

# 21<sup>st</sup> Century Treatment

## The Dance of Transforming Traditional to Virtual Services

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# CHANGE BRINGS OPPORTUNITY



MADISON COUNTY  
MENTAL HEALTH BOARD



CHESTNUT  
HEALTH SYSTEMS



**nami**

National Alliance on Mental Illness

# Introduction

## Session Overview

### Session Goals

- Participants will learn how Telehealth technology can be an effective tool in providing services and supports to individuals with mental health disorders
- Participants will become knowledgeable of current rules and regulations around using Telehealth
- Participants will gather information on how to effectively prepare for practice in using virtual platforms
- Participants will become familiar with resources that can be available through Telehealth

### Introduction of Presenters

# Telehealth Practice Advances



Healthcare

Behavioral  
Health

Covid-19

Criminal Justice  
?

# Criminal Justice Treatment Barriers

Access to **“COMMUNITY BASED SERVICES”**  
including mental health and substance abuse services

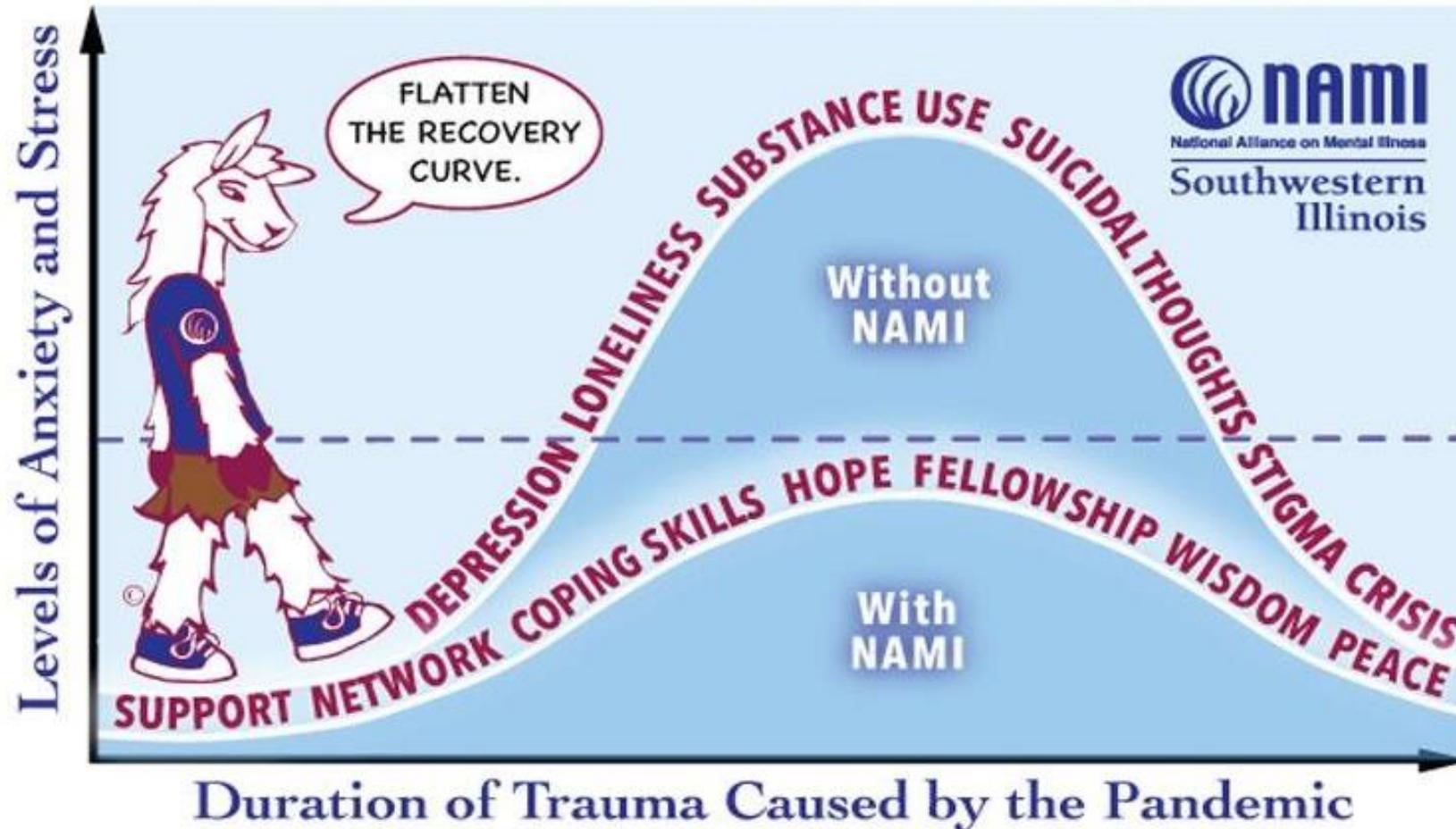
- Building effective partnerships between mental health and criminal justice
- Rural areas are poorly resourced
- Individuals lack personal transportation
- Lack of public transportation available

# Access to Services through Transformation



- Adult Redeploy encouraging seeking new tools to address barriers to community treatment and services
- Behavioral health entities embracing new technology
- Traditional services transforming to Virtual platforms

# Effects of COVID-19 on Mental Health



# National Alliance on Mental Illness Southwestern Illinois (NAMI SWI)



- Who is NAMI?
- Mission of NAMI SWI
- Values of NAMI SWI
- Services offered through NAMI SWI

# Online Platforms

- Why choose video?
- Advantages of Zoom
- Pros and Cons



# Virtual Meetings and the Impact on Program Services



- Audience is everyone
- The exit door is anonymous
- Feedback is limited
- Every Footprint is collected

# Organizations Adaptability to the Virtual World



- Registration vs. open access
- Online requirements across all NAMI programs
- HIPPA compliance
- Mandated reporting
- No observers or recordings

# Online Guidelines for NAMI Classes



- Gathering your teams
- Setting up the platform
- Advertising appropriately
- Understanding data collection and privacy

# Managing Interactions

- Addressing technological concerns
- Utilize stress management tools
- Accept mistakes
- Handling online trolls and disruptive participants
- Responding to emergencies



# Chestnut Health Systems



## CHESTNUT HEALTH SYSTEMS

Locations

- A Chicago
- B Joliet\*
- C Bloomington
- D Bloomington
- E Normal
- F Peoria
- G Maryville
- H Granite City
- I Belleville
- J Jefferson County, MO



\*Credit Counseling only

Central Region  
(888) 924-3786

Southern Region  
(618) 877-4420

Missouri  
(800) 446-0972

Website  
[www.chestnut.org](http://www.chestnut.org)

# History of Telehealth



History and Background of  
Telehealth/Virtual Behavioral  
Health Services

# Options for Going Virtual – Best Practice





# The Future of Telehealth?



<https://www.dropbox.com/sh/kdmqe5llypdtanu/AAAH6XqmojuA3syHxIgiHhcKa?dl=0&preview=Portal+Adult+Tour+2.flv>

# After the Session



- Debriefing and strategizing
- Practicing self-care

# Contact Information

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