independently and with teams and acts as a liaison between youth and other professionals and natural supports.

## Supported Employment Specialist

The Supported Employment Specialist provides TAY with support, coaching, resume development, interview training, on-the-job support, and job development.

## Case Manager/Service Coordinator

The Targeted Case Manager supports transition age youth to fulfill their goals in life through assessing strengths and needs, service planning, linking to community-based services and resources, and coordination of care.

## Clinician

- » A clinician must be available in person at each center at least two days a week during open access hours.
- » A clinician must be available and accessible if needed during all open access hours for emergencies, crisis situations, etc.
- » A clinician must be designated and available to open new charts and provide clinical supervision to staff.

## Additional Service Provider

A wide variety of services and supports should be available to drop-in center members. Additional staff such as Community Support Associates, Transportation Coordinators, prescribers, etc., should be considered.



## STAFF MEETINGS



- » The purpose of staff meetings is to build staff competence in working with transition age youth effectively.
- » Face to face staff meetings are held weekly to build communication, participate in short-term planning, and coordinate services provided through TAYLRD.
- » All agency staff who work at the center or who are employed through TAYLRD funds will be required to attend meetings.



### Staff Meetings Include:

- » A written agenda
- » Agency updates
- » Introduction to or discussion of best practices and new or innovative strategies for serving young people
- » Review and role play of specific or difficult scenarios
- » Review and discussion of outreach strategies and collaboration with community partners



# SITE MANGER EXPECTATIONS



- » Site Managers are expected to be physically at the center each day during operating hours. It is important that the Site Manager is visible and available to staff at the center.
- » The Site Manager monitors the space during open hours to ensure safety of staff and members. The Site Manager also observes staff interactions with members and supports staff in using best practice techniques to engage TAY. The Site Manager will also find opportunities to role model for staff.
- » The Site Manager assists with making sure that there are always two staff working the floor during open access hours and ensures that all staff working in the center understand and are able to fulfill their roles.
- » The Site Manager addresses any problems or issues related to the physical building such as a broken toilet.
- » Site Managers must be available to staff during open hours. If the Site Manager will be unavailable for some reason, another individual with administrative responsibilities must be available to staff. Staff must have access to contact information and be clear on who to call in case problems arise with the center.





# TAYLRD STAFF TRAINING

Required training  
for all staff working  
in TAYLRD Drop-In  
Centers (to be completed  
within first year of  
employment)

## TAYLRD Orientation

The TAYLRD Orientation Training is required for all staff working in any capacity at the Drop-In Center and covers the TAYLRD model and basic center operations information.

▶ [WATCH THE VIDEO](#)

## Promoting Positive Pathways to Adulthood

Promoting Positive Pathways to Adulthood (PPPA) is an online knowledge translation initiative consisting of ten hour-long training modules. The modules are designed to build the capacity of direct service providers who are working with youth and young adults aged 14-29 who have mental health difficulties, and their families.

▶ [WATCH THE VIDEO](#)

## Applied Suicide Intervention Skills (ASIST) or Assessing and Managing Suicide Risk (AMSR)

ASIST is a workshop that teaches participants to connect, understand, and assist persons who may be at risk for suicide. AMSR is designed to help professionals assess, treat, and manage suicidal patients or clients.

## Motivational Interviewing

Motivational interviewing (MI) is a directive, client-centered approach for eliciting behavior change by helping clients to explore and resolve ambivalence in order to reach their goals. Drop-In Center staff must achieve proficiency in Basic MI.

## Crisis Management

TAYLRD Drop-In Center staff should receive an in-person training on crisis management with a refresher training no less than every two years.



**Additional required training for Youth Peer Support Specialists working in TAYLRD Drop-In Centers (to be completed within the first year of employment)**

## **Youth Peer Support Core Competency Training (YPSS CCT)**

YPSSs must complete this training in order to become certified and billable.



## **The Role of the Youth Peer Support Specialist in the TAYLRD Drop-In Center**

Youth Peer Support Specialists are required to complete an online module for understanding their role at the Drop-In Center as well as the AMP+ process which provides instruction on how to work with young people on identifying strengths, needs, and goals as well as action planning to reach goals.





## BEST PRACTICES

### Youth Mental Health First Aid

Youth Mental Health First Aid is designed to teach parents, family members, caregivers, teachers, school staff, peers, neighbors, health and human services workers, and other caring citizens how to help an adolescent (age 12-18) who is experiencing a mental health or addictions challenge or is in crisis.

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### 40 Developmental Assets

The framework of Developmental Assets combines a research-based approach to child and youth development with practical, actionable ways that communities can work together to prepare young people for success in some type of college, a career, and citizenship.

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### Advanced Motivational Interviewing

Advanced Motivational Interviewing will enhance foundational MI skills through learning how to: recognize Change Talk, respond to Change Talk, strengthen Change Talk, and develop a Change Plan.

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### GAIN

The 5-minute GAIN Short Screener (GAIN-SS) serves as a short screen for general populations to quickly and accurately identify clients who have one or more behavioral health disorders, and would benefit from further assessment or referral for these issues.

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### Youth Thrive

The vision of Youth Thrive is to increase the likelihood that all youth, including those involved in child welfare, juvenile justice and other systems, are supported in ways that advance healthy development and well-being and reduce the impact of negative life experiences. The Youth Thrive approach endeavors to ensure that the developmental needs of young people will be better attended to and that youth will receive the supports, opportunities, and experiences necessary to thrive.



## Crisis Intervention

Crisis intervention refers to the methods used to offer short term immediate help to individuals who have experienced an event that produces mental, physical, emotional and behavioral distress.

## Trauma-informed Care

Trauma-informed care is an approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives.

## Wraparound with Fidelity

Wraparound is an intensive, holistic method of engaging with individuals with complex needs so that they can live in their homes and communities and realize their hopes and dreams.

## Double Trouble in Recovery

Double Trouble in Recovery is a Twelve Step fellowship of individuals who share their experience and hope with each other so that they may solve their common problems and help others to recover from their particular addiction and manage their mental disorder.

## Adolescent Community Reinforcement Approach

The Adolescent Community Reinforcement Approach (A-CRA) is a behavioral intervention that aims to replace structures supportive of drug and alcohol use with ones that promote a clean and healthy lifestyle.

## Screening, Brief Intervention, and Referral to Treatment

Screening, Brief Intervention, and Referral to Treatment (SBIRT) is an evidence-based practice used to identify, reduce, and prevent problematic use, abuse, and dependence on alcohol and illicit drugs.

## Seeking Safety

Seeking Safety is an evidence-based, present-focused counseling model to help people attain safety from trauma and/or substance abuse.





## MEMBERSHIP PROCESS

It is expected that a Youth Peer Support Specialist will be the first point of contact with visitors and members entering the center and will complete the Emergency Contact Form and Membership Application with new members. However, it is understandable that there will be times that other staff will need to step in with these duties.



### First Visit

- » A Youth Peer Support Specialist (YPSS) gives a tour of the space, explains the membership process, describes the center as a helping place, and shares any other relevant information. TAY may have two visits at the center before deciding on membership.
- » In order to remain in the space that day, TAY must complete the Emergency Contact Form with the YPSS. The YPSS will inform the youth that the emergency contact number will need to be verified as well as a check on the sex offender registry list.
- » Staff will also request to see the young person's identification at this time in order to verify birthdate and that the individual is within the age range.

These steps are in place to keep visitors, members, and staff safe at the center and are required. Staff must confirm the individual's emergency contact number and confirm that the visitor is not on the sex offender registry at the first visit. In the case of a young person who does not have natural supports or anyone to contact in an emergency, it is possible that staff would list 911 as the number.

If the young person decides to become a member, this would be one of the first areas for the YPSS to offer support around. The TAYLRD Emergency Contact Form also includes questions pertaining to wellness and safety. These questions are designed to assess whether the young person is currently in a crisis that needs to be addressed immediately.







## Third Visit

- » By the third visit, the young person must become a member if they wish to return during open access hours.
  - » A YPSS will assist the individual with completing the membership application.
  - » Membership requires that the young person make three commitments.
    - » I will follow the law to the best of my ability while at the center.
    - » I will be engaged in the pursuit of learning or employment.
    - » I will identify and work toward a personal goal.
  - » The commitments help to keep the center safe and ensure that the center is a helping place that assists TAY with receiving support, reaching their goals, and connecting to services and resources that they want. The member should understand that a YPSS will check in with them while they are at the center to assist with identifying and creating an action plan for their personal goal.
  - » Once a young person has become a TAYLRD Drop-In Center member they will be assigned to a YPSS who will be working with them on their goal using the AMP+ process. This is regardless of whether or not the person has an open chart, is billable, or is receiving other services.
  - » The TAYLRD Drop-In Center will use an agency approved filing system to keep track of all members and their progress toward goals.
- \*See Appendix M for Emergency Contact Form and Membership Application.
- \*See Appendix N for AMP+ tools and guidance.





## CENTER OPERATIONS

### Purchasing

- » TAYLRD staff will follow Community Mental Health Center policies and procedures regarding purchasing.
- » It is expected that TAYLRD staff will have access to a purchasing process in order to keep necessary items (i.e. toilet paper, trash bags, snacks, drinks, hygiene items, etc.) in stock at the centers.

### Damaged or Stolen Property

- » TAYLRD staff will follow Community Mental Health Center policies and procedures regarding the reporting and replacement of damaged or stolen property.
- » It is expected that items in the TAYLRD Centers such as furniture, appliances, youth engagement tools, etc. which are damaged or stolen will be replaced in a timely manner, preferably within one month of incident.

### Center Provisions

TAYLRD Centers will have the following items available to members:

- » Transportation resources (i.e. bus passes)
- » Snacks and beverages (which may be secured through community partners)
- » On-Site therapeutic services and supports
- » Engagement tools (i.e. games, cards, crafts, books, computers, electronics such as video games, etc.)



Snacks, food, and drinks can be used as highly effective engagement tools. Ensure that you have appropriate funding allocated for these items for the full fiscal year. When developing your budget, set aside a figure that would cover these items as if the center would be full each day.





# CENTER SAFETY

## Crisis Management

- » A crisis is defined as: a difficult or dangerous situation which needs serious attention.
- » TAYLRD staff will follow Community Mental Health Center policies and procedures regarding handling crisis. Incident reports should be filled out by staff and turned in to appropriate agency staff for all crises.
- » TAYLRD Centers must post a list indicating who should be called in case of a crisis if the supervisor or other administrative staff is not present. The chain of command should be clear, and contact numbers should be posted next to names.
- » In the case of immediate danger, center staff must dial 911 for emergency assistance.

## Altercations

- » Physical altercations will not be tolerated at TAYLRD Centers. Individuals who are involved in physical altercations must have their membership at the very least suspended with an action plan for returning or membership permanently cancelled.
- » Members will be strongly discouraged from engaging in verbal altercations or behavior that could be considered threatening. Members who engage in verbal altercations must have action plans put in place that focus on preventing future incidents. Members must be informed that verbal altercations can result in cancellation of their membership.



## Weapons

- » Weapons are not allowed in TAYLRD Centers. "No weapons" signs must be posted at all centers.
- » If, in the case of a homeless youth, a young person owns a weapon such as a knife or pepper spray for self-protection, the youth must immediately check this item in at the office upon arrival at the center. The item must be kept in a locked box or cabinet.
- » Guns are not allowed at the TAYLRD Centers and staff should refer to their agency's protocol in responding to weapons.
- » TAYLRD staff are required to inform youth and young adults of this policy during their first visit to the center.



## Illegal Substances and Alcohol

- » Illegal substances and alcohol are not allowed in TAYLRD Centers. TAYLRD has a no tolerance policy concerning drugs and alcohol.
- » Members who bring illegal substances or alcohol in to the center may have their membership cancelled or suspended. If substances are found on a person, or they are found to be intoxicated, a referral should be made to recovery supports and services.
- » TAYLRD staff will not ever touch or attempt to move found substances believed to be drugs.
- » TAYLRD staff must contact law enforcement for removal of illegal substances or substances believed to be illegal. TAYLRD staff will then follow Community Mental Health Center policies and procedures regarding found illegal substances and incident reporting.





## Prevention and Preparedness

- » All staff should be aware of and understand the CMHC's emergency services and can quickly and easily access crisis support from the agency.
- » All TAYLRD Drop-In Centers must have a first aid kit that is checked and restocked monthly.
- » It is highly recommended that site personnel are trained in administering Naloxone/Narcan and that it is available at the center.
- » Center staff should have close ties and partnerships with the community emergency services personnel including police, hospitals, housing, etc.



## Harassment

- » Harassment is unwelcome conduct that is based on race, color, religion, sex, national origin, age, disability or genetic information.
- » TAYLRD staff will adhere to the Community Mental Health Center's policies and procedures regarding harassment.
- » Harassment will not be tolerated at TAYLRD Centers by staff or by members. Members may lose their membership if they engage in harassing behavior.
- » Offensive conduct includes, but is not limited to, offensive jokes, slurs, epithets or name calling, physical assaults or threats, bullying, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures.
- » Sexual harassment is one type of harassment and includes unwelcome sexual advances, unwelcome physical contact of a sexual nature or unwelcome verbal or physical conduct of a sexual nature.

*See Appendix D for mandatory reporting information.*





For more information about specialized services for Transition Age Youth, please visit

**TAYLRD.org**