

## Not Eligible for Services Protocol

1. All youth must be treated as if they are eligible for services until it is confirmed that they do not meet eligibility requirements.
2. Confirm that the youth is not eligible for services through IL HEALS.
  - a. Eligibility for IL HEALS (must meet all criteria):
    - i. Age 25 or under
    - ii. Living in Franklin, Gallatin, Saline, White or Williamson Counties
    - iii. Experienced at least one current or past interpersonal adverse experience: Sexual assault, physical abuse, arson, burglary, child pornography, neglect, domestic or family violence, bullying, witness to community violence, human trafficking, Identity theft, Kidnapping, Hate crime, kidnapping (custodial), kidnapping (non-custodial), vehicular victimization, stalking/harassment, survivors of homicide victim, teen dating victimization
3. Connect youth and families with services through intentional information and reassurance.
  - a. Be mindful of your posture, mannerisms, tone of voice, and the words you use. Aim to remain calm, show warmth and empathy, and be attentive.
  - b. Provide information and psychoeducation to assure the client and assure them that you are there to help. For example, phrases such as, "I am here for you;" "Our program/agency has services that can help you/your family;" or "There are many community resources that can assist you and I will help to get you connected."
  - c. Assess the strengths and needs of the youth and their family using [family voice](#) (e.g. [Strengths Discovery](#)).
  - d. Help the youth/family envision what the youth/family will be like and feel like once they've received the support and resources they need.
  - e. Allow the youth/family to prioritize the needs that they would like to address.
  - f. Provide immediate resources and offer to assist them with imminent threats or emergency needs.
  - g. Help the family identify current connections: natural and professional supports and resources they can tap into for assistance and support.
  - h. Give the youth/family information about community resources. Provide resource guide and other recommendations of other possible services in written format by email, text, mail, or in-person. When possible, provide specific information, including contact information for program staff, names of specific programs, etc...
4. Additional support to offer youth and families.
  - a. Help them identify coping and self-care strategies.
  - b. Identify natural supports they can reach out to if they are struggling or need help.
  - c. Inquire about coping strategies that have worked for them in the past and help them brainstorm additional ideas to use when they are feeling stressed or sad.
  - d. Provide relevant emergency hotline information, including the Lifeline, CARES hotline, DV hotline, etc...
  - e. Provide the youth/family your contact information – in writing, via text, or over email - and encourage them to reach out if they have questions or need your help.

Adapted from the following resources:

[https://www.ncjrs.gov/ovc\\_archives/reports/firstrep/bgavoc.html](https://www.ncjrs.gov/ovc_archives/reports/firstrep/bgavoc.html)

IL HEALS Action Plan

Youth Mental Health First Aid