

## Intercept® - powered by GuideTree™

### Introduction

Underlying Youth Villages' success is a clinical approach used in all of Youth Villages' programs that pairs ongoing live guidance of a master's level Licensed Program Expert with a robust online resource that contains hundreds of evidence-based, evidence-informed, and other best practice interventions. Known as GuideTree, this approach informs treatment with youth and families. It helps staff to conceptualize a causal structure, focusing on prioritizing safety and the proximal drivers of success.

Through the consultation process, the Licensed Program Expert provides guidance to frontline staff on case conceptualization and implementing interventions in order to deliver services with quality and consistency. This ensures a youth or family makes measurable progress towards their goals by getting the right interventions at the right time and at the right intensity.

Instead of trying to make children and families fit into the model, Youth Villages takes an individualized approach. Family Intervention Specialists delivering the Intercept model meet youth and families where they are and build a truly individualized plan with them utilizing the best interventions and practices that science has identified and the field has available.

### Clinical Consultation

The Intercept Licensed Program Expert is the clinician guiding and overseeing the clinical approach. Internal staff seeking to become Licensed Program Experts undergo a year-long training process and ongoing coaching after becoming an Intercept Licensed Program Expert. This is a rigorous process which includes training, guidance, and feedback in areas of consultation, supervisor development, training, and leadership practices. Youth Villages continuously builds capacity through a train-the-trainer approach – as the Intercept supervisor receives training and consultation, they are being equipped and developed to potentially take on the role of the Licensed Program Expert. All Intercept Licensed Program Experts are licensed mental health professionals.

The Intercept consultation process occurs weekly. Every case is covered every two weeks, but "red flag" cases, or cases with high acuity behaviors and significant safety risks, are covered weekly until they are no longer at a critical status. The Licensed Program Expert reviews ALL treatment and safety plans to ensure that staff are prioritizing the right referral issue, driver(s), and intervention(s).

The Intercept Licensed Program Expert also provides quarterly clinical trainings to further develop staff skill with specific foundational concepts and clinical interventions. They are available for immediate consultation to help staff address high-risk concerns (e.g., suicidal ideation/homicidal ideation and abuse/neglect allegations), in addition to overseeing clinical decision-making that impacts service delivery. It is integral to the Intercept model that the Licensed Program Expert is solely focused on the clinical services delivered to each youth and family and is not consumed by the innumerable day-to-day challenges of managing a program.

The Intercept Licensed Program Expert supports frontline staff (e.g., Family Intervention Specialists) to conduct thorough assessments and develop treatment plans leveraging the tools and resources from GuideTree. The Licensed Program Expert also supports the team supervisor to best adjust staffing needs as case acuties and other clinical needs demand. Ongoing clinical consultation sessions help staff identify barriers faced by youth and families, as well as the underlying drivers of those barriers. Intercept Licensed Program Experts provide guidance on selecting customized clinical interventions to use in sessions to help

ensure swift progress can be made towards a youth and family's goals. The Licensed Program Expert collaborates closely with the Intercept supervisor to ensure ongoing staff development focuses on refining skills to successfully implement intervention strategies with families and youth.

## The GuideTree™ Platform

GuideTree has three components:

- **Clinical Conceptualization.** This process supports staff in utilizing the most up-to-date science in the field to determine the proximal drivers to primary referral issues and in selecting best practice interventions based on the prioritized driver.
- **Online Tools and Resources.** The online platform is a robust repository of best practices and evidence-based interventions that staff can access from the field and is regularly updated based on the emerging evidence in the industry. There are currently 27 referral issues, each with an evidence-based Fishbone and Clinical Protocol, over 160 unique interventions, all supported by more than 1,000 worksheets and resources to make working with youth more impactful. These resources are reviewed and updated regularly as the evidence and science progresses.
- **Clinical Consultation.** The Licensed Program Expert is a licensed clinician and expert in our clinical approach. During the consultation process, the Licensed Program Expert supports staff in conducting assessments and developing treatment plans for youth and families leveraging the tools and resources from the platform.

Youth Villages' staff can log in to GuideTree any time via the Internet using their assigned credentials. Family Intervention Specialists use this for treatment planning cycles (each case is reviewed every two weeks for Intercept). The conceptualization process helps staff by providing them what SCIENCE says drives referral issues, what SCIENCE says helps resolve those referral issues (i.e., interventions), how to implement those interventions, and psycho-education on referral issues and interventions.

A Family Intervention Specialist's process to utilize GuideTree goes as follows:

- Start with Referral Issues
  - Currently, there are 27 referral issues, which are constantly updated. This list is not diagnosis-based (although some are diagnoses, others are behaviorally driven or focused on meeting basic needs). The staff select the referral issue that is most impacting the youth and/or family.
- After selecting a Referral Issue, a staff is guided to a Fishbone.
  - Every referral issue has a Fishbone diagram. The Clinical Services department completes a thorough literature review on clinical issues and creates these Fishbones to reflect known clinical drivers, desired outcomes, and protective factors. Each referral issue has an associated strength-based desired outcome. Every referral issue can have drivers across each of a youth's five systems (individual, family, community, school, and peer). The model also focuses on building protective factors. In consultation with the Licensed Program Expert, a staff prioritizes the drivers to decide the most important or critical issue to address within the current treatment cycle (everything cannot feasibly or effectively be addressed at once). There is also availability to add unique drivers that the family may experience.
- Looking back at the Referral Issue, the staff selects a driver from a list of drivers that match the Fishbone.
  - The staff selects the driver prioritized from the Fishbone in the conceptualization process. Based on the driver chosen, the staff is provided a list of interventions science says can

most effectively address it. The staff's assessment of the youth and family is critical in selecting an intervention. The staff choose an intervention that makes sense to use with that youth and/or family, keeping in mind the individual characteristics and circumstances of the youth and family. After being guided to the interventions, the staff meets with their Licensed Program Expert to ensure the selected intervention is the most appropriate for the current treatment cycle and current situation.

- The staff click on the identified intervention for detailed clinical intervention information.
  - When the staff chooses the desired intervention, the tool spells out exactly how to implement, including when to use an intervention, objective of the intervention, implementation instructions, and resources to be used with the youth (or as homework). Some interventions identify how to pull in a caregiver, most have worksheets or videos that can be used in session or left with the youth and family to work on between sessions and some have different versions to meet the developmental level of the youth or family. Interventions are not just about implementation. They also include psycho-education for staff, including teaching tools for staff who may not have experience implementing these types of interventions. The specifics of implementation and overcoming barriers that could be faced are also discussed in clinical consultation with the Licensed Program Expert.
- Additional resources
  - The GuideTree Toolbox holds additional resources for staff to support their work with youth and families. Additionally, staff can access resources and tools for the development of individualized safety plans with youth and families at any time as indicated by the needs of the youth and family.