

Case Manager Guidance

Stepping Stone Trust (SST) – Youth Mobile Service (YMS)

1. Service Description

The Youth Mobile Service (YMS) is a community-based, short-term, intensive support service delivered by Stepping Stone Trust. The service is provided by regulated health professionals and operates in collaboration with Child and Adolescent Mental Health Services (CAF).

YMS is **not a statutory service** and does **not provide emergency or crisis response**.

2. Service Capacity and Coverage

The Youth Mobile Service is made up of clinical and non-clinical staff and is able to support a total caseload of approximately 25–30 tangata, subject to:

- Clinical acuity
- Geographic distribution
- Peak demand periods (including after-school hours)

The service operates within the following geographical boundaries:
Ashburton inland to Methven, north to Glentui, and across to Amberley.

3. Eligibility and Referral Criteria

Referrals to YMS will be accepted from CAF teams for tangata aged 14–24 years, where referrals are assessed as clinically appropriate and within service scope.

Whenever possible, CAF Case Managers will present tangata being considered for referral to the Youth Mobile Service at the fortnightly Unaunahi meeting held within CAF. This process supports multidisciplinary discussion and ensures Youth Mental Health Services are able to assess the suitability of the Youth Mobile Service for the young person prior to referral.

The Unaunahi referral form must be completed and submitted with all required standard SMHS documentation. Completed referral documentation is to be emailed to youthreferrals@stepstone.org.nz

4. Service Delivery Model

YMS provides time-limited, intensive community support, typically ranging from 4–6 weeks up to a maximum of 6 months. The service is intended to support tangata during:

- Sub-acute phases of mental un-wellness
- Transitions between services or levels of care
- Periods of increased psychosocial stress or risk

All YMS input is provided under the clinical oversight of the CAF Case Manager, who retains overall clinical responsibility.

Service users will receive a minimum of two one-hour, face-to-face visits per week, delivered on weekdays. Frequency of contact may increase to daily where clinically indicated.

Visits are planned and scheduled Monday to Friday. The service does not operate on weekends or public holidays.

5. Roles, Responsibilities, and Clinical Oversight

Youth Mobile Staff will work in partnership with CAF Case Managers and alongside Specialist Mental Health Services. Youth Mobile Staff do not hold clinical responsibility for tangata.

CAF Case Managers are expected to maintain regular and proactive communication with the Youth Mobile Worker assigned to their tangata. This communication is essential to ensure:

- Coordinated care
- Shared clinical understanding
- Timely response to changes in presentation or risk

6. Practice Approach

YMS interventions are:

- Goal-oriented
- Strengths-based
- Recovery-focused

- Relapse prevention and reduction focused

Youth Mobile Workers will utilise community knowledge and local networks to support connection to ongoing supports, activities, and services for tangata and whānau, in alignment with the agreed care plan.

YMS will endeavour to provide services in a timely manner following acceptance of referral.

7. Indications for Referral to Youth Mobile Service

YMS should be considered when:

- There is a significant deterioration in mental state during a sub-acute phase, where intensive community support may reduce the likelihood of hospital admission
- A tangata is transitioning from inpatient care and requires short-term monitoring and support
- A tangata is experiencing transitions or stressors that increase the risk of mental health deterioration
- Respite options are unavailable and the tangata meets YMS eligibility criteria
- Increased intensity or frequency of support is required beyond standard community input

8. Engagement and Review Requirements

Once a Youth Mobile Worker is available to commence engagement, **it is required that the Youth Mobile Worker and CAF Case Manager undertake a joint meeting with the tangata during the initial engagement period** to confirm the support plan.

Formal support plan reviews are required at 3-month and 6-month intervals, where applicable. These reviews are expected to include the tangata, CAF Case Manager, and Youth Mobile Worker, to support shared decision-making and continuity of care.

Points of difference from a Youth Community Mental Health Worker (YCMHW) role?

Youth Mobile	Youth CMHW
Skill building & social integration	Skill building & social integration
Hrs 10am-6.30pm Mon-Fri,	Hrs 8.30am-5pm Mon-Fri
More intensive, more brief intervention support (but can be longer term by negotiation)	Less intensive, longer term (up to a year) support
Referral from, & ongoing engagement with, SMHS Will only work with tangata under CAF case manager oversight.	Referral from SMHS, as well as Primary & Statutory services (for up to 12 months' post discharge from SMHS).