



ORIENTATION & TRAINING

SERVICE LOCATION

We will never force our counselors to take X amount of cases. You can work as little or as much as you want. However, Please know, that if you have, say, 5 clients in your caseload, Then you should be doing 5 notes every week, seeing your clients weekly. Most clients should be seen weekly. That's how their problems will get better, with CONSISTENT therapy services. The only reason someone should be seen less than 4 times a month, is if they are stepping down and getting ready to be discharged soon. Then it would make sense to step-down and see them every other week.

 **What's NOT appropriate: Is to have a caseload of, say, 8 clients, and you only see 4 of them each week. Again, you if you have 8 clients, you should see all 8 clients weekly. If a client should not be on your caseload, either re-assign them via Shere/Taylor, or complete a Discharge Summary to close them.**

Therapy - In-Home

Doing in-home therapy is not scary at all. You need to make sure you are comfortable and take the right precautions. Some counselors choose to meet outside the home, in the garage, in an outside table, etc. I know counselors who bring their own folding chairs with them in the car, and they use those to sit outside with the client. Always have umbrellas in the car! Have one for you, and one for the client. Always have hand sanitizer. When meeting inside the home, 90% of the time there is no reason to be alarmed. Just be confident and professional. But when you feel it is not safe inside, or extremely unhygienic, make up any excuse to let the family and client know that the session or evaluation must be done outdoor. You can quote a company policy, personal preferences, or anything else that you feel supports your need. Remember to always lock your vehicles. After all, you never know what kind of neighbors are around.

Therapy - In-School

Community therapy refers to doing your session somewhere else, using code 99 in your notes. Meaning, meeting at a park, at McDonalds, at the YMCA, etc. I know a lots of counselors who have preferred this, and when the client and family is OK with it, go for it. Just be cautious of your surroundings for privacy reasons. In-School therapy can be tricky. Public schools most often require an agreement with the company in order to do therapy at school. They are the most restrictive in their requirements. Always ask. Most of the time, you can do in-school therapy without any kind of agreement if you see the client at private schools, charter schools, daycares. Always get the client and the location's OK first, of course.

Therapy - Telehealth

Telehealth can be provided to do assessments by mental health counselors. Lately, it has also been approved to performed therapy services. If/When regulations change, we will let you know. We strongly recommend you use Doxy.me to perform all the telehealth sessions. The system is free for you to sign-up, and is HIPAA-compliant.  Yes, you may use Zoom and other systems, but know that **sooner or later, Doxy.me will become a requirement for our company.** Always maintain confidentiality as best you can. You cannot do phone calls or emails as telehealth. If the client is having a technical issue after the Doxy or Zoom session starts, then you MAY finish that session by phone. But that should be the exception, not the norm.