



Palm Beach County
Youth Services Department
Residential Treatment and Family Counseling Division

Telesupervision

The Youth Services Department (YSD) uses telesupervision, or the supervision of psychological services through a synchronous audio and video format. YSD recognizes the importance of supervisory relationships. Given the geographical distance between training sites, this model allows trainees to form a greater connection to the entire training faculty and training cohort than would be experienced otherwise. It is expected that the foundation for supervisory relationships will be cultivated initially during orientation and subsequently during other in-person meetings and interactions. When feasible, supervision is scheduled face-to-face; however, when scheduling does not permit and/or travel is an obstacle, telesupervision may be used instead. Trainees involved in peer supervision may also utilize telesupervision when they work at different training sites.

Telesupervision is utilized in accordance with the Standards of Accreditation set forth by the American Psychological Association. This form of supervision is regarded as consistent with the YSD's overall model of training in that it best approximates the in-person format of supervision and ensures continuity in the supervisory experience when in-person supervision is not feasible.

When more than one supervisor is assigned, the primary rotation's on-site supervisor maintains full professional responsibility for the clinical cases under the care of the intern unless arrangements are made with at least one other licensed psychologist to cover for non-scheduled consultations, time-sensitive issues, and crisis situations. When utilizing telesupervision, both the intern and supervising psychologist assure that privacy and confidentiality for both the client and trainee are maintained. Finally, telesupervision can only be viewed as a legitimate form of supervision if it is determined by both the supervisor and the intern that both the audio and video quality of the connection is adequate for the proper conduction of supervision.

All telesupervision utilized by YSD occurs over a secure network. Supervision sessions using this technology are never recorded unless explicitly consented to. A remote videoconference platform (i.e., Zoom) is utilized. Each trainee is set up with a HIPAA-compliant Zoom account, and Zoom training is provided during orientation. Technical difficulties that cannot be resolved on site are directed to the Network Operations Center at (561)355-HELP or by submitting an online request for IT support.

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