Innovations in Counseling: Working with Minority Populations- Part 7
Session 8: Engaging Communities of Color in Therapy With Technology

Webinar Follow-up Question and Answer Session with Marquita Johnson

Question from Joanne Johnson
The internet is often a popularity contest, and I find that people are seeking help from unlicensed, untrained professionals who are not bound by the same ethical restrictions as professional counselors; but are popular/good at social media marketing. Everyone is a coach nowadays. Are you aware of any research or trends regarding clients connecting with self-proclaimed helpers?

Answer from Presenter
I am not aware of specific research regarding coaching services. However, it is important that counselors and other helping professionals are visible in places where individuals are seeking help. Based on my experience some individuals may be comfortable with coaching due to the stigma associated with mental health. It is vital that professionals are available to dispel myths about therapy, while offering knowledge to assist individuals in navigating mental health concerns. We need qualified and trained professionals to leverage technology in a healthy manner utilizing boundaries and adhering to ethics.

Question from Valerie Latney
I feel technology is great but how are the quality of counselors monitored to make sure the therapist is qualified?

Answer from Presenter
Counselors should take additional trainings or become certified based on what is required by the licensure board for their state before providing tele-health. Counselors and other helping professionals must still adhere to ethical guidelines established by their respective licensure board. Tele-health is also self-regulated similar to traditional counseling. It is the responsibility of the counselor to address any gaps in knowledge or training regarding providing tele-health. I would encourage individuals interested in providing tele-health to do their research.

Question from Allen Vosburg

What steps can a health care provider take to insure their own protection against liability when considering using technology?

Answer from Presenter

Being informed about tele-health is essential. Know about HIPAA guidelines and how to protect yourself with a BAA (Business Associate Agreement). Research HIPAA compliant platforms to utilize video interface. Conduct research on the requirements to provide tele-health based on your licensure and location. Ensure that your liability insurance extends to cover you providing tele-health services. Stay updated on trainings and requirements by being involved in your local and national professional organizations.

Question from Claudia Reiche

Do you have any good resources for someone who is attempting to write an eBook for the first time?

Answer from Presenter

Absolutely, Amazon has resources to assist in self- publishing. Canva is also a great free resource to provide support while embarking on publishing an eBook. There several other resources where you can outsource various aspects of writing the eBook including Upwork.

Enjoy our webinars? Please support our efforts. Donate here.