Teletherapy and Other Virtual Supports

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FLORIDA DEPARTMENT OF
EDUCATION
fldoe.org

TELETHERAPY AND OTHER VIRTUAL SUPPORTS
ADDRESSING ATTENDANCE, MENTAL HEALTH SUPPORT, AND THE RETURN TO BRICK AND MORTAR

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Managing Officer of School Social Work Services

Pinellas County Schools

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- Currently the Pinellas County Schools Managing Officer of School Social Work Services.

- Has been leading the department of 125 School Social Workers since August 2019.

- Working in the social work field for over 29 years, and has been a Pinellas County School Social Worker the last 19 years.

OVERVIEW

- Attendance

- Student Engagement

- Counseling as a related service

- Crisis Response

- Return to Brick and Mortar

ATTENDANCE DURING COVID-19

- Child Study Teams (CST) protocol

- Define attendance

- Gather data both baseline and historical

- Student engagement

- Facilitate provisions of basic needs

STUDENTS ARE CONSIDERED "PRESENT" IF THEY HAVE ENGAGED IN THE COURSE IN ANY WAY ON THE SPECIFIC DATE:

- Answering the attendance poll question

- Submitting an assignment

- Watching videos, live lessons or downloading work

- Posting information in the MS Teams site such as a response in the General Channel

- Emailing the teacher

- Or other forms of academic interaction not included above

- Students may log on to the computer any time during the 24 hours of the day to be counted present.

- Teachers should have completed attendance in Focus for the previous day by 9am each day.
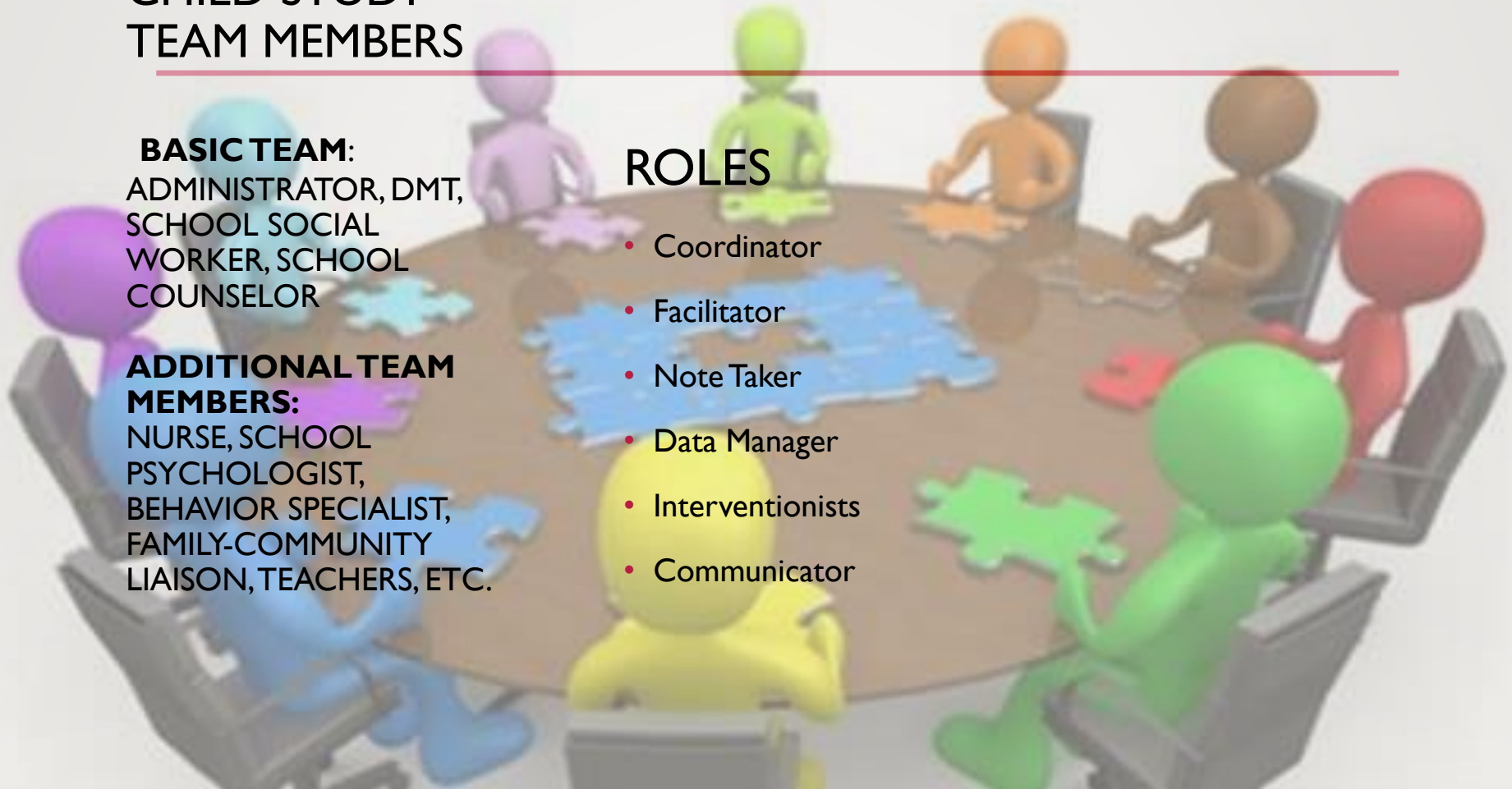
CHILD STUDY TEAM MEMBERS

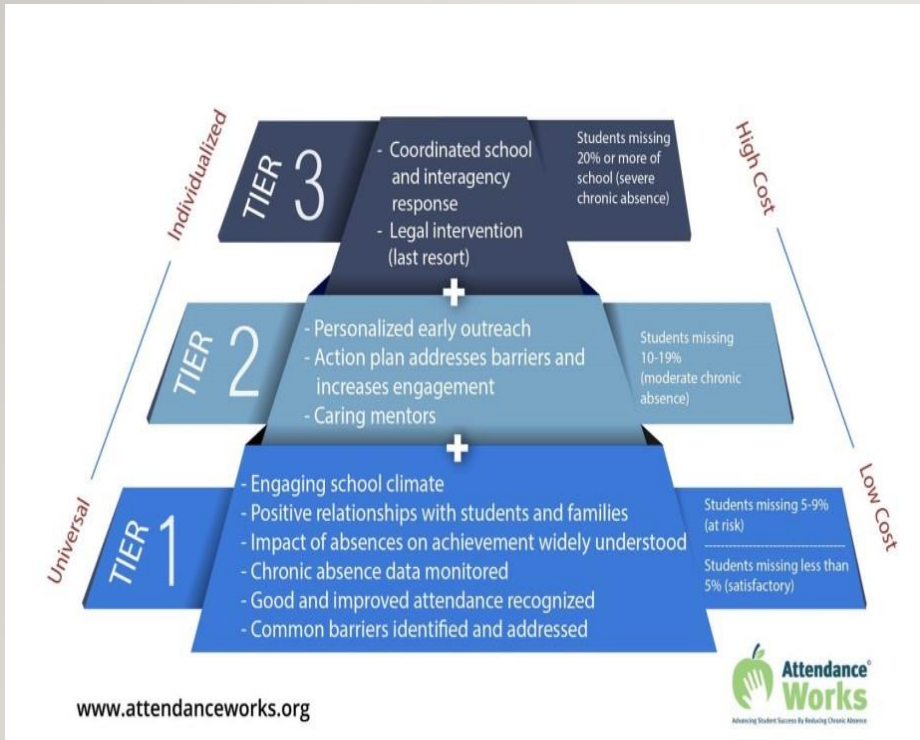**BASIC TEAM**: ADMINISTRATOR, DMT, SCHOOL SOCIAL WORKER, SCHOOL COUNSELOR

ADDITIONAL TEAM MEMBERS: NURSE, SCHOOL PSYCHOLOGIST, BEHAVIOR SPECIALIST, FAMILY-COMMUNITY LIAISON, TEACHERS, ETC.
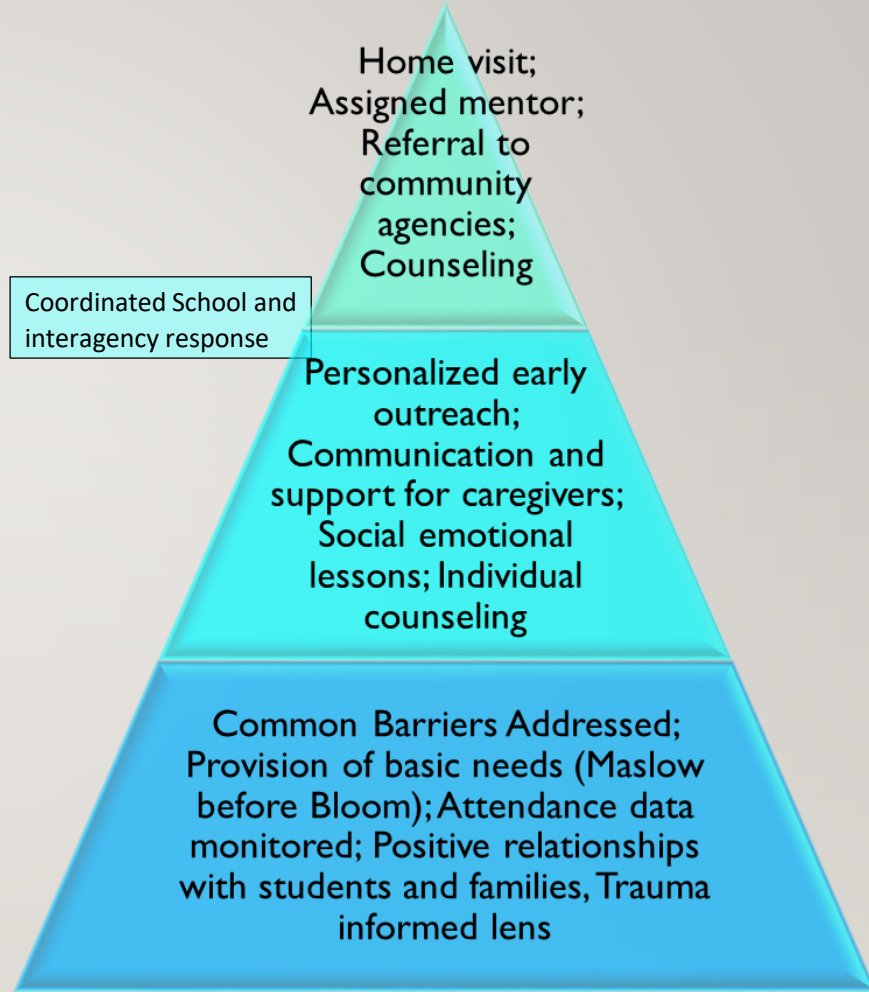
ROLES

- Coordinator
- Facilitator
- Note Taker
- Data Manager
- Interventionists
- Communicator

ATTENDANCE-MTSS DURING DISTANCE LEARNING

www.attendanceworks.org

Coordinated School and interagency response

Home visit; Assigned mentor; Referral to community agencies; Counseling

Personalized early outreach; Communication and support for caregivers; Social emotional lessons; Individual counseling

Common Barriers Addressed; Provision of basic needs (Maslow before Bloom); Attendance data monitored; Positive relationships with students and families, Trauma informed lens

We understand the difficulties you are facing during COVID-19 and are here to help you connect to on-line learning. Please call your school at

_____

if you need assistance to connect. Please ensure your student is logging on TEAMS daily and completing required assignments for each class.
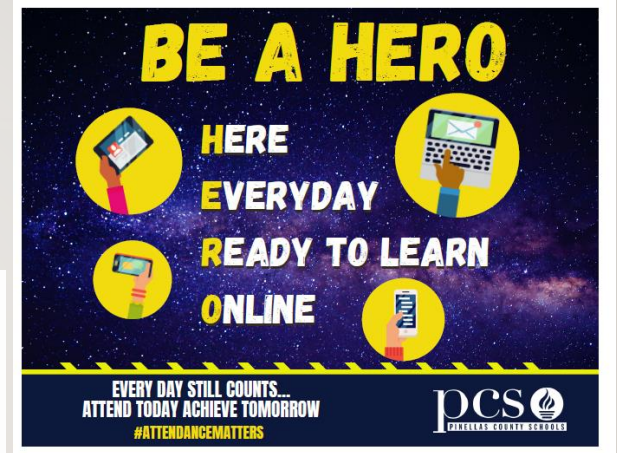
HOME VISITS

- Safety first

- Case by Case

- Purpose

- Safety concern
  - DCF or Law Enforcement

STUDENT ENGAGEMENT STRATEGIES DURING DISTANCE LEARNING

Consider the following:

- Funding availability (School internal/discretionary accounts, SIP, Community, PTA etc.)

- Strategies that best support student engagement for their school community

- Implementation for successful strategy execution (e.g. staff member responsible, timelines, etc.)

- Communication plans to advertise and share with all stakeholders

- Rewards and incentives that will motivate increased attendance and academic engagement

"Every child deserves a champion: an adult who will never give up on them, who understands the power of connection and insists they become the best they can possibly be."

- Rita Pierson, Educator

RELATIONSHIPS!
RELATIONSHIPS!
RELATIONSHIPS!

KEY CONCEPTS FOR LEVERAGING CHRONIC ABSENCE DURING THE CORONAVIRUS PANDEMIC

COUNSELING AS A RELATED SERVICE

- Students that have counseling as a related service on their IEP

- Students that have been assessed or met Baker Act criteria

- Students that may have suffered a trauma

- Students without an IEP that you were working with prior to quarantine

CRISIS RESPONSE DURING COVID-19

ASSESS FOR RISK OF SUICIDE

- Create flow chart

- Plan for after hours concerns

- Create process for follow up

PROVIDING SUPPORT AFTER A LOSS

- Identify crisis lead

- Create crisis team

- Communicate referral process

- Triage

- Provide support

- Debrief with team

ROLE OF STUDENT SERVICES 2020-2021

TOPICS TO CONSIDER DURING PLANNING

- Staff Self-Care
- Community Resources
- Student and Family Engagement
- Attendance
- Counseling Supports
- Crisis Support/Coping with Trauma

SOCIAL WORKER I AM
BY: VICKI KOLLER, LCSW

- I will Counsel you in a room
- I will Counsel you now on Zoom
- I will Counsel you from a car
- I will Counsel you from a far
- I will Counsel you with a mouse
- I will Counsel you while at my house
- I will Counsel you here and there
- I will Counsel you because I care
- Do not worry, breathe, and rest
- I will do my very best!

QUESTIONS?
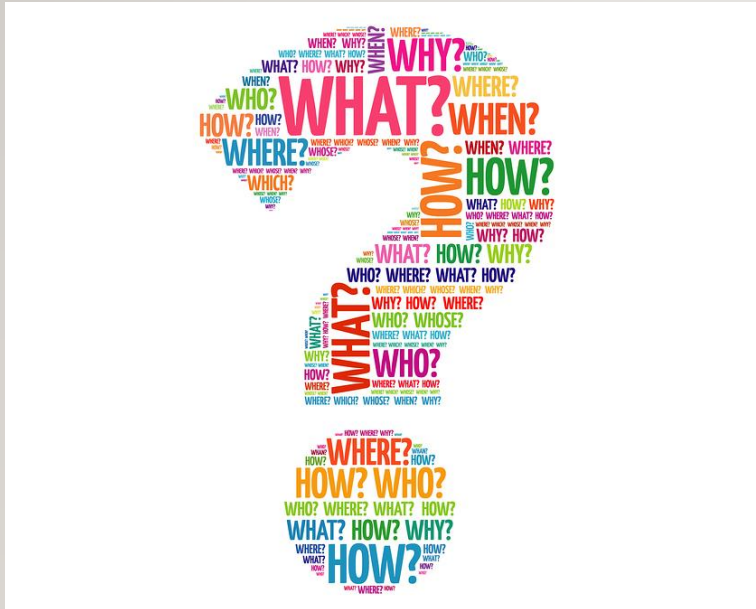
Thank you for your time and attention!

You are welcomed to contact me at Kollerv@pcsb.org

Wishing you a wonderful summer making moments into memories!

SSW Telehealth Services

Best Practices

Guiding Principles

[NASW COVID 19 Ethics](#)

[Technology in Social Work Practice](#)

[Professional Boundaries](#)

[Ethical Exceptions for Social Workers in Light of the COVID-19 Pandemic and Physical Distancing](#)

[Voicemail Greeting](#)

Use of district equipment

Social Media Policy

Office Hours

Outbound Messaging

Knowledge of platform

Contingency Plan

Disclosure

Consent

Organizational Norms

Self-Care

Google Voicemail Script

   You have reached the Google Voicemail for _____, School Social Worker with Hernando County School District. If you are experiencing a medical or mental health emergency, please hang up and dial 911 or go to your nearest emergency room. My office hours are _____ to _____ , Monday through Friday. Please leave a message including your name, name of your student, and how I may help you. I will return your call within 24 hours.

 Thank you.

Considerations...

SOCIAL WORKER

Technology
    Security
    Reliability
    Competency

Boundaries
    Organizational Practices
    Healthy Relationships

Documentation
    Risks
    Consent

STUDENT

Access
    Equipment
    Space
    Time
Appropriateness
    Development
    Compliance

Successful Engagement Online

- Access to resources

- Ability to Participate

- Upfront disclosure of associated risks and guidance on creating appropriate space for remote support services
    - Check List
    - Consent

Checklist: Provision of Telehealth
This checklist may serve as a useful tool for school social workers to ensure the requirements of Florida regulations on the Standards of Telehealth have been met. This document is provided solely for informational and educational purposes and should not be considered to be legal advice.

Informed Consent for Telehealth Services

I understand that "telehealth" includes secure video conferencing, emails, telephone conversations, and education using interactive audio, video, or data communications...

Medicaid Telehealth Update (schools)

- Must be real time, with BOTH two-way interactive audio and video

- Telephone or electronic (email) based contact is not billable

- The recipient (and the legal guardian) must be present for the duration of the service being provided

- Documentation of Telemedicine must be kept in the progress note for each service

If you are entering Telemedicine services that were provided via audio AND video: (Currently Billable)

In the progress note please start your notes off with ONE of the following entries:

Telemedicine via uninterrupted audio and video, parent/guardian present...

Progress Notes for Not Currently Billable

If you are entering Telemedicine services did NOT contain BOTH audio AND video, but was conducted via telephone only or email, please select:

 "Non-Billable Therapy or Session" from the Service Code dropdown.

It will allow us to search for services to bill if policy is changed to allow for more services to be claimed.

Begin Your Progress Notes with:

- Telemedicine via uninterrupted audio and video, parent/guardian NOT present

- Telemedicine via telephone, parent/guardian present

- Telemedicine via telephone, parent/guardian NOT present

- Telemedicine via email

SAMHSA Guidelines
Providing School MH Support Online
Telehealth Toolbox for School Personnel

National Center for School Mental Health

School Social Work Association of America

School Social Work Network

Informing Practice

Telemental Health 101
National Center for School Mental Health

Jennifer Cox, LCSW-C, Director of the University of Maryland School Mental Health Program

Sources

NASW
https://www.socialworkers.org/Practice/Infectious-Diseases/Coronavirus

https://www.socialworkers.org/LinkClick.aspx?fileticket=lcTcdsHUcng%3d&portalid=0

https://www.socialworkers.org/LinkClick.aspx?fileticket=uEWY0sNANmU%3d&portalid=0

The New Social Worker
https://www.socialworker.com/feature-articles/ethics-articles/ethical-exceptions-social-workers-in-light-of-covid-19-pandemic-physical-distancing/

Master's in Counseling
https://www.mastersincounseling.org/counseling/voicemail-greetings/

SAMHSA
https://www.integration.samhsa.gov/operations-administration/practice-guidelines-for-video-based-online-mental-health-services_ata_5_29_13.pdf

School Social Work Network
https://schoolsocialwork.net/about/

National Center for School Mental Health
University of Maryland School of Medicine
http://www.schoolmentalhealth.org/COVID-19-Resources/

www.FLDOE.org