



National Council of
Urban Indian Health



EXCELLENCE · EQUITY · EFFECTIVENESS

Providing Clinical Tele-Behavioral Health Services to Native Youth in the COVID-19 Pandemic

Dustin Richardson & Shane Lopez-Johnston

ABOUT NCUIH

The National Council of Urban Indian Health (NCUIH) is the national non-profit organization devoted to the support and development of quality, accessible, and culturally-competent health and public health services for American Indians and Alaska Natives (AI/ANs) living in urban areas.

NCUIH is the only national representative of the 41 Title V Urban Indian Organizations (UIOs) under the Indian Health Service (IHS) in the Indian Health Care Improvement Act (IHCIA). NCUIH strives to improve the health of the over 70% of the AI/AN population that lives in urban areas, supported by quality, accessible health care centers.



Presenters



Dustin Richardson, LCPC (Blackfeet descendant)
Clinical Director, Native American Lifelines



Shane Lopez Johnston, (Tolowa Dee-ni)
Prevention and Special Projects Director, Native
American Rehabilitation Association of the Northwest
Inc. (NARA NW)





More than Memes

A Few Thoughts on Telehealth with Urban Indian
Programs

Dustin Richardson, Native American Lifelines (NAL)

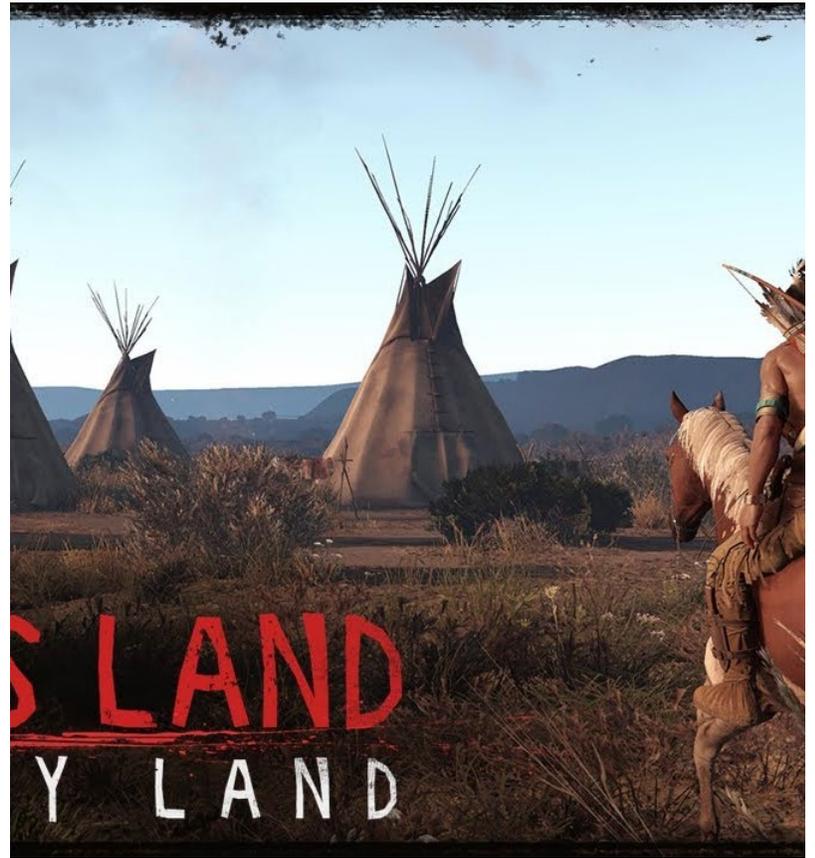




What We've Been Doing at NAL:

- Telebehavioral counseling since 2018
 - Individual counseling
 - Group therapy
 - Art therapy
- Online events since the start of 2020
 - Virtual Gathering of Native Americans
 - Ongoing Youth Events
 - Ongoing Health Promotion Disease Prevention





Virtual Environments are Places, Too

Key Questions

What are the needs of our community?

What virtual environments are your youth most active in?

What tech do your youth have access to?

Where is your money?

What are your staff trained in?

What is your capacity?



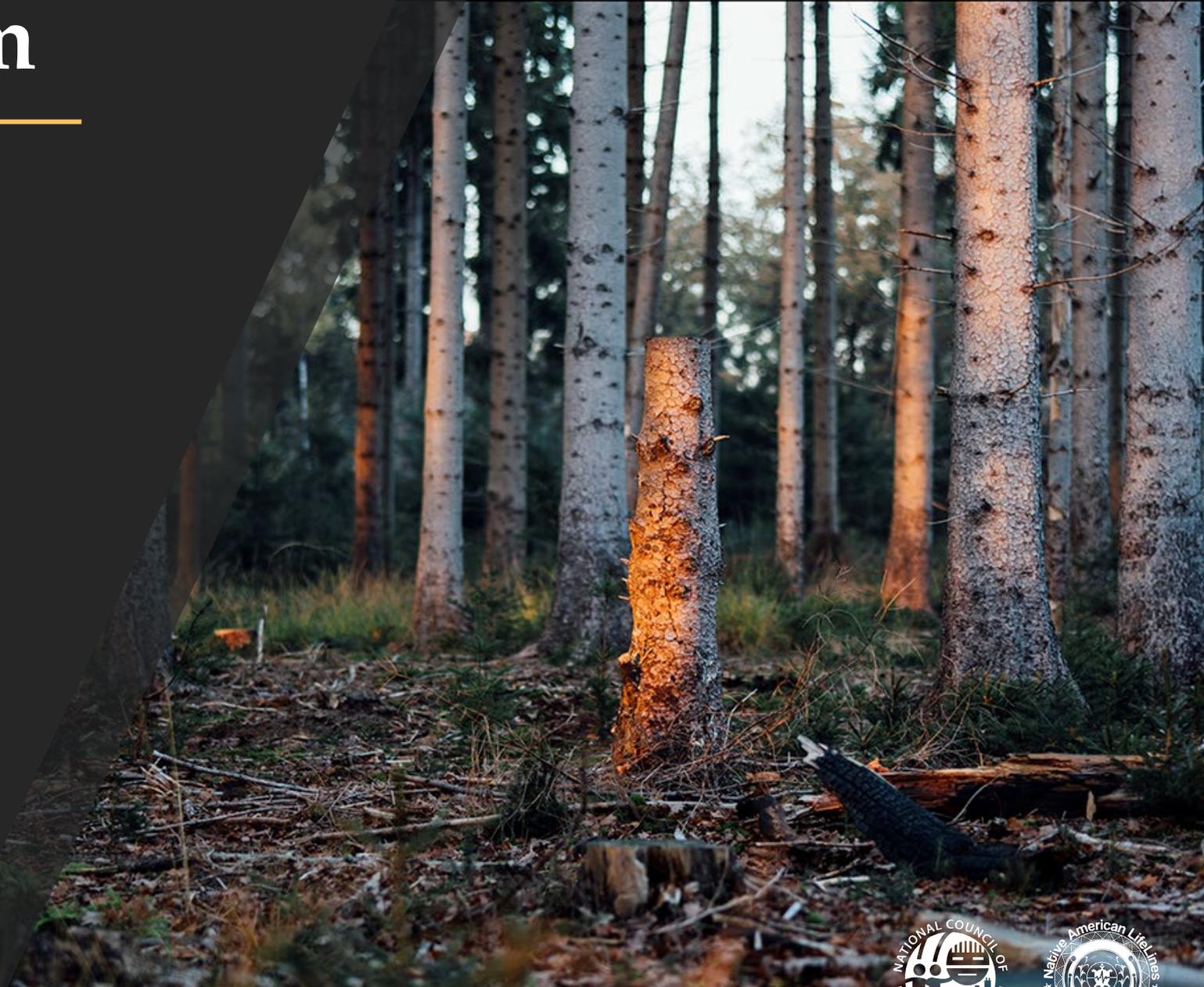
Crucial Elements to Telehealth

- Confidentiality
- Policies
- Training
- Set up
 - Staff and clients
- Safety
- Cultural considerations
- Trauma-informed care
- Platform



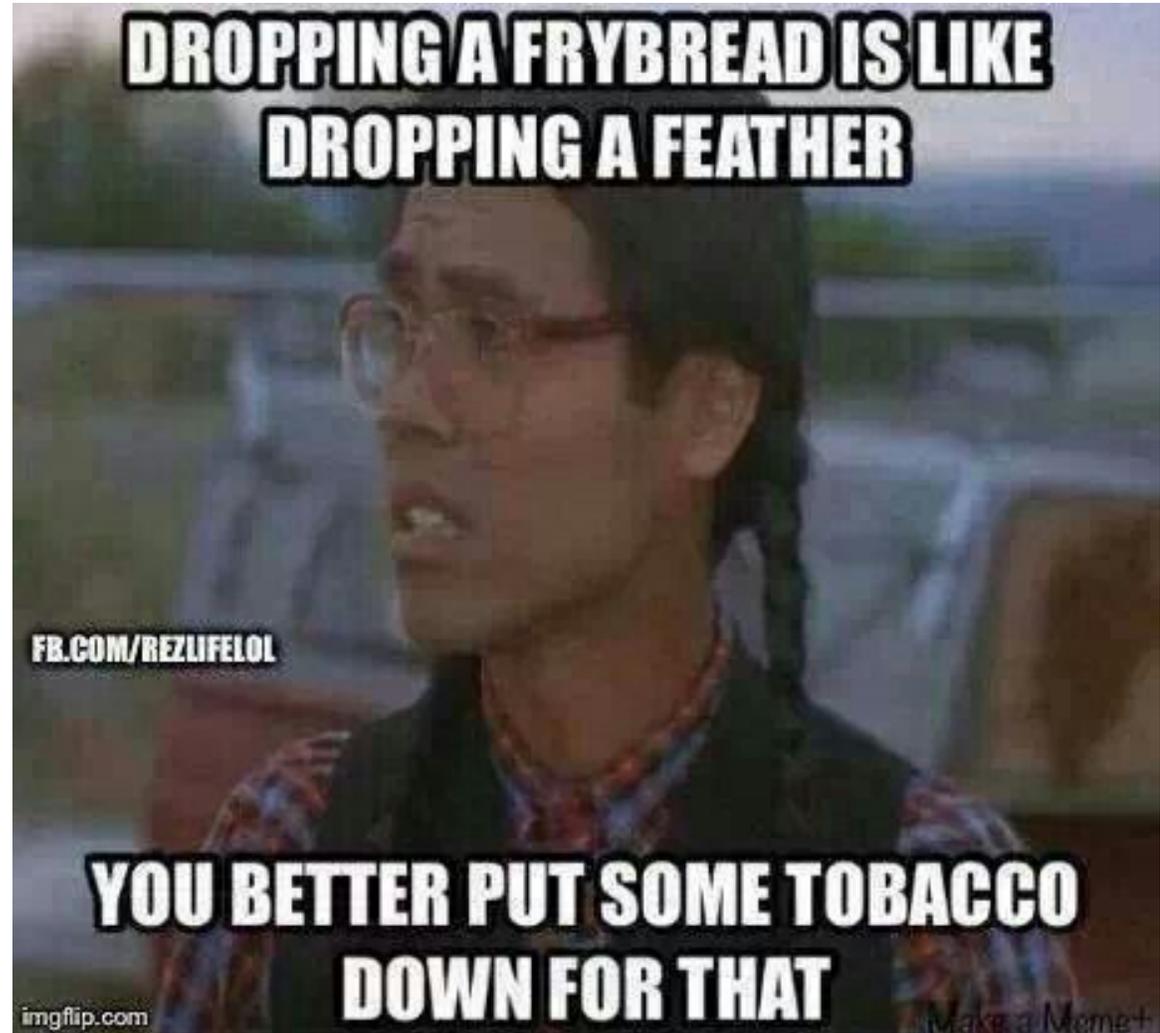
Picking a Platform

- Security vs. Usability
 - HIPAA compliance
 - COVID guidance
 - Encryption
 - Managing entry and exit
- Accessibility
 - What devices can access it?
- Participant numbers and management
 - How many people can be on?
 - How well can you manage them?
 - How much can they participate?
- Cost
 - Higher cost with more features
 - Zoom
 - Low or no cost
 - Doxy: <https://doxy.me/>



Understanding the Risks

- Unintentional self-disclosures
 - Check your backgrounds
- Safety
 - Digital security
 - Limitations on the environment where your client is receiving services
 - Mandated reporting
 - Crisis situations
 - Symptoms and presentation



Helping Everyone to Stay Safe

- Staff competency
 - Train your staff on dealing with breaches
 - Locking meetings, identifying clients, checking meeting settings, learning IP addresses
- Individual counseling
 - Ensure location of client during every appointment
 - Ensure the location of staff during every appointment
 - Ensure an emergency contact on-file
 - Ensure a method of communication if platform has issues
- Group counseling
 - Same as individual but add
 - Group norms
- Events
 - Registration and consents



THIS IS BEAR COUNTRY



Getting Client Feedback

“It’s a welcoming and supportive group with a sense of community that helps to lift the spirit. Discussions are enlightening, and I feel everyone has a genuine concern for each other’s well-being.”

“I feel isolated from a Native community and Native culture. As part of this group, I am looking for a creative outlet in my week to process emotions and nourish that piece of myself.”





Benefits

- Access to care
- Seeing elements of a client's home life
- Mediates risks
 - COVID, issues with transportation, issues with illness
- Groups / events
 - Allows communities that are sometimes decentralized to share space





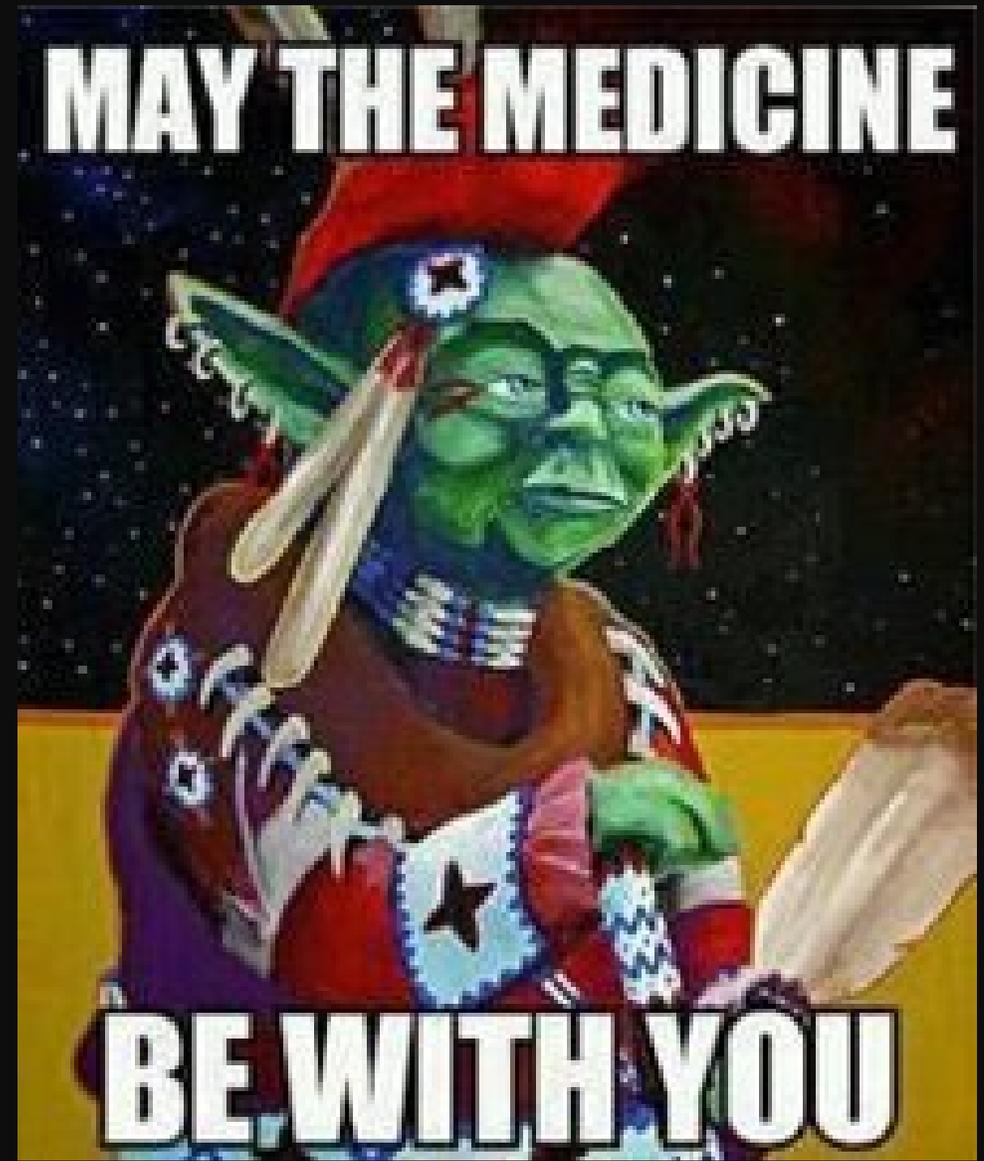
Have Fun!

- Change backgrounds
- Use filters
- Use virtual tools
- Use games
- Send materials



Thanks!

- Dustin@nativelifelines.org
 - 410-837-2258 ext. 101
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Tele-Health and Prevention

Shane Lopez-Johnston
(Tolowa Dee-ni Nation)

The Native American
Rehabilitation Association
of the Northwest Inc.



Who is NARA..

The Native American Rehabilitation Association of the Northwest (NARA) is an American Indian operated nonprofit organization. NARA's mission is to provide education, physical wellness, mental health services, and substance abuse treatment that are culturally appropriate to American Indians, Alaska Natives and anyone in need. Its purpose is to deliver integrative services to achieve the highest possible health status for all people. NARA was founded in 1970 by local Tribal leaders addressing the need for culturally specific substance abuse treatment services.

Today, after 50 years of successfully integrating health care services, NARA manages the following: two Medical Clinics, Outpatient Treatment Center, Residential Treatment Center, Dental Clinic, Child and Family Services Program, Mental Health Facility, Housing Department, Youth Treatment and Recovery Center-Residential, and a multi-story Corporate Office. All service sites are strategically located within Portland Metro which enhances the continuum of care.



What is Tele-health?

- Tele-health is the use of technology to provide care for conditions that can be treated with virtual supports
- These can be done over the phone through talk or text, and through internet services like: Zoom, Skype, Google Hangouts, FaceTime, and other video chat options)
 - Please check with the organization about what platforms are safe to use and meet HIPPA guild lines and regulations
- Depending on what type of tele-health you are looking to receive there could be a number of options available to you. Seek advice from professionals to determine if you qualify for tele-health



Why Tele-health?

- Access to in-person care is limited during the pandemic
- Reduces possible exposure to COVID-19
- Treatment from the comfort of your own home
- Travel time
- Shorten your wait time to see providers



Tele-Prevention Definition and Use

- Prevention is act of stopping something before happening
- Prevention is part of the continuum of care
 - The continuum of care follows the life span of services received by clients (promotion, prevention, treatment and recovery)
- Prevention programs can be used the same way tele-health is used
- **Culture is Prevention**
 - Risk and Protective factors



Tele-Prevention Examples

- Virtual Culture nights
 - What is culturally appropriate to share over the internet?
- Virtual Youth Conferences and webinars
 - Follow-up with youth that have questions or interests that they have shared
- Zoom trainings
 - Suicide prevention
 - Two-Spirit
 - Tobacco cessation
- Virtual Music Group
- Virtual Workout Group
- Create activity kits to handout to community members



Native American Rehabilitation Association of the Northwest, Inc.

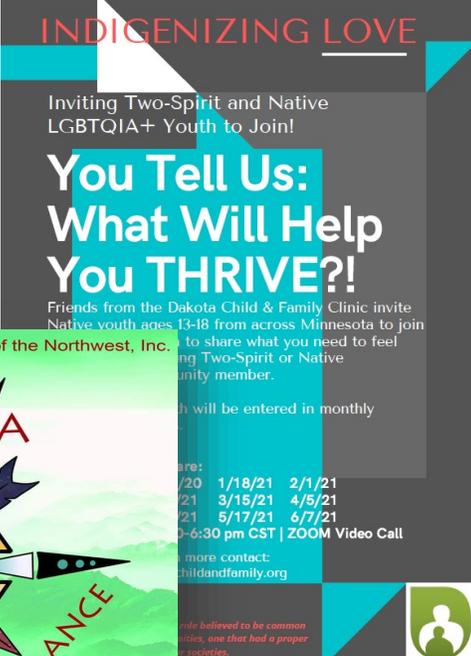
“SPIRIT OF THE HORSE”
We will discuss the cultural connection between American Indians/ Alaskan Natives and the Horse Nation and the healing component between Equine Therapy and Suicide Prevention.

March 10th, 2021
4pm - 7pm

Hosted by the NARA Youth Prevention Program for youth ages 10+ and Professionals working with youth

Register at:
https://naranorthwest.zoom.us/webinar/register/WN_6X1b4DPPRkyX5hxGFG-jAg

Please contact Natosha Spaeth at nspaeth@naranorthwest.org with any questions or concerns.



INDIGENIZING LOVE

Inviting Two-Spirit and Native LGBTQIA+ Youth to Join!

You Tell Us: What Will Help You THRIVE?!

Friends from the Dakota Child & Family Clinic invite Native youth ages 13-18 from across Minnesota to join to share what you need to feel better as a Two-Spirit or Native community member.

Prizes will be entered in monthly drawings.

Drawing dates:
1/20 1/18/21 2/1/21
2/21 3/15/21 4/5/21
3/21 5/17/21 6/7/21
10-6:30 pm CST | ZOOM Video Call

For more contact:
childandfamily.org

...is not believed to be common among those that had a proper education.



- Be creative with your engagement, take healthy risks
 - You can't ask people to do what you aren't willing to do yourself
- It's not about us as providers, it's about those that we are helping
 - Get out of your own head and be present for those you are with
- Create connectedness, spread hope
 - Who are we to judge what amount of hope is enough to reach youth? Even the smallest gesture might be what helps get that person through a tough time and creates a lasting impression





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