

Statement of Practices and Procedures
Penny Henry Millhollon, M.A., LMFT-S, LPC-S
Approved LMFT Supervisor & LPC-Supervisor
Shreveport Family Counseling
820 Jordan Street, Suite 570, Shreveport, LA 71101
(318) 221-4455

Please read this *Statement of Practices and Procedures* carefully and retain a copy for your records. It contains important information about your supervisor, what you can expect from supervision, and how to make the most of your supervisory experience. As a supervisee, you have the right to a clear understanding of the supervision process as outlined. If you have any questions, please ask. **Your signature on the last page of this document signifies that you have read, understand and agree to the terms contained therein.**

LEGAL AUTHORITY FOR THIS STATEMENT

The state law that governs the practice of mental health counseling, the practice of Licensed Marriage and Family Therapists, and all related processes and protocols is *LA RS 37: 1101-1115 and Title 46, Part LX, Subpart 1 and 2 of the Louisiana Administrative Code.*

***The Supervisor's Statement of Practices and Procedures* reflects the imperatives contained in this statute that relate to Approved Supervisors, Provisional Licensed Professional Counselors (PLPCs), Provisional Licensed Marriage and Family Therapists (PLMFTs), and graduate students who are enrolled in an approved program of graduate study and who are contracting for supervision of practicum or intern hours. All supervisees are responsible for reviewing the law and the accompanying rules in their entirety by going to the Louisiana Licensed Professional Counselor's Board of Examiners website at www.lpcboard.org.**

If there is any discrepancy between the information contained in this statement and the revised statute and rules referred to above, then the information contained in the law takes precedent.

1. Qualifications: I have a Master of Arts in Marriage and Family Therapy (M.A.) from University of Louisiana at Monroe (COAMFTE accredited). I am a Licensed Marriage and Family Therapist (LMFT# 987) and a Licensed Professional Counselor (LPC# 3071) as well as an Approved LPC Supervisor(LPC-S), an Approved Supervisor (LMFT-S), and am registered with the LPC Board of Examiners, 8631 Summa Avenue, Baton Rouge, LA 70809 (phone: Both licenses and his certifications as a Board Approved Supervisor are administered by the Louisiana **Licensed Professional Counselor's Board of Examiners, 8631 Summa Avenue, Suite A, Baton Rouge, Louisiana, 70809, telephone**

number 504-765-2515. For more information about these licenses or his approved status as a supervisor or to ask about filing a complaint, you may contact the Board by mail, telephone, or you may go to the website at www.lpcboard.org. 225-765-2515).

2. Professional Experience: I have been a LMFT since 2005 and a LPC since 2007. I have been a LPC Supervisor since 2010 and a LMFT Supervisor since January 2016. I have been in Private Practice with Shreveport Family Counseling since February 2013.

I worked with the Family Plus Shreveport, a program of the Louisiana Methodist Children's Home for almost 11 1/2 years. In this position I provided therapy for individuals, couples, families, and groups of all ages. I was also a supervisor for the MST, Multi-Systemic Therapy, a program with Family Plus. Prior to this, I worked in Scotland, U.K. to found and direct Caledonia Counselling Center where we provided low-cost counseling to individuals of all ages struggling with difficult life issues. We also offered a counseling training program and provided workshops in Europe and the Middle East.

My supervision training was with Harlene Anderson at the Houston Galveston Institute in 2011 where we learned a collaborative approach towards supervision. I am currently an AAMFT Supervisor Candidate being mentored by Harlene Anderson.

After I received a Bachelor's degree in Music Therapy in 1983, I also worked as a music therapist (RMT) at Duke University before I studied for my licensure as a LMFT/LPC.

I currently serve as Chair of the MFTAC Committee within the LPC Board of Examiners and as the Secretary on the LPC Board of Examiners. I was appointed by the Governor of Louisiana for this position on November 2010.

3. Professional Membership: I am a Professional Member of the Louisiana Counseling Association, Northwest Louisiana Counselors Association, Louisiana Association of Marriage and Family Therapy and Clinical Fellow of the American Association of Marriage and Family Therapy.

4. Theoretical Orientation in Therapy: I specialize in working with individuals, couples, and families with issues related to parent-child discord, relational stress, as well as life and transitional issues. When working with individuals, I prefer to include family members to gain a larger systemic perspective in order to enlarge the client's story. My theoretical orientation in therapy does have an integrative approach and consistently incorporates a collaborative and solution-focused approach whereby the client's strengths are drawn out into the open and nurtured into effective 'self-interventions'. The relationship built in the therapeutic session varies with each client and in each session depending on the client's needs. I approach my therapeutic opportunities through an eco-systemic perspective using solution-focused, collaborative, strategic, and structural theories. I am also trained in Eye Movement Desensitization and Reprocessing (EMDR), and am a qualified Music Therapist.

5. Theoretical Orientation in Supervision: I approach supervision using some of the same therapeutic theories. I use the strengths of the Supervisee to understand how to find success with a client. It is important to hear the “story” brought into supervision by the Supervisee as it offers opportunity to explore helpful approaches in which to help the Supervisee’s clients. I believe in discovering the resources and expertise within the Supervisee and expand this into their therapy. Since the Supervisee is still in a learning process during the provisional licensing/academic internship phase, it is also important at times to incorporate a didactic process to further educate and introduce the Supervisee to new ideas related to therapy.

6. Supervision Expectations: The relationship between supervisor and Supervisee is intended to facilitate the accomplishment of two goals. One is the education, training, and personal development of the Supervisee. The other is the overseeing of service delivery to the client to ensure that the therapy process is ethical and of the highest quality possible. It is the task of the supervisor to maximize *both* of these aspects of the provisional licensee/academic intern/client/supervisor system and keep them “flowing in harmony” with each other.

7. The Professional Development of The Supervisee: To facilitate this aspect of the Supervisee/client/supervisor system, the supervisor encourages and challenges the Supervisee to assume an explorative, “experimental” posture. The supervisor seeks a complimentary posture of facilitator, consultant, encourager, educator, and “coach.” In this dimension, the Supervisee is the consumer. The focus is on maximizing the Supervisee’s learning experience by providing him or her with meaningful feedback about his or her weaknesses as well as strengths as a therapist. “Mistakes” are seen as an opportunity for the Supervisee’s growth and learning. The Supervisee’s therapeutic relationship with his or her clients is a “tool” in assisting the Supervisee to develop skill and confidence as a therapist.

8. Professional Service Delivery to The Client: In this dimension, the supervisor facilitates a relationship of “accountability” between the Supervisee and the client. The Supervisee assumes the posture of professional therapist, responsible for the ethical and effective delivery of services to the client.

The supervisor seeks a complimentary posture of director and monitor. In this dimension, the client is the consumer. The focus is on creating a successful therapeutic experience for the client through a meaningful collaboration between Supervisee and supervisor. The Supervisee’s relationship with his or her supervisor is seen as a “tool” for ethical, effective service delivery to the client. When the collaboration between supervisor and Supervisee fails to effectively balance these two aspects of the Supervisee/client/supervisor system, the welfare of the client always takes precedent.

9. The Supervisory Relationship: There is a unique experience in the journey of our lives when we are able to influence and be influenced by those that we spend time with in a learning process. This can sometimes be called ‘Supervision’. The rewards of this experience, if positive, are priceless and enduring. It is my hope that I will be one who facilitates and creates room for those who wish to move into open spaces in their lives.

The relationship between Supervisor and Supervisee is a journey into the unknown through a joining of skill and experience. There is a responsibility for the Supervisor to guide the Supervisee into greater knowledge and practice of the core competencies. There is also a reciprocal process of shared journey of shared knowledge and skills. I take the position of being a curious learner, always willing to hear and understand ideas from another. I believe that it is possible to respect and invite the ‘person’ of the Supervisee with his/her educational background, theoretical orientation, life experiences, socio-cultural, and religious perspectives as necessary evaluations are made in this process towards ‘licensure’.

10. Responsibilities of Supervisee: It is the responsibility of the Supervisee to provide therapy to his or her clients that is professional and ethical, accepting the parameters of service delivery to his or her clients established by the Board of Examiners in the law and in accordance with the *Statement of Practices and Procedures* provided by me, a Board Approved Supervisor.

It is also the responsibility of the Supervisee to engage as fully as possible in all learning experiences created for the Supervisee. Within this framework, the Supervisee’s specific responsibilities are as follows:

- a. Learn the *Code of Conduct for Licensed Professional Counselors* and the *Code of Ethics for Licensed Marriage and Family Therapists* and practice within the scope of these codes at all times.**
- b. Adhere to the Plan of Supervision filed with the Board of Examiners.**
- c. Follow through with all clinical directives provided by the Approved Supervisor.**
- d. Present and review an up-to-date *Statement of Practice* to every client before the first session begins and obtains the client’s signature on the signature page. Also, present, review, and obtain authorizing signatures of all clients that the provisional licensee/academic intern wishes to audiotape or videotape on the authorized consent form.**
- e. Report any situation to the Approved Supervisor in which the Supervisee believes he or she may have breached ethics.**
- f. Staff any cases with the Approved Supervisor immediately that involve threats of homicide, suicide, abuse, or any potentially life threatening symptoms such as eating disorders, self---mutilation, or domestic violence. Inform the Approved Supervisor immediately if a client attempts suicide or homicide.**
- g. Keep accurate and up---to---date case records using the format prescribed by the Approved Supervisor, including all forms requiring**

an authorizing signature from the client and *case notes about any consultation process with the Approved Supervisor that is related to the client.*

- h. Arrive on time to each scheduled supervision session prepared with pertinent case information organized in the prescribed format along with appropriately queued audiotapes or videotapes.
- i. Keep accurate and verifiable records of direct and indirect client contact hours.
- j. Alert the Approved Supervisor when qualifying forms requiring his signature are to be sent to the Board of Examiners and deliver the appropriate forms to his office.
- k. Inform the Approved Supervisor immediately of any change of circumstance, status, or condition that may affect the nature or quality of the Supervisee's service provision to clients.
- l. Update the Board of Examiners in regard to any change of status or venue by refilling appropriately amended forms within thirty (30) days of the change.
- m. Maintain continuity of contact with the Approved Supervisor consistent with Supervision Plan filed with the Board of Examiners.
- n. Inform his or her employer of the conditions and terms of his or her supervision as outlined in this statement.
- o. Discuss with his or her Approved Supervisor any condition or circumstance in the Supervisee's workplace that would hinder the Supervisee's compliance with his or her Supervision Plan or with ethics, State Statute, or Rule dealing with the Supervisee's service delivery to clients.

11. Responsibilities of Supervisor: It is the responsibility of the Approved Supervisor to collaborate with the Supervisee in creating a meaningful learning experience that leads to the Supervisee's professional and personal development. It is also the responsibility of the Approved Supervisor to represent the Board of Examiners in protecting the public. Within this framework, the specific responsibilities of the Approved Supervisor are as follows:

- a. Relate to the Supervisee in a professional and ethical way at all times.
- b. Create a learning experience for the Supervisee that is encouraging, challenging, and that facilitates personal and professional growth.
- c. As much as is reasonably possible, ensure that the Supervisee's supervision is in compliance with statute, rule, and consistent with the Plan of Supervision filed with the Board of Examiners.
- d. As much as is reasonably possible, monitor the interaction of the Supervisee with his or her clients to ensure professionalism and ethical quality and to provide corrective feedback to the Supervisee if a minimum standard of professionalism is not met.

- e. **Assist the Supervisee in working out any inconsistency he or she experiences in the workplace between the guidelines for ethical and responsible practice as outlined in this statement and in the law and the policies, procedures, or expectations of the Supervisee's employer.**
- f. **Be regularly available for consultation and keep scheduled sessions with the Supervisee in accordance with the Supervision Plan filed with the Board of Examiners.**
- g. **Report to the Board of Examiners or University program official any serious breach of ethics by a Supervisee.**
- h. **Keep accurate records of the Supervisee's individual and group supervision hours.**
- i. **Submit in timely fashion to the Board of Examiners any qualifying paperwork that must be submitted on behalf of the Supervisee.**
- j. **Inform the Supervisee of any change in the supervisor's status that would affect the Supervisee's ability to complete his or her supervision process successfully.**
- k. **Inform the Board of Examiners if the Supervisee fails to maintain continuous and regular contact with the Approved Supervisor as described in the Supervision Plan.**

Routine Business Procedures Contacting The Board: The Board office is open Monday through Friday from 9:00 am to 4:30 pm. Supervisees may call the Board office during office hours, or check the Board's website at www.lpcboard.org to send an e-mail or check updated information regarding the law, rules, or other licensing information. The monthly meeting of the Board of Examiners is typically held on the third Friday of every other month beginning in January. Applications or written correspondence must arrive at the Board office the Friday prior to the scheduled board meeting to be considered. Otherwise, correspondence will be considered at the next month's meeting. Complaints or reports of unethical behavior should be made in writing to the Board office at the address given in the first section of this document. The monthly meetings of the Board of Examiners are open to the public. Supervisees are strongly encouraged to attend at least one meeting of the Board during their Academic internship phase or Provisional Licensing process.

Communicating With The Supervisor: I can be contacted from 9:00 am until 5:00 pm Monday through Friday at Shreveport Family Counseling Center, 820 Jordan, Suite 570, at 318-221- 4455. If I am in session, you may leave a message on the answering machine or leave a message with the Administrative Assistant. After 5:00 pm, you may also call or text my cell phone at 318-572-7960. You may also contact me via email at penny.millhollon@gmail.com.

Work Environment of The Supervisee: Clients that a Supervisee sees in his or her work setting may provide case material for their supervisory experience. Supervisees must comply with all administrative policy and procedure that apply to Supervisees in their

place of employment. Should the Supervisee believe that the policies of his or her employer conflict with ethical or responsible practice as outlined in this statement or in the ethical codes of practice mentioned above, or impede the Supervisee's learning experience as an Supervisee, the Supervisee should immediately share this concern with his or her Approved Supervisor. *Supervisees are prohibited by law from engaging in mental health counseling as a private practitioner or as a private contractor (receiving fees directly from clients).*

Scheduling An Individual Supervision Session: You may call me at 221-4455 during normal business hours to schedule an individual supervision session. Individual sessions must be cancelled 24 hours in advance or the Supervisee may be subject to charge. *The fee for individual supervision sessions is \$85.*

Scheduling Live Supervision Sessions: As a Supervisee, you may schedule clients in the conference room for live supervision or to videotape his or her session by calling Karen, Shreveport Family Counseling Administrative Assistant, during normal business hours. If live supervision is what is desired, you should make that clear to Karen when calling to schedule so that she can not only check on the availability of the observation room, but also my availability to observe. The observation room will be available on a first come, first serve basis.

Being Part Of a Supervision Group: I am able to schedule supervision groups more than two (2) of up to six (6) Supervisees as often as twice a month. The day, time, and frequency of these groups will vary according to the scheduling needs of the Supervisees. *A reduced fee for group sessions will be \$50.*

Limits Of Liability: The Approved Supervisor Candidate is not responsible for the unprofessional or unethical conduct of the Supervisee with his or her clients that have not been part of the consultation process, about whom the Supervisee has shared inadequate or inaccurate information, or in the event that the Supervisee has failed to follow the clinical directives or suggestions of the Supervisor. The Approved Supervisor Candidate is not responsible for monitoring the compliance of the Supervisee to the policies and procedures of the Supervisee's employer. At her discretion, the supervisor candidate may terminate her relationship with a Supervisee at any time without refund of fees. Reasons for termination of the supervisory relationship include but are not limited to the following:

- 1. Failure of the Supervisee to maintain ethical and professional standards of conduct as established by the Approved Supervisor in the Supervisee's interaction with clients, site supervisors and co-workers, other Supervisees, or the Approved Supervisor.**
- 2. Failure of the Supervisee to follow clinical directives from the Approved Supervisor.**

3. Failure of the Supervisee to pay the Approved Supervisor for services rendered.

4. Failure of the Supervisee to attend a supervisory session for sixty (60) days without prior arrangement with the supervisor.

Legal And Ethical Codes Of Conduct: The provision of the service of Mental Health Counseling and the service provided by Licensed Marriage and Family Therapists/ Supervisees as well as the supervision of the delivery of these services by Approved Supervisors is governed by *Louisiana Revised Statute 37: 1101-1115*, as well as **Title X, Subpart, of the Louisiana Administrative Code**. As provided in the statute, the practice of LPCs and LMFTs, Approved Supervisors, Supervisor Candidates, and Supervisees is regulated by the Louisiana Licensed Professional Counselors Board of Examiners. The law and subsequent rules promulgated by the Board in the *Administrative Code* are designed to protect the public and the consumer, whether client or Supervisee. As a Licensed Marital and Family Therapist, Licensed Mental Health Counselor and Board Approved LPC/LMFT Supervisor in Louisiana, I am bound by law adhere Code of Conduct for Licensed Mental Health Counselors, the Code of Ethics for Licensed Marriage and Family Therapists, and the rules and regulations for Approved Supervisors established by the Board of Examiners. These codes of conduct can be viewed at www.lpcboard.org. *As a Provisionally Licensed Professional Counselor (PLPC) or Provisionally Licensed Marriage and Family Therapist (PLMFT), you also are required to adhere to all the ethical and legal requirements contained in the statute and in Title X of the Administrative Code.* If you are working on dual licensing, then the more restrictive of the two 11 ethical codes applies in any given situation. *You are required to review both codes thoroughly before seeing clients as a Supervisee.* **Unethical behavior as a practicing Supervisee can result in suspension or termination of the supervisory relationship without refund, forfeiture or suspension of Supervisee's status by The Board of Examiners, denial of licensing privilege, civil suit, or criminal charges.** It is also highly recommended that you review the sections of the codes regarding supervisor /Supervisee interaction. These guidelines are there for *your* protection as a Supervisee.

Special Ethical Considerations When Taping Observing: When audio— or videotaping a client, the Supervisee must take special care to protect the client from violation of his or her confidentiality. *The following guidelines must be adhered to at all times when the Supervisee is involved in live observation of or the electronic recording of a client:*

- 1. Clients must *never* be recorded or observed without their first signing the *Observation Consent Form* which can be obtained from me.**
- 2. Clients must always be made aware at the outset of each session the identity of anyone in the observation room during the session or if the session will be electronically recorded in any way.**

3. During live observation or during the reviewing of an audio— or videotape, if an observing Supervisee discovers that he or she has a relationship with the client or anyone related to the client that is being observed, the Supervisee must inform the Approved Supervisor immediately.
4. Any electronic recording of a client made in the observation room must be stored appropriately at all times in the office. Such recording should *never* leave the premises without my expressed consent.
5. If the Supervisee is counseling under the auspice of another professional or entity other than the Approved Supervisor, the Supervisee must make sure that his or her taping of clients is in compliance with all policies and procedures of the Supervisee’s employing agency or on-site/administrative supervisor in addition to the policies expressed in this statement.
6. Electronic recordings made by the Supervisee “off-site” should be kept in securely locked storage area that can only be accessed by the Supervisee and other appropriate clinical staff.
7. Electronic recordings of clients should never be played for or played in the presence of anyone but the Supervisee’s Approved Supervisor or his or her fellow Supervisees during case consultation.
9. Supervisees should not review electronic recordings of clients and/or discuss case material in any venue in which a chance exists that the Supervisee’s communication may be overheard, either advertently or inadvertently, by any unauthorized person not directly involved in the consultation.
10. No unauthorized copy of a session recording (i.e., on a cassette tape, CD, DVD, computer hard drive, memory stick, etc.) should ever be made by a Supervisee. All handwritten notes made by a Supervisee during live supervision or during supervisory consultation must be stored in the Supervisee’s official file or shredded.
11. All electronic recordings of clients must be erased or destroyed by the Supervisee at the termination of the client or when instructed to do so by the Approved Supervisor.

By signing this document I understand that I have read and agree to the above information.

Supervisee Signature _____ Date _____

Supervisee Printed Name _____

LMFT-S/LPC-S Signature _____ Date _____

LMFT-S/LPC-S Printed Name _____