

# SERVICE DELIVERY FLOW CHART

#### **Application**



School Representative completes and submits application(s) through the NJ4S system



Scheduling Coordinator reviews the application from a queue based on the School District needs Level, type of participants, desired service and follows up with the school representative, as needed.

#### Tier 2 Applications (Groups)

Application(s) is assigned to the Prevention Consultant and/or Clinician

Scheduling Coordinator schedules and confirms consultation between the Prevention Consultant and/or Clinician and the school representative using the NJ4S system

#### **Consultation and Service Determination**

The Prevention Consultant and/or Clinician completes all consultation calls (In-person or virtual), determines service needed, reviews existing resources within the community, and ensures all required paperwork is complete.

Tier 3 Applications (Individuals or Groups)
Application(s) is assigned to the Clinician

Scheduling Coordinator schedules and confirms consultation between the Clinician and Parent/Caregiver and/or Student. The Clinician then reaches out to the parent/caregiver (age <16) and/or student (age 16+) for the consultation.

#### **Consultation and Service Determination**

The Clinician completes all consultation calls (In-person or virtual), determines service needed, reviews existing resources within the community, and ensures all required paperwork is complete.

HUB Intervention needed and is in the existing menu of services HUB intervention needed and is in the existing menu of services & community resource is available

HUB intervention needed but not available Requested level of service (Tier) does not match the need

HUB Intervention not needed

Staff is available, NJ4S staff is assigned to each intervention. Send application for approval.

Staff is not available.
NJ4S supervisor
approves any applicant
placed on the Waitlist.
The school rep,
student and/or
caregiver is informed
via the NJ4S system.

Waitlisted

Staff is available, refer to existing community resources, send application for approval.

#### **Unmet Needs**

- 1 HUB staff will consult with their supervisor to explore other interventions and/or creative approaches that may help address the need(s).
- 2 HUB staff and supervisor will identify and mark any remaining unmet need within the NJ4S system.
- 3 The supervisor and DCF Lead will track and identify trends in unmet needs and explore potential NJ4S customized programming that may help address community trending needs.
- Request to close application.

different level of service is more appropriate, this will be communicated to the School Representative

If it is deemed a

Refer to existing community resources within 5-7 days and update the application status as "Closed"



Prevention Consultant or Clinician updates application and proceeds, or School Rep starts a new application.

Approval/Decision

Within 5 days of the Consult Call

Closed

Follow-Up (Tier 3) and Closed

Within
1-3 days
of the
Consult
Call

Assigned Prevention Consultant or Clinician communicates final application status and confirms intervention details with the school representative or youth and/or caregiver/family, via the NJ4S system.

7 days before the start

#### Pre-Intervention

Assigned Prevention Consultant or Clinician reaches out to the school representative or youth and/or caregiver/family to confirm logistics of the intervention.

24 hrs. before the start

## **Targeted Prevention Supports**

## **Targeted Mental Health Supports**

### Tier 2

Prevention Consultant or Clinician delivers, manages, and coordinates the delivery of the selected intervention. Hub staff will maintain attendance logs and conduct pre/post tests to measure efficacy.

#### Intervention Debrief with School

Prevention Consultant or Clinician delivering the intervention meet with the school representative to discuss summary of services provided, needs and potential community and/or NJ4S referrals.



Community referrals are made, if applicable, and the appropriate application status is selected within the NJ4S system.

If during the intervention or at closing,
HUB staff determine that an
individual(s) require additional or
alternative level of service within NJ4S
or other provider, this would be
communicated to the school
representative and updated within the
NJ4S system.

## 1



School representative starts a new application via the NJ4S system.

Tier 2

Tier 3

AND/OR



Prevention
Consultant/Clinician
complete NJ4S Referral
Form and refer to
existing community
resources.

## Tier 3

Clinician implements assessment, early intervention and/or brief individualized clinical interventions to youth in distress or to youth and/or caregiver/family. Clinician will maintain attendance logs and conduct pre/post tests to measure efficacy.

### **Intervention Follow-up with School**

The Clinician will meet with the school representative and all participant(s) to discuss general service provided, needs and potential community referrals Clinician submits a request for approval to close the application.

Community referrals are made, if applicable, and the application submitted for closure request.

## **Approval to Close**

**End of Service** 

**End of Service** 

Follow up with participants on progress made after 30 days of closing.

