

Clinical Support and Technical Assistance

Office of the Advocate for Children, Youth & Families

Bureau of Children's Coordinated Health Policy and Supports



The Office of the Advocate for Children, Youth & Families partners with behavioral health service providers, child welfare agencies and other appropriate support people, offering consultation and technical assistance with the goal of strategically addressing complex behavioral health challenges faced by children, youth, and families.



Provide clinical consultation and technical assistance to Community Mental Health Service Providers (CMHSPs) and Prepaid Inpatient Health Plan (PIHPs) serving children, youth, and families with complex behavioral health needs.

The CMHSP or PIHP requesting consultation or technical assistance should indicate in the request if the need is **situation-based** or **CMHSP-PIHP based**. **Situation-based requests** focus on specific clinical issues related to a child, youth, or family, individually or in general. These requests may include the following areas of focus:

- Child, Youth and/or Family-Centered – Focuses on supporting specific needs and addressing barriers for specific children, youth, or families.
- CMHSP-Centered – Focuses on the capacity and services/service array of the CMHSP.

CMHSP-PIHP based requests focus on needs of the administration, and may include the following areas of focus:

- CMHSP-Centered – Focuses on program and service array.
- CMHSP-PIHP Centered – Focuses on administrative and program matters.



All CMHSP or PIHP requests for clinical consultation and/or technical assistance should be sent to:

MDHHS-BCCHPS-BHHELP-INQUIRIES@michigan.gov.



Requests will be reviewed by the Office of the Advocate for Children, Youth, and Families Clinical Support and Service Navigation team within two business days.



A release of information is required from parents/guardians before information can be shared with non-MDHHS individuals. In the absence of a signed release of information, general program or requirement information may be shared.



The Clinical Support and Service Navigation team will complete a review to determine necessary information, resources, assistance, and approaches to address the request and coordinate with appropriate individuals to review all relevant information.



In partnership with the requestor, the Clinical Support and Service Navigation team will determine the appropriate level and frequency of clinical consultation and/or technical assistance needed to address the identified concerns and ensure solutions are in place to support identified challenges on an ongoing basis.

Consultation and technical assistance may include, but is not limited to:



- Written and/or verbal recommendations.
- Recommendations for or facilitation of relevant trainings with subject matter experts.
- Assistance with safety plan development.
- Review of agency policies and procedures.
- Refinement and tracking of treatment goals and interventions.
- Assistance with eliminating clinical barriers.
- Guidance pertaining to Medicaid policies and bulletins.
- Guidance for engaging providers across multiple systems, etc.