Adapting to the New Ways of Practice with LGBTQ+ Youth

June 22, 2020

The Institute for Innovation & Implementation Resources:

- HIPAA-Compliant Technology During COVID-19
- Communicating with Your Audience During COVID-19: Five Essential Tips
- A State-by-State Guide to COVID-19 Telehealth Medicaid Expansions
- Telebehavioral Health: Tech to Connect with Youth & Families TA Network
- Register for the TA Telegram and SOGIE Newsletter
- Managing Now for a BETTER Tomorrow: Conversations & Resources During COVID-19
- The Institute Zoom Tutorial: Computer
- The Institute Zoom Tutorial: Tablet

Presenter Resources:

- Find Dr. Bellonci and His Work Here
- Find Angela Weeks and the QIC-LGBTQ2S Here
- Find Alison Delpercio and the HRC Here
- Find Shelley Craig and AFFIRM Here
- Find Sarah Rosso, Coley Alston, and the Hugh Lane Wellness Foundation Here

Community Resources Shared in Conversation Chat:

- CLAS Standards
- HRC compiled this list of virtual supports for LGBTQ youth
- Southern Oregon Coast Pride
- Tipsheet For School Counselors
- Tipsheet For School Social Workers
- Tipsheet for Educators
- Cyberbullying Resources
- Checklist for Supporting LGBTQ Students.
- It Gets Better Project
- Born This Way Foundation
- Q Chat Space
- Activities and Resources for Inclusive Learning at Home
- Direct Online and Phone Support Services for LGBTQ Youth
- All Children - All Families

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- [CMI/HRC Resource for LGBTQ Youth on Mental Health](#)
- [Key Considerations for LGBTQ Clients](#)
- [Research Brief - Risk Factors for Child Abuse](#)
- [Telemedicine FAQs for LGBTQ Community](#)
- [LGBTQ Community & COVID-19](#)
- [The Color of Coronavirus: COVID-19 Deaths by Race and Ethnicity in the U.S.](#)

Comments from the Chat Box. Thank you for sharing!

If you're using text based, how do you know it is HIPPA secure and that you are talking to whom you are trying to contact?

- We aren't trying to but we also aren't providing clinical services. I run a program called Q Chat Space that is text based support groups for LGBTQ+ teens.
- My company uses GoTo Meeting which gives the ability to lock the meeting and only access with invitations. Been helping with privacy and access.
- Q Chat Space existed before COVID.
- My company uses Zoom and our dispatch meetings are invite only. We usually walk the families through how to use it on their laptops, smartphones, and tablets before discussing any sensitive health information. Once in the Zoom sessions we discuss our privacy practices and then send them these authorizations and disclosures via DocuSign.
- We try, but some families are still unable to use email. In these cases we go to the family's homes, wear our agency-issues PPE, and then put paper documents into their mailbox or get the paperwork signed while following CDC guidelines.
- Anymeeting
- Google meets -- it's very secure!

Now that we are all moving into the tech way of communication- cyber bullying was an emerging issue prior to COVID as well. How do we monitor these kids when everything is online now?

- I have a youth who is struggling with bullying and heightened negative peer pressure virtually since Covid started
- Re: Cyber-bullying - such an important point. And, Allison, sorry to hear about your youth's experiences confirming Anji's fears. HRC developed a couple resources for professionals that address cyber-bullying somewhat.
- I agree and not all things can be done on-line. I remember one study that showed conversations over social media aren't likely to create long-lasting change (focused on political issues) so future outcomes from these interventions will be important to follow.
- Sorry to hear about the child experiencing these issues... I had a child that was bullied in school and not supported by teachers and ultimately his parents removed him from

the school... the trauma it caused left him not wanting to trust the adults- he wasn't upset with the students
- Some of the youth I have been seeing have been at Pride Rallies in the past where there have been active shooters. Some of these youth are being triggered by current events and are afraid for protestors.
- My youth has experienced cyber bullying to the extent of one youth was actually having other youth get in on this while also making multiple fake profiles. We have worked on Internet safety and how to make social media as private as possible.
- Creating safety plans so young people know what to expect or what to do when they feel unsafe
- Providing virtual supports groups can also be a great response to the earlier discussion on cyber-bullying providing them a safe, affirming peer group

<u>Has anyone seen any programs for LGBTQ+ youth that have launched virtually?</u>

- I help out with a community group for queer teens, we normally meet in person but had to pivot to online forums (not a therapy group)
- Most LGBTQ+ centers with youth programs moved their programming online within weeks
- A lot of our youth have been very into connecting over Animal Crossing and other online game/meet ups
- Animal Crossing has helped my teenager to cope with all the stress and embrace creativity
- Qchat is a great space for LGBTQ youth AND has really cool topics.
- One of the advantages of going virtual is that you can reach a larger audience, particularly young people in more remote/rural locations who might not previously had access to these services
- I think that's a great idea to send them snacks, as some of the youths may not have access to food then, and that helps to get them engaged.
- Also sharing screen with interactive activities
- In crisis there is opportunity to rethink the way we serve youth and will want to continue post-pandemic
- We're inviting AFFIRM "graduates" and other LGBTQ+ youth to participate in a QT Camp where we'll incorporate outdoor, identity affirming activities that are safe during COVID. Groups will be in cohorts of 10 or less. We're also continuing AFFIRM, Discord chats, and are developing GRWM style videos on summer looks