

# Service Types for Student Assistance Professionals

The Service Type field appears in the Build Capacity channel within the Capacity Activities sub-channel when the selected Activity Type is **Development**.

The Service Type field is used to **identify the type of behind-the-scenes work performed to build capacity and readiness** for substance use disorder prevention and mental health promotion services. Select the applicable Service Type when reporting behind-the-scenes staff hours. To learn more about capacity activities and activity types, review *Minerva 2.0 User Guide: Build Capacity – Capacity Activities*.

This document applies only to the CPWI SAP account type. If you are reporting in a CBO, CPWI community coalition, or Tribe/UIO account, refer to the separate document, *Service Types*.

Service Types		
Service Type	Definition	Minerva 2.0 Examples
Case Management	<p>Behind-the-scenes work to coordinate, monitor, and manage services for students on an active caseload, including reviewing needs, tracking progress, and aligning supports.</p> <p><b>Does not include</b> time spent delivering individual (1:1) or group services.</p>	<ul style="list-style-type: none"> <li>Meeting with MTSS (multi-tiered system of supports) or CORE team to review student progress notes or service plans</li> <li>Coordinating next steps for student supports</li> <li>Reviewing student service plans</li> <li>Preparing for student support team discussions</li> </ul>
Community and School-based Outreach	<p>Behind-the-scenes work that builds and maintains connections with community partners, providers, and school stakeholders to support referral pathways, care coordination, and awareness of available services.</p> <p><b>Does not include</b> time spent delivering an outreach event or activity, or direct engagement with students on your caseload or the parent/guardian or family member of a student on your caseload.</p>	<ul style="list-style-type: none"> <li>Contacting providers in the community to establish referral pathways and to stay informed on locally available services</li> <li>Preparing outreach materials or resource packets for community and school distribution</li> <li>Attending community provider or partner meetings (e.g., community coalition meeting)</li> <li>Monitoring student activities and integrating into the school culture (e.g., attending an assembly, attending recess and lunch periods with students)</li> </ul>

<p>Family Engagement/ Relationship Building</p>	<p>Behind-the-scenes work to build and maintain relationships with the families of students. Does not include time spent in direct session with a student — report that as direct hours on the 1:1 service record.</p> <p><b>Does not include</b> general community-level family engagement such as parent nights or public events.</p>	<ul style="list-style-type: none"> <li>• Contacting a parent or guardian to discuss a student’s service plan or progress</li> <li>• Following up with a parent or guardian after a referral</li> <li>• Coordinating consent paperwork or release of information with a family</li> <li>• Scheduling a parent or guardian conference</li> <li>• Sending check-in communications to a family between service sessions</li> </ul>
<p>Key Leader Engagement/ Relationship Building</p>	<p>Behind-the-scenes work to identify, build, and sustain relationships with key leaders including, elders, Tribal leaders, elected officials, directors, and school-specific partners such as school administrators, principal, superintendent, or school board member.</p>	<ul style="list-style-type: none"> <li>• Routine check-in meeting with a school principal or administrator</li> <li>• Scheduling and preparing for meetings with school leadership</li> <li>• Follow-up emails or calls with a key leader in the community</li> <li>• Meeting with a superintendent or district director to coordinate services</li> <li>• Meeting with the Boosters, Parent Teacher Organization, Parent Teacher Association</li> </ul>
<p>Organization Support</p>	<p>Behind-the-scenes work in supports internal administrative and operational functions required to sustain services.</p> <p><b>Does not include</b> direct service delivery or program-specific planning.</p>	<ul style="list-style-type: none"> <li>• Preparing, updating, and reviewing an invoice or budget</li> <li>• Coordinating internal grant-related logistics</li> <li>• Preparing administration reports</li> </ul>
<p>Program Start-up</p>	<p>Behind-the-scenes work preparing for the launch of a new prevention strategy or program.</p> <p>May only be entered once per program &amp; strategy per month.</p>	<ul style="list-style-type: none"> <li>• Ordering materials or supplies for a new support group or service</li> <li>• Purchasing training or travel-related expenses ahead of program launch or training event</li> </ul>
<p>Reporting and Evaluation</p>	<p>Behind-the-scenes work to perform data entry, organize evaluation processes, and document program progress.</p> <p><b>Does not include</b> administering tests/surveys to students.</p>	<ul style="list-style-type: none"> <li>• Performing Minerva 2.0 data entry</li> <li>• Collecting and compiling data from external sources</li> <li>• Reviewing Healthy Youth Survey data with a school administrator or other school staff</li> <li>• Preparing data reports or reviewing outcomes data</li> <li>• Meeting with external evaluators</li> </ul>

<p>School-based Capacity Development</p>	<p>Behind-the-scenes work that strengthens the structure, function, and readiness of the CPWI school-based services within the school.</p> <p><b>Does not include</b> time spent facilitating school activities, meetings, events or services — report that time with activities.</p>	<ul style="list-style-type: none"> <li>• Drafting annual staffing plans or service goals</li> <li>• Drafting internal processes</li> <li>• Preparing training or orientation materials for school staff</li> <li>• Reviewing program agreements or decision-making protocols with the school</li> </ul>
<p>School-based Communications</p>	<p>Behind-the-scenes work that keeps school staff and internal team members informed, organized, and aligned through internal communications.</p> <p><b>Does not include</b> time spent creating or distributing external, public-facing communication products — report that time with the implementation activities for awareness or outreach.</p>	<ul style="list-style-type: none"> <li>• Coordinating with colleagues for a school team meeting</li> <li>• Drafting internal school team communications</li> <li>• Managing your email inbox or responding to emails</li> <li>• Organizing your monthly calendar</li> <li>• Sending out updates to school staff or other colleagues</li> </ul>
<p>Strategic Planning</p>	<p>Behind-the-scenes work to coordinate or support efforts to set goals, strategies, and priorities.</p> <p><b>Does not include</b> facilitating a strategic planning workgroup or subcommittee meeting.</p>	<ul style="list-style-type: none"> <li>• Developing a strategic plan or other planning document with a CPWI community coalition</li> </ul>

## Questions?

For additional information and support, please get in touch with your HCA Prevention Manager.