

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* •

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



Mid-America (HHS Region 7)

MHTTC

Mental Health Technology Transfer Center Network
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Building Telehealth

CAPACITY