# Youth to Text and Telehealth for Engagement in Care

## CORE STAFF ROLES

**Identify Staff**

Y2TEC staffing depends on each organization's unique structure and needs. Roles and activities can be delegated according to different staff members' professional backgrounds and skills. Recommendations for staffing roles are provided below.

Core Staff Roles

At a minimum, the Y2TEC team consists of:

- **Y2TEC counselor(s)** (1.0 FTE is 25 to 30 clients per counselor)
  - Role: Responsible for delivering Y2TEC sessions; may support the program manager with Y2TEC program logistics; the counselor's role is separate from the client's therapist or case manager
  - Qualifications: Trained mental health professionals, e.g., clinical psychologists, other psychotherapists, social workers, or clinical psychology trainees
    - Counselors should understand and have competence in psychoeducation, motivational interviewing, and problem-solving therapy methods.
    - Counselors also need to have knowledge of HIV-related clinical and psychosocial issues.
    - Ideally, the counselor also shares some of the same age, gender, and racial/ethnic characteristics, or lived experiences, as the priority population.
- **Clinical supervisor** (in-kind)
  - Role: Provides supervision and support to the Y2TEC counselors
  - Qualifications: Trained mental health professionals (e.g., clinical psychologists with experience working with people with HIV)
- **Program supervisor/manager** (0.5 FTE)
  - Role: Provides administrative supervision to the counselor(s), oversees program planning and integration into the department and organization, and administers non-counseling aspects of the intervention, including setting up automated text messages, rescheduling appointments, helping clients with technology needs, providing incentives, and fielding client resource questions.
- **Information technology (IT) liaison** (in-kind or 0.25 FTE)
  - Role: Advises on the selection of a vendor for the texting and videoconferencing platforms; tailors and troubleshoots the platforms; and serves as a liaison with vendors' technical support teams. This role may be served by a tech-savvy program manager/supervisor, with support from the IT department as needed.

Additional Staff

To successfully implement intervention, organizations may also need support from case managers, peer navigators, and medical providers to refer clients