

edited by  
**Jennifer Nivin Williamson**  
**Daniel G. Williamson**

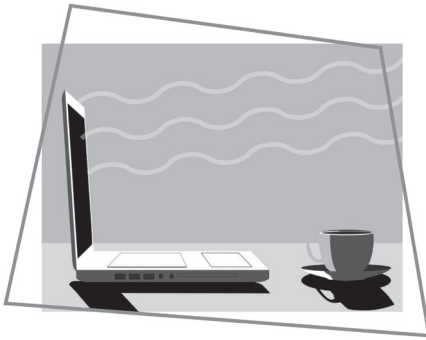
# Distance Counseling and Supervision

A Guide for Mental Health Clinicians



AMERICAN COUNSELING  
ASSOCIATION

6101 Stevenson Avenue, Suite 600 | Alexandria, VA 22304  
[www.counseling.org](http://www.counseling.org)



# Distance Counseling and Supervision

A Guide for Mental Health Clinicians

Copyright © 2021 by the American Counseling Association. All rights reserved. Printed in the United States of America. Except as permitted under the United States Copyright Act of 1976, no part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher.

**American Counseling Association**

6101 Stevenson Avenue, Suite 600  
Alexandria, VA 22304

Associate Publisher Carolyn C. Baker

Digital and Print Development Editor Nancy Driver

Senior Production Manager Bonny E. Gaston

Copy Editor Beth Ciha

Cover and text design by Bonny E. Gaston

## Library of Congress Cataloging-in-Publication Data

Names: Williamson, Jennifer Nivin, editor. | Williamson, Daniel G., editor.

Title: Distance counseling and supervision : a guide for mental health clinicians / editors, Jennifer Nivin Williamson, Daniel G. Williamson.

Description: Alexandria, VA : American Counseling Association, [2021] | Includes bibliographical references and index.

Identifiers: LCCN 2020041305 | ISBN 9781556203930 (paperback)

Subjects: LCSH: Mental health counseling. | Counseling psychology. | Medical telematics. | Counselors—Supervision of.

Classification: LCC RC466 .D57 2021 | DDC 362.2/04256—dc23

LC record available at <https://lcn.loc.gov/2020041305>

## Dedication

*The book is dedicated to our families,  
parents, mentors, students, and communities.  
You are the foundation and the future.*



# Table of Contents



Preface	vii
About the Editors	ix
About the Contributors	xi
<b>Chapter 1</b>	
Ethical, Legal, and Risk Management Considerations: Understanding the Landscape of Telebehavioral Health and Supervision	1
<i>Jennifer Nivon Williamson and Daniel G. Williamson</i>	
<b>Chapter 2</b>	
Certification and Regulation of Distance Counseling and Supervision	23
<i>Jeffrey Parsons and Angela McDonald</i>	
<b>Chapter 3</b>	
Bridging the Generational Technology Divide in Counseling Training, Practice, and Supervision	45
<i>Susan E. Belangee and Mykia J. H. Griffith</i>	
<b>Chapter 4</b>	
Navigating the Regulatory Gauntlet	61
<i>Jason K. Martin</i>	
<b>Chapter 5</b>	
Distance Supervision	89
<i>Rachel McCrickard</i>	

Chapter 6	
The Tools of Telebehavioral Health: How to Identify, Vet, and Deploy the Right Technology in Practice	109
<i>Daniel G. Williamson and Harrison Tyner</i>	
Chapter 7	
Counseling Training, Practice, and Supervision Using Avatars	127
<i>Marty Jencius and Stephanie R. Marder</i>	
Chapter 8	
Incorporating Online Therapy Into a Private Practice	161
<i>Regina Bordieri</i>	
Appendix A	
Readiness for Online Counseling: Client Checklist	185
<i>Amber Hord-Helme</i>	
Appendix B	
Video Call Etiquette	189
<i>Rachel McCrickard</i>	
Appendix C	
Clinical Supervision Agreement	191
<i>Rachel McCrickard</i>	
Appendix D	
Information, Authorization, and Consent to Technology-Assisted Services	197
<i>Kenda Dalrymple</i>	
Index	207

## Preface



This book has been an exploration that began in 2016 when we were in an American Counseling Association (ACA) Ethics Committee town hall meeting. The conversation was rich with questions about telehealth, and there were more questions than answers. In an effort to better understand the complexities of this topic, we invited the leaders and many stakeholders from governing and advising bodies to contribute to a panel discussion. At that time, we included the cochair of the ACA Ethics Committee, the cochair of the ACA Policies and By-Laws Committee, the chair of the Council for Accreditation of Counseling and Related Educational Programs, the president of the American Association of State Counseling Boards, the founder of Motivo, the founder of WeCounsel, counselor educator and marriage and family leaders, and experts in the use of avatar and virtual platforms in counselor education. This conversation was so rich that this book was born.

As we were editing the final chapters in February and March 2020, we began to experience something completely unexpected because of Coronavirus (COVID-19). Most communities in the United States and many communities across the globe were ordered to shelter in place. Counselors and other mental health workers were attempting to balance the necessity of limiting exposure to themselves and their clients while still maintaining services for clients in need during an incredibly stressful time. Even the most conservative and technology-cautious professionals were attempting to offer virtual services. For the first time in our memory, the Health Insurance Portability and Accountability Act of 1996 and other privacy laws were temporarily relaxed because of the emergency. Governors, federal offices, and licensure boards eased restrictions on definitions around residency and restrictions on the use of technology in counseling and supervision. Although the relaxation of these standards might have been

temporary, it ushered in a new era of technology-based counseling and supervision. During this time, most counselors, counselor educators, and supervisors used various platforms to continue providing services for clients. Synchronous videoconferencing platforms such as Zoom, Doxy.me, and Webex became common venues for counseling and supervision. Clinical spaces were created in parked cars, spare bathrooms, or makeshift home offices. Professional organizations, including ACA and its state and regional affiliates, rose to the occasion and organized trainings via videoconferencing in an effort to help counselors across the globe prepare for the task before them. During an emergency, such as the COVID-19 pandemic, it is important for professionals to attend to licensing authorities' websites for their state, their state's governor's office, the U.S. Department of Health and Human Services, state and local professional organizations, and national organizations (including ACA). ACA has a web presence dedicated to telebehavioral health in its Knowledge Center (<https://www.counseling.org/knowledge-center/mental-health-resources/trauma-disaster/telehealth-information-and-counselors-in-health-care/telebehavioral-health-licensure-and-liability-insurance>).

This book is a tool for continuing the conversation among our colleagues to encourage the use of technology in productive, safe, and confidential ways so that we may better serve our clients, supervisees, and the profession. Although this resource offers suggestions for professional practice, it is our hope that it will provide insights and valuable questions for greater exploration as you venture further into telebehavioral health services.



*All author proceeds from this book will go to Uganda Counseling and Support Services ([ugandacss.org](http://ugandacss.org)) in support of their efforts to bring counseling, education, and medical care to underserved communities throughout Uganda.*



## About the Editors



**Jennifer Nivin Williamson, PhD**, is a past senior cochair of the American Counseling Association (ACA) Ethics Committee and a current member of the Ethics Appeals Committee. Williamson, core faculty with Capella University and cofounder of PAX Consulting and Counseling PLLC, is a licensed professional counselor in Texas, licensed professional clinical counselor supervisor in Kentucky, approved clinical supervisor, and national certified counselor. She holds a doctorate from Baylor University and is a Fulbright specialist alumna in mental health. She has presented nationally and internationally on counselor ethics. She was the 2015 recipient of the Association for Counselor Education and Supervision (ACES) Counseling Vision and Innovation Award, the 2017 recipient of the European Branch of the American Counseling Association's Professional Clinical Counselor of the Year Award, and the 2018 recipient of the Daya Sandhu Research and Innovation Award.

**Daniel G. Williamson, PhD**, is a past cochair of the American Counseling Association (ACA) Policies and Bylaws Committee and a current member of the ACA International Committee. Williamson, core faculty with Capella University and cofounder of PAX Consulting and Counseling PLLC, is a licensed professional counselor in Texas, licensed professional clinical counselor supervisor in Kentucky, approved clinical supervisor, and national certified counselor. He holds a doctorate from Baylor University and is a Fulbright specialist alumnus in mental health. He has presented nationally and internationally on counselor ethics. He was the 2015 recipient of the Association for Counselor Education and Supervision's (ACES) Counseling Vision and Innovation Award, the 2017 recipient of the European Branch of the American Counseling Association's Counseling Department Chair of the Year Award, and the 2018 recipient of the Daya Sandhu Research and Innovation Award.



## About the Contributors



**Susan E. Belangee, PhD, LPC, NCC, ACS**, works in private practice in Canton, Georgia, specializing in using Adlerian strategies with clients struggling with body image and eating disorders. She has published several articles and contributed to book chapters on the topic as well. She serves as a supervisor in her practice for counselors pursuing licensure in Georgia and is a member of the Georgia Society of Adlerian Psychology. Susan is currently the past president of the North American Society of Adlerian Psychology (NASAP) as well as a diplomate of NASAP. She is a faculty member for the International Committee of Adlerian Summer Schools and Institutes; has worked as an associate professor at Holy Family University, where she served as institutional review board chair; and has taught online for Drake University and the Adler Graduate School. She presents regularly at local, regional, national, and international conferences on Adlerian psychology and its relevance to clinical research and practice. In addition to Adlerian organizations, Susan maintains membership in the American Counseling Association (ACA) and Chi Sigma Iota Academic and Professional Honor Society International.

**Regina Bordieri, PhD**, is a licensed marriage and family therapist who owns and operates a private practice with a physical location in New York City ([www.familyandcoupletherapy.com](http://www.familyandcoupletherapy.com)). She earned her doctorate in psychology in Alliant International University's Couple and Family Therapy Program (accredited by the Commission on Accreditation for Marriage and Family Therapy Education) and maintains her license as a marriage and family therapist in California. She regularly provides online therapy in her private practice, including therapy services that are conducted exclusively online, hybrid services that combine online and in-person therapy

sessions, and stand-alone assessment and relationship enhancement programs. She has a unique specialty focused on couples coping with a bipolar diagnosis ([bipolarcouples.com](http://bipolarcouples.com)). She was the recipient of the 2017 American Association for Marriage and Family Therapy (AAMFT) Dissertation Award for her research on couples with a bipolar-diagnosed partner and has provided numerous clinical trainings at national and state conferences and in mental health facilities on the systemic treatment of bipolar disorder. She presented a career development seminar on incorporating online therapy into a private practice at the 2019 AAMFT Conference. She is currently an adjunct professor in the psychology department of the City University of New York at Brooklyn College. She has also taught as an adjunct professor in several marriage and family therapy graduate programs. She currently provides online supervision and clinical trainings in online therapy.

**Mykia J. H. Griffith, MA**, earned her master's degree in clinical mental health counseling from the University of Mary Hardin-Baylor. She is currently a licensed professional counselor intern as well as a marriage and family therapist associate. She is a member of and has given presentations for both ACA as well as the International Association of Marriage and Family Counselors. She is also a member of the Association for Play Therapy and plans to focus her expertise in working with children and their families. She is currently working toward more publications while also directing time and energy to helping her community.

**Marty Jencius, PhD**, earned his doctorate in counselor education from the University of South Carolina in 1996. His 16 years of clinical experience include work as an addictions counselor, a clinical mental health counselor, a coordinator of services for severely emotionally handicapped children, and a counselor in a private practice serving business and industry. He is founder and list manager of CESNET-L (a professional listserv for more than 4,000 counselor educators), cofounding editor of *The Journal of Technology in Counseling* (a web-based, peer-reviewed journal), founder of *Counselor Education in Second Life* (virtual world counselor training; <http://SL.CounselorEducation.org>), founder and editor of The Counselor Audio Source (a podcast series for counselors; <http://counseloraudio-source.net/>), and producer of The Faculty Meeting (a podcast about faculty life; [www.thefacultymeeting.net/](http://www.thefacultymeeting.net/)). He is past president of the Association for Counselor Education and Supervision. Professor Jencius has more than 100 print publications in books, book chapters, journal articles, and articles along with an additional 40 digital podcasts related to counseling and counselor education.

**Stephanie R. Marder, MA, MEd, LPC, LCDC II**, is a doctoral candidate in Kent State University's Counselor Education and Supervision program. Marder earned a bachelor's degree in psychology from the University of New Hampshire and a master's degree in psychology from Boston University. Several years later she graduated with her master's degree in education in clinical mental health counseling from Kent State University and obtained her licensed professional counselor degree. She currently practices at Family Behavioral Health Services, LLC, in Mayfield Village, Ohio. Marder specializes in working with adolescents, emerging adults, and families. Her scholarly interests include using the latest technology to benefit clients and enhance treatment outcomes as well as developing tools to better assist adolescents and emerging adults manage anxiety concerns.

**Jason K. Martin, PhD**, is the clinical director and an associate professor of counseling at the University of Mary Hardin-Baylor. He is a licensed marriage and family therapist and licensed professional counselor in Texas and serves on the board of directors of the Texas Association for Marriage and Family Therapy (TAMFT). He is an AAMFT approved supervisor and has maintained a private practice for many years. Jason is a two-time recipient of the TAMFT Susan Speight Governmental Leadership Award (2015 and 2020). He has researched and published on the development of theoretical orientation among student counselors and the phenomenon of fatherhood. He holds a doctorate in marriage and family therapy from Michigan State University and a master's degree in marriage and family therapy from Abilene Christian University.

**Rachel McCrickard, MA**, is a licensed marriage and family therapist and the founder/chief executive officer of Motivo, an online platform that connects therapists to clinical supervisors and peer consultants. After years of experience providing therapy and supervision in both urban and rural areas, Rachel began to recognize the difficulty many therapists experience when attempting to find quality clinical supervision. Impassioned by her entrepreneurial spirit, Rachel fostered the creation of Motivo in 2017 to create an easier path to licensure for therapists through the responsible use of technology.

**Angela McDonald, PhD**, is dean of the School of Health Studies and Education and a professor in the Department of Educational Leadership at Saint Joseph's University in Philadelphia, Pennsylvania. She earned her doctorate in counselor education at the College of William and Mary in 2006. She has been a licensed counselor in North Carolina for 13 years, working in a variety of settings, and she has been published in several journals, including the *Journal*

*of Counseling & Development*. She is also the past president of the American Association of State Counseling Boards and the past chair of the North Carolina Board of Licensed Professional Counselors. She is a national certified counselor.

**Jeffrey Parsons, PhD**, is a professor of counseling at Lindsey Wilson College and serves as the director of the Counselor Education and Supervision program. He is a licensed professional clinical counselor in the state of Kentucky. Prior to serving in his current role, Jeff served 7 years as director of program evaluation and technology for the School of Professional Counseling and 3 years as director of teaching and technology effectiveness for the Office of Academic Affairs. He recently completed a term as a board member (including 2 years as chair) for the Council for Accreditation of Counseling and Related Educational Programs.

**Harrison Tyner** is a social impact entrepreneur, technology innovator, and startup adviser to numerous early-stage tech companies. As founder and chief executive officer of WeCounsel Solutions, Harrison launched the first cloud-based software platform for behavioral health, which has facilitated more than 1 million virtual sessions to date. With expertise in telemedicine, health care, and software as a service, Harrison regularly collaborates with other startup founders to develop innovative solutions that make a positive impact on the community.

## Appendix Authors

**Kenda Dalrymple, JD**, is an attorney and the managing partner of Dalrymple, Shellhorse, Ellis & Diamond, LLP, in Austin, Texas. She earned her undergraduate degree in communications from Baylor University and her Juris Doctor degree from Baylor University Law School. For the past 26 years, she has represented hundreds of professionals before their licensing boards on complaint and license-related cases. She also presents frequently on ethics, risk management, confidentiality of records, Health Insurance Portability and Accountability Act of 1996 and Health Information Technology for Economic and Clinical Health Act regulations, and other matters related to administrative law and mental health. Although she excels at helping professionals when a problem has arisen in their practices, she much prefers to educate and train them to recognize common pitfalls and avoid trouble, if possible. She is past president of the Austin Bar Association's Administrative Law Section and the

Kappa Alpha Theta Austin Alumnae Association and a past course director for the State Board of Texas Advanced Administrative Law Seminar, an annual 2-day continuing legal education seminar. For the past 10 years, she has been a member of the American Psychological Association (APA) Board of Directors' Standing Hearing Panel, which hears and decides ethics cases brought by the APA.

**Amber Hord-Helme, MA, LPCC-S, NCC**, has been a licensed counselor for more than 15 years. She has owned her own private group practice in Versailles, Kentucky, for the past 10 years. She is currently a doctoral candidate in the Counselor Education and Supervision program at Lindsey Wilson College in Columbia, Kentucky. She has been an adjunct instructor for Lindsey Wilson College since 2017 and has supervised interns and provisionally licensed post-graduate practitioners since 2012. She is a former secretary of the Kentucky Mental Health Counseling Association and is currently president of the Kentucky Association for Assessment and Research in Counseling. Her current areas of research include counseling for clients with dyslexia, implementing telehealth counseling in private practice, and developing professional counselor identity in early professionals.

