



SCV-CAMFT
2020 Covid-19 Support Survey Results

Q1. If you converted your practice to telehealth, which platform(s) are you using?

Choices	Response percent	Response count
Clocktree Health	0.9%	1
Doxy.me	37.9%	44
E Clinical Works	0%	0
E-Psychiatry	0%	0
Facetime	16.4%	19
Google Meet	3.4%	4
Life Size	0%	0
Securevideo.com	0%	0
SimplePractice Telehealth	16.4%	19
TeraLink	0%	0
Theraplatform	1.7%	2
Vidyo	0%	0
VSee	5.2%	6
WECounsel	0%	0
Zoom	40.5%	47
N/A	0%	0
Other (Please specify)	15.5%	18

Comments:

Other platforms members are using include: 'A phone with no video' (7), TherapyNotes (1), Alleva HER (uses HIPAA compliant Zoom) (1), 8x8 (1) Virtual Visits Optum (1), Ringcentral (powered by Zoom) (1), Skype (1), Zoom HN (1) and Google Duo (1). Note that 32 members indicated using more than one platform.

Q2. If you have not converted your practice to telehealth, why not?

Choices	Response percent	Response count
It's not affordable for me.	0%	0
I don't have the space or privacy to conduct therapy online.	1.2%	1
I'm uncomfortable/concerned with conducting therapy online.	0%	0
I need training or help with set-up.	0%	0
My style/demographic of therapy does not convert well to telehealth.	2.4%	2
I have an insufficient internet connection/bandwidth.	1.2%	1
I lack the technology necessary for telehealth.	1.2%	1
My insurance panel(s) don't cover telehealth.	0%	0
I'm continuing to offer therapy in-person.	1.2%	1
N/A	91.7%	77
Other (Please specify)	4.8%	4

Comments:

Additional reasons for not converting practice to telehealth include: Clients prefer phone sessions (1), on-going clients have found phone sessions are enough (1), I'm in the process of getting appropriate equipment (1). My telehealth hours won't count toward my 3000 hours because I maxed out my telehealth hours using option 2 (2).

Q3. If your internship/school has been negatively impacted by COVID-19, tell us how.

Choices	Response percent	Response count
I cannot access my supervisor.	0%	0
I cannot access my trainees/associates.	0%	0
I cannot access my coursework.	0%	0
I am concerned about graduating on time.	3.2%	3
N/A	90.3%	84
Other (Please specify)	8.6%	8

Comments:

Seven members on the road to licensure expressed concern about reduced hours and/or reduced face-to-face hours, delaying graduation and/or licensure, and extending the time before they can begin earning a living wage.

1. A few associates who are near finishing their hours are feeling very frustrated by the BBS 375-hour cap on telehealth hours, which penalizes associates who have been counting their hours under Option 2. The BBS has said that it will not

- be possible to change the cap on telehealth hours. Associates are frustrated that this will delay their completion of the 3000 hours.
2. There is also extra difficulty getting the paperwork they need, offices being closed, getting supervisor's signatures.
 3. Remote learning and counseling has been challenging.
 4. Schools have closed, associates are not getting the hours they need, and one member said he/she doesn't feel safe at their site.

Q4. Tell us if you have any of the following needs.

Choices	Response percent	Response count
I need equipment to work (or take classes) from home (e.g. webcam, laptop, microphone).	1.9%	2
I need help converting my practice to telehealth.	3.9%	4
I need client referrals to refill my caseload.	32.7%	34
I need someone to get me groceries/medicines.	0%	0
I need help with petcare.	1%	1
I need PPE (e.g. gloves, masks).	5.8%	6
I need grief support.	1.9%	2
I need someone to check-in with me.	1%	1
I'm interested in a group to help me feel less isolated & more connected.	17.3%	18
N/A	46.2%	48
Other (Please specify)	10.6%	11

Comments:

Members indicated various additional needs: training about conducting teletherapy, better equipment, tips on how to engage young clients online, childcare, help getting out of one's lease, professional development/job opportunities (for a trainee graduating soon), more communication from CAMFT providing guidance to associates on their way to licensure.

Q5. If you've been personally affected by COVID-19, please tell us more about your needs, and how SCV-CAMFT might be able to help you.

Comments:

Many members mentioned feeling isolated. Many members have seen their income drop due to lost jobs/SIP and feel they need help filling their caseload. Members seeing patients face-to-face feel worried about getting COVID-19 and some members mentioned feeling swamped with dealing with the fallout of the pandemic, including school and daycare closures. Members asked for SCV-CAMFT to provide resources, information, online trainings and ways to stay connected to each other.

Q6. If you can support our SCV-CAMFT community, please tell us how.

Choices	Response percent	Response count
I can donate equipment to work from home.	0%	0
I can answer questions about converting a practice to telehealth.	10.8%	11
I can be a resource to members who need ideas to increase their caseload.	2%	2
I can deliver groceries/medicines.	4.9%	5
I can foster/walk/feed a pet.	9.8%	10
I can donate PPE, or have connections who can to donate PPE.	1%	1
I have an extra place for safe quarantine.	1%	1
I can offer grief support.	17.6%	18
I'm able to do check-in calls.	30.4%	31
I can lead a support group.	13.7%	14
I'm not able to provide support at this time.	48%	49
Other (Please specify)	12.7%	13

Comments:

We received lots of offers to make check-in calls, lead support groups, and answer questions about converting a practice to telehealth. One member offered pro-bono therapy and another member has access to 2 boxes of gloves to donate.

Q7. Tell us which types of SCV-CAMFT online events you would attend.

Choices	Response percent	Response count
Online monthly member meetings.	48.3%	55
Online workshops.	85.1%	97
Online support groups.	31.6%	36
Opportunities to connect by video conferencing or phone.	29.8%	34
I'm not interested in attending online events.	7.9%	9
Other (Please specify)	7%	8

Comments:

Members expressed an interest in a suicide workshop, training on teletherapy, weekend workshops, online events for CEUs, and support groups with experienced facilitators. One member asked for an online resource to meet HIV/AIDS renewal requirement.

Q8. If you would not attend an online meeting, workshop or support group, why not?

Comments:

Most members reported they would attend online events (see table above), but the primary reason some members (8%) wouldn't attend is due to screen fatigue. The secondary reason for not attending would be due to lack of time or having schedule conflicts.

Q9. Tell us if you can support SCV-CAMFT online events in any of these ways.

Choices	Response percent	Response count
Provide tech support for online meetings (if so, please specify online meeting platform(s) you can support in the 'Other' box).	1%	1
Moderate online support groups.	15.2%	15
Moderate online forums.	6.1%	6
Gather sponsors for online workshops (request donations from businesses).	1%	1
I'm not able to provide any support, now.	77.8%	77
Other (Please specify)	9.1%	9

Comments:

There were offers of support group moderation and co-moderation, offers of forum moderations, an offer of online workshops/support groups on treating children, and on conducting teletherapy with couples. (See the Chapter Exchange to get involved with the forums now, and with support groups in the future.)

Q10. Final Comments

Many words of thanks for SCV-CAMFT conducting this survey, and more offers to help where they can, when they have time. Generally, gratitude for the connection and community the chapter provides to them. Some members mentioned again the desire for short ongoing/weekly online gatherings. There are also comments regarding feeling the strain of this pandemic (paying rent, more training needed, isolation, grief, and uncertainty about when to return to the office).