



Meeting Youth Where They Are: Building Telehealth Programs for Trauma Care



Telehealth
Outreach
PROGRAM



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Attribution & Disclaimer


This presentation is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of the Telehealth Center of Excellence Award (U66RH31458) totaling \$4,250,000 with 20 percent funded by HRSA/HHS. This presentation is also supported by the Substance Abuse and Mental Health Services Agency (SAMHSA) of HHS as part of the National Child Traumatic Stress Network Initiative Award (1H79SM085079). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA/HHS, or the U.S. Government.

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Our Presenters



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Objectives



- Identify core components of a sustainable **telehealth program** for youth impacted by trauma
- Apply telehealth-specific **engagement strategies** to overcome barriers and foster strong therapeutic relationships with children and caregivers
- Evaluate challenges** unique to telehealth delivery for traumatized youth and implementation of practical solutions

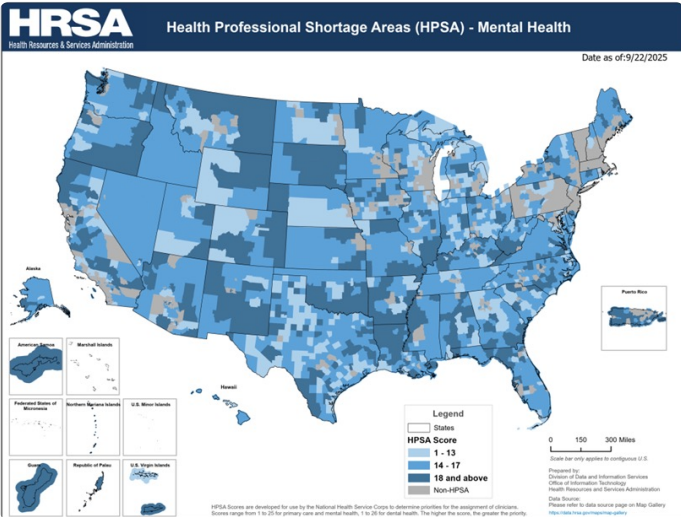
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What's one challenge you have experienced with telehealth?



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Why Telehealth?



Very few receive services

- People don't get the services they need: Only about 1/2 of individuals with mental health problems are estimated to receive needed services (SAMHSA, 2023)

Even fewer complete services

- High premature termination in PTSD treatment
 - 25-40% depending on the study (Cuijpers et al., 2026; Ghafoori et al., 2022)

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Telehealth as a Solution

- 1 Reduces barriers (distance, transportation, stigma)
- 2 Expands access to evidence-based care
- 3 Maintains strong therapeutic relationships
- 4 Supports continuity of care

Telehealth is not a backup plan. It is a necessary and effective adaptation of care.

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Research Snapshot

-  High completion rates of Trauma Focused Cognitive Behavioral Therapy (Stewart et al., 2017; Stewart et al, 2020; Orengo et al, 2022)
-  Large symptom reduction in PTSD (Stewart et al., 2017 & 2020)
-  High client satisfaction with technology and meaningful sessions (Villalobos et al., 2023; Goslin & Epstein, 2024)
-  Therapeutic alliance was maintained, even with youth (Villalobos et al., 2023)
-  Outcomes were on par with in-person services (Hagi et al., 2023)
-  Barriers like travel, childcare, and stigma were significantly reduced (Villalobos et al., 2023)

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Building a Telehealth Program

Telehealth Outreach Model

Telehealth

Evidence-Based Treatment

Intensive Case Management & Engagement Strategies

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Policies, Procedures, & Forms



- + Informed Consent for Telehealth
- + Privacy & Security
- + Email Policy
- + Emergency Protocols
- + Technology Access & Use



Make sure your policies are readable and family friendly—not just legalistic. All families should be able to understand them easily.

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IT & Equipment Needs



- Telehealth Platform
- Clinician Equipment
- Client Equipment
- Equipment Loaner Programs
- IT Support

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Emergency Procedures



1. Complete the emergency protocol at the first visit.
2. Verify an adult caregiver is present in the home each session.
3. Have the caregiver's contact number on file and accessible.
4. Record the child's exact location within the home.
5. If an emergency arises, instruct the caregiver to enter the room.
6. If the client cannot reach safety or deescalate, call 911
7. Know local emergency resources



Make sure clients are not using their caregivers' cell phone for sessions. This limits your ability to contact caregivers in the event of an emergency.

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Telehealth Workflow

Referral/Screening

- Referral process
- Mental health screen
- Barriers screen

Equipment

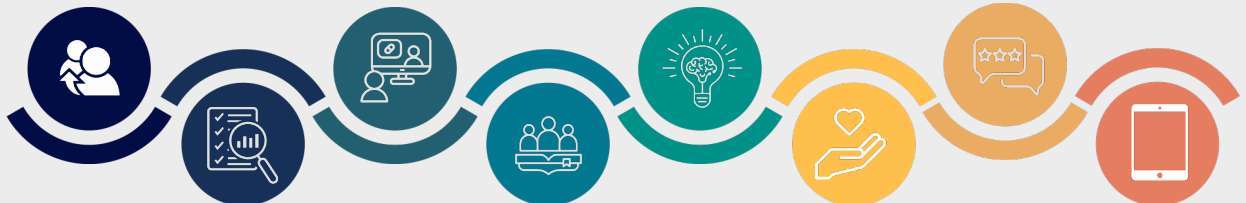
- Assess for equipment needs
- Family using loaner equipment (if available)
 - Sign loaner agreement
 - Give equipment & instructions

Creative Engagement

- Teleboxes/supplies
- Games
- Videos/electronic books
- Therapy handouts and workbooks
- Annotate

Closing and Evaluation

- Clinical assessments
- Satisfaction survey
- Graduation celebration
- Follow-up plan



Intake/Assessment

- Consent & paperwork
- Clinical interview
- Clinical assessments
- Telehealth expectations
 - Caregiver must home for all sessions
 - Emergency protocol

Telehealth Orientation

- Test connection
- Review netiquette
- Tele tour
- Need for privacy
- Set boundaries

On-going Support

- Appointment reminders
- Troubleshooting when issues
- Referral to community resources
- Coordination with other service providers

Equipment Return (when available)

- Prepaid postage envelope
- Return letter
- Follow-up if needed
- Equipment check-in
- Equipment cleaning

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Engaging and Training Staff

- Adapting evidence-based treatments for virtual delivery
- Ethical and legal considerations
- Navigating the telehealth platform and tools
- Using creative engagement strategies
- Addressing personal biases or hesitations towards telehealth

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Clinician Well-Being

Ergonomics Matter

- Use Low Impact Debriefing
- Utilize Supervision
- Plan Extra Time
- Build Support at Work & Home
- Space Out Appointments
- Set Boundaries
- Reset, Before, During & After
- Continue Learning
- Allow Time to Transition
- Remember the Rewards of Your Work
- Get Up and Move

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Engaging Families



- Offer digital literacy support
- Assist with equipment and supplies
- Provide on-going support
- Be flexible with scheduling
- Provide services at school or community partner organization
- Connect families to their communities







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Address Privacy Concerns

Discuss with caregiver the need for a private space
This means a room with a door that closes



Explain the importance of privacy
Discuss that this is therapy, just like if they came to the office. Information is confidential and should be out of the eyes and ears of others

Problem solve typical challenges
Help families problem solve issues such as other children in the home, noise, confidentiality and distractions

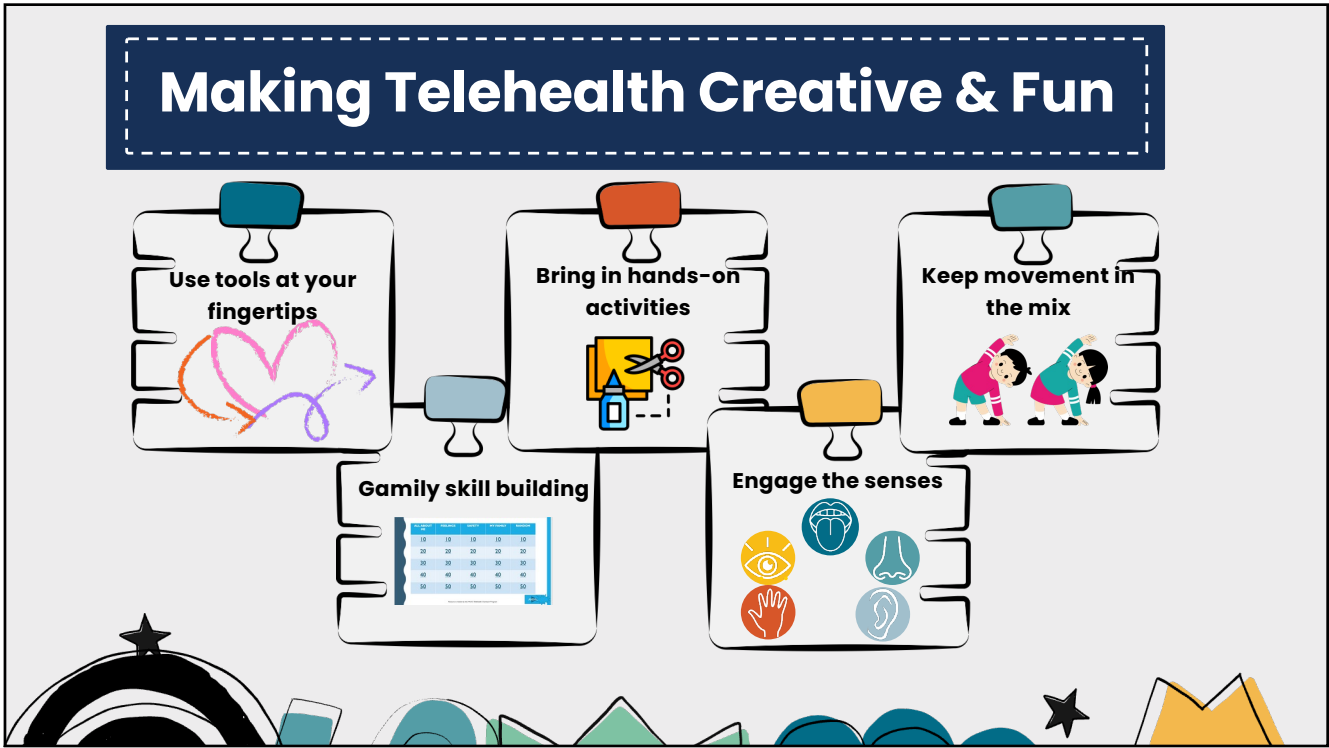




Discuss therapy expectations

- Be prepared
- Everyone needs to be dressed
- Other devices need to be off and put away including phones, radio, tv, computer and gaming
- No laying in bed/couch
- Have equipment on a stable surface
- No driving during session
- No smoking, drinking, or drug use during session
- An adult must be in the home
- Caregivers must participate in therapy

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Keeping the Relationship Strong

- Personal Check-In**
Begin each session with a brief personal check-in or routine that builds rapport
- Consistent Structure**
Maintain consistency in how you start and end sessions, this creates a sense of safety and predictability
- Be Transparent**
Be transparent about the differences between Telehealth Verification Youth Checklist in-person and virtual therapy
- Do What Works**
Invite collaboration to make telehealth work for the client.
- Celebrate Wins**
Celebrate small wins; whether it's a completed homework assignment, improved mood, or a caregiver report of progress

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Readiness and Sustainability

- Financial planning**
 - Budget for initial and on-going expenses
- Data and evaluation**
 - Collect data points to show usage, goal achievement and client outcomes
- Workforce Sustainability**
 - On-going training for staff, mentoring and peer support for both telehealth and resiliency
- On-going supports for families**
 - Reducing on-going barriers such as equipment, technology and internet
- Community partnerships**
 - Building referral networks with the Multidisciplinary Team (MDT) and community supports
- Communication and visibility**
 - Flyers, tipsheets and material




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Overcoming Challenges



- + Engaging Caregiver(s)**
Clarify caregiver roles, set expectations, and build regular check-ins to support follow-through; and make caregiver time engaging with structured visuals and interactive tools.
- + Confidentiality**
Set expectations early, review them often, and actively monitor the environment to safeguard privacy throughout each session.
- + No Equipment/Internet**
Partner with schools or community sites, problem-solve device access, and offer flexible solutions to ensure participation is not dependent on home resources alone.
- + Boundaries**
Create and consistently reinforce clear group norms to maintain professionalism, safety, and emotional regulation.

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Overcoming Challenges

- + Communication**
Use secure, consistent communication channels for reminders, updates, and coordination to reduce confusion and increase follow-through.
- + Materials/Supplies**
Plan ahead by sending materials in advance or creating digital alternatives to keep sessions interactive and structured.
- + Security**
Utilize HIPAA-compliant platforms and control features to manage access, protect participant information, and reduce risk.
- + Clinically Challenging Situations**
Triage cases to see if there are other options that serve the client best, if no other options, make adaptations that can make telehealth safe and successful.

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Telehealth Resources

www.telehealthfortrauma.com

The screenshot shows the Telehealth Outreach website interface. At the top, there is a logo for Telehealth Outreach and a navigation menu with 'Who We Are' and 'Education and Train'. Below the header is a banner image with the text 'Telehealth Resources'. The main content area is organized into sections:

- Trauma Assessment**: Includes 'Telehealth Assessment Materials' with buttons for 'English' and 'Spanish', and 'Telehealth and Business Screen (with Subtitles)' with buttons for 'English' and 'Spanish'.
- Trauma Psychoeducation**: Includes 'Therapy Tools' with buttons for 'English' and 'Spanish', 'Getting to Know You Game' with buttons for 'English' and 'Spanish', 'Trauma Symptoms and What to Expect' with buttons for 'English' and 'Spanish', and 'My TR-CBT Journey' with buttons for 'English' and 'Spanish'.
- TR-CBT Phases**: Includes 'TR-CBT Phases' with buttons for 'English' and 'Spanish'.
- Parenting Skills**: Includes 'Building Your Parenting Toolkit' with buttons for 'English' and 'Spanish', and 'Raising Well-Behaved Kids: What Parents Should Know' with buttons for 'English' and 'Spanish'.

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**Thank You
Very Much!**

Let us know if you have
any questions

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