



SENTIO
COUNSELING CENTER

Sentio Counseling Center

CASE STUDY



About Sentio Counseling Center

The Sentio Counseling Center is the practicum site for the **Sentio Marriage and Family (MFT) MA program**, an intensive 20-month hybrid online and in-person program that prepares students for licensure as an LMFT in California. Sentio training involves cutting-edge evidence-based pedagogy for training therapists, including video-based Deliberate Practice supervision, routine use of clinical outcome data, and advanced supervision methods.

Why Sentio Counseling Center Chose SecureVideo as their Teletherapy Platform

Sentio Counseling Center, an entirely online counseling service for individuals and couples, has experienced outstanding counselor and client satisfaction with SecureVideo over the past two years. SecureVideo's platform's flexibility is a perfect match for Sentio, enabling them to offer therapy sessions to clients across California, including those not in the same location, enhancing convenience and accessibility.

The center needed a simple, easy-to-use solution that catered to its diverse team of volunteers, part-time counselors, and supervisors without the complexity or expense of an Electronic Health Record (EHR) system. SecureVideo provided an ideal solution with its straightforward functionality and essential features tailored to Sentio's specific requirements.

Affordability, combined with the platform's comprehensive capabilities, made SecureVideo an obvious choice for Sentio. A recommendation from a trusted source further validated this decision. Today, SecureVideo's excellent functionality continues to support Sentio Counseling Center's mission by offering effective, accessible teletherapy services.

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It was the overlap between ease of use, the good price point, and the functionality is great - everything we need, few things we don't. And it all runs very well.

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—Ben Fineman
Founding Clinic Director

Sentio Counseling Center's Telehealth Goals with SecureVideo

Sentio Counseling Center prioritized scalability when they initially partnered with SecureVideo, starting with eight counselors and 4-5 supervisors. Their team has since expanded to include 25 counselors and 15 supervisors, underscoring the importance of an easily scalable platform.

SecureVideo's user-friendly interface was a critical factor in their choice, simplifying operations for new users and reducing the administrative burden on counselors. Their goal was to create a streamlined telehealth solution that supports their growing team while alleviating usability and concerns related to daily time constraints. Overall, telehealth has allowed graduate counselors to focus on their critical therapeutic roles and further their career paths.



Onboarding with SecureVideo

Sentio Counseling Center found the onboarding process with SecureVideo to be highly customizable and intuitive. Initially, they dedicated a few hours to exploring the software independently, identifying which features were necessary for their operations and which were not. This preliminary exploration allowed them to tailor the platform to their specific needs before introducing it to their staff and counselors.

The training phase was straightforward and efficient. It required only about an hour of dedicated learning to get the team up and running, followed by an email follow-up for any lingering questions. Staff members received a condensed 30-minute training session focused on essential tasks, emphasizing the platform's ease of use and minimizing the need for ongoing support from SecureVideo. This independent approach to learning and implementation showcased the platform's user-friendly design and adaptability to their workflow.

Challenges Solved by SecureVideo

SecureVideo has been instrumental in addressing critical challenges faced by Sentio Counseling Center, particularly by enhancing its training quality through the use of recorded client sessions. This unique feature allows supervisors and counselors to utilize client videos for training purposes, enabling a hands-on, practical learning process. Counselors can review their sessions in real-time, critically evaluate their performance, and practice their skills, significantly improving their therapeutic techniques.

This capability sets Sentio apart from many other counselor training sites, as session recording is not commonly available in traditional in-person counseling centers. The convenience of being online, combined with the ability to record and analyze therapy sessions, has allowed Sentio Counseling Center and the **Sentio Marriage and Family (MFT) MA program** to offer more effective and impactful client care. The video recording feature of SecureVideo has thus solved a significant challenge by facilitating a more rigorous and engaging training experience.

Sentio's Biggest Wins with SecureVideo

Sentio Counseling Center has achieved significant successes through its partnership with SecureVideo, notably in facilitating the professional development of counselors in training. The telehealth platform's convenience eliminates the need for commuting, allowing these counselors to acquire additional training hours essential for timely graduation and gain valuable experience. This aspect of virtual work fosters an excellent work-life balance, setting them up for success in the field.

Furthermore, the center's fully online operation attracts clients who prefer the accessibility and flexibility of teletherapy. By removing the barriers commonly associated with in-person appointments, Sentio has enhanced its ability to effectively serve a broader client base. Therefore, the adoption of SecureVideo has not only optimized the lifestyle of counselors in training but also expanded the center's reach to clients, marking it as one of Sentio's significant victories in its continuous growth and service improvement.

How Sentio Counseling Center Uses SecureVideo Today

Today, Sentio Counseling Center harnesses SecureVideo's capabilities to streamline and enhance their service delivery significantly. A key feature in their process is the automatic recording of all sessions, a practice that proves invaluable for quality control and training purposes. These recordings are seamlessly uploaded to the cloud, where they're accessible for a compliance-aligned duration. This method of utilizing session recordings for training offers a level of convenience and effectiveness unmatched by in-person methods, eliminating the need for physical cameras and manual file transfers.

Sentio's adoption of SecureVideo has led to a substantial volume of virtual sessions, with over 1000 sessions conducted monthly through the platform. Out of these, approximately 700-750 are client therapy sessions, and around 100 are designated for supervision. This high usage underscores SecureVideo's role as a critical tool in Sentio's mission to offer accessible, high-quality counseling services, demonstrating the platform's impact on their daily operations.

Sentio Counseling Center's SecureVideo Support Experience

Sentio Counseling Center praises SecureVideo's support team for their helpfulness and efficiency. Their support center boasts a comprehensive knowledge base, ensuring that answers to questions are readily accessible. The responsiveness of the support team is exceptional, with inquiries consistently addressed within less than 24 hours.

Furthermore, the Knowledge Base's ease of navigation is especially appreciated by those who prefer not to spend time searching for specific information. Compared to similar platforms, it stands out for its ease of use, making it a valuable resource for the center's staff.

The Future of Teletherapy in Sentio Counseling Center

Sentio Counseling Center is steadfast in its commitment to expanding its teletherapy services, responding to the growing client demand for online counseling. The center also has counselors who come to it for practicums, for which they receive approximately 50 applications and select only 8. The move towards an all-online model is a critical component of their success strategy in this regard.

The center strongly believes in the efficacy of teletherapy, advocating that it can rival traditional in-person sessions. They also support a hybrid model as an optimal approach for the industry, combining the benefits of physical locations for funding and grants with the inclusiveness and accessibility of online services. This dual approach allows them to cater to a broader range of client needs and demands.

Looking ahead, Sentio anticipates that telehealth will not only continue to grow in demand but will become a significant aspect of counseling services, enhancing their ability to provide comprehensive care. The integration of online services is seen as essential, ensuring that they remain at the forefront of accessible and effective mental health support.



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I would 100% recommend it. We have never once questioned whether we should stay with SecureVideo. We're happy with your services and imagine we will continue to feel that way.

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Sentio Counseling Center's Favorite SecureVideo Features

- ▲ Recording capabilities
- ▲ Analytics
- ▲ Automated reminders & notifications
- ▲ Integrated notes

Does Sentio Counseling Center Recommend SecureVideo?

Sentio Counseling Center strongly recommends SecureVideo for its simplicity, cost-effectiveness, and tailored functionality. The platform's ability to offer just what is needed without overwhelming users with unnecessary features is particularly appreciated. It effectively supports the center's training and operational needs. Remarkably, among the 25 counselors at Sentio, there hasn't been a single complaint about SecureVideo, indicating high satisfaction levels.

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COUNSELORS &
SUPERVISORS USING
THE PLATFORM

+1,000

TELETHERAPY
SESSIONS CONDUCTED
PER MONTH

2

YEARS AS A
CUSTOMER

15-30

MINUTES SPENT
TRAINING EACH
INDIVIDUAL