



**TITLE:** Delivery of Volunteer Health and Mental Health Services to Students

**NUMBER:** BUL-1559

**ISSUER:** Maria Reza, Assistant Superintendent  
Student Health and Human Services

**DATE:** January 6, 2005

**ROUTING**

Local District Superintendents  
Division of Special Education  
Regional Support Service Directors  
District Operations Coordinators  
Principals  
Health & Human Services Personnel  
Healthy Start Coordinators  
Organization Facilitators

**POLICY:** The Division of Student Health and Human Services has the responsibility to provide support to the instructional program and reduce any barriers to the academic achievement of students. Schools are encouraged to collaborate with city, county, and community based service providers in order to integrate school based and community based efforts for improved child, youth and family outcomes.

All health and mental health services provided at no cost to the District are considered volunteer services. These include mental health professionals (psychiatrists, psychologists, licensed clinical social workers and licensed marriage and family therapists), and health professionals (physicians, dentists, optometrists, nurses) working through public and/or private organizations.

In order for a community based agency or any non District person(s) to render volunteer mental health and/or physical health services on a school campus, a Service Delivery Application to Provide Volunteer Health and Mental Health Services at District Locations and a Memorandum of Understanding For Volunteer Health and Mental Health Services at District Locations (MOU) must be completed and on file with the Community Partnerships and Medi-Cal Programs office.

Volunteer services may not commence until the site administrator has received notification that the Community Partnerships and Medi-Cal Programs office has approved the volunteer’s application and Contract Administration Branch has approved the MOU.

Arrangements requiring payment to provider by the District are not covered by this bulletin. Please refer to Bulletin No. BUL-426, Professional Services Contracting Policies, dated November 3, 2003, Office of the Chief Operating Officer.

**MAJOR CHANGES:** This revision replaces Bulletin No. Z-56, Volunteer Services to Students By Licensed/Credentialed Professionals, dated April 1, 1999, Office of the Deputy Superintendent, Support Services. It provides greater clarity on the use of community crisis volunteers on school sites, school based health center services, and medical support for athletic events. Guidelines and assistance are provided through the Community Partnerships and Medi-Cal Programs office to assist

school administrators with the screening, selection, organization of services, and oversight of volunteer health service providers.

The Service Delivery Application (Exhibit A) and the Memorandum of Understanding (MOU) For Volunteer Health and Mental Health Services at District Locations (Exhibit B) have been revised. These templates are available through your Local District Organization Facilitator or electronically via the employee intranet website, *Inside LAUSD*. The Intranet site of *Inside LAUSD* is provided to all District employees at <http://notebook.lausd.net> and contains a searchable repository of all communications issued.

**GUIDELINES:**

Care should be taken in engaging individuals and agencies to work with students in the mental and physical health areas. Volunteer health service providers, such as psychiatrists, psychologists, licensed clinical social workers, licensed marriage and family therapists, physicians, dentists, optometrists, and nurses must have current and appropriate state certification to perform services and must work within their scope of practice.

Volunteers who are not state certified for independent practice **may not** be involved in the **unsupervised** delivery of health or mental services. For example, persons earning hours to qualify for a license in Marriage and Family Therapy, Clinical Social Work or Clinical Psychology require supervision by an appropriate certified professional.

Each school administrator, in schools where volunteer health service providers are used, is responsible for the collaborative development of a Service Delivery Application that describes the selection, service, supervision and evaluation of volunteers. The application also must address situations where a student requires a higher level of service than can be provided by the volunteer health service provider. In these situations, the provider must work with the appropriate health and human services support staff to coordinate care such that appropriate pathways to higher-level care are identified.

The purpose of the Service Delivery Application is to maximize services to students and clarify the roles of the District and volunteer health services providers.

**SELECTION AND OVERSIGHT OF VOLUNTEER HEALTH SERVICE PROVIDERS**

The responsibility for initial selection of a provider rests with the site administrator. Site administrators are encouraged to consult with Student Health and Human Services support staff to assist with the selection, training and supervision of volunteer health and mental health service providers.

Health and Human Services support staff possessing the appropriate credential should be asked to assist in the coordination of services and provide technical assistance to volunteer health service providers. Collaboration between the volunteer and Health and Human Services support staff **is required** in order to ensure appropriate integrated services to families and to avoid unnecessary duplication of services.

Appropriate supervision and support must be available at all times to volunteer health service providers who are not state certified for independent practice.

## **RESPONSIBILITIES OF ADMINISTRATORS, SUPPORT STAFF AND VOLUNTEER HEALTH SERVICE PROVIDERS**

### **1. Administrator or Designee**

- a. Assists with planning and organization of the services to be rendered.
- b. Ensures that the volunteer health service provider has completed and turned in the MOU and the Service Delivery Application along with the required documentation to the Organization Facilitator. Also ensures that the Service Delivery Application has been approved by the Community Partnerships and Medi-Cal Programs office and that the MOU has been approved by Contract Administration Branch.
- c. Ensures a system of communication between the provider, the participating agency supervisor, if applicable, and the Health and Human Services support staff member.
- d. Explains school policies and procedures and District policies and procedures concerning child abuse, suicide prevention, reporting and confidentiality.
- e. Ensures that a signed parent/guardian or student (if applicable) consent is obtained prior to services being rendered; the provider must have a signed release (HIPAA, FERPA) to access confidential information.
- f. Assigns appropriate Health and Human Services support staff to provide technical assistance.
- g. Ensures that a schedule and sign-in sheet is maintained as a record of attendance and knowledge of persons on the campus.

### **2. Health and Human Services Support Staff**

- a. Reviews District policies and procedures including, but not limited to confidentiality, child abuse, suicidal behavior, and maintenance of records.
- b. Serves as liaison to provide technical assistance to the provider. Where there is no school staff person with the appropriate credential, the Organization Facilitator, with the appropriate credential, will be responsible.
- c. Assists provider in completing the mandatory reporting in situations concerning child abuse, suicidal behaviors or threat to self or others.
- d. Serves as the liaison between the provider and the site administrator regarding the status of the volunteer service.
- e. Ensures that the provider attempts only tasks authorized by the Service Delivery Application and as authorized by provider's state certification.
- f. Consults with the provider on a regular basis concerning counseling goals, service integration, physical health services and student progress. If volunteer is an intern, meet with supervisor from the agency.

### **3. Organization Facilitator**

- a. Develops the MOU with the school site personnel and provider.
- b. Completes the Service Delivery Application.
- c. Resolves issues related to liability and insurance.

- d. Maintains copy of MOU and Service Delivery Application.
- e. Verifies that packet is complete and submits to the Community Partnerships and Medi-Cal Programs office.

**4. Volunteer Health Service Provider**

- a. Assists with the development of the MOU and the Service Delivery Application.
- b. Commits to a regular schedule of service over the entire length of the program.
- c. Agrees to abide by District policies and procedures.
- d. Takes direct personal action and immediately reports to the agency supervisor and/or the Health and Human Services support staff member for assistance when:
  - 1. There is a reasonable suspicion that the student has been a victim of child abuse, see Reference Guide NO. L-2, Coordination of District Child Abuse Reporting Procedures and Sexual Harassment Policy, dated January 31, 2003, Office of the General Counsel.
  - 2. A student reveals suicidal ideation through communications or actions.
  - 3. The student engages in behavior or expresses a plan that would endanger another individual(s), including the commission of a crime.
- e. Consults on a regular basis with Health and Human Services support staff members.
- f. Provides an appropriate summary of students' progress.
- g. Refrains from any verbal or written solicitation of students as private clients; i.e., flyers, advertisements, etc.

**GUIDELINES FOR COMMUNITY CRISIS VOLUNTEERS (CCVs)**

Community Crisis Volunteers (CCV) assist the District in responding to crisis events for the purpose of restoring the functioning of students and staff at impacted schools and offices. These may be individuals or community based service providers. Community Crisis Volunteers are governed by the guidelines for volunteer health and mental health services providers set forth in this bulletin.

Providers that have an approved MOU and Service Delivery Application on file with the Community Partnerships and Medi-Cal Programs office and wish to be a crisis responder, should contact the applicable Local District Organization Facilitator and/or their Local District Operations Coordinator to indicate their availability to serve as part of a crisis response.

Potential Community Crisis Volunteers that do not have an approved MOU and Service Delivery Application on file should contact the Local District Organization Facilitator or the applicable Local District Operations Coordinator for information and a Community Crisis Volunteer Application packet. CCVs need to be familiar with Bulletin No. 962, Organizing for Crisis Intervention, dated May 3, 2004, Office of the Chief Operating Officer.

Each Local District is responsible for maintaining a list of approved CCVs and mobilizing Local District Crisis Teams. School site crisis teams operate under the immediate direction of their local site administrator. In the event a school needs additional crisis support, the Local District Crisis Team may be mobilized. Referrals for follow-up services may be made only to District support personnel, who will determine if there is a need to refer the student for services from community agencies that meet LAUSD referral guidelines.

**GUIDELINES FOR VOLUNTEER HEALTH AND MENTAL HEALTH SERVICES PROVIDED THROUGH SCHOOL-BASED HEALTH CENTERS**

If the proposed scope of service to students by volunteer health service providers includes certain diagnostic, treatment, and or monitoring services, it may be necessary to establish an Operating Agreement for School-Based Health Centers. These include services rendered through a school based health center, school linked center, or mobile van service arrangement. Providers wishing to enter this type of agreement should contact their Local District Organization Facilitator or the Community Partnerships and Medi-Cal Programs office for assistance in determining whether an Operating Agreement for School-Based Health Centers will be needed.

**GUIDELINES FOR VOLUNTEER HEALTH SERVICES AT SCHOOL SPORTING EVENTS**

Physicians and other qualified emergency medical personnel may volunteer their services at school sporting events and other related events. Please contact Student Medical Services and/or the office of Interscholastic Athletics for information and an application.

**RELATED RESOURCES**

For additional information on relevant District policies, procedures and resources, please contact the following offices:

Community Partnerships & Medi-Cal Programs	(213) 241-3872
School Mental Health	(213) 241-3841
Crisis Intervention Services	(213) 241-2174
Student Medical Services	(213) 763-8342
Interscholastic Athletics	(213) 745-1980

**EXHIBITS**

**EXHIBIT A:** Service Delivery Application to Provider Volunteer Health and Mental Health Services at District Locations

**EXHIBIT B:** Memorandum of Understanding for Volunteer Health and Mental Health Services at District Locations