

Online Engagement Strategies for Individual and Group Therapy

Aaron J. Fischer, PhD, BCBA-D

University of Utah

3/8/2022



Mountain Plains (HHS Region 8)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration



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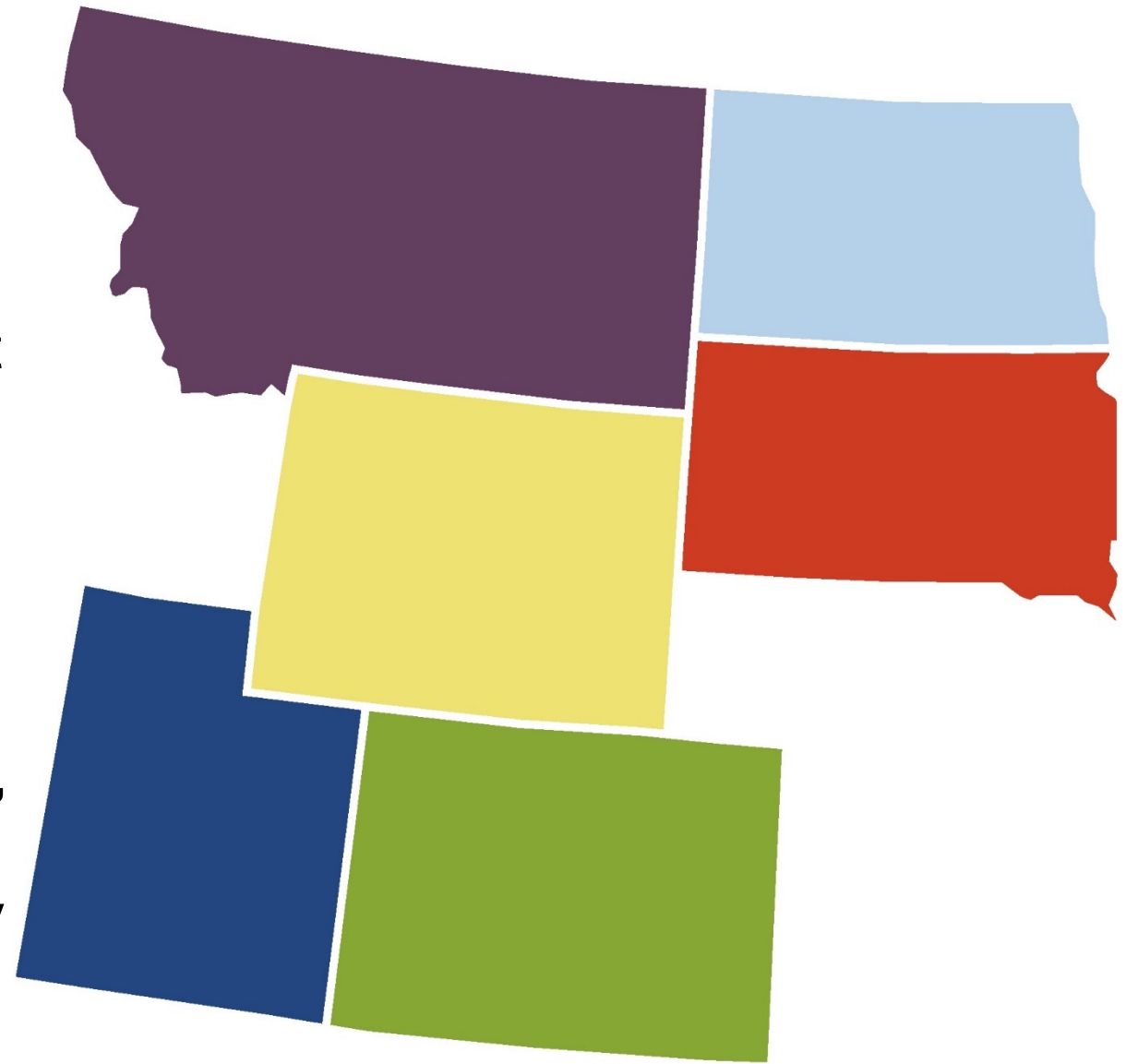
At the time of this presentation, Tom Coderre served as acting SAMHSA Assistant Secretary. The opinions expressed herein are the views of Dr. Aaron Fischer and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.

The work of the Mountain Plains MHTTC is supported by grant H79SM081792 from the Department of Health and Human Services, Substance Abuse and Mental Health Services Administration.

The Mountain Plains Mental Health Technology Transfer Center

The Mountain Plains Mental Health Technology Transfer Center (Mountain Plains MHTTC) provides training and technical assistance to individuals who serve persons with mental health concerns throughout Region 8 (Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming).

We belong to the Technology Transfer Center (TTC) Network, a national network of training and technical assistance centers serving the needs of mental health, substance use and prevention providers. The work of the TTC Network is under a cooperative agreement by the Substance Abuse and Mental Health Service Administration (SAMHSA).



Land Acknowledgement Statement

Today, the University of North Dakota rests on the ancestral lands of the Pembina and Red Lake Bands of Ojibwe and the Dakota Oyate - presently existing as composite parts of the Red Lake, Turtle Mountain, White Earth Bands, and the Dakota Tribes of Minnesota and North Dakota. We acknowledge the people who resided here for generations and recognize that the spirit of the Ojibwe and Oyate people permeates this land. As a university community, we will continue to build upon our relations with the First Nations of the State of North Dakota - the Mandan, Hidatsa, and Arikara Nation, Sisseton-Wahpeton Oyate Nation, Spirit Lake Nation, Standing Rock Sioux Tribe, and Turtle Mountain Band of Chippewa Indians.



The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

**STRENGTHS-BASED
AND HOPEFUL**

**INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES**

**HEALING-CENTERED AND
TRAUMA-RESPONSIVE**

**INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS**

**PERSON-FIRST AND
FREE OF LABELS**

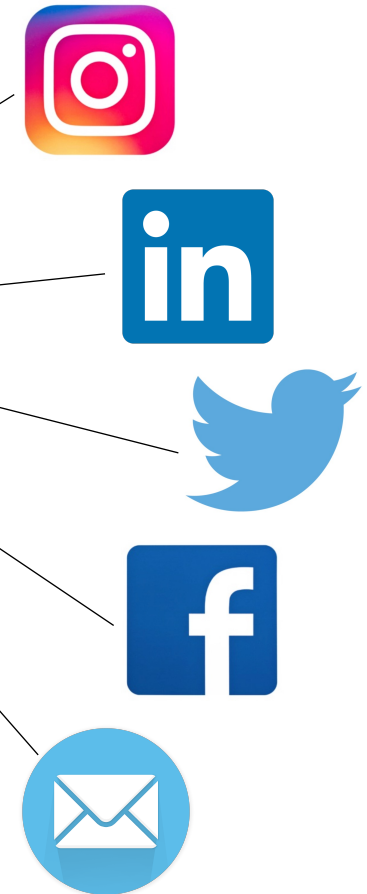
**NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS**

**RESPECTFUL, CLEAR
AND UNDERSTANDABLE**

**CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS**

Stay Connected

Scan this QR code to follow us on Instagram, LinkedIn, Twitter, and Facebook. You can also join our e-mail newsletter!

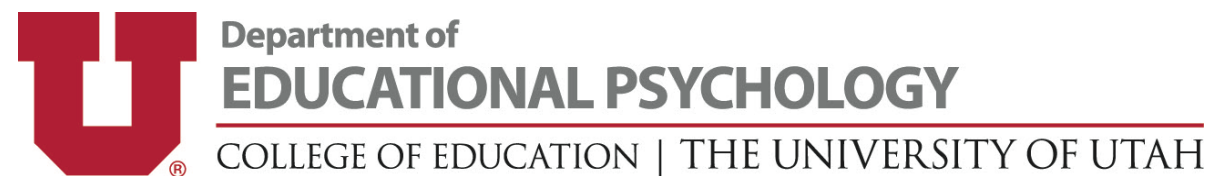


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U-TTEC Lab

Technology in Training, Education, and Consultation

SCHOOL PSYCHOLOGY | THE UNIVERSITY OF UTAH

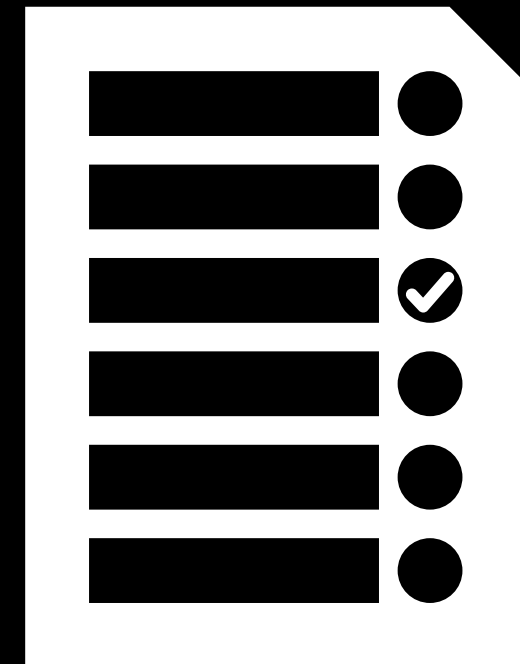


- Multi-Tiered School Mental Health Programs
- Multi-Tiered Behavior Supports and Consultation
- Integrated Public School Day Treatment Programs
- Professional Development
- Functional Assessment and Function-Based Treatment Planning
- Teleconsultation and Telehealth



Overview

- Orient to online individual and group therapy service provision
- Discuss the importance of engagement during the therapeutic process
- Understand telehealth applications to facilitate mental health services
- Apply newly developed skills into practice to enhance the therapy experience
- Q & A



How are you feeling today?

Go to www.menti.com and use the code 8260 9355



 **Mentimeter**

Telehealth Applications

- Telephone/Smartphone
- Email
- SMS (text message)
- Mobile apps (mHealth)
- Videoconferencing
- Distance Education
- Virtual/Augmented Reality



In what ways have you used telehealth in your practice?

Go to www.menti.com and use the code 8260 9355



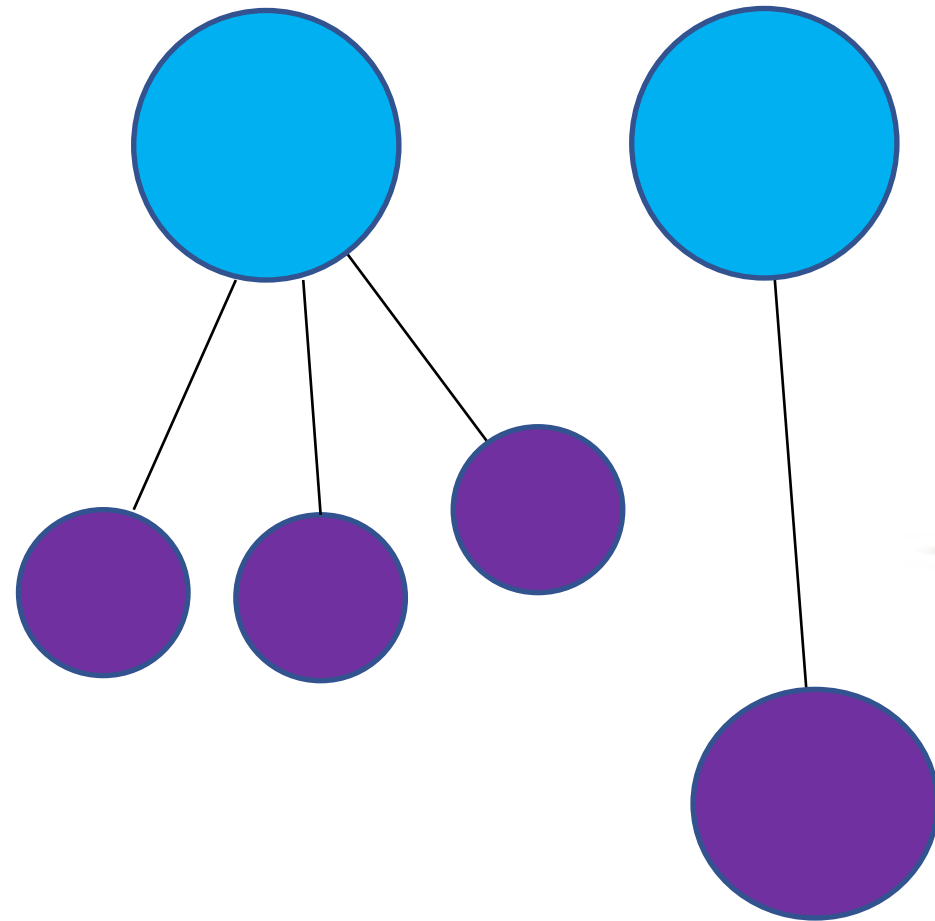
 **Mentimeter**

HIPAA and FERPA Compliance

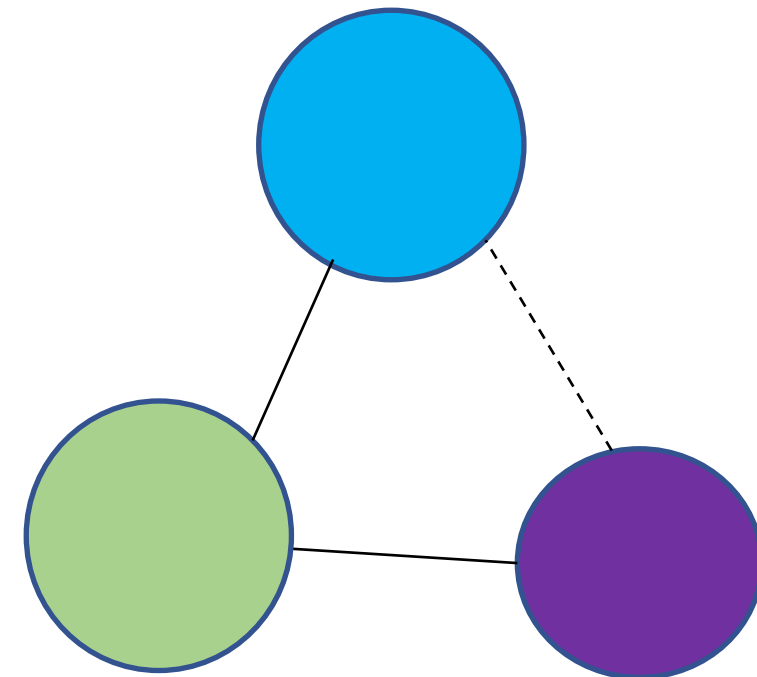


Telehealth Service Provision

Direct



Indirect



Synchronous vs Asynchronous

LIVE

Self Paced



What is “Engagement”



Measuring student engagement in technology-mediated learning: A review



Curtis R. Henrie*, Lisa R. Halverson, Charles R. Graham

Brigham Young University, Provo, UT 84602, USA

Table 8
Ways engagement was operationalized.

Indicator category	Examples of how operationalized	Example sources	
Behavioral	<ul style="list-style-type: none"> • Answers to recall questions • Assignments completed • Attendance in face-to-face class • Attention • Effort • Eyes on device; fingers on keyboard • Frequency of logins to website • Involvement with learning object • Number of postings, responses, & hits • Number, quality, & frequency of online posts & views • Number of podcasts used 	<ul style="list-style-type: none"> • Off-task behaviors (inactivity, disruption, loitering too long on non-learning websites) • On-task behavior • Participation • Percentage of sessions with posting actions, views that were reads (not scans), & posts viewed at least once • Persistence • Questions asked publicly in class or online • Task engagement • Time-locked eye tracking • Time spent creating a post • Time spent online • Use or non-use of website resources, of screencasts 	<ul style="list-style-type: none"> • Boucheix et al. (2013) • Peters et al. (2011) • Thompson et al. (2012)
Cognitive	<ul style="list-style-type: none"> • Analysis, synthesis, decision-making • Challenge • Cognitive attachment (represented by the <i>behavioral</i> indicator of on-task behavior) • Critical engagement • Elaboration • Explanation • Focus • Higher mental functions on Bloom's Revised Taxonomy 	<ul style="list-style-type: none"> • Improved understanding • Internal dialog • Interpretation • Literate thinking • Perceived relevance • Perceived value • Problem-solving behavior • Psychological investment in learning • Reflection • Self-regulated interest 	<ul style="list-style-type: none"> • Bangert-Drowns and Pyke (2002) • Guertin, Zappe, and Kim (2007) • Zhu (2006)
Emotional	<ul style="list-style-type: none"> • Anxiety • Boredom • Cheering (that it was a “laptop day”) • Collaborative social interaction • Enjoyment • Enthusiasm • Excitement • Fun 	<ul style="list-style-type: none"> • Happiness • Interest • Passion • Sense of class community • Student–student interactions • Visible expressions of pleasure • Expressed desire to use the tool again 	<ul style="list-style-type: none"> • Kay (2011) • Missett et al. (2010) • Sun and Rueda (2012)

Why Should We Care About Engagement?

- Related to student learning
 - Persistence in learning
 - Learning satisfaction
 - Academic achievement



How are you getting clients to engage online?

Go to www.menti.com and use the code 8260 9355



 **Mentimeter**

Nearpod

- Polls
- Drawing
- Matching
- Virtual field trips
- Integrate other apps
- Collaboration boards
- Customized learning games
- SEL Lessons



EsIrodge, H. (2019, August 30). Using Nearpod in your School Counseling Program. 21st Century Classroom. <https://nearpod.com/blog/school-counseling/>

Telehealth Features

On-Screen Document Sharing

The screenshot shows a video player displaying a Piktochart dashboard. The dashboard features a central yellow pyramid diagram titled "Key Components of Social Skills Instruction". The pyramid is divided into three horizontal sections:

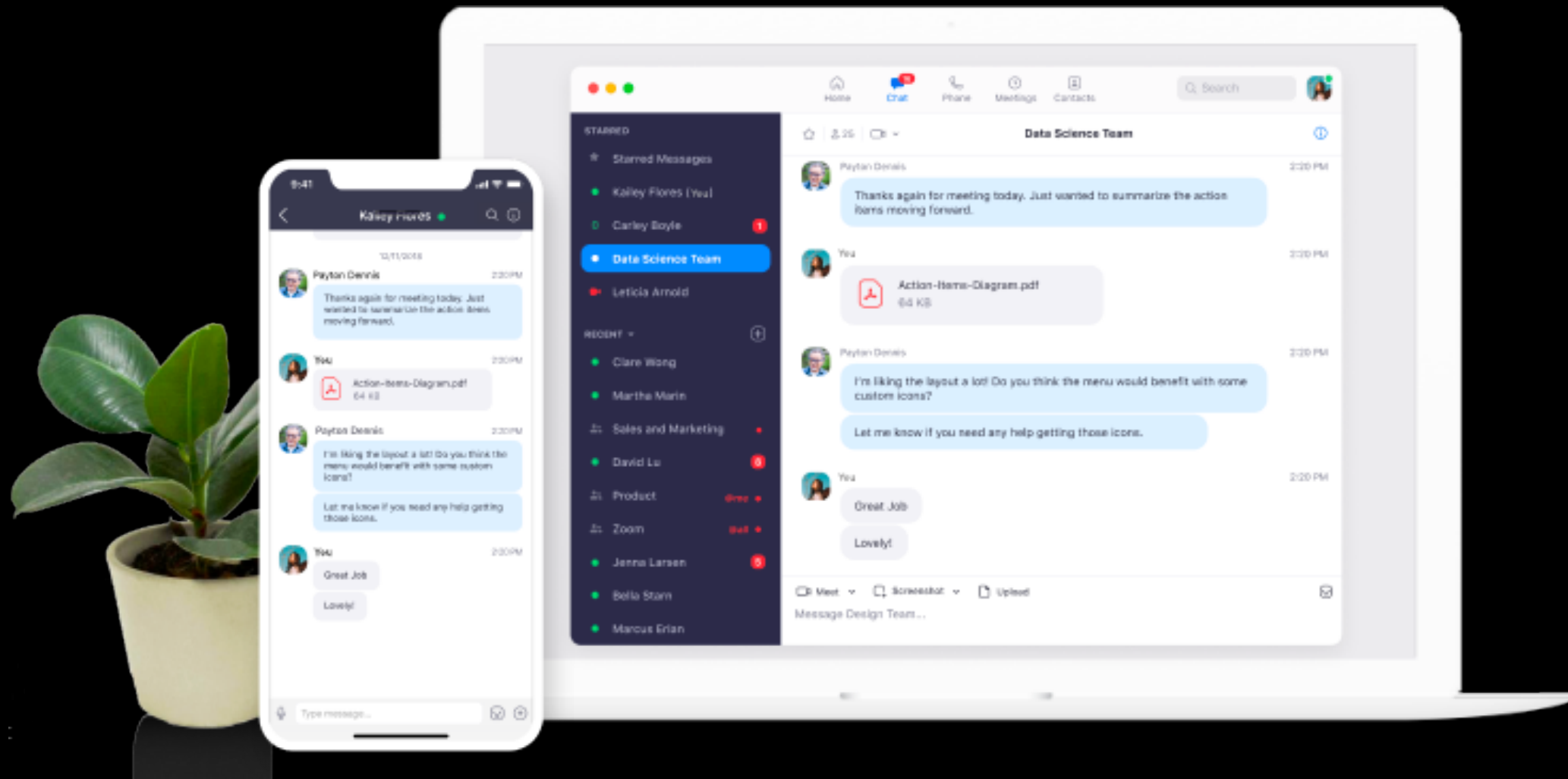
- Individual Therapy:** This section is at the top of the pyramid. It includes two blue callout boxes: one on the left stating "emotions, set and achieve goals, feel and show empathy for others, establish and maintain positive relationships, and make responsible decisions.¹" and one on the right listing "- Basic Social Skills Instruction" and "- Targeted Social Skills Instruction".
- Classroom Based or Small Group Interventions:** This is the middle section. It lists:
 - Social Skills Small Group Instruction Targeting Prosocial Behavior
 - Emotionally Focused Group Therapies
 - Delivered by: School Counselors, Social Workers, Psychologists, Trained Classroom Teachers (List not exhaustive)
- School-wide and Classroom Interventions:** This is the bottom section. It lists:
 - Building a supportive classroom and school environment: community building, creating a sense of belonging and emotional safety ¹
 - SEL Basics: Self-Awareness, Self-Management, Zones of Regulation ²
 - Social Skills Basics: Social Awareness, Relationship Skills, Responsible Decision-Making

The dashboard also includes a sidebar with navigation options like "Dashboard", "Create New", "Infographics", "Presentations", "Posters", "Reports", "Flyers", "Social Media", "Custom Sizes", and "Inspire Me". At the bottom of the video player, a control bar shows a progress bar at 00:32:24 out of 00:55:57, along with play, pause, and volume controls. The video title is "Lab meeting 6_9_2020.mp4".

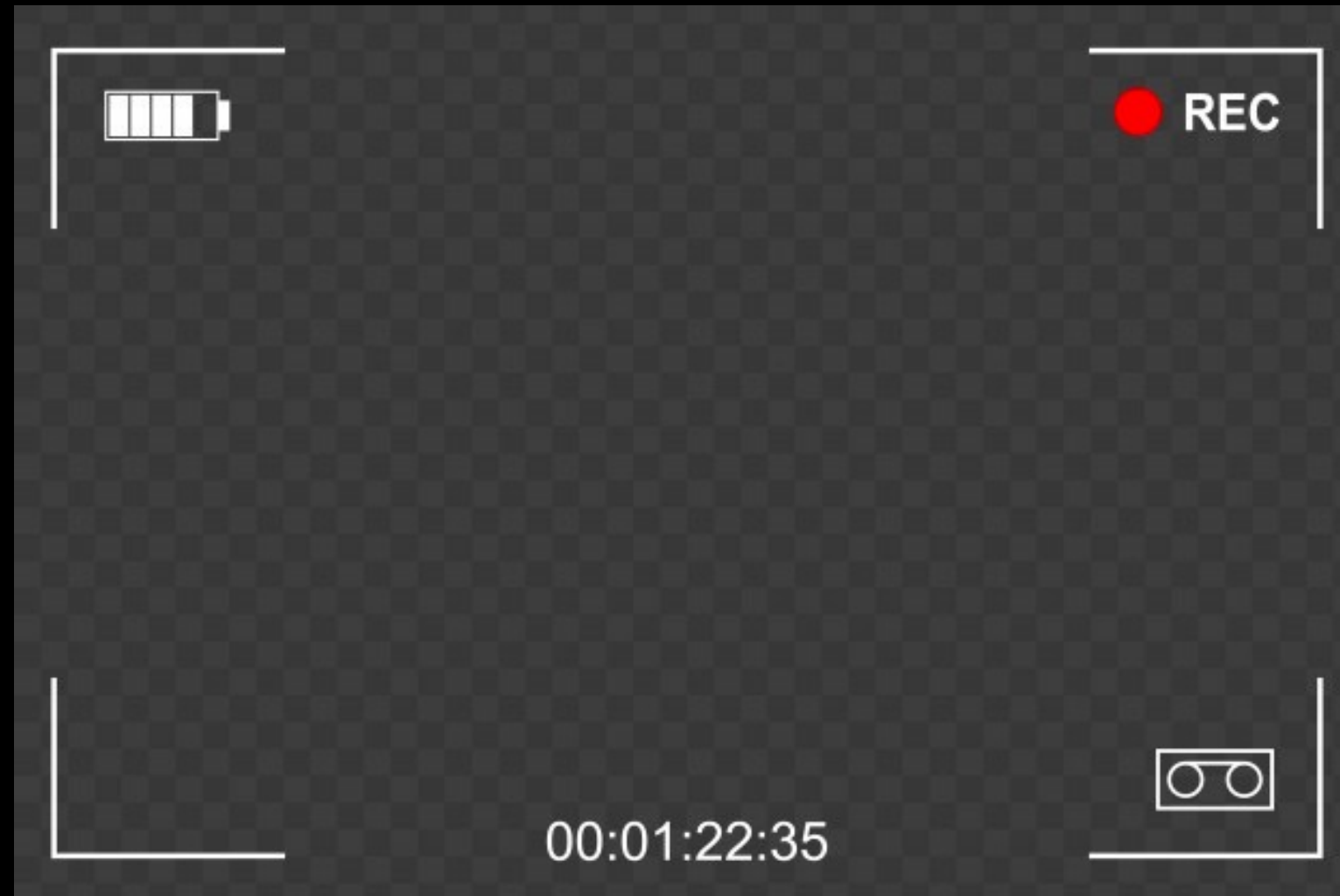
Multiple Users (Group)



Instant Messaging (Chat)



Recording Capabilities



Virtual Background



Virtual Background

Group Rules

- 1) Wait your turn to speak
- 2) What is said in here stays in here
- 3) Raise your hand to talk
- 4) KYFOOTY
- 5) If therapist asks you a question, give a response in some way



Virtual Background

The screenshot shows the Zoom settings interface. On the left, a sidebar lists various settings categories. The 'Background & Filters' section is highlighted. The main area shows a preview of a woman on a beach background. Below the preview, there are options for 'Virtual Backgrounds' and 'Video Filters'. A grid of background thumbnails is visible, including 'None', a sunset, a park, a forest, a barn, and a boat. At the bottom, there are checkboxes for 'I have a green screen' and 'Mirror my video', both of which are checked. A video player interface is overlaid at the bottom, showing a 'Pause (k)' button, a progress bar, and playback controls.

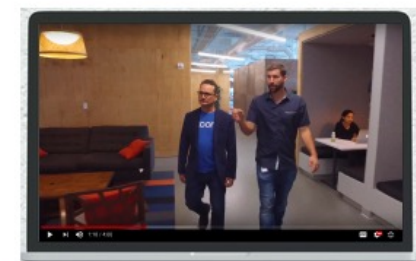
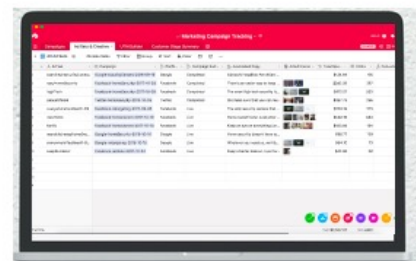
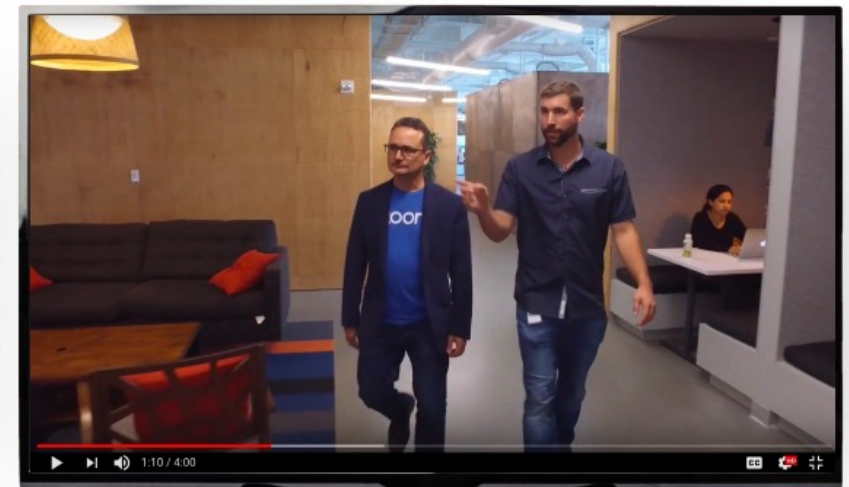
The screenshot shows a YouTube channel page for 'Dream Creative', which has 8 subscribers. The channel is subscribed to. The page features a navigation menu with options for HOME, VIDEOS, PLAYLISTS, CHANNELS, DISCUSSION, and ABOUT. Under the 'Uploads' section, a video titled 'Green Screen and Telehealth' is displayed. The video has 288 views and was uploaded 5 days ago. The description reads: 'I hope this video was helpful for you! Excited for everyone to learn and try out green screens. Let me know if you have any more questions! Follow me on IG where I'll be posting green screen cont...'. The video thumbnail shows the same woman from the Zoom settings, with the text 'GREEN SCREEN AND TELEHEALTH' overlaid.

<https://youtu.be/Jy2bo16yJn0>



(Multiple) Screen Sharing

Ad Set	Campaign	Platform	Campaign Stat.	Associated Copy	Attachments	Total Sp.	Clicks	Conversions
searchAd-securityCamera	Google-securityCamera-2016-09-19	Google	Completed	Adwards Headline: PorchCen...		\$124.83	175	
easy-homeSecurity	Facebook-homeSecurity-2017-10-03	Facebook	Completed	There's an easier way to keep...		\$542.38	287	
highTech	Facebook-homeSecurity-2017-10-03	Facebook	Completed	The most high tech security fo...		\$472.01	200	
peaceOfMind	Twitter-homeSecurity-2016-10-03	Twitter	Completed	We make sure that you can rel...		\$357.73	255	
everywhereYouNeed-FB	Facebook-retargeting-2017-09-16	Facebook	Live	The only security camera that...		\$222.56	273	
new-home	Facebook-homeowners-2017-10-10	Facebook	Live	Home sweet home. Look after...		\$558.58	683	
family	Facebook-homeowners-2017-10-10	Facebook	Live	Keep an eye on everything (an...		\$763.92	154	
searchAd-easyHomeSecu...	Google-homeSecurity-2016-10-10	Google	Live	Home security doesn't have to...		\$186.77	138	
everywhereYouNeed-G...	Google-retargeting-2016-10-10	Google	Live	Wherever you need us, we'll b...		\$66.50	79	
keepALookout	Facebook-adverts-2017-10-24	Facebook	Live	Keep a better lookout. Use Par...		\$42.95	30	




Virtual Games

<https://www.digipuzzle.net/education/index.htm>

Multiplications	Alphabet	Clocks	Counting
Math till 10	Math till 20	Fractions	Math
Geography	Kindergarten	Typing	Reading
More...	Games	Science	Summer

Welcome at the educational games of digipuzzle.net. On these pages you can find hours and hours of learning fun.
 Below you can find some of the most popular games. If you like to practice something else select a category from the menu at the top.
 Have fun learning!



N	F	F	I	N	I	S	H	O	P	H	L
B	I	G	A	R	S	E	V	E	N	E	O
A	I	R	R	M	O	N	E	Y	M	A	N
U	U	S	T	O	P	O	N	L	Y	D	G
N	M	T	I	M	E	F	R	I	D	A	Y
D	E	A	L	O	P	E	N	D	I	D	

2+8	9+4	8+4	5+7	12+0	4+9	9+4	1+12	14
6+7	3+10	1+12	16+3	12+7	13+6	1+12	4+9	19
2+17	13+0	16+3	3+16	8+8	1+18	9+10	13+0	12
3+16	14+5	8+8	17+2	17+2	10+2	4+15	8+8	13
6+13	6+13	3+16	12+7	7+12	13+6	8+8	7+7	
17+2	7+6	15+4	12+7	14+5	8+8	6+13	2+11	

Multiplications	Alphabet	Clocks	Counting
Math till 10	Math till 20	Fractions	Math
Geography	Kindergarten	Typing	Reading
More...	Games	Science	Summer



Four in a row



Simon Says



Tic Tac Toe



Example





Virtual Games



jackbox
games®



AMONG US



TRAILER

Breakout Groups

Zoom Participant ID: 24 Meeting ID: 127-816-327

Breakout Rooms - Not Started

- Breakout Room 1 [Assign](#)
- Breakout Room 2 [Assign](#)
- Breakout Room 3 [Assign](#)
- Breakout Room 4 [Assign](#)

Move all participants into breakout rooms automatically

Allow participants to return to the main session at any time

Breakout rooms close automatically after: minutes

Notify me when the time is up

Countdown after closing breakout room

Set countdown timer: seconds

[Recreate](#) [Options](#) [Add a Room](#) [Open All Rooms](#)

Join Audio Start Video Invite Manage Participants Share Chat Record Closed Caption Breakout Rooms End Meeting

Breakout Rooms - In Progress

Breakout Room 1 [Join](#)

- Ann
- Molly

Breakout Room 2 [Join](#)

- Bob
- John

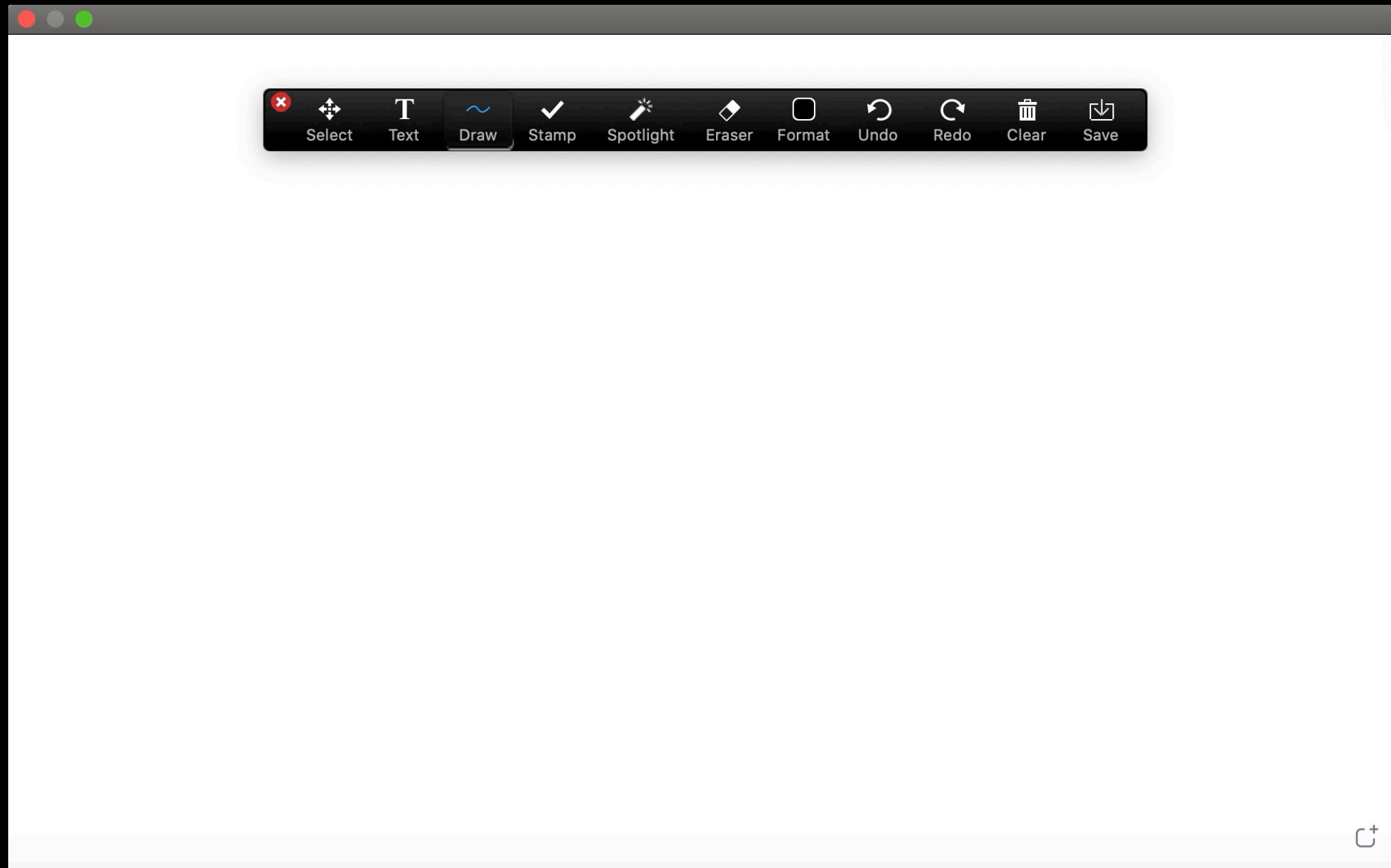
Joining Breakout Rooms...

Breakout Room 1

It may take a few moments.

Broadcast a message to all [Close All Rooms](#)

Digital Whiteboards



Google Jamboard

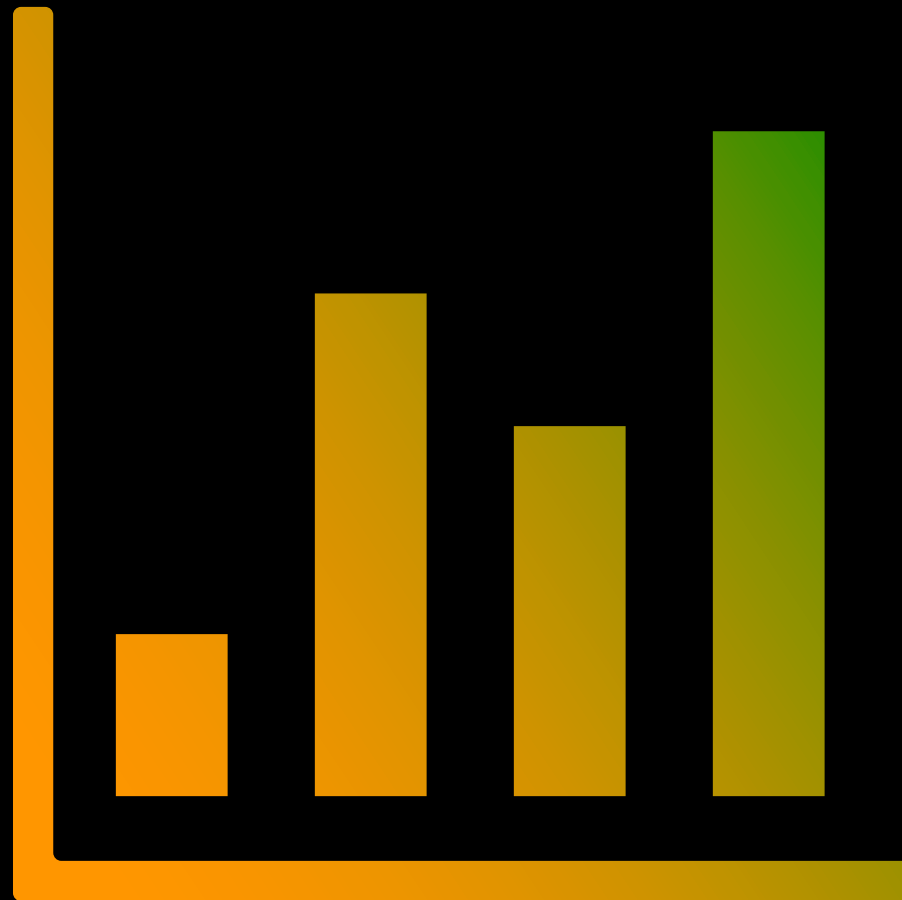


Localize | 25 minutes

Objective: target a specific skill, procedure and surgical practitioner



Polls



Polls

Favorites in Progress 00:01:04

Attendees are now viewing questions 2 of 2 (100%) voted

1. What is your favorite color?

Green	(1) 50%
Blue	(0) 0%
Red	(0) 0%
Orange	(0) 0%
Yellow	(0) 0%
Purple	(1) 50%
Other	(0) 0%

2. What is your favorite school subject?

Math	(0) 0%
English	(0) 0%
Foreign Language	(1) 50%

[End Poll](#)

Cloud Computing and Collaborating

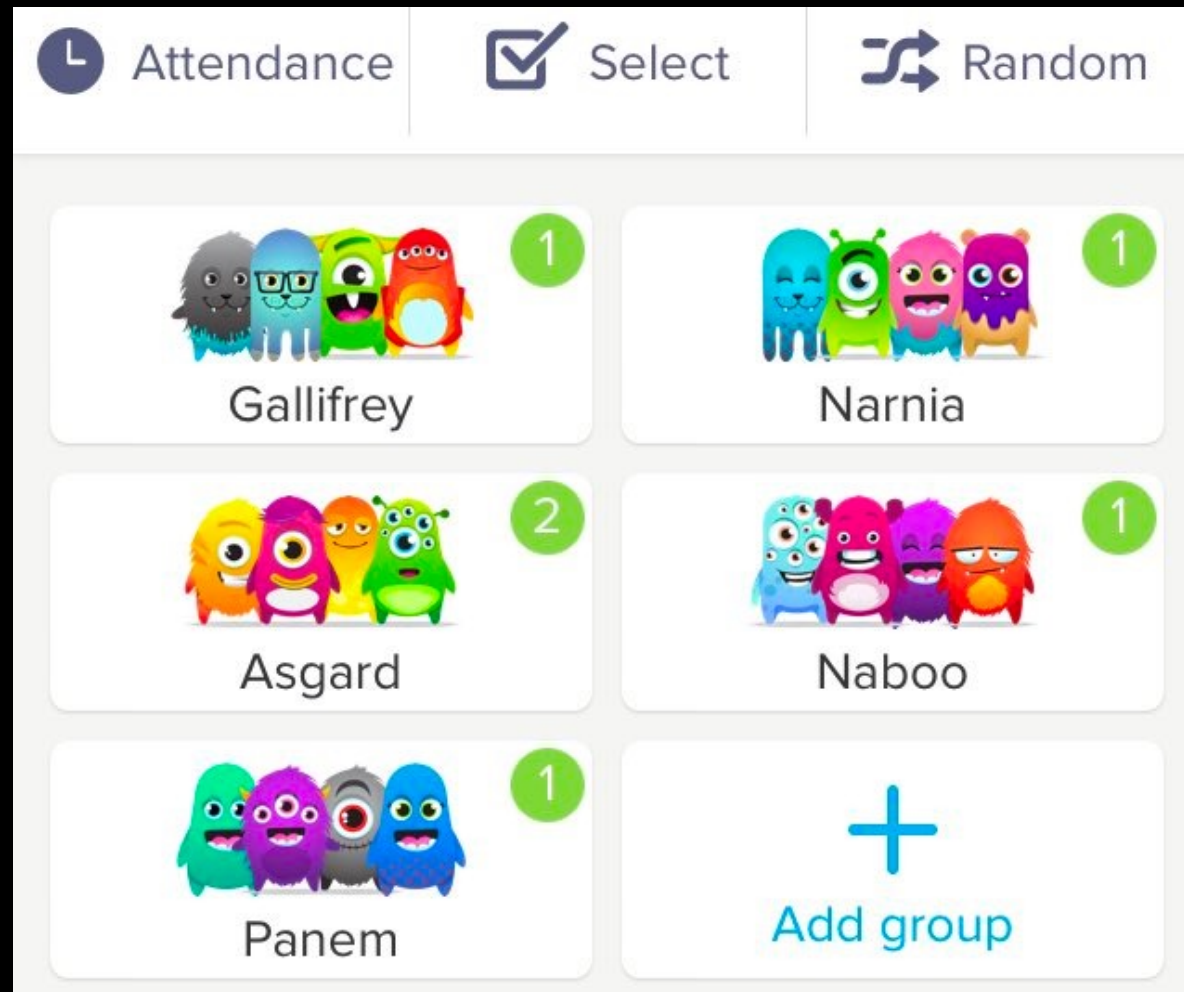


Technology to Facilitate Data Collection

- Progress monitoring
- Effective decision making
- Data-based
- Ubiquitous

2	Month	Date	Class Period	Verbal Aggression	Physical Aggression	Attention Seeking Behavior	Tantrum Behavior	Elopement	Work Refusal	Instructional Compliance	Appropriate Interactions	Academic Engagement	Class Attendance	Money Earned	ABC Data	Program Notes	Supervisor Notes	Parent Notes
3	Frequency								Rated Scale									
4	August	8/20/19	1	0.0	0.0	1.0	0.0		0.0	100%	100%	100%	100%	\$1.00				
5			2	0.0	0.0	0.0	0.0		0.0	100%	100%	100%	100%	\$1.00				
6			3	0.0	0.0	1.0	0.0		0.0	100%	90%	100%	100%	\$1.00				
7			4	0.0	0.0	0.0	0.0		0.0	100%	100%	100%	100%	\$2.00				
8		Totals:	0.0	0.0	2.0	0.0		0.0	100%	98%	100%	100%	\$5.00	...				
9		8/21/19	5	0.0	0.0	0.0	0.0		0.0	100%	90%	100%	100%	\$1.00				
10			6	0.0	0.0	1.0	0.0		0.0	90%	90%	90%	100%	\$1.00				
11			7	0.0	0.0	3.0	0.0		0.0	80%	70%	70%	100%	\$1.00	...			
12			8	0.0	0.0	1.0	0.0		0.0	90%	90%	90%	100%	\$2.00				
13		Totals:	0.0	0.0	5.0	0.0		0.0	90%	85%	88%	100%	\$5.00	...				
14		8/22/19	1	0.0	0.0	0.0	0.0		0.0	100%	90%	100%	100%	\$1.00				
15			2	0.0	0.0	1.0	0.0		0.0	90%	90%	90%	100%	\$1.00				
16			3	0.0	0.0	2.0	0.0		0.0	80%	80%	70%	100%	\$0.50				
17			4	0.0	0.0	2.0	0.0		0.0	100%	90%	90%	100%	\$1.00				
18		Totals:	0.0	0.0	5.0	0.0		0.0	93%	88%	88%	100%	\$3.50	...				
19		8/23/19	5	0.0	0.0	1.0	0.0		0.0	80%	80%	80%	100%	\$1.00				
20			6	0.0	0.0	0.0	0.0		0.0	100%	100%	100%	100%	\$1.00				
21			7	0.0	0.0	0.0	0.0		0.0	80%	90%	80%	100%	\$2.00				
22			8	0.0	0.0	0.0	0.0		0.0	100%	100%	100%	100%	\$1.00				
23		Totals:	0.0	0.0	1.0	0.0		0.0	90%	93%	90%	100%	\$5.00	...				
24	8/26/19	1	0.0	0.0	0.0	0.0		0.0	100%	100%	100%	100%	\$1.00					
25		2	0.0	0.0	0.0	0.0		0.0	100%	90%	90%	100%	\$1.00					
26		3	0.0	0.0	2.0	0.0		0.0	80%	80%	80%	100%	\$1.00					
27		4	0.0	0.0	0.0	0.0		0.0	100%	100%	100%	100%	\$2.00					

Electronic Reward Systems

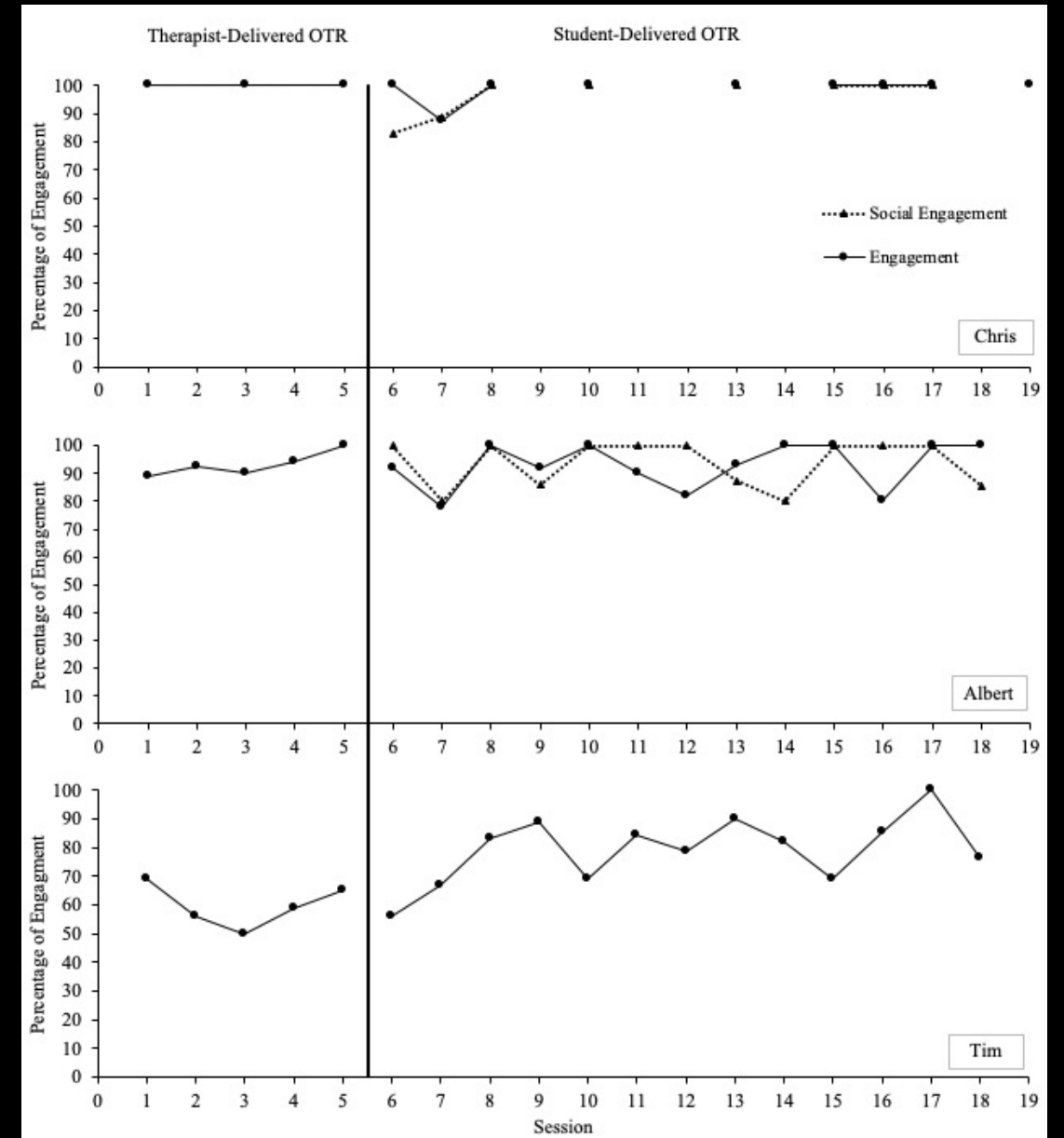


Direct Service Delivery

Synchronous Individual Services



Synchronous Group Therapy



International Journal of Technology in Education

2021, Vol. 4, No. 4, 729-751

<https://doi.org/10.46328/ijte.175>

A Preliminary Evaluation of a Digital Token Economy to Increase Student Engagement during Group Teletherapy

Hunter King, Katterra Miller-Johnson, Keely McCulla, Aaron J. Fischer, Shengtian Wu, Mikey Miller

Indirect Service Delivery

Problem-Solving Teleconsultation with Teachers and Caregivers



Step 1 Build a Relationship

- Establish trust and mutual respect
- Clarify roles, expectations, and responsibilities
- Use approachable language
- Ask about cultural diversity and comfort with technology

Step 2 Identify the Problem

- Define the problem and desired outcomes in clear observable terminology
- Explore contextual factors influencing and maintaining the problem
- Set up a baseline data collection plan

Step 3 Analyze the Problem

- Use various sources of data to further understand the problem
 - Behavior observations
 - Review of records
 - Antecedent-behavior-consequence
- Use screen sharing to review data
- Identify an evidence-based intervention

Step 4 Implement the Intervention

- Develop a written intervention plan
- Use behavior skills training
 - Tell (review the written plan)
 - Show (model the intervention)
 - Do (rehearsal and performance feedback)
- Use videos of intervention models, bug-in-ear coaching, and uploaded recorded videos to enhance performance feedback and support

Step 5 Evaluate Intervention Effectiveness

- Was the intervention implemented as planned?
 - Yes: Commend performance!
 - No: Support any barriers
- Did the problem get better?
 - Yes: Plan to maintain/generalize
 - No: If due to poor implementation, provide additional support
 - If due to lack of effectiveness, go back to Step 3

Hardware Options

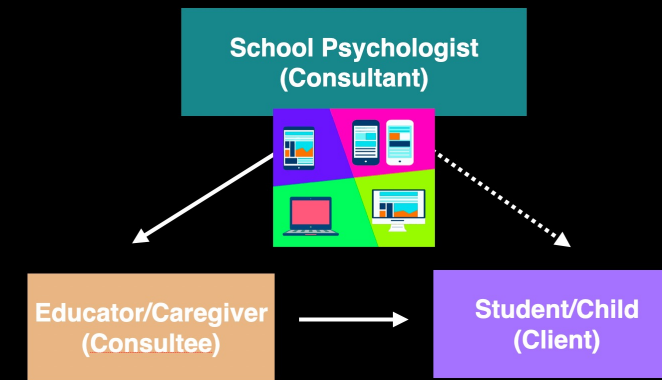


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- Frank, J. L., & Kratochwill, T. R. (2014). School-based problem-solving consultation. In W.v.P. Eurchul, & S. M. Sheridan (Eds.), *Handbook of research in school consultation* (pp.13-30). New York: Routledge.

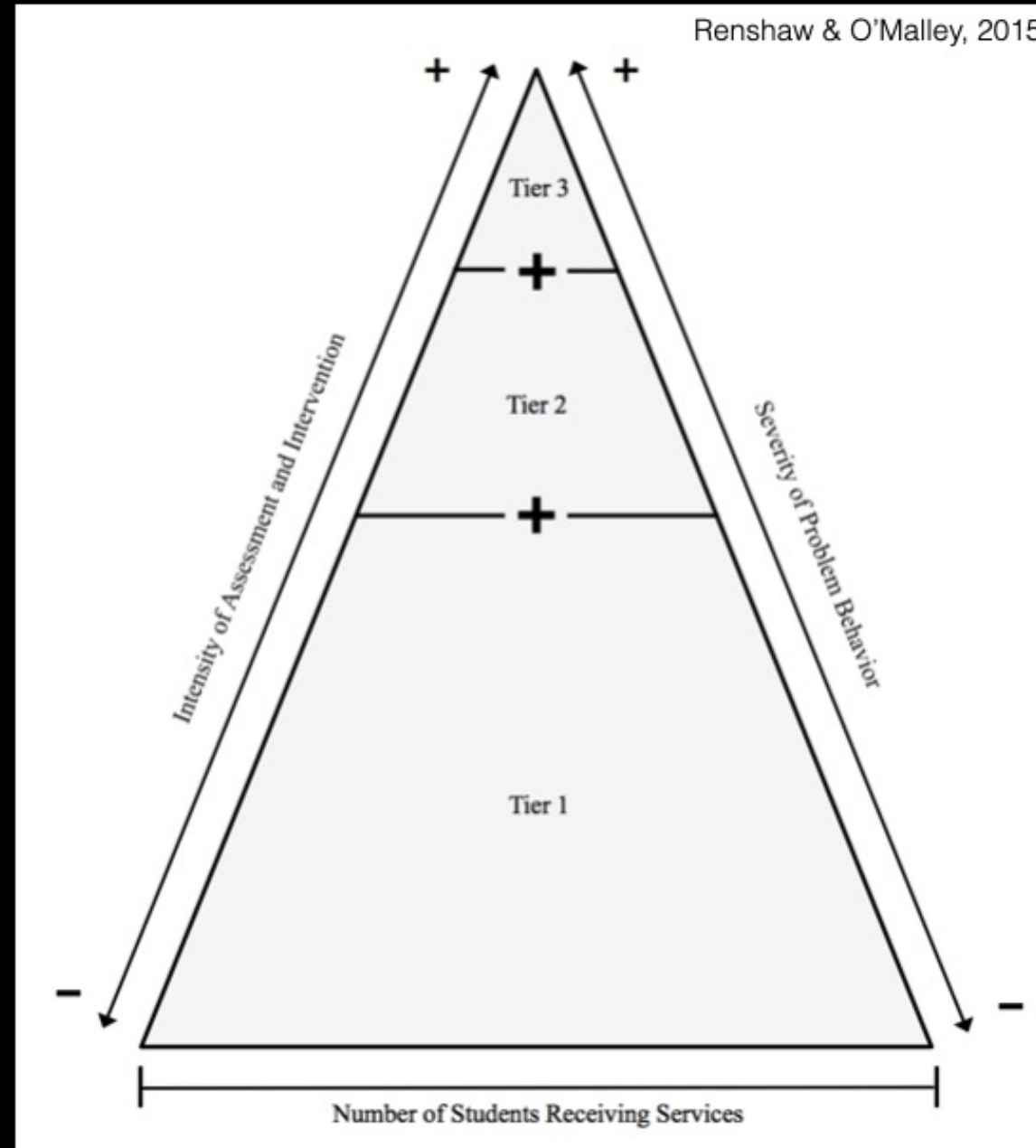
www.u-tteclab.com

Aaron J Fischer, PhD, BCBA-D aaron.fischer@utah.edu

Special Education Services



Renshaw & O'Malley, 2015



Don't forget a HIPAA and FERPA Compliant Platform!

Most laptops have a built-in webcam and microphone. However, smartphones and tablets are also an option for videoconferencing.



International Journal of School & Educational Psychology



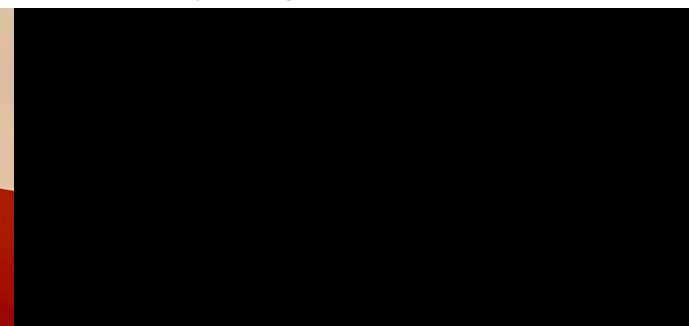
ISSN: 2168-3603 (Print) 2168-3611 (Online) Journal homepage: <http://www.tandfonline.com/loi/usep20>

Increasing student compliance with teacher instructions using telepresence robot problem-solving teleconsultation

Aaron J. Fischer, Bradley S. Bloomfield, Racheal R. Clark, Amelia L. McClelland & William P. Erchul

To cite this article: Aaron J. Fischer, Bradley S. Bloomfield, Racheal R. Clark, Amelia L. McClelland & William P. Erchul (2018): Increasing student compliance with teacher instructions using telepresence robot problem-solving teleconsultation, International Journal of School Educational Psychology

To link to this article: <https://doi.org/10.1080/21683603.2018.1470948>



Journal of Applied School Psychology



ISSN: 1537-7903 (Print) 1537-7911 (Online) Journal homepage: <https://www.tandfonline.com/loi/wapp20>

Using teleconsultation to teach expressive number discrimination through stimulus fading and reinforcement

Aaron J. Fischer, Racheal R. Clark, Bradley S. Bloomfield, Diana C. Askings & William P. Erchul

To cite this article: Aaron J. Fischer, Racheal R. Clark, Bradley S. Bloomfield, Diana C. Askings & William P. Erchul (2019): Using teleconsultation to teach expressive number discrimination through stimulus fading and reinforcement, Journal of Applied School Psychology, DOI: 10.1080/15377903.2019.1587803

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Journal of Applied School Psychology

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Exploring Implementor Error during Remotely Conducted School-Based Functional Analysis Telehealth Training Package

Bradley S. Bloomfield, Aaron J. Fischer, Hunter C. King, Erica L. Lehman & Racheal R. Clark

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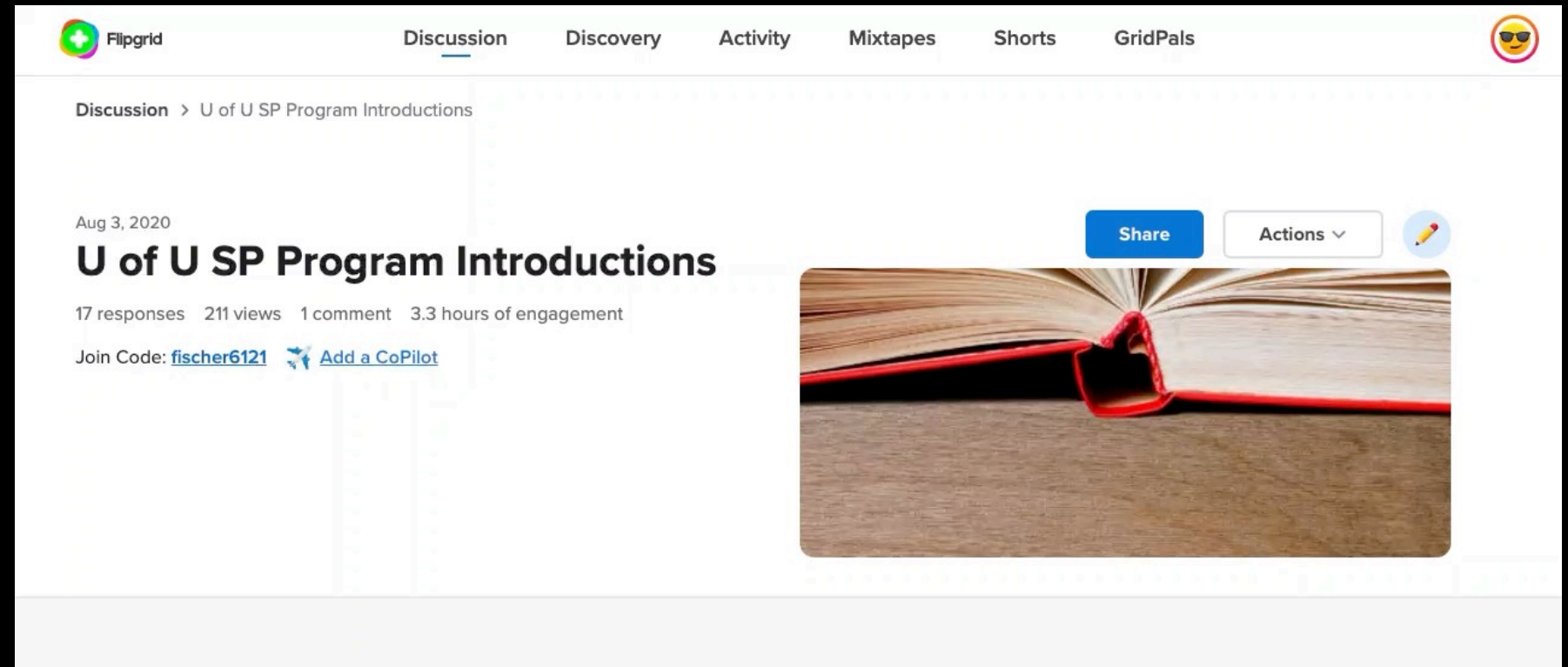
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Asynchronous Service Delivery

Flip Grid

- Record Videos
- Add images and text
- Comment on other videos



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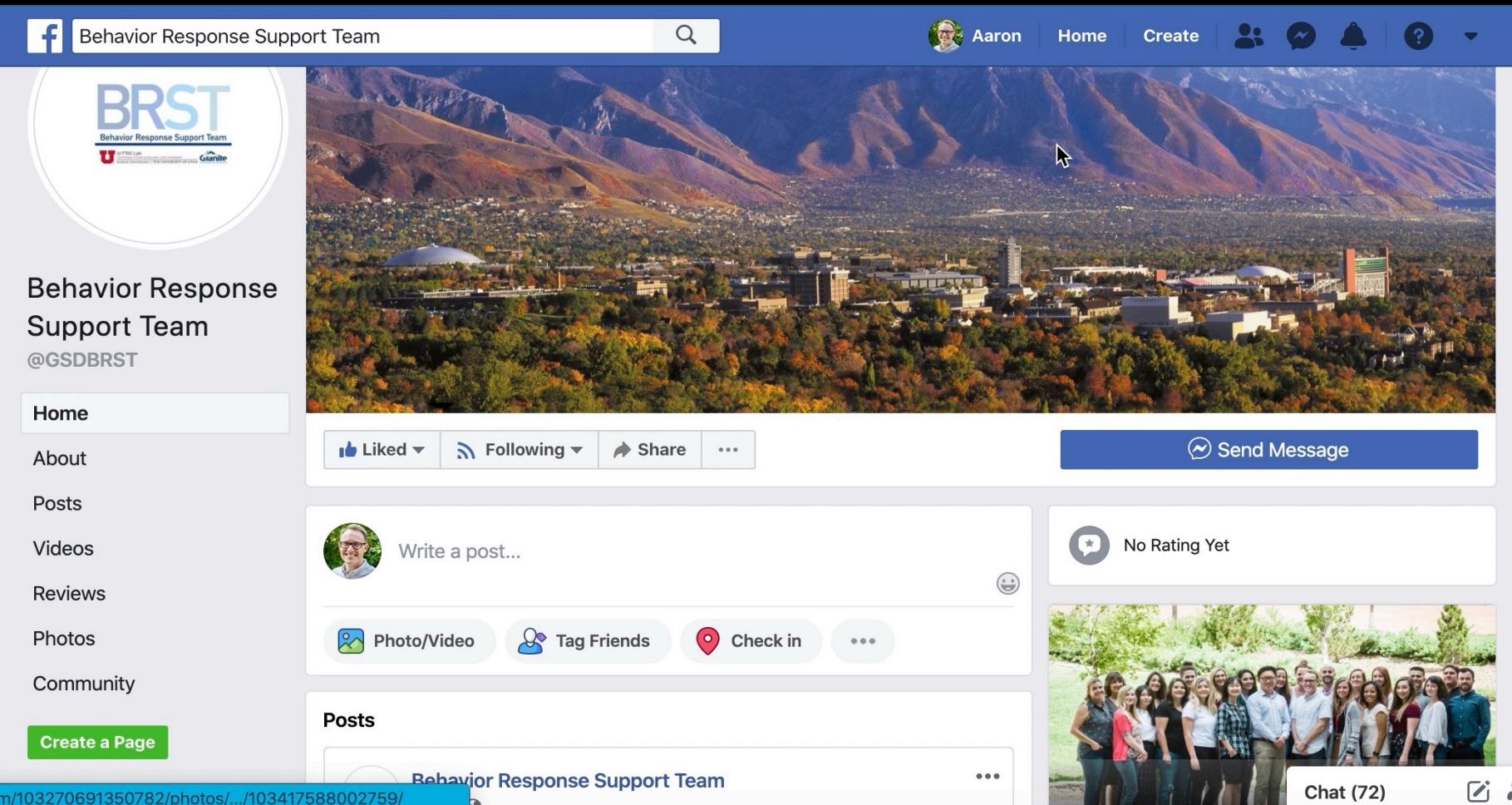


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Social and Emotional Wellness

Virtual Classroom Behavior Tips

Strategies to support remote learners

Back To School Anxiety for Kids

Handling Uncertainty

Identifying Emotions



Increasing Virtual Engagement

Virtual Reinforcement



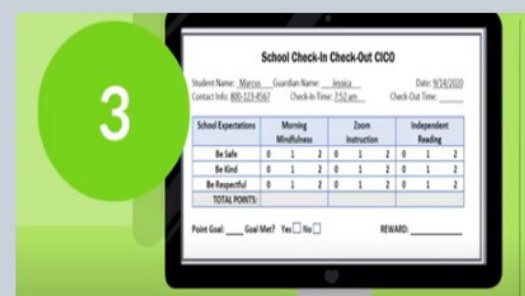
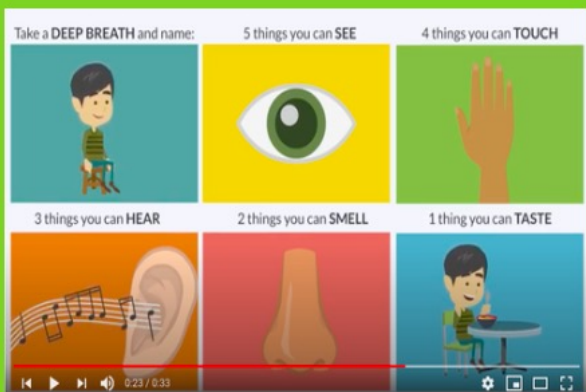
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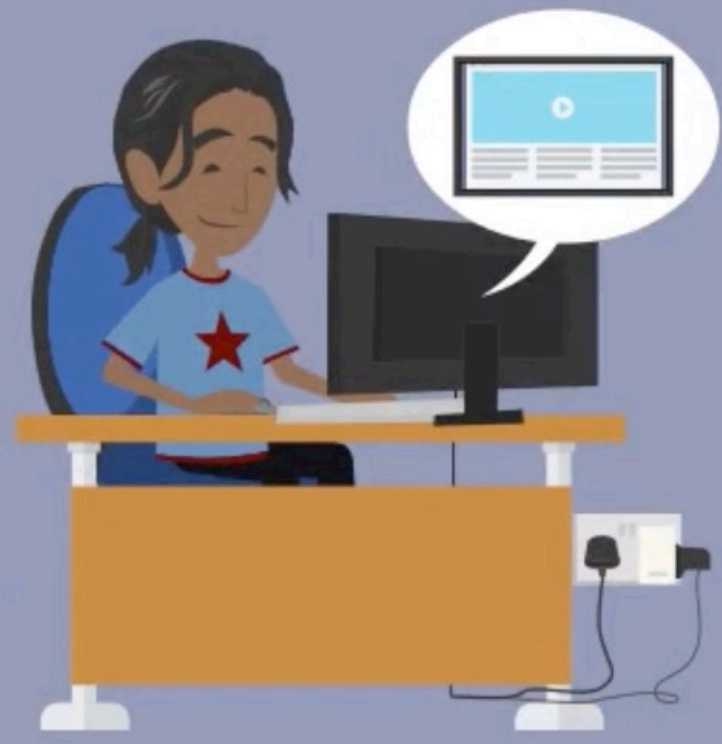


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Virtual Classroom Behavior Tips



Pause

Asynchronous Yoga



Well-Being Team YouTube Videos



SLCSE and Bryant Middle Well-Being Team SEL: End of Year Celebration

404 views • May 15, 2020

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Building Rapport

- Setting up the environment
- Introducing telehealth
- Building Rapport
- Engagement

Building Therapeutic Rapport via Telehealth

Well-Being Team Manual

by Pamela A. Cornejo, M. Ed.

Therapy Space

- **Minimize** the background of space in view
- **Encourage** the student to pick a space in which they have privacy & feel comfortable
- **Acknowledge** the newness or strangeness of a telehealth format
- **Arrange** yourself to have your facial expressions visible, but not uncomfortably close to the camera
- **Use** virtual backgrounds if you or the student prefers



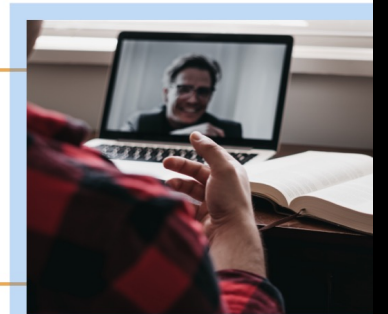
Telehealth Logistics

- **Review** the features of the telehealth platform to help the student understand the chat, video, and other components
- **Discuss** problem-solving options for any technical, wifi, or connectivity issues
- **Offer** chat as an option for increased privacy if the student worries about being overheard
- **Remind** students that sessions will be recorded & review the reasoning

Building Rapport

Special considerations should be made with telehealth-based therapy:

- **Self-monitor** facial expressions. Slightly exaggerated nonverbals help to emphasize communication.
- **Normalize** virtual fatigue
- **Lean into** slower rapport building! The first-time use of therapy is already anxiety-inducing.
- **Ask** the student what may be helpful to increase comfortability



Session Engagement

Although sessions may function similarly to traditional in-person therapy sessions, telehealth allows for creative options of session engagement. As the therapeutic bond between the therapist and student increases, there may be less of a need for specific activities for buy-in.

- **Utilize** built-in options for engagement (e.g., whiteboard, polls)
- **Visit** websites of interest together
- **Offer** for the student to select the virtual background for the therapy space to "take place" in (e.g., outer space, on a beach)

Technical Considerations

- Do your research!
- Consult with IT specialists
- Practice with the software
- Do test calls
- Be patient with yourself and clients
- Learn new ways to engage your clients!



What barriers for effective telehealth have you experienced?

Go to www.menti.com and use the code 8260 9355



 **Mentimeter**

Thank you!

For additional information, please contact:

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www.u-tteclab.com



@uttec_lab



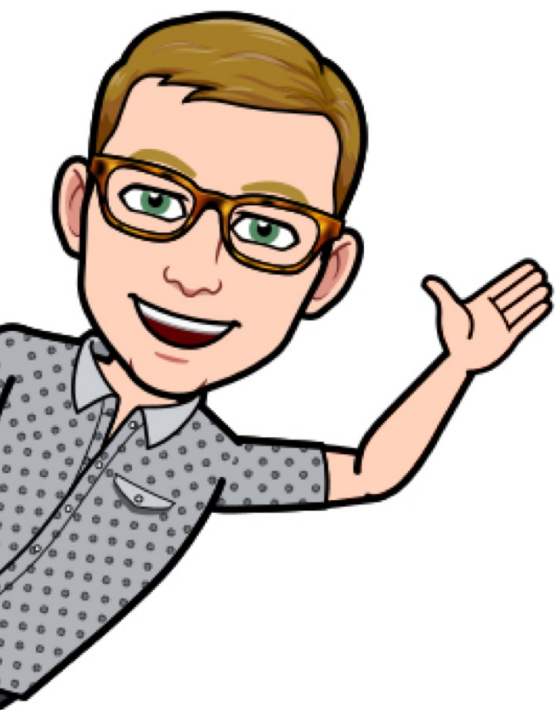
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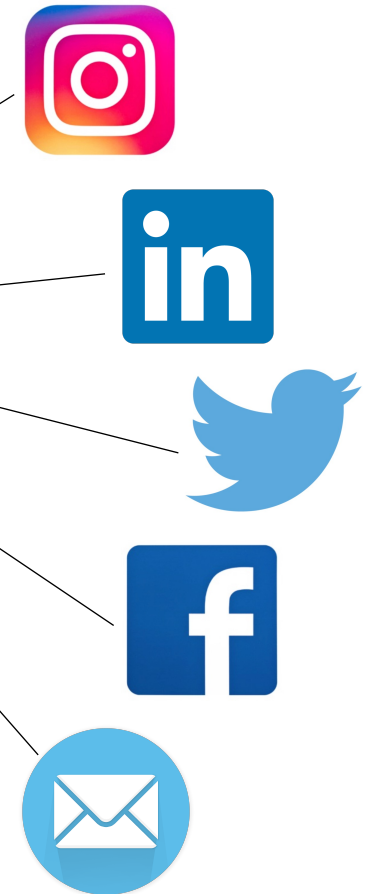


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Online Engagement Strategies for Individual and Group Therapy

Thank You!



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