CATHOLIC CHARITIES
AGENCY POLICIES AND PROCEDURES

Policy Name:	**Technology- Based Service Delivery**
Domain:	**Program Administration 5.5**
Policy Location:	**www.archindy.org/intranet/shared/cci/index.html**
Date of Adoption:	**4/21, 9/24**
Dates of Revision:	
References:	**Information Pertaining to Potential Risk, Emails, Texting and Mobile Security, Information and Technology Management, HIPAA Privacy Policy**

POLICY:

When engaging service recipients in technology-based service delivery, services are based on the needs of the service population and are provided by appropriately trained and/or licensed Catholic Charities personnel.

Different technologies that may be used include, but are not limited to telephones/mobile phones, computers, tablets, videoconferencing, interactive messaging systems, or any other tool that allows personnel to see, hear, and/or interact with service recipients from a remote location and provide services at a distance.

Terms that are often used to refer to the delivery of services via technologies include, but are not limited to: telehealth, teleservices, telepractice, tele mental health, telepsychiatry, mHealth, online therapy, distance counseling, internet- or web-based intervention, telephonic services, and digital services.

PROCEDURES:

Programs utilizing technology-based service delivery must address the following before engaging clients:

1. Privacy and security measures specific to the service delivery model.

2. The use of acceptable technologies approved by the Director of Information Services.

3. Collecting, storing, tracking, and transmitting information gathered electronically.

For each client/participant, CC:

1. Assesses the appropriateness of technology-based service delivery based on established criteria and suitability factors.

2. Monitors whether or not the service delivery model is effective; and

3. Arranges for services to be delivered in-person when necessary.

Prior to engaging in technology-based service delivery, client/participants receive information needed to make an informed decision about engaging in the service including:

1. The service provider's physical location, contact information, and credentials.

2. Alternate methods of service delivery, including access to other service providers, in the event of a technological failure.

3. Privacy and confidentiality limitations associated with electronic communication.

4. Instructions on how to access services and use the technologies.

5. Risks and benefits associated with the service delivery model.

6. Emergency response procedures including verifying the person's current location for the purposes of emergency management.

7. How personal information and data will be documented, stored, protected, and used; and

8. Under what conditions a referral for face to face services may be made.

CC Personnel are trained on, or demonstrate competency in:

1. Use of equipment and software as appropriate to their position and the services provided.

2. Privacy and confidentiality issues specific to the service delivery model.

3. Recognizing and responding to emergency crisis situations from a remote location; and

4. Engaging and building rapport with service recipients when communicating electronically.

5. Personnel only provide technology-based services to service recipients located in states where they are appropriately licensed.

David J. Bethuram
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Executive Director

10/15/2024
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Date