How to Get Started with School-Based Mental Health Services via Telehealth

1 How to Navigate Privacy and Technology

- Identify whether your organization suggests a platform for tele-services

- Find regulations that your school or agency may have for privacy
  - At this time, HIPAA-compliant platforms are not federally required

- Determine the platform that meets your service and student needs

- Consider:
  - Is it safe and necessary to see one another?
  - Does the student have access to a cell phone or computer?
  - Are there other barriers to technology?

- Pick a platform. Use professional accounts (e.g. email/phone) to the greatest degree possible. Practice using the platform with colleagues to gain support

- Determine when you need to obtain consent from parents and keep them informed as best you can

2 How to Engage Your Team

- Identify relevant team members to contact (e.g. administrators, school counselors, school psychologists, school social workers)
  - Consider how you can partner with colleagues with telehealth experience, such as home-school providers

- Set a weekly or biweekly virtual meeting time

- Set an agenda and send it out prior to meeting

- Troubleshoot how to use the telehealth platform, and consider:
  - Who is going to contact students and families?
  - Who can provide support to staff?
  - How can you share helpful tools and tips with each other on how to conduct telehealth?

- Talk with team members about their current needs and perceived needs of students, families and school staff

- Set reasonable expectations for your team and divide tasks among members

- Set plan to monitor tasks and date/time for follow-up meeting

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National Center for School Mental Health (NCSMH) COVID-19 Resources

If you need additional resources, please visit the National Center for School Mental Health (NCSMH) COVID-19 Resources page.
3 How to Connect with Families

► Determine how to reach out to all families to offer various levels of support
  • Decide what information will go out to all families
  • Identify families who may be in need of extra supports and who will contact them
  • Determine which families may need immediate support

► Reach out to families via email, phone, or telehealth
  • For non-English speakers, Talking Points allows you to translate your messages into any language (free access)
  • Talk with families about their current needs (basic, learning, safety, psychological and social needs)
  • Provide school or community resources based on family needs

► Consider which families will benefit from follow-up support

4 How to Decide Essential Services

► Assess current functioning of student:
  • Mood concerns
  • Anxiety and worry
  • Suicidal ideation
  • Learning concerns

► Set goals related to the needs of student at this time:
  • Create a daily schedule and/or routine to make environment predictable and consistent for student and family
  • Develop appropriate coping strategies that are accessible to the student in the immediate environment
  • Share helpful apps (MindShift; Stop, Breathe, & Think; Stop, Breathe, & Think for Kids)
  • Identify ways to maintain social connection and relationships within a climate of isolation

General tips for building rapport and providing clinical services via telehealth