



Project Safety Net (PSN) mobilizes community support and resources in Palo Alto for youth suicide prevention and mental wellness. We are a coalition working on community education, outreach, and training; access to quality youth mental health services; and policy advocacy.

allcove Questions and Answers

PSN Community Meeting on Community of Care: Supporting Youth
April 27, 2022, 3:30 – 5:00 pm

This document outlines the community’s questions asked during allcove’s presentation at PSN’s community meeting. Some answers will reference time stamps in the meeting’s video recording.

If you have any additional questions, please reach out to:

allcove

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Project Safety Net

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allcove Services

Q: How does allcove work with parental consent? Can you specify the types of services that will require parental intervention?

For young people who are 18 and under, there are some physical health and mental health services that will require parent or guardian consent.

- Sexual reproductive health services such as birth control and STI testing do not need parent or guardian consent.
- Physical health services such as lab work and physical exams will need parent or guardian consent.
- When it comes to safety issues, the clinician will talk with young people about informed consent, HIPAA, and confidentiality. The clinician will discuss with the young person the moments when they would break confidentiality to get the young person mental and physical health services. **(Around 24:30 in video recording.)**

Q: Are all services provided at the allcove location?

Yes, allcove services and service providers are all under one roof. Please visit allcove Palo Alto at 2741 Middlefield Rd, Suite 102, Palo Alto, CA 94306.

Q: How does allcove respond if a youth comes into the center and is in crisis? Does the staff conduct risk assessments?

allcove's direct service staff is trained in safety planning and crisis intervention skills. There is clinical staff on site that can assess for hospitalization. If there is no clinical staff available, staff will call Mobile Crisis Response Team (if residents of Santa Clara County) or a Crisis Intervention Trained officer (a CIT officer if San Mateo or other county) to further assess.

Q: How long is the wait for the referral to a psychologist or psychiatrist?

allcove does not have a waitlist for therapy or psychiatry. During the center's operating hours, scheduling depends on the availability of the youth and the mental health professionals.

When a young person is new to allcove and wants services, it typically takes a week to get them set up with intake. 72 business days to contact youth is allcove's goal. The first appointment typically takes a week due to youth and providers' schedules.

Q: Does allcove accept young people who don't have insurance?

Yes! allcove welcomes young people ages 12-25, regardless of insurance. If young people would like longer-term mental health services such as therapy, allcove's staff can help link the young person to services.

A note about MediCal: If the young person has MediCal, they can be linked via interagency transfer, which will depend on openings at other clinics. allcove's clinicians are employed through Santa Clara County Behavioral Health Services and have access to interagency transfer.

A note about private insurance: If the young person has private insurance, allcove's staff will support them in navigating their private insurance's directory. In these cases, the youth and their family will need to be proactive in going through their insurance.



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Q: What are the challenges and successes of integrating services for each youth?

Each young person is different. allcove assists young people in navigating services and decisions. For example, a young person may come in wanting to access a specific service. After discussing with staff, the young person may find they want to access different or more services. While the staff can recommend services, it is ultimately the youth that makes the next decision.

There can be challenges with helping youth with private insurance get mental health care after allcove due to many service providers being impacted.

Peer Support Services

Q: Who supports the Peer Support staff? How do they take care of themselves or get trained?

The Peer Support team has one-to-one check-ins and group supervision with their supervisor. allcove also holds weekly multidisciplinary meetings for all staff to consult and get support.

Q: What languages other than English do the Peer Support staff speak?

allcove Palo Alto has Peer Support staff who speak Spanish. Other languages are Chinese and Tagalog.

Community Engagement

Q: Do youth or staff at allcove conduct or participate in research around adolescent mental health and social and emotional wellbeing?

Young people ages 12-25 can join the allcove Youth Advisory Group (YAG) to conduct research projects. **(Around 21:40 in video recording.)**

If you are interested or have any questions regarding research partnerships, please contact Maryna.

Q: How does allcove work with schools?

Most frequently, allcove's Peer Support team will conduct outreach at school campuses. School staff will also refer their students to allcove!

Q: How to join allcove's community consortium? Who can join?

Each allcove center strives to reflect the specific needs of local youth and community. allcove Palo Alto's community consortium looks for individuals and groups that are local to the Palo Alto community.

If you are interested in joining, please review [allcove's Community Consortium Overview](#) and contact Steve Eckert at seckert@alumrockcc.org.