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

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

► 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

TELEHEALTH TOOLBOX
• for school personnel •
How to Get Started with School-Based Mental Health Services via Telehealth

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