



*Presidential Perspective*

## We Truly Thrive Together!

Dr. Adrienne Trogden, LCA President, 2019-2020



Greetings Everyone! As I write this, I'm on day #7 of COVID-19 stay home order in New Orleans. While this is a stressful, scary time for all of us and our world-at-large, I'm encouraged by our counseling community's response to this global health crisis! I've been in many virtual meetings and conference calls this past week regarding what we can do as people, professionals, and LCA to assist in this time. Many of us have begun the switch to providing virtual counseling and supervision, myself included. I remember saying to a colleague just a couple of months ago that I never wanted to provide counseling services virtually. Wow! Who would've known that in just a few short months, I would be doing just that! Definitely not me! We are in unprecedented times and we are all being forced to get creative in order to meet the needs of our clients.

I was recently reminded of a quote by Dale Carnegie, "Most of the important things in the world have been accomplished by people who have kept on trying when there seemed to be no hope at all." Doesn't that just sum up where we are right now? I know that for me and probably for you too, watching the news media gets me pretty down these days. Being reminded of quotes like this gives me hope and reminds me of why I became a counselor in the first place. I wanted to help people keep on trying when there seemed to be no hope, and ultimately help them find hope. I hope that you are able to find some hope in these times.

I hope you are also finding new and creative ways for self-care. I've been hosting some virtual happy hours via videoconference with friends and family to foster connection and encouragement during this past week of isolation. It's been fun and uplifting to my spirits each time I've done it! I've also been walking around the block once a day

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and varying up my routine each day to keep it interesting. My house is definitely cleaner than it's ever been! Ha!

LCA has been working hard on a series of virtual trainings on a variety of topics to provide you with continuing education during this time. There is already an audio workshop on the LCA website now that gives the basics of providing Telehealth services that are free to members, so go check that out if you have just begun Telehealth services or are considering starting. A massive THANK YOU to the LPC Board of Examiners for working quickly to make providing Telehealth services easier and more accessible to clinicians.

This first week of isolation has just reinforced for me how  
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**LCA has a NEW Organizational Member...**

**Welcome to the Trusted Provided Network**

*Diane Austin, LCA Executive Director*

Trusted Provider Network (TPN) is a professional network specifically designed for licensed clinicians and vetted treatment providers to confidently navigate client behavioral health.

We offer local communities with a national reach to providers who meet the highest code of clinical services, ethics, and professional standards.

Licensed clinicians, such as LPC, PLPCs, LMFTs, and PLMFTs, social workers, psychiatrists, psychologists, nurses, doctors, make up most of the TPN network. Graduate students are also granted membership in a "view only" mode. When they are officially licensed under their governing body, they will have full access to TPN.Health features as an active member of TPN.Health.

TPN.Health is the exclusive clinician's network where trusted behavioral health providers can gain recognition for clinical services. Join TPN.Health today to enhance your clinical practice and streamline your referral process so you can focus

on what really matters —  
providing the best possible care. 🔗





## Call for Nominations 2020 LCA Annual Awards!

By Dr. Chantrelle D. Varnado-  
Johnson, Awards Committee  
Co-Chair

The awards committee is actively seeking nominations. Nominations must come from an LCA member. The awardee must be an LCA member. Don't you know **someone** the LCA Awards Committee should celebrate and recognize for their value, accomplishments, and contributions to our profession and community!?

Award nominations are in an easy online format! Access nomination form and find more information about each award here: <https://www.lacounseling.org/lca/Awards.asp>

*Deadline for nominations: August 31, 2020*

### ADVOCATE AWARD

Consider nominating someone who has taken the initiative to advocate for the counseling profession on a local and/or state level. In so doing, the nominee has increased awareness about the counseling profession making it stronger and more visible in the state of Louisiana.

### DISTINGUISHED PROFESSIONAL SERVICE

Consider nominating someone who has provided outstanding service at the local, state, or national level in addressing the issues of the counseling profession and in stimulating future service to promote the well-being of the counseling profession.

### RESEARCH AWARD (includes a \$500 grant)

Consider nominating someone who has executed high-quality original research in the area(s) of interest to the counseling profession.

### GRADUATE STUDENT AWARD (includes a \$500 grant to an LCA member who is a student in an ac-

*(Call for Award Nominations, continued on page 4)*

## Louisiana Lagniappe

### LCA Board Mini-Minutes

Lisa Launey, LCA Secretary



On March 20, Dr. Adrienne Trogden, President of LCA, called the meeting to order. After the previous minutes were accepted without corrections, we jumped into the business of the day. This is a summary of the highlights:

- ☞ Debbie Lang joined the meeting as a guest to propose a new affiliate associate for LCA, Military Government Counseling Association, or MGCA. MGCA currently has over 50k members through ACA. After three years, if MGCA meets the requirements listed in the LCA bylaws, it can be approved as our 13th division. This new affiliate was accepted, as the submitted paperwork was complete.
- ☞ Eric Odom and Austin White presented the Conference budget report noting that the somewhat expected deficit had materialized. While we enjoyed the NOLA venue, the higher cost of hosting there and the Sheraton Hotel resulted in a deficit. LCA Divisions have enjoyed in previous years a proportional share of

*(LCA Board Mini-Minutes, continued on page 4)*

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grateful I am to be a professional counselor in times like these and be in a position to help others navigate this uncharted territory. We are a resilient group and poised to help our fellow citizens in this time of uncertainty. We are in the business of providing hope and we are desperately needed in times like these. I'm confident that we will rise to the challenge and persevere! Please feel free to reach out to LCA and me with any questions or suggestions for how we can serve you. Be on the lookout for upcoming trainings and be the HOPE in this world!☞

**Call for Awards Nominations, continued from page 3**

credited doctoral degree program) LCA will also recognize a deserving master’s level student who is a member of LCA. The winner will receive a membership/renewal to LCA and LACGS and recognition as the LCA Graduate Student Award for the Year. Consider nominating a counseling graduate student who has demonstrated outstanding scholarship.

**HUMANE AND CARING PERSON AWARD**

nominating someone who gives to others without fanfare or expectation of reward other than the personal satisfaction of seeing other people made happier. ☞

**LCA Board Mini-Minutes, continued from page 3**

conference profits, based on the number of their members who attended. Due to the deficit, this year there will not be a rebate to the division. The Board also ratified its previous decision not to ask the divisions to share in the loss of the Conference cost.

- ☞ During a discussion of how to reduce costs of future conferences including the possibility of holding an online conference.
- ☞ The Ashton Crown Plaza in New Orleans has a contract with LCA for 2021 and 2022. Several Conference details were presented regarding this contract:
  - ☞ If LCA is displeased after year one, LCA may cancel the second-year contract.
  - ☞ LCA was offered a rebate of \$5 per person for the second year.
  - ☞ The total cost at the Crown Plaza is less than the cost for the Sheraton.

*(LCA Board Mini-Minutes, continued on page 5)*

**GOVERNMENT RELATIONS: Want To Get Involved?**

*Katie Blum, Government Relations, Co-Chair*



Although our original outreach day “Day at the Capital” had to be cancelled and the session was postponed, there is some work on a federal level that is continuing.

The most pressing is the fight for Medicare coverage for licensed counselors. Having legislative support from Louisiana representatives is crucial to this fight. Before the shutdown happened, there were a number of bills that we were paying attention to including many that touched on mental health issues within public schools, board laws, and bills to create or change licensing for mental health professionals who are not LPCs or LMFTs (specifically Art Therapy, psychologists, and addiction counselors).

If anyone would like to be involved or wants to know more information please feel free to contact Katie Blum at [katieblunlpc@gmail.com](mailto:katieblunlpc@gmail.com). ☞

**With Undying Gratitude to Our LCA Journal Editors!**

*Vinetta Frie, Lagniappe Editor*



After more than 39 years combined, co-editors Dr. Peter Emerson and Dr. Meredith Nelson are hanging up their LCA Journal editorial duties! Going back through old newsletters, I found Dr. Emerson mentioned as Journal editor in 1993 when Kay Robinson was LCA President. (I also rediscovered that Dr. Mary Ballard also served as the editor of the Journal in 1999-



**Dr. Peter Emerson**

*(With Gratitude, continued on page 5)*

**LCA Board Mini-Minutes, continued from page 4**

- ☞ LCA is offered a discount on parking for both years.
- ☞ With this venue and offer, Diane Austin believes the LCA current conference fee structure will cover New Orleans costs and that LCA will also make a profit with this new contract.
- ☞ Diane Austin informed the Board that a decision was needed regarding the 2020 Conference Service Project. One proposal was previously submitted (email to Board members) by Hannah Furlan, SLU student member, whose focus is fighting hunger in Louisiana schools. The project was accepted for the 2020 Conference.
- ☞ In addition, Diane Austin asked the Board if the video conference work started this past confer-

*(LCA Board Mini-Minutes, continued on page 6)*

**With Gratitude, continued from page 4**



**Dr. Meredith Nelson**

2000 during the presidency of Pat Thomas. Dr. Meredith Nelson became co-editor in 2007 when Dr. Ron Cathey was LCA President.

For 27 and 12 years respectively, Dr.s Emerson and Nelson generously donated their time and talent to LCA and many novice and experienced colleagues. They created, developed and enhanced a professional journal that has well represented LCA, our profession and our state.

Please join the officers and executive board in offering our sincerely appreciation and gratitude for your service to advance our profession! ☞



**Louisiana Lagniappe**

**Granola Bar Project Rebirth  
2020 LCA Community  
Project Announced**

*Hannah Furlan, SLU Graduate Student*



Last year, at the 2019 LCA Fall Conference, I was selected to present a unique Poster Session. The Granola Bar Project focused on the need for food resources for lower income students in the school setting. The project collected over 2000 granola bars at the 2019 LCA conference as well as partnered with school counselors from 4 schools around Louisiana to distribute the granola bars to their hungry students.

This project won first place at the 2019 conference for poster presentations and helped to educate counselors on food issues in Louisiana. The Granola Bar Project also presented research and community resources for food, as well as collected as a temporary aid snacks for school counselors to use as a bank for their hungry students. I was inspired to do this project because of the hunger issues that I saw students facing. Countless times, I saw school staff using their own money to provide food for their hungry students. Additionally, I found that hungry students had a much harder time being receptive to counseling because they weren't getting their basic needs met.

I created this project to help school counselors more effectively address their students' basic needs. I hoped that it would be a stepping stone for school counselors to reform their own schools to better meet students' food needs. This project is by no means a terminal solution to hunger issues in Louisiana but merely a catalyst for change.

I am so humbled and at the same time, proud to announce that the Granola Bar Project was selected for the LCA 2020 community project. I was hesitant to think that this project could truly help to make a difference in the lives of Louisiana students, but I was blown away by the generosity of

*(2020 LCA Community Project, continued on page 6)*

**LCA Board Mini Minutes, continued from page 5**

ence should continue. Dr. Trogden recognized Dr. Dustin Reed's earlier point for online conferences (reducing costs for members) but noted that LCA numbers are still trending towards Conference participation and networking in person. Unless Covid-19 forces our hand to change, LCA will continue meeting in person.

- ⌘ 6 videos from the 2019 Conference have been on the website for the past 4-6 weeks. Presently many members are not yet taking advantage of this lower cost for Continuing Education Clock Hours or (\$20 per 1.5 Continuing Education Clock Hours) but no long-term data were available at this time to determine if financially LCA can continue the opportunity over time. Zach Hebert, Social Media, agreed to push this member benefit to increase traffic to the website videos.
- ⌘ LCA will seek proposals from local companies who have experience in video editing at professional conferences. We will seek estimates for filming 7, 10, and 14 video sessions.
- ⌘ There was a lot of discussion about how to make sure the content sessions presented would be useful to conference attendees:
  - ⌘ Diane Austin and Eric Odom strongly encouraged divisions to follow LSCA's lead and propose 7-8 conference sessions for a division track at Conference. With tracks, divisions may be better able to meet the needs and interest of their members. LAAOC and AGBTIC also presented tracks in 2019 and all 3 divisions found it to be successful. By taking ownership, divisions can also add intermediate and advanced workshops
  - ⌘ May 1 is the deadline for Divisions to present the number of sessions for reserved space for division tracks.

**2020 LCA Community Project, continued from page 5**

the LCA community at the 2019 conference. I could not be more excited and hopeful to see what this community can do to help hungry students for the upcoming 2020 conference. Hope to see you there! ⌘

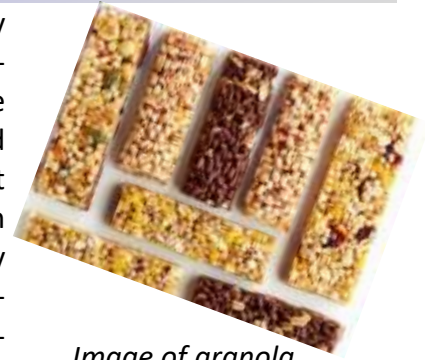


Image of granola bars



**LCA Board Mini Minutes, concluded**

- ⌘ There was also discussion around how divisions inviting skilled local colleagues to present could reduce the need to pay big-ticket national speakers and lower the cost of the conference.
- ⌘ Division will be permitted to invite national speakers provided that division also covers the costs of having that a presenter at the conference.
- ⌘ There was discussion to allow members to add Division affiliation at times other than just when renewing LCA membership
- ⌘ The Board directed Ms. Austin to obtain the Bash Video Company and to research any local companies which provide video services at conferences.
- ⌘ Diane Austin reminded all that there are 13 CE Clock Hours online.
- ⌘ Next Executive Board meeting will be a ZOOM meeting on June 5 from 9:30 – 11:30 a.m. ⌘

**Article continues on next column**

# Together We Thrive: Division President Reports

Louisiana Lagniappe

## LACES: Some Thoughts About Meeting the COVID-19 Crisis

*Dr. Michelle de la Paz, Core Faculty, Capella University and Dr. Sola Kippers Core Faculty, Capella University and LACES Secretary*

Amidst the COVID-19 crisis, mental health clients, student interns, provisional and licensed professionals, supervisors, universities, private practices, and non-profit, government-based, and for-profit clinics across the state, nation, and world are faced with the same pandemic, the same disruptions, and the same worry. Louisiana Association Counselor Education and Supervision (LACES) recognizes that the current health crisis and guidelines for social distancing have the potential to impact the ability to provide ethical and efficacious supervision to provisionally licensed counselors and master's level interns.

During the March 20, 2020, Louisiana Licensed Professional Counselors (LPC) Board of Examiners board meeting, board members addressed the concerns of both public constituents and licensees in the current health emergency (<https://www.lpcboard.org/page/board-member-minutes-and-agendas>). One area of concern is the proper supervision of those with provisional licenses. Their decision, under this current state of emergency, is to allow provisional counselors the opportunity to obtain more than 25% of their supervision hours via telephonic modes and to document and record them according to current regulations [see Section 605. A2ai(c)(i)].

Additionally, in a recent Professional Practice Standards Advisory, The Council for Accreditation of Counseling and Related Educa-

tional Programs (<https://www.cacrep.org/for-programs/updates-on-covid-19/>) has also

communicated their position regarding the dual importance of counseling programs upholding standards while also ensuring student, faculty and staff safety. Not to mention the fact that placement sites for both practicum and internship are also taking steps to ensure client and staff safety.

Counselor educators and board-approved supervisors must follow standards for both state and/or accrediting bodies to ensure both effective and ethical supervision in an on-line format, yet many are being disconcertingly thrust into this practice due to the crisis which is unfolding. There is a delicate balance between allowing flexibility in these extenuating circumstances and producing well-trained licensed counselors who can eventually become credentialed and find future employment across states.



## LASERVIC: Ethical Concerns During A Pandemic

*Dustin Reed, PhD, LPC, NCC, CRC, ALICE, LASERVIC President*



I hope everyone is safe and healthy during these uncertain times of the COVID-19 virus pandemic. This includes all your family, friends, and clients. I wanted to speak about ethics today. As you all know I did a recent webinar recording at the request of LCA leadership. What you may or may not know, I have presented on the topic of distance counseling, distance supervision, and distance learning for the past 3 years at local, statewide, and national conferences. As you all consider the use of technology in providing tele-

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mental health services, supervision of interns, distance learning options for students, be mindful of the ACA Code of Ethics (2014), and each of the specialty areas that you are in and the respective codes. While the Governor of Louisiana rescinded the regulations requiring training, LCA and I urge you to get formalized training. LCA specifically denotes it wants you to get training before providing telemental health to clients.

My prayers for your safety, your family and friends' safety, and your clients' safety are being offered up every day, as I, as LASERVIC President, worry about all of you in this dire time we are experiencing as a world. Please be morally ethical as well when it comes to those around you and yourself. If you are experiencing COVID-19 symptoms, please see a doctor and get tested. Please practice appropriate social distancing and wash your hands frequently.

Lastly, LASERVIC Executive Board continues to work towards the next conference. During the last LCA Executive Board meeting, LCA encouraged each division to build a track of content sessions of specific interest to our membership. Some members voiced the desire to see more proposals related to integrating spirituality and religion into the counseling process. I confer with the LASERVIC executive board on how we can help LASERVIC members meet their professional development needs. There may even be a division-wide vote on this soon. It has been and continues to be my pleasure to serve LASERVIC and LCA.

*Article continues on next column*



**Thank You LCDA:  
We Work Well!**

*Lauren Fontenot Landry,  
LCDA President*



Often times, counselors in many different settings are presented with clients who exhibit both mental health concerns and career development needs. For the 2020 LCDA Career Connections Conference in January, NCDA President-Elect Dr. Seth Hayden highlighted this interrelation as the featured speaker for the day with his topic, *Connecting the Dots: Addressing Career Development and Mental Health in Practice*. The Conference was well attended by individuals who practice in K-12 settings, Higher Ed, private practice, non-profit, and beyond. With so many different attendees from different settings, the day fittingly wrapped up with LCDA's very own Dr. Christopher Belser, LCDA President-Elect, introducing the concept and benefits of resource mapping with his topic, *Building Bridges: Strategies for Identifying and Developing Partnerships within Career Development Work*. Learning more about Dr. Belser's work, attendees were able to use the information from the entire conference to identify and plan ways to develop our own partnerships within our respective settings, focus areas, and current networks.

Also, at the 2020 Conference, elections for the new LCDA executive board were held. Newly elected members include Kayla Gros, Treasurer, Joyce Fields, Member at Large, Janet Lopez, Member at Large, and Shallene Joseph, Secretary. Returning elected members who will transition into new roles will include Christopher Belser, President; Tinicia Turner, President-Elect; and Lauren Landry, Past-President. Congratulations to all newly elected officers, and a warm "thank you for your continued service" to the returning elected members. Also, I'd like to extend a huge "thank you"

*(Division President Reports, continued on page 10)*



**Division President Reports, continued from page 10**

to Angela Murray for continuing to serve as our Website/Technology Chair. And lastly, I'd like to show appreciation for our outgoing board members, Ellen Miller, Treasurer; Mary Boudreaux, Past-President; Denise Latour, Member at Large; and Tiffany Henderson, Secretary. We still have work to do as our division election year does not end until June 30, and I am proud and privileged to be doing this work with all of you!

Looking forward, registration for the 2020 NCDCA Global Conference in Minneapolis, MN is open. The theme for the conference will be, *Inspiring Innovation, Increasing Diversity, and Promoting Social Justice in Career Practice*. Conference dates are June 30 - July 2, 2020.

In closing, please check out our LCDA career exploration and planning resources page online, <https://www.louisianacareerdevelopment.org/resources.html>, for those who may potentially be looking for career development resources for clients. Questions about resources can also be directed to our division email: [info@louisianacareerdevelopment.org](mailto:info@louisianacareerdevelopment.org).



**We're Here To Help**

**Veronica Douglas, LPC-S, NCC, NCSC, LSCA President**

I greet you during this time of challenges and change. Things are fluid and the one thing we can now count on is change. As schools have all closed, the concern was raised regarding the role of the school counselor in these new circumstances. We are here and we are here to help students, families, and the communities we serve.

School counselors are helpers to the extreme. It is hard for us to be disconnected from the students for whom we interact with on a daily basis. Serving

**Louisiana Lagniappe**

as president of Louisiana School Counselor Association, I want to personally assure you that as much as we are here to support our students, we are here to support you as well.

LSCA board is currently working on ways to provide additional resources and support to school counselors with online resources on our website and possibly providing zoom meetings to support the individual needs of its' members. Stay tuned for more details. Remember this current situation is temporary and LSCA plans to come out of this stronger than ever and we would love for you to join us.

Members of LSCA give back to the profession by serving on our governing board. LSCA is run by school counseling professionals who volunteer their time to plan professional development events, social events, plan our annual conference, and run the day-to-day business of managing an organization. All of our volunteers work full time and then spend some of their own time giving back to our organization.

We are always looking for new members for our committees and governing board. If you are interested in joining a committee, please reach out to me at [jarelle2npower@aol.com](mailto:jarelle2npower@aol.com).

LSCA is currently seeking nominations for our open governing board positions of Secondary Vice President and Elementary Vice President. We would love for your name to be on the ballot.

Whether you give back to your profession or volunteer your time in other ways, the volunteer work that you do is important. If you are looking for something fulfilling, consider spending some of your outside work volunteering for something you love.

Wishing you peace and comfort in knowing that we are all in this—together! Stay Safe and Stay Happy. Upcoming Events: ASCA Conference—June 27-29, 2020 Seattle, Washington and the LCA An-



**Article continues on next column**

## A Practical Framework for Conducting Distance Supervision

*Dr. Michelle de la Paz, Core Faculty, Capella University and Dr. Sola Kippers Core Faculty, Capella University and LACES Secretary*

Telehealth has been described as “the use of telecommunications and information technology to provide access to health assessment, intervention, consultation, supervision, education, and information across distance” (Barnett, 2011, p. 103). Below are points to consider when utilizing telehealth as a means to conduct supervision:

**Legal, Ethical, and National Resources Regarding Telehealth.** U.S. Dept. of Health and Human Services (HHS): Notification of enforcement discretion for telehealth remote communications during the COVID-19 nationwide public health emergency: <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

ACA 2014 Code of Ethics. Section F: Supervision, Training & Teaching; Section H: Distance Counseling, Technology, and Social Media. <https://www.counseling.org/resources/aca-code-of-ethics.pdf>

AMHCA Code of Ethics (2020). Free download. <https://www.amhca.org/publications/ethics>

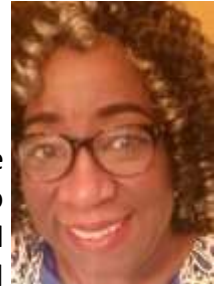
NAADAC. Principle VI: E-Therapy, E-Supervision, and Social Media. <https://www.naadac.org/code-of-ethics>

NBCC Code of Ethics. <https://www.nbcc.org/Assets/Ethics/NBCCCodeofEthics.pdf>

*(Distance Supervision, continued on page 10)*

## Editors Prerogative

*Vinetta Frie, Lagniappe Editor*



I guess it was not a complete surprise. A week prior, I kicked into hurricane prep mode to get ahead of the panic. It took four stores and most of the morning to gather my supplies — yes I actually WAS a Girl Scout! Then came the text message, a week later and our lives were drastically different.

The speed, breadth, and depth of the change were difficult to grasp: the world is really battling a global pandemic. My husband and I as college professors were fortunate not to lose our jobs. We had the blessing of a focus and continued paychecks thanks to the LCTCS and the fiscal acumen of our leaders. We learned the new normal of telecommuting and Zoom training seminars. Many of our students at Baton Rouge Community College were not so fortunate.

In addition to coping with their own loss of place and routine when BRCC closed to the public, many of them lost employment or experienced reduced work hours. Many had the stress of working in essential jobs which required them to place themselves in harm’s way to take care of their families and us while putting **them** at risk of infection. They had to project competence to children at home displaced from school, friends, routines, and sometimes nourishment.

The return to school for me had to be about more than completing the course syllabus. I had to respond to twin questions that became my new mantra what can we learn from this? How can we be better as a result? Teaching had to take into account in a more basic way [Maslow’s Hierarchy of Needs](#), use Zoom meetings to form deeper connections, encourage students to network with each other, to evaluate credible well-sourced information to improve critical thinking to make vital decisions as they navigated and built their new normal. Interweaving this need-based knowledge with the course content I was charged to impart enriched the experience for all concerned.

*(Editor’s Prerogative, continued from page 10)*

**Technology Options & Requirements.** Encryption: All data should be encrypted using point-to-point encryption. The encryption standard is currently FIPS 140-2 (Federal Information Processing Standard). It is recommended to have the encryption tested by a third party. Bandwidth & Resolution: Supervisors should use a minimum of 640 X 360 resolution at 30 frames per second with a minimum bandwidth of 384 Kbps for both upload and download speed.

**Videoconferencing.** The videoconferencing software program used will specify what bandwidth is necessary for quality resolution. Prior to the first session, a speed test should be conducted. More bandwidth is needed the higher the encryption. Cloud-based systems will require more bandwidth than programs that are installed onto the computer. Wired connections will provide much higher bandwidth, and are recommended. Compare software programs via the following link, however, it may not always be up to date. Supervisors will need to register on the site to use the free service. On the site, results can be filtered according to the importance and relevance of the criteria <https://telementalhealthcomparisons.com/>

Videosoftware Options in the Time of COVID 19  
<https://personcenteredtech.com/2020/03/17/apple-facetime-or-facebook-messenger-video-and-hipaa-compliance-yes-for-now/>

Pre-Session Process. Ideally, when setting up videoconferencing, walk through a pre-session process with the supervisee face-to-face in your physical office for the first session. Based on the current limitations of COVID-19 and social distancing, supervisors may provide guidance using the telephone and trouble-shooting the technology with supervisees. Discuss in detail the technology re-

*(Distance Supervision, continued on page 12)*

LCA President Dr. Trogden challenged us to BE the HOPE! Counselors ARE needed more than ever in the world. We must look for the silver lining and help others to do the same. This may be harder for those who have had their support circles broken by COVID-19. As soon as you can, your ability to share how you keep going could be the testimony someone else needs to hear.

By seeking a calm center I learned to create a new structure to provide order and function to my days. It helped me to be proactive to consider how to support and help my students navigate life, school, and work. As you seek wellness for all who depend on you, take advantage of this time out to answer those questions for yourself and when this is over, you may find you did learn something important and are better for it. Focus on what we have as part of this new normal — what has NOT been canceled:

### Not Everything is Cancelled

sunshine is not canceled  
spring is not canceled  
love is not canceled  
relationships are not canceled  
reading is not canceled  
naps are not canceled  
devotion is not canceled  
music is not canceled  
dancing is not canceled  
imagination is not canceled  
kindness is not canceled  
conversations are not canceled  
**hope** is not canceled.



#keeplookingup



**PREVENTION  
WORKS!**

***Distance Supervision, continued from page 11***

quired and go through the supervisee's plan and goals. Have the supervisee use a speed test for their internet connection. Test the connection via video with the supervisee and “play” with the settings: brightness, mic volume, speaker volume, and zoom. Walk through the adjustments with the supervisee until you meet their preferences. Recommend to the supervisee to place your picture on the monitor as close to the location of their camera as possible. Another option is to create a video that walks the supervisee through the entire pre-session process, from how to enter the videoconferencing software to testing the technology. This option may have a lot of time and eliminate frustration.

**Physical Setting.** Avoid backlight and use good lighting that is placed in front of you to capture the best video. Use a headset. Set up your office (or home office) in a way that is conducive to videoconferencing. Provide a professional background and set guidelines for your supervisee to adhere to a professional presentation.

**Videoconferencing Skills.** To facilitate making the connection/rapport, zoom in the camera to get a close-up of their face and your face. When the camera is zoomed out (the typical default setting) one gets the feeling of being distant. Use your voice to get across your emotion. Use your body even though you are sitting. The camera does not have to limit you as much as you think. You can still use a whiteboard with videoconferencing; allow for the camera to be aimed at that accessory item. Many videoconferencing platforms allow screen share, playing training videos and audio clips, post PDF of workbooks, as well as sharing diagrams, charts, and other written material.

***Article continues on next column***

**HIPAA Compliance.** If a technology provider has any contract with PHI, they should provide a Business Associate Agreement (BAA). A BAA is a contract between a HIPAA covered entity (you/ supervisor/practitioner) and a HIPAA business associate (the technology provider; third-party administrator; accounting firm; attorney; consultant; health care clearinghouse, etc.). This contract protects personal health information, PHI, in accordance with HIPAA guidelines. The BAA agreement should explain how a business associate will report and respond to a data breach, including data breaches that are caused by a business associate’s subcontractors. For more information, review The U. S. Health Insurance Portability and Accountability Act of 1996 and the HITECH Act of 2009.

This electronic workbook walks you through the process of creating a risk management plan and policies and procedures: <https://personcenteredtech.com/articles/security-and-hipaa-in-mental-health>

HHS. Business Associates: <https://www.hhs.gov/hipaa/for-professionals/privacy/guidance/business-associates/index.html>

*HIPAA PHI: List of 18 Identifiers and Definition of PHI* <https://cphs.berkeley.edu/hipaa/hipaa18.html>

**Camera and Microphone.** The supervisor and supervisee should use high-quality cameras and audio equipment. Some recommendations may include: Logitech HD Pro Webcam C920, Logitech BCC950 Conference Cam (far site control). Supervisors and supervisees should change the settings on their computer/laptop to use the external video and audio equipment allowing the best quality and avoiding getting an echo from the simultaneous use of two microphones.

**Computer Security.** Both computers and devices should have up-to-date, subscription-based malware and antivirus software, as well as, the latest  
*(Distance Supervision, continued on page 13)*

security updates applied to the operating system.

**Plan for a Technology Break Down.** There should be a backup plan in place and explained to the supervisee in case of a technology breakdown. Video conferencing technology will often sacrifice video quality while maintaining audio quality. Another cause for technology breakdown is poor reception with a wireless network, which is often resolved by moving closer to the router or using a LAN line. Also, using an uninterruptible power supply can prevent power failures. Some recommended steps to take during a technology breakdown are:

- Checking your settings.
- Assessing the supervisee if the quality is acceptable.
- Muting the audio, and use a phone along with the video from the camera.
- Using another computer or device.
- Restarting your computer and logging back in.
- Switching to the phone or rescheduling the session to problem solve the issue with tech support.

When Online Therapy Video Sessions Go Glitchy: Some Tips <https://personcenteredtech.com/2016/05/27/online-therapy-video-sessions-go-glitchy-tips/>

**Benefits and Drawbacks of Distance Supervision.**

Benefits: Less or no travel. Increased accessibility. An alternative option when cannot meet face-to-face, providing continuity in the supervision process. Drawbacks: On-line platforms can be fraught with technical problems or poor quality which can potentially be distracting and interfere with the effectiveness of the supervision session. Lack of online experience by the supervisor and/or supervisee. A reduced ability to read non-verbals which



can cause missed opportunity. And last, the format may be a risk to confidentiality.

**When Distance Supervision is Not a Fit.** Distance supervision may not be a good fit if there is a lack of access to technology, a lack of landline connection, a location that does not allow for privacy, and only an unsecure network or device (not recommended).

**Resources**

Barnett, J. E. (2011). Utilizing technological innovations to enhance psychotherapy supervision, training and outcomes. *Psychotherapy*, 48(2), 103-108.

Clocktree Systems, Inc. a HIPAA compliant telehealth platform. <https://www.naadac.org/clocktree-telehealth-platform>

Hushmail - Encrypted Email: <https://www.hushmail.com/>

Telebehavioral Health Institute, Inc. provides evidence-based telehealth training and certification. <https://telehealth.org/>

Sample Telehealth Health Services Informed Consent Form: <https://personcenteredtech.com/>

Sample Telehealth Health Practice Checklists Booklet (PDF): <https://personcenteredtech.com/>



**Article concludes in the next column**

# 2019 – 2020 LCA Leadership Roster\*

## ELECTED OFFICERS

<a href="#"><u>Dr. Adrienne Trogden</u></a> <i>President</i>	<a href="#"><u>Eric Odom</u></a> <i>President Elect</i>	<a href="#"><u>Dr. Reshelle Marino</u></a> President Elect-Elect	<a href="#"><u>Vinetta Frie</u></a> <i>Past President</i>
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## AD HOC MEMBERS

<a href="#"><u>Diane Austin</u></a> <i>Executive Director</i>	<a href="#"><u>Austin White,</u></a> <i>Business Manager</i>	<a href="#"><u>Dr. Thomas Fonseca</u></a> <i>Parliamentarian/ Chaplin</i>	<a href="#"><u>Lisa Launey,</u></a> <i>Secretary</i>
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[Zach Hebert,](#) PLPC Manual

## LCA DIVISION PRESIDENTS

ALGBTIC-LA <a href="#"><u>Keri Satterfield</u></a>	LAAOC <a href="#"><u>Sean Brite</u></a>	LACES <a href="#"><u>Kellie Camelford</u></a>	LAMCD <a href="#"><u>Naomi Duggar</u></a>
LAMFC <a href="#"><u>Kendra Williams</u></a>	LASERVIC <a href="#"><u>Dr. Dustin Reed</u></a>	LCCA <a href="#"><u>Viveca Johnson</u></a>	LCDA <a href="#"><u>Lauren Landry</u></a>
LCSJ <a href="#"><u>Dr. John Dewell</u></a>	LMHCA <a href="#"><u>Wendy Durant</u></a>	LSCA <a href="#"><u>Veronica Douglas</u></a> <i>Ex Officio Member</i>	LACGS <a href="#"><u>Sarah Oldendorf,</u></a>

[Audra Tousaint,](#) PLCA, Provisional Licensed Counselor Association

## COMMITTEE CHAIRS

ADA COMPLIANCE <a href="#"><u>Kimberly Lachney</u></a>	ARCHIVES <a href="#"><u>Jenny Petty</u></a>	AWARDS COCHAIRS <a href="#"><u>Chantrelle Varnado-Johnson</u></a> and <a href="#"><u>Chauntreniece Davis</u></a>	
By-Laws <a href="#"><u>Leah Rosa</u></a>	FINANCE <a href="#"><u>Eric Odom</u></a>	GOVERNMENT RELATIONS <a href="#"><u>Mary Feduccia</u></a>	GOVERNMENT RELATIONS CO-CHAIR <a href="#"><u>Katie Blum</u></a>
LCA JOURNAL CO-EDITORS <a href="#"><u>Dr. Peter Emerson</u></a> and <a href="#"><u>Dr. Meredith Nelson</u></a>		LPC BOARD LIAISON <a href="#"><u>Jamie Doming</u></a>	MEMBERSHIP <a href="#"><u>Dr. Reshelle Marino</u></a>
MENTORING TASK FORCE <a href="#"><u>Dr. Christine Ebrahim</u></a>	Newsletter Editor <a href="#"><u>Vinetta Frie</u></a>	NOMINATIONS <a href="#"><u>Vinetta Frie</u></a>	PUBLIC RELATIONS <a href="#"><u>DeeDee Toney</u></a>
PROFESSIONAL DEVELOPMENT, CO-CHAIRS <a href="#"><u>Vicki Guilbeau</u></a> and <a href="#"><u>Asha Murphy</u></a>		Strategic Planning <a href="#"><u>Leah Rosa</u></a>	*Double click the name of the leader you wish to email

## With Heartfelt Thoughts and Prayers



LCA President, 2015-16 Tim Fields, lost his mother in February. She was a long-time resident of Opelousas.



Also in February, LCSJ President for many years, frequent conference presenter, and leader of the Central Louisiana LCA LPC Networking Group, Louis Lowery died as a result of a traffic accident. Please keep his wife in your prayers.



Vicki Guilbeau shared that long-time member Veronice Lorenna Guillory passed away last year. I remember her from many LCA conferences.



Mike Ruiz shared that Mary Ellen Stegall, LCA President 2012-03, lost her father in December.



Please remember LCA Member Lynn Broussard who is battling COVID-19.

*We need your help to acknowledge any member's serious illness, grieving, or recent death. Please share the information with either [Diane Austin](#) or me [Vinetta Frie](#). If you have a photo, please share that as well. It will help us all remember. Thank you, in advance.*

## Louisiana Lagniappe

The *Louisiana Lagniappe* is the quarterly newsletter of the Louisiana Counseling Association, LCA. LCA is the state branch of the American Counseling Association, ACA. LCA includes 2,300+ members, and 13 Divisions! LCA unites professional counselors from diverse work settings into a single statewide organization. LCA works to promote advocacy, collaboration, and networking among its membership for the good of Louisiana's multi-generational clients.

### NEWSLETTER CORRECTION

Please contact Vinetta Frie, Editor via [frieneews@yahoo.com](mailto:frieneews@yahoo.com). Please use *Lagniappe Error* in the subject line to report an error.

### LAGNIAPPE TEAM

Your newsletter is the result of the following team: Vinetta Frie, Editor; Diane Austin and Lisa Launey, Contributing Editors; Dr. Christine Ebrahim & Vicki Guilbeau, Proofreaders.

### SUBMISSIONS

Send all submissions to newsletter editor, Vinetta Frie via her e-mail address: [frieneews@yahoo.com](mailto:frieneews@yahoo.com). To assure a speedy response, please include the words: *Lagniappe Article*, in the subject line. Electronic submission of photographs via e-mail as a .jpeg or .png file *is preferred*. Submission of hard copy photos or on disk or flash drives become the property of the newsletter.

### NEXT NEWSLETTER SUBMISSION DEADLINE:

## July 2020

(Approx. 1 week after the  
Summer Board Meeting)