

**What is TeleFOCUS?**

TeleFOCUS is a brief resilience training program, using video-teleconferencing (VTC), to strengthen family relationships through a variety of activities and exercises for children, adults and the entire family, wherever they may be.

**Why would my family want to participate in TeleFOCUS?**

Families participate in TeleFOCUS for many different reasons. It is adapted to meet the unique goals of each family. TeleFOCUS can assist families and couples in helping children understand upcoming transitions, enhancing the quality of marriage or relationships, improving parenting skills, supporting those facing recovery from illness or injury, or helping transition to civilian life. Your family does not have to be in crisis to benefit from FOCUS. Most families participate because they want to improve communication and support, work together as a team and remain close. TeleFOCUS is good for families who have easy access to an internet-connected computer or tablet with a camera.

**What platform is used to provide TeleFOCUS?**

To protect privacy, all TeleFOCUS Resilience Trainers utilize Zoom Pro business accounts for the VTC sessions. This is a HIPAA compliant platform. Resilience Trainers take additional measures to secure privacy to include using password protected VTC links, enabling a waiting room, and engaging the locking meeting feature.

**Who is eligible for TeleFOCUS, and is there a cost?**

TeleFOCUS is open to families and couples with an active duty service member or wounded warrior attached to one of the existing FOCUS sites. Training services are free, but internet and data rates may apply depending on your provider.

**What happens during TeleFOCUS?**

You will first meet with a TeleFOCUS Resilience Trainer over the phone to review the technology requirements and obtain some basic information about your family. You will receive a welcome email. Instructions for login will be emailed to you prior to your first appointment with your Resilience Trainer.

TeleFOCUS sessions are fun and interactive. During the sessions, your Resilience Trainer will help you decide on your family's goals. You will take a short online check-in that helps identify your family's unique strengths and challenges. For the family track, some sessions are for parents, some for children and some for the entire family. Each session includes useful information customized to your goals, an opportunity for you to tell your story, and a chance to learn valuable skills. After the program, your Resilience Trainer will follow up with you by phone for up to a year to check in.

**How long is TeleFOCUS?**

TeleFOCUS services consist of 6 to 10 sessions that last approximately 60 to 75 minutes each. Most of the sessions occur within a two-month window. Booster sessions are available over the course of the following year.

**What if I am not sure if TeleFOCUS is right for me?**

Families may choose to start with a consultation which allows you to meet with a Resilience Trainer to ask specific questions or discuss current concerns. You will be provided with useful information, resources and tips.

**Are appointments available after hours?**

Yes, appointments are available at family friendly hours, before or after work.

**Is TeleFOCUS confidential?**

Yes, TeleFOCUS services are confidential within the limits of the law. In case of serious threat of harm to yourself or others, confidentiality may be breached in order to insure personal and public safety.

**What kind of computer do I need to participate in TeleFOCUS?**

All you need is an internet-connected computer (a Mac or PC) or tablet and a webcam. Because of their smaller screen size, TeleFOCUS services are not recommended for use with smart phones.