Children & Youth Behavioral Health Initiative (CYBHI) Fee Schedule Program: Certified Wellness Coaches

September 2025



Agenda

Objective	Time
1 Overview of the CYBHI Fee Schedule program	10 min
2 Overview of Certified Wellness Coach Profession (HCAI)	10 min
3 Certified Wellness Coach Services	5 min
4 Supervision and Medical Necessity	15 min
5 Operationalization in Different Settings	15 min
6 Q&A	35 min

Housekeeping & Introduction

- 1. This webinar is hosted in Microsoft Teams; if you're not familiar with the platform, you can find the chat and view controls in the menu bar at the top of your screens.
- The chat option will be open for asking questions during the Q&A session which is at the end of this webinar.
- 3. This webinar will be recorded and will be available within 7-10 business days.



Overview of the CYBHI Fee Schedule Program

Corene Marshalek
Health Program Specialist I
School-based Services Branch



CYBHI Fee Schedule program statute

In line with CA Welfare & Institutions Code section 5961.4, the State has developed:



"A **School-linked statewide fee schedule** for outpatient mental health or substance use disorder treatment provided to a student 25 years of age or younger at a schoolsite."



"A School-linked statewide provider network of schoolsite behavioral health counselors."



Policy stating that "providers of medically necessary schoolsite services described in this section **shall** be reimbursed, at a minimum, at the fee schedule rate or rates... regardless of network provider status."

Overview of CYBHI Fee Schedule program goals

The CYBHI Fee Schedule program has goals to establish a **sustainable funding mechanism** for school-linked behavioral health services that:

- ✓ **Increases access** to school-linked behavioral health services for children and youth
- ✓ Applies to multiple managed care plans (MCPs) and insurers easing the uncertainty around students' coverage
- ✓ Expands the types of practitioners eligible for reimbursement for school-based behavioral health services
- ✓ Creates a more approachable reimbursement model for schools, shifting to fee-for-service reimbursement
- ✓ Eases burdens around contracting, rate negotiation, and navigation of delivery systems with State-established rates for all included services
- ✓ Supports MCPs and insurers interacting with local educational agencies (LEAs) and public institutions of higher education (IHEs) with a third-party administrator to manage the provider network, facilitate claims administration, and payment remittance

Insurance types eligible under the CYBHI Fee Schedule program

Student eligibility requirements

- » Students must be covered under one of four insurance types:
 - Medi-Cal Fee-for-Service
 - Medi-Cal Managed Care Plans
 - Health Care Service Plans (Knox Keene)
 - Disability Insurers
- » Students must be under the age of 26

Insurance types NOT eligible for CYBHI Fee Schedule program reimbursement:

- » Special Education (e.g., IEP, IFSP, 504 plans)
- » Federal Plans (e.g., ERISA, TRICARE)
- » Self-Funded Insurance Plans (e.g., CalPERS Preferred Provider Organizations)
- » Sistemas Medicos Nacionales, S.A. de C.V. (SIMNSA)
- » High-Deductible Health Plans (if deductible not met)
- » Medi-Cal Share of Cost (if SOC deductible not met)



Additional considerations

- » Student academic status does not affect eligibility (e.g., academic standing).
- » Academic calendar does not affect an LEA's ability to be reimbursed for CYBHI Fee Schedule program services (e.g., summer break) – Note: LEAs/IHEs are responsible for coordinating care during school breaks

Student health insurance data required from LEAs and IHEs under the CYBHI Fee Schedule program

include	Example
1 Student first and last name	Jane Doe
2 Student date of birth (DOB)	04/16/2010
3 Insurance plan name	Primary: Kaiser Permanente
4 Member/subscriber name	Jack Doe
5 Insurance member ID & group #	Member ID: U02530196 50 Group #: 3575845

Note: LEAs and IHEs must ensure student health insurance data is up-to-date each time a service is billed under the CYBHI Fee Schedule program

Example student health insurance data collection methods used today by LEAs in Cohort 1 of the CYBHI Fee Schedule program

* Illustrative example following

LEAs collect student health insurance data in the following ways (Non-exhaustive):

- At the point a service is deemed necessary
- » At the beginning of the year directly through its student information system
- » Through a "Health Care Coverage and Enrollment" form, which asks if students have health insurance and if parent/guardian would like to be contacted regarding Medi-Cal coverage
- » During annual registration/enrollment as an optional question
- » During sports or field trip enrollment forms

The above examples, as well as others, may be done in combination with one another to ensure the LEA or IHE is able to share student health insurance data for all students who receive services that are reimbursable under the CYBHI Fee Schedule program.

Overview of Certified Wellness Coach Profession

Ben Gamache, Policy Consultant Health Workforce Development, HCAI





The CWC role is designed to...



increase overall capacity for children's behavioral health.



serve vulnerable populations of children where they are.



engage directly with children and youth through age 25.



build a public behavioral health workforce that better represents the diversity of California's children & youth.

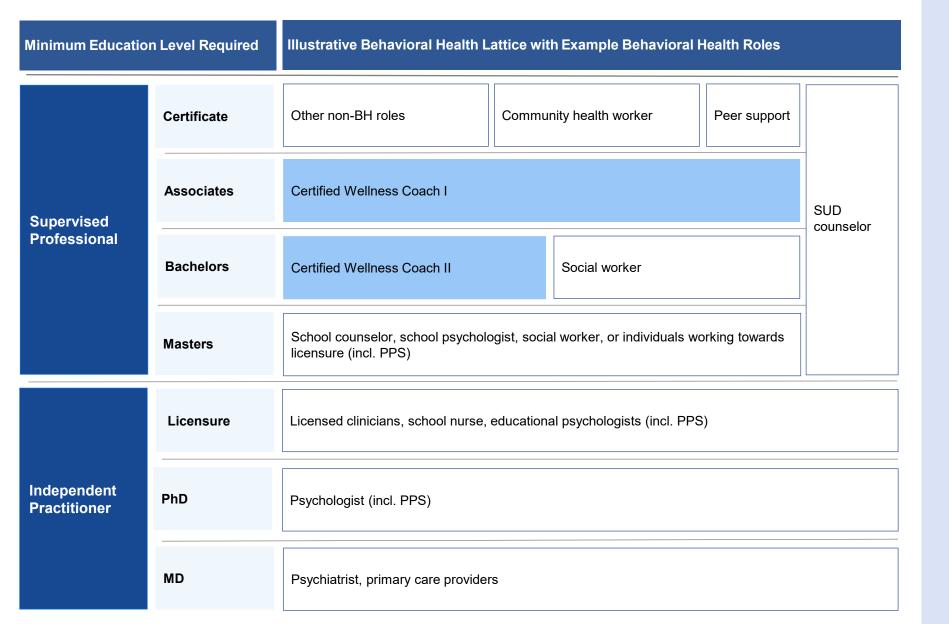


fill some of the workforce gaps that exist today.



ensure the role is both a desirable occupation and a stepping-stone to more advanced roles.

Behavioral Health Career Lattice



Select Observations

- The Certified Wellness Coach role is designed to be an additional opportunity in the lattice, bridging the gap between roles with minimum to no training to Master'slevel training.
- The Certified Wellness Coach role offers employment and training to those that want to advance their careers to higher levels of the career lattice.

Certification Requirements – Education Pathway

Wellness Coach I Wellness Coach II

Intended for

Degree Required

Majors Accepted

Field Experience Needed¹

- Individuals interested in entering the behavioral health field
- Associates degree
- Social Work
- Human Services
- Addiction Studies
- Psychology
- 400 hours total (150 hour minimum)

- Bachelor's degree
- Social Work
- Human Services
- Addiction Studies
- Psychology
- 800 hours total (300 hour minimum)²

Experience must be providing direct pre-clinical behavioral health services to clients in school-linked/school-based organizations, non-profits, community organizations, and/or health centers/clinics within the last six years.

Certification Requirements – Workforce Pathway

Wellness Coach I Wellness Coach II

Intended for

Degree Required

Majors Accepted

Field Experience Needed¹

- Professionals who are currently part of the behavioral health workforce
- Associates degree
- Any degree
- 1,350 hours

- Bachelor's degree
- Any degree
- 2,700 hours²

Experience must be providing direct pre-clinical behavioral health services to children and youth through age 25 in school-linked/school-based organizations, non-profits, community organizations, and/or health centers/ clinics within the last six years.

Wellness Coach Certification



Become a Certified Wellness Coach For Wellness Coach Employers HCAI-Designated Education Programs

En Español Login

Get Certified



Explore colleges & universities creating HCAI-Designated Education Programs. Explore programs

Certified Wellness Coaches must recertify every two years.

Learn about recertification

BECOME A CERTIFIED WELLNESS COACH

Becoming a Certified Wellness Coach (Coach) lets you play a role in improving mental health and well-being of children and youth in California. Discover your path to certification today.

Check Your Eligibility



Resources:

- CWC Status Search
 Tool
- Eligibility Screener
- Certification Page
- Certification Walkthrough
- Recertification Page



Services and Competencies of the Certified Wellness Coach

Wellness promotion and education Prevention/early intervention **Services Care coordination and extension** Activities core to the Certified Wellness Coach roles **Individual support Group support Crisis referral** Cultural responsiveness, humility, and mitigating implicit bias **Additional** Professionalism, ethics, and legal mandates **Competencies** Demonstrated areas of Communication knowledge to be evaluated against during field experience Operating in role and different environments

State Plan Amendment (SPA) 25-0014

Certified Wellness Coach services are preventive services, as defined in 42 CFR 440.130(c), to support behavioral health needs and promote physical and mental health.

Certified Wellness Coaches operate as part of a care team to provide the following services:

- Wellness promotion and education.
- Screening not requiring a licensed provider.
- Care coordination including navigation services.
- Individual and group behavioral health coaching, including wellness education, coping skills, goal setting and planning, teaching life skills, stress management, and problem solving.
- Crisis referral, including identifying potential risk, providing emotional support, and engaging in warm handoffs with licensed, credentialed, or associate behavioral health providers.

Certified Wellness Coach services do not include the following:

- Assessing, diagnosing, or providing clinical intervention or treatment.
- Providing clinical referrals.

Link to SPA

Example Activities for Certified Wellness Coaches

		Example Activities Related to Certified Wellness Coach Professions		
Exam Guid	nple ing Principles	In scope	Out of Scope	
	Prioritize BH-related	Individual and group support for students with behavioral concerns	Screening for, diagnosing, or providing clinical intervention or treatment	
ШШ	Support	Understanding how academic advising services are provided to best support youth	Providing academic advising services	
		Facilitating promotion/prevention programming, which can include health education related to BH	Facilitating system-level programming or creating specialized curricula	
	Prioritize BH-related	Documenting activities related to BH individual and group support	Documenting activities related to student enrollment	
<u> </u>	Administrative Support	Scheduling BH-related appointments	Developing or administering the master schedule; scheduling academic advising appointments	
		Coordinating/Assisting with broad BH screening tools	Administering academic state or interim assessments	
	Prioritize BH-related Care	Connecting individuals to BH support resources (e.g., outpatient therapy, support groups) and social services as needed	Providing medical referrals (e.g., ENT, PCP)	
	Coordination	Coordinating with other BH providers, including around the provision of BH services, to students with IEPs	Administering and coordinating individual education plans ("IEP")	

Certified Wellness Coach Services

Corene Marshalek Health Program Specialist I School-based Service Branch



CYBHI Fee Schedule Certified Wellness Coach Services

Procedure Code	Service Description	Fee Schedule Rate
0591T	Health and wellbeing coaching, face to face, individual initial assessment; at least 30 min	\$66.24
0592T	Health and wellbeing coaching, face to face, follow-up sessions for individual; at least 30 min	\$41.08
0593T	Health and wellbeing coaching, face to face, Group (2 or more individuals); at least 30 min	\$12.45

All CWC services can be retroactively billed back to January 1, 2025.

CWC Service Code Utilization

- » Service Limitations
 - Individual initial assessments cannot be billed on the same day as a follow-up session for individual or a group session
- » Frequency Limitations (per individual)
 - 0591T: Individual initial assessment maximum of two (2) units per year, per provider
 - 0592T: Follow-up sessions for individual maximum of three (3) units per day, per provider
 - 0593T: Group (2 or more individuals) maximum of three (3) units per day, per provider
- » In order for a service to be eligible, the service must have lasted at least half + one minute of the billing increment specified for that code
 - A minimum of sixteen (16) minutes of service must be provided to bill for one 30-minute unit.
- » Time billed for services should include only direct service time
 - Indirect service time has been included in the reimbursement rate and should not be billed

Service Documentation Requirements

- » LEAs and IHEs must comply with service documentation and availability of records requirements specified in Medi-Cal regulations, including maintenance of records necessary to fully disclose the type and extent of services provided, such as:
 - Billings
 - Health records, service delivery reports, and orders prescribing treatment plans
 - Copies of all remittance advices (i.e., explanation of payment or payment summary vouchers)
 which accompany reimbursement to providers for services furnished to students
 - Identification of the person directly providing services to the student
 - For non-licensed practitioners working under the direction of a licensed practitioner, this includes the supervising licensed practitioner to the extent required by the applicable professional licensing statutes and regulations
 - Records of logs, appointment books, or similar documentation showing the date and both the time allotted for appointments and the time spent on the appointment

Supervision and Medical Necessity

Amarbir Takhar School-based Program Monitoring & Partnerships Unit Chief School-based Services Branch



Overview

Guidance for Commercial Health Care Service Plan or Disability Insured students

Guidance for Medi-Cal students under 21

Guidance for Medi-Cal students over 21

CYBHI Fee Schedule program providers and practitioners are eligible for reimbursement from MCPs and insurers for certain <u>medically necessary</u> outpatient mental health and substance use disorder services furnished to a student under the age of 26 at a schoolsite.

Based on the <u>CMS Mental Health Parity and Addiction Equity Act</u> (MHPAEA).

Overview

Guidance for Commercial Health Care Service Plan or Disability Insured students

Guidance for Medi-Cal students under 21

Guidance for Medi-Cal students over 21

For commercial health care services plans and disability insurers, medically necessary treatment of a mental health or substance use disorder means a service or product addressing the specific needs of that patient, for the purpose of preventing, diagnosing, or treating an illness, injury, condition, or its symptoms, including minimizing the progression.

Based on <u>California Health and Safety Code section 1374.72(a)(3)(A)</u> and <u>California Insurance Code section 10144.5(a)(3)(A)</u>.

Overview

Guidance for Commercial Health Care Service Plan or Disability Insured students

Guidance for Medi-Cal students under 21

Guidance for Medi-Cal students over 21

The definition of medically necessary is to correct or ameliorate health defects, physical and mental illnesses, and conditions discovered by screening services.

- Services are covered when they prevent a condition from worsening and/or prevent the development of additional health problems
- Services that maintain or improve a child's current health condition are covered because they "ameliorate" a condition

The determination of whether a service is medically necessary:

- Must take into account the particular needs of the child
- Be made on a case-by-case basis

Based on Medi-Cal for Kids and Teens.

Overview

Guidance for Commercial Health Care Service Plan or Disability Insured students

Guidance for Medi-Cal students under 21

Guidance for Medi-Cal students over 21

A Medi-Cal service is "medically necessary" or a "medical necessity" when it is reasonable and necessary to protect life, to prevent significant illness or significant disability, or to alleviate severe pain.

Based on California Welfare and Institution Code section 14184.402.

Medical Necessity – Illustrative Scenario

- A general education high school student is experiencing growing anxiety around college admissions
- The student met with the Pupil Personnel Services (PPS) credentialed school counselor and explained that they were not eating or sleeping well and generally felt overwhelmed and anxious about homework and meeting expectations for college
- During the same appointment (which lasts 45 minutes), the school counselor works with the student to complete a clinically validated screening tool for anxiety (procedure code 96127) and assesses their needs
- The school counselor also shares strategies with the student so they can better manage their anxiety symptoms (procedure code 99403)
- The school counselor documents the session in the student's record

 The school counselor determines that the services were medically necessary (and therefore reimbursable under the CYBHI Fee Schedule program) because it helped prevent a condition from worsening and the service was furnished based on the particular needs of the student (based on *Medi*-Cal for Kids and Teens)

Note: Scenarios are illustrative only and are not representative of real students or situations. All scenarios assume the needed consent was given prior to any information sharing or service rendering

Claiming for CYBHI Fee Schedule

» All CYBHI Fee Schedule program services must be recommended by a physician or other "licensed practitioner of the healing arts," as defined in federal regulation 42 CFR 440.130(d).

Licensed Physician, including Psychiatrist	Licensed Clinical Social Worker	Licensed Psychologist
Licensed Nurse	Licensed Marriage and	Licensed Educational
Practitioner	Family Therapist	Psychologist
Licensed Physician	Licensed Professional	Licensed Registered
Assistant	Clinical Counselor	Nurse

ORP Only Providers

An ORP is an Ordering, Referring, or Prescribing Only Provider.

- An ORP Provider cannot bill for Medi-Cal reimbursement independently, but they can order, refer or prescribe services for a Medi-Cal beneficiary.
- » ORP Providers are required on claims for Medi-Cal covered students only.

Frequently Asked Questions

- » There is no limit on the number of "referrals" an ORP Provider can make.
- » ORP Providers do not have to have a direct supervision relationship with the rendering provider.

Licensed clinicians can enroll for free as an ORP provider on the DHCS Provider Enrollment website

ORP on Claim Requirement

When the RENDERING provider NPI is	ORP needs to be listed on claim	Eligible Practitioners for CYBHI Fee Schedule program
Unlicensed practitioner	ORP Name and NPI required	 PPS School Counselor PPS School Social Worker PPS School Psychologist Certified Wellness Coach Community Health Worker (to be added late 2025)
Licensed practitio	No ORP needed Bills under own icensed NPI	 Licensed Clinical Social Workers Licensed Marriage and Family Therapists Licensed Professional Clinical Counselors Licensed Physicians, including Psychiatrists Licensed Nurse Practitioners Licensed Physician Assistants Licensed Psychologist Licensed Educational Psychologists Licensed Registered Nurse Licensed Credentialed School Nurses
Under Supervisioof Licensed Provider	No ORP needed: Bills under supervisor's NPI	 Registered Associate Marriage and Family Therapists Registered Associate Professional Clinical Counselors Registered Associate Social Workers Registered Psychology Associates Alcohol and Other Drug Counselors

Operationalization in Different Settings

Amarbir Takhar

School-based Program Monitoring & Partnerships Unit Chief School-based Services Branch



Wellness Promotion and Education

Case Study	CYBHI Fee Schedule Code	Units of Service
School-employed CWC provides education teaching life skills, stress management, and problem solving to a classroom setting of 30 students for 40 minutes, with a mixture of Medi-Cal, commercial insurance, and uninsured	O593T Health and wellbeing coaching, face to face, Group (2 or more individuals); at least 30 min	1 unit per student (only students with <u>eligible</u> insurance coverage)
CWC employed by CBO provides a 30-minute presentation teaching coping skills, goal setting and planning at an afterschool program	O593T Health and wellbeing coaching, face to face, Group (2 or more individuals); at least 30 min	1 unit per student (only students with eligible insurance coverage)

Screening

Case Study	CYBHI Fee Schedule Code	Units of Service
CWC coordinates and/or facilitates SAMHSA screening that last at least 16 minutes under guidance of PPS-C on campus to multiple students	0591T Health and wellbeing coaching, face to face, initial sessions for individuals; at least 30 min	1 unit per student
CWC administers ACEs questionnaire to multiple students on campus, each lasting at least 16 minutes	O591T Health and wellbeing coaching, face to face, initial sessions for individual; at least 30 min	1 unit per student

Individual Support

Case Study	CYBHI Fee Schedule Code	Units of Service
CWC has initial meeting of 46 minutes with insured student; CWC has follow up meting	O591T Health and wellbeing coaching, face to face, initial sessions for individual; at least 30 min O592T	2 units (30 minutes +16 minutes)
of 20 minutes with same student, different day	Health and wellbeing coaching, face to face, follow-up sessions for individual; at least 30 min	1 unit (20 minutes)
CWC checks in with one student at beginning of day for 10 minutes, checks out with same student at the end of the day for 10 minutes, same day	0592T Health and wellbeing coaching, face to face, follow-up sessions for individual; at least 30 min	1 unit (20 minutes total in one day)

[»] Initial (0591T) and Follow-Up (0592T) sessions cannot be billed in the same day

Group Support

Case Study	CYBHI Fee Schedule Code	Units of Service
CWC provides wellness education to group of 8 students for 40 minutes, combination of Medi-Cal and commercial insurance	O593T Health and wellbeing coaching, face to face, Group (2 or more individuals); at least 30 min	1 unit per student (40 minutes)
CWC provides wellness education to group of 3 students for 20 minutes , all Medi-Cal	O593T Health and wellbeing coaching, face to face, Group (2 or more individuals); at least 30 min	1 unit per student (20 minutes)

Crisis Referral

Case Study	CYBHI Fee Schedule Code	Units of Service
CWC refers a youth exhibiting suicidal ideation to a county mobile crisis team and remains with them until they arrive, which takes 50 minutes.	0591T Health and wellbeing coaching, face to face, initial sessions for individual; at least 30 min	2 units (30 minutes + 20 minutes)
CWC identifies student escalating from Tier 2 to Tier 3 and does a warm handoff to the PPS-C or licensed clinician on campus, for at least 16 minutes	O591T Health and wellbeing coaching, face to face, initial sessions for individual; at least 30 min	1 unit (16 min)

Care Coordination

Case Study	CYBHI Fee Schedule Code	Units of Service
CWC connects Medi-Cal student and their family to CalFresh program and follows to confirm enrollment. Takes 60 minutes to complete.	0592T Health and wellbeing coaching, face to face, follow-up sessions for individual; at least 30 min	2 units (30 min + 30 min)

Telehealth

Case Study	CYBHI Fee Schedule Code	Units of Service
cwc meets with individual student on Zoom to do initial check-in for 25 minutes; cwc meets with same student the next day and does a 30-minute follow-up check in.	O591T Health and wellbeing coaching, face to face, initial sessions for individual; at least 30 min	1 unit (25 min)
	0592T Health and wellbeing coaching, face to face, follow-up sessions for individual; at least 30 min	1 unit (30 min)

» Initial (0591T) and Follow-Up (0592T) sessions **cannot** be billed in the same day

CWC Services That Are Not Billable

Case Study	Explanation
CWC has initial meeting of 46 minutes with insured student; CWC has follow up meeting of 30 minutes with same student, same day	Not allowed to bill initial and follow-up in the same day. CWC could bill 2 units of initial meeting, 0591T, in the same day; OR CWC could bill 1 unit of follow up meeting, 0592T, in the same day
CWC connects with an individual student's special education teacher and the school counselor for 20 minutes to discuss how to provide wrap around support for better outcomes in the classroom.	Not allowed because the student is not present during the service
CWC assists the licensed school psychologist in documenting and completing necessary paperwork to submit a claim for 5 individual students who received CWC services, requiring 40 minutes of assistance.	Not allowed because CWC cannot bill for documentation or medical billing time, only for time that they are in service with a student.

Questions & Answers

Chris Roina, Lead Communication Analyst, HCAI



Additional Questions



For DHCS: DHCS:DHCS.SBS@dhcs.ca.gov

For HCAI: WellnessCoach@hcai.ca.gov

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Appendix



Scope of Services for Certified Wellness Coaches (1 of 2)

Core Activity¹

Certified Wellness Coach I Scope of Services

Under direction of PPS2 or licensed professional

Wellness
Promotion
and
Education

- Deliver group or classroom programming (e.g., structured curriculum) focused on:
 - Wellness promotion and education (e.g., building positive relationships, bullying prevention, nutrition and exercise in relation to BH)
 - Mental health literacy (e.g., symptom recognition, helpseeking strategies, how to provide support)
 - Life skills (e.g., stress management, time management, problem-solving)

Certified Wellness Coach II Scope of Services

Under direction of PPS2 or licensed professional

- Deliver group or classroom programming (e.g., structured curriculum) focused on activities listed in CWC I profession and:
 - Behavior activation, including identifying, engaging in, and evaluating activities that promote positive emotions and well-being.
 - Supporting and practicing overcoming maladaptive thinking patterns identified in higher-level care.
 - Distraction strategies (e.g., redirection techniques, mindfulness)
 - Emotional regulation (e.g., emotion recognition and understanding, regulation strategies)

2 Screening

- Support youth completing behavioral health screenings (e.g., answer questions, hand-off screenings to BH professionals)
- Identify and referring BH needs of youth to BH providers in school or broader organization setting
- Coordinates universal screening programs in schools or other community-based organizations per SAMHSA guidelines³
- Facilitates universal screening programs in school or other community-based organizations per <u>SAMHSA guidelines</u>⁴

Care
Coordination
and
Extension

- Connect individuals to internal and external BH resources (e.g., local/regional/national organizations, school or broader organization resources, outpatient providers, residential programs, crisis response resources) as well as social services (e.g., food or housing programs) as needed
- Facilitate communication with other professionals (e.g., BH providers, school personnel) that are providing support and care to youth, including connecting individuals to licensed providers so all care team members work together and operate at the top of their license or certification
- Provide additional support to providers, school, or broader organization personnel, including BH related administrative activities (e.g., billing support) and extension of non-clinical or clinical BH support

Scope of Services for Certified Wellness Coach (2 of 2)

Core Activity¹

Certified Wellness Coach I Scope of Services

Under direction of PPS1 or licensed professional

Individual

Support

- Provide brief check-ins (~5-15 min) and scheduled meetings (~30 min) that provide emotional support and/or follow manualized curriculum that enhance wellness; individual support may include:
 - Wellness education (e.g., basics of BH symptoms, nutrition, and exercise in relation to BH)
 - Goal setting/planning (e.g., increasing movement, sleep hygiene)
 - Life skills (e.g., stress management, time management, problem solving)

Certified Wellness Coach II Scope of Services

Under direction of PPS1 or licensed professional

- Activities of the Certified Wellness Coach I scope of services, and:
 - Behavior activation, including identifying, engaging in, and evaluating activities that promote positive emotions and well-being.
 - Supporting and practicing overcoming maladaptive thinking patterns identified in higher-level care.
 - Distraction strategies (e.g., redirection techniques, mindfulness)
 - Emotional regulation (e.g., emotion recognition and understanding, regulation strategies)



- Deliver small group programming (e.g., structured curriculum) to enhance wellness and life skills (e.g., social-emotional skills, stress management, time management, organization, problem solving)
- Activities of the Certified Wellness Coach I scope of services, and:
 - Enhance awareness of the most common BH conditions to promote understanding, reduce stigma, and foster a more informed and empathetic community

6 Crisis Referral

- Adhere to a standardized protocol when responding to signs of crisis in the school or broader organization setting
- Identify potential risks and refer to the appropriate qualified BH provider or supervisor
- Provide emotional support and engage in warm handoffs with the appropriate qualified BH provider or supervisor for youth who are waiting to be seen for crisis services