

Palomar College  
Alcohol and Other Drug Studies  
Advisory Board Meeting

April 29, 2021

Agenda

- I. **Call Meeting to Order:** Meeting dramatically changed due to COVID 19 virus and “Social Distancing” orders.
- II. **Check In:**
- III. **Welcome and Introductions:**
- IV. **List of Advisory Board Questions**
- V. **Palomar College’s: Alcohol and Other Drug Studies Program and Social Work and Human Services:**

Strengths

Weaknesses

Opportunities

Threats/Industry Needs

- VI. **Open Discussion:**
- VII. **Adjournment:**

**Minutes:** Due to COVID 19 and “Social Distancing” the meeting was conducted electronically. Advisory Board Members all extremely overwhelmed attempting to manage and adjust their programs, clients, staff, schedules, families etc. Eleven attendees invited, 10 participated.

Each agreed to answer the “Advisory Board Questions” electronically and return via email. **Please see attached participant responses:**

1. Gary Crite: Interfaith Community Services - [gcrite@interfaithservices.org](mailto:gcite@interfaithservices.org) 619-504-7041
2. Ashley Admundson: Villa Kali Ma - [ashley@villakalima.com](mailto:ashley@villakalima.com) 760-683-5152
3. Melissa Pirraglio: FRC/MHS: [melissa.pirraglio@mhsinc.org](mailto:melissa.pirraglio@mhsinc.org) 760-439-6702
4. Jay Bretral: Alpha Project/Casa Raphael – [jay@alphaproject.org](mailto:jay@alphaproject.org) 760-630-9922
5. Scott Lacy: Divine House - [scott.geetarfreak1@yahoo.com](mailto:scott.geetarfreak1@yahoo.com) 760-315-3390
6. Mary Brody: Affect Therapeutics - [mary@affecttherapeutics.com](mailto:mary@affecttherapeutics.com) 404-429-8073
7. Beth Durling: The Center For Life Change - [beth.durling@yahoo.com](mailto:beth.durling@yahoo.com) 951-775-4000

8. Susan Martin: Lasting Recovery - [susiemartin26@gmail.com](mailto:susiemartin26@gmail.com)  
<https://lastingrecovery.com/>
9. Brandi Ducote: Immersive Recovery – [brandi@immersiverecovery.com](mailto:brandi@immersiverecovery.com)  
844-773-4963
10. Saleem Maleck: Affect Therapeutics - [saleem.malik@affecttherapeutics.com](mailto:saleem.malik@affecttherapeutics.com)  
760-443-4047

Signed electronically,

*James Fent*

April 29, 2021

Palomar College

Alcohol and Other Drug Studies

Social Work and Human Services

Advisory Board Meeting/Online Questionnaire

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1. How has the COVID 19 Pandemic changed the way your program provides Substance Abuse Treatment?

Johan Hari eloquently highlights that the opposite of addiction is connection. Covid-19 has created an environment of deep isolation. What I have seen is an overwhelming feeling of being alone in these months of stress. Mothers and fathers are raising their children at home and also performing as teacher. Employment and finances are not secure and creating fear. No one feels as though they are heard or supported in these unprecedented times. Addiction fills that void of coping with fear, anxiety and depression. Alcohol sales are higher and drug use is more prevalent. Villa Kali Ma has provided an environment for clients to reside at an in-patient level without compromising safety. We have implemented all the recommended guidelines yet maintain connection. All providers still come to the facility and provide in-person therapy, reiki, yoga, cranio-sacral, massage, psychotherapy, EMDR and other modalities. We tried to keep that container while upholding all regulations. We also all decided to get the vaccinations knowing that our choices impact the clients. Mask wearing, gloves, temperature, and rapid testing is still being mandated as of now. We have tried to accommodate with the circumstances without endangering the work we have done to create Villa Kali Ma and its mission. Meetings are currently online, walks are still held outside in open spaces, and there is no family visitation. We are still being cautious due to the nature of the unknown and potential variants of the disease. All clients are tested before entering Villa Kali Ma. We only take 6 clients at a time which is fortunate in a situation such as this due to the small capacity of the facility. Everyone reports feeling safe, heard and most importantly- connected.

2. How do you think the COVID 19 Pandemic will change the way Substance Abuse Education should be provided?

Covid-19 has opened up the virtual psychoeducational world to deliver SUD information via telehealth. Outpatient services can now be provided in the safety and comfort in one's home. I believe platforms such as Microsoft Teams and Zoom along with others will continue to grow. The convenience of at-home

therapy is perfect for certain populations. I do not believe that telehealth will replace traditional models. I think it can add value to the systems that we have in place. Right now, you have access to a recovery meeting on the other side of the planet. It is pretty spectacular how unlimited this can be. But this is what we have learned from social media, more online connections does not mean more connectiveness. We have to be mindful of how isolating the online world can be. So instead, let's use it as a resource for SUD delivery services in alignment with in-person services.

3. Do you think Palomar College should continue teaching courses online, provide on campus education only or offer both online and on campus?

As we move lower into less hazardous tiers, the county has made more allowances to open. In my humble opinion, online learning is not for everyone. There is an element of engagement missed when operating solely online. As an online student once myself, I can say that it took a lot of internal motivation. I believe that a hybrid program is the best option to accommodate safety and mental health. Having students deprived of social connection is detrimental for their mental health. There are plenty of pre-cautions that can be put in place to create a safe environment.

4. How can Palomar College prepare its students to best meet your needs, your client's and your program needs?

A lot of my clients need help with government assistance programs, FMLA, and disability. It is important that students learn how to properly tend to documentation and timeliness. A lot of things, you can't prepare for. Students need to understand boundaries and emotional flexibility. Many people who work in the SUD field are codependent. It is something that we are consistently working on with them. Another important issue that I am sure is well covered- self-care and burnout.

5. What do you see as the future of Substance Abuse Treatment? Virtual? Face-to-face? Hybrid?

Definitely a hybrid model as I explained before. Using telehealth as a resource and tool while still maintaining the important aspect of connection (if you need further resources on this please see Gabor Mate).

6. Did you know that Palomar College now offers a Certificate and Associates degree in Social Work and Human Services?

I was not aware of that

7. Would a Social Work and Human Services Certificate/Degree be beneficial to you, your program and clients?

Unclear- I would need some more understanding around this. What would, in my opinion, need to be established of this certificate is limitations. What can one do with it and what one must not do with it. Working in a trauma-focused center, many professionals who do not have the right background can re-traumatize their clients.

8. Do you have any suggestions for course content related to Social Work and Human Services?

SBIRT

9. Would you hire someone with a certificate in Social Work and Human Services? If yes, what position would be appropriate?

Yes, I would with better understanding, I find this valuable and it gives them more insight on the field if they want to move forward.

10. Suggestions, Comments, Recommendations and Advice

SELF-CARE!

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1. How has the COVID 19 Pandemic changed the way your program provides Substance Abuse Treatment? Our program has significantly changed due to the mandates of mask wearing and Covid-19 restrictions. We built a tele-health module to help clients who were quarantine to be able to participate in treatment.
2. How do you think the COVID 19 Pandemic will change the way Substance Abuse Education should be provided? Now that things are getting back to normal I do not see a significant consistency of change noted.
3. Do you think Palomar College should continue teaching courses online, provide on campus education only or offer both online and on campus? I think PC should provide both options.
4. How can Palomar College prepare its students to best meet your needs, your client's and your program needs? I would suggest to speak to documenting to ASAM criteria which is a new push by the carriers.
5. What do you see as the future of Substance Abuse Treatment? Virtual? Face-to-face? Hybrid? Hybrid will be needed.
6. Did you know that Palomar College now offers a Certificate and Associates degree in Social Work and Human Services? Yes.
7. Would a Social Work and Human Services Certificate/Degree be beneficial to you, your program and clients? Yes. Very Helpful.

8. Do you have any suggestions for course content related to Social Work and Human Services?
  
9. Would you hire someone with a certificate in Social Work and Human Services? If yes, what position would be appropriate? Yes. We have many tech positions available that the cert in SWHS would be great.
  
10. Suggestions, Comments, Recommendations and Advice: thank you for all you do.

## Brandi Ducote Response

1) Immersive Recovery has continued providing in-person treatment services to our client population. We have ensured a safe environment through COVID 19 testing, vaccinations for those willing, as well as wearing masks, using HEPA filters, and socially distancing as much as possible. Even with these safety measures, the emotional toll has been a bit more difficult to manage, as both clients and staff have experienced increased hardships during the pandemic. As a clinical team, we check in with each other regularly to combat burnout, and with our clients, we often bring attention to the "invisible" stressors of being in a pandemic, which they may not readily identify as factors that influence their stress levels.

2) Just acknowledging that returning to on campus learning may be extremely challenging for some. Group projects, being in a classroom, raising a hand in class, may all be anxiety-provoking in a manner that was not present prior to the pandemic.

3) I think a combination of online and on campus education is most beneficial. For some, online coursework is much more accessible and is a great option (especially given that many parents are now required to be at home with their children and many first time college students may have post-quarantine anxieties), although others may struggle with the online format and will prefer to return to campus.

4) Palomar has always done well to prepare its SUD students for employment. I can't think of any changes needed in this regard.

5) I don't think in-person services are going anywhere. While virtual services will likely be more widely available, there will still be a large need for in-person groups and other clinical services in the SUD population, given the nature of the disease of addiction.

6) I do now!

7) After reviewing the course catalogue for the certificate/degree, I believe this education would be relevant and beneficial to the work that we do. It also seems like a great start for those wanting to eventually pursue a graduate degree and mental health related licensure.

8) In addition to what's already listed on the course catalogue, I would include coursework on Trauma and Somatic approaches to healing.



9) I would hire someone with this certificate, although they would also need to have registration with an SUD or behavioral health governing body in order to provide clinical services.

10) Thank you for the work that you do!

I hope you are well,

Brandi Ducote, LMFT (87040), LAADC-CA

Clinical Director

Immersive Recovery

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1. How has the COVID 19 Pandemic changed the way your program provides Substance Abuse Treatment? [Smaller groups/Telehealth sessions/Phone sessions](#)
2. How do you think the COVID 19 Pandemic will change the way Substance Abuse Education should be provided? [SUD education needs to be in person. Participants need the connection.](#)
3. Do you think Palomar College should continue teaching courses online, provide on campus education only or offer both online and on campus? [Both](#)
4. How can Palomar College prepare its students to best meet your needs, your client's and your program needs? [Teach them how to set up zoom meetings and HIPPA protocols associated with running virtual sessions.](#)
5. What do you see as the future of Substance Abuse Treatment? Virtual? [Face-to-face? Hybrid? I still think it needs to be Face-to-Face. Virtual can be for extra support.](#)
6. Did you know that Palomar College now offers a Certificate and Associates degree in Social Work and Human Services? [I do now 😊](#)
7. Would a Social Work and Human Services Certificate/Degree be beneficial to you, your program and clients? [Yes, it would.](#)
8. Do you have any suggestions for course content related to Social Work and Human Services? [I do not 😞](#)
9. Would you hire someone with a certificate in Social Work and Human Services? If yes, what position would be appropriate? [Yes, we hire LPHA's at my program.](#)

## 10. Suggestions, Comments, Recommendations and Advice

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1. How has the COVID 19 Pandemic changed the way your program provides Substance Abuse Treatment? We have been adapting with electronic services such as Zoom 12 step meetings, doctor visits and court appointments as needed which have been a big change for our program, however we have been able to adapt to these demands.
2. How do you think the COVID 19 Pandemic will change the way Substance Abuse Education should be provided? As far as substance abuse education is concerned I think up and coming counselors have been able to have the best of both worlds and as far as clients go they are able to adapt and get the education they need.
3. Do you think Palomar College should continue teaching courses online, provide on campus education only or offer both online and on campus? I think the online courses have been great and I am looking forward to the students being able to be on campus, hopefully within this next year.
4. How can Palomar College prepare its students to best meet your needs, your clients and your program needs? We have always been open to having students work at our program. We have students that are currently employed by Alpha Project and doing very well. They work well with our clients and are very conscientious about our program needs.
5. What do you see as the future of Substance Abuse Treatment? Virtual? Face-to-face? Hybrid? I would hope to see somewhat of a Hybrid. We currently are using Virtual and doing Face-to-Face groups and individual sessions. Of course, we comply with the State and County Guidelines for Covid 19 protocols.
6. Did you know that Palomar College now offers a Certificate and Associates degree in Social Work and Human Services? Yes, that is great and we are very excited. Some of our students are excited as well.

7. Would a Social Work and Human Services Certificate/Degree be beneficial to you, your program and clients? Yes, I believe it could be. The more education students learn, the more they can contribute to our clients and our program.
8. Do you have any suggestions for course content related to Social Work and Human Services? I am very happy to see that AODS curriculum is in the course outline and think it is very important that students get that training.
9. Would you hire someone with a certificate in Social Work and Human Services? If yes, what position would be appropriate? Yes we are open to hire case managers and counselors and a certificate would definitely be beneficial to the work we do, especially in the area of Med-Cal benefits.
10. Suggestions, Comments, Recommendations and Advice. As always it has been an honor to work with Palomar College and we look forward to the future. Thank you for your time and consideration. If I can be of further assistance, please do not hesitate to contact me. Jay Brechtel LAADC

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1. How has the COVID 19 Pandemic changed the way your program provides Substance Abuse Treatment? It has changed our program at the Family Recovery Center in many ways. First, our program had to conform to CDC guidelines in regards to capacity limit, making sure that our clients' living spaces are 6ft apart. We went from 55 clients to no more than 31. We had to surrender multiple rooms to provide quarantine rooms. At first all the clients were quarantined and staff were given an option to work or if they are in the high risk population they were able to choose whether to work from home. Telehealth services took a long time to establish. It took about 6 months that we were operating with a skeleton staff. Not to mention the schools pulled out all of our Mental Health interns so we were limited to 2 mental health clinicians and a couple of supervisors that are LPHA's. This impacted the amount of services we could provide. It also had us SUD counselors operating out of our scope and providing mental health interventions for the clients that were in crisis mode. We also had to be creative as to how we would provide services so we had to allow clients to have their personal cell phones so that staff could contact them through telehealth sessions to mitigate risks of exposure. We had to wear PPE and continue to wear PPE. In the midst of all of this we had an outbreak and the majority of clients and staff contracted COVID-19. So of the small skeleton staff this sifted us even more. We could not host child visits for our clients which complicated clients CWS cases. The majority of treatment became crisis control for the few staff that stayed to endure the Pandemic with the clients. This caused burn out and affected the quality of care and our facility upholding the demands of compliance with the county. We lost a lot of staff during the pandemic due to stress and burn out. Not only were clients disgruntled but so were (are still) staff. This Pandemic has impacted our facility so much and our program continues to go through changes. We keep having to modify our policies and program guidelines. We are just now trying to get back to some sense of normality but we are not completely there. We are still very short staffed. Gosh, over a year's worth of modifications and I just can't describe them all. I must say that we did the best we could and held the facility together.

2. How do you think the COVID 19 Pandemic will change the way Substance Abuse Education should be provided? I am truly grateful that the pandemic did force us to do class online. I am a motivated student so online classes are great for me. I was having difficulty getting to school on time when it was in person. Working in a residential facility the time you get out of work can be unpredictable and I found myself racing to school which was not safe for me and was stressful. I am thankful for my teachers that understood my circumstances and were gracious. I took advantage of the online classes so that I could complete my academic goals. I am working in the field and need to abstain my certification so it is not an option for me to neglect my academic goals. I am truly grateful for the online classes.
  
3. Do you think Palomar College should continue teaching courses online, provide on campus education only or offer both online and on campus? I think that Palomar College should provide courses both online and on campus due to different students' learning styles. I personally thrive with online classes.
  
4. How can Palomar College prepare its students to best meet your needs, your client's and your program needs? I think the AOD program should incorporate an introduction to EHR. (Electronic Health Records) and how to properly document. I think this would be an asset to the SUD program and help students grow in competency for when they are in the field. One of the biggest challenges with new employees has been new staff being thrown into doing groups and services and not knowing how to properly document or navigate a EHR. What is hard in our program is since it is so fast paced the environment creates anxiety and stress around documentation. I think if students were introduced to it in school they would be better prepared for what they will face in the field. I also think that a communications course would prepare them to be skilled in communicating with the clients from a trauma informed perspective. Considering tone, body language, facial expressions, and learning how to not use obligatory statements such as you need to, you should, etc.. This is just a thought because clients already are filtering through their own trauma. It is important that the clinicians are practicing gentleness, meekness, and conscientious assertiveness to avoid retraumatizing. I hear a lot of complaints from the clients as to how staff communicate to them. Although I will not agree with them in that moment I have seen many staff down talk the clients, use belittling styles, or condescending communications styles.

5. What do you see as the future of Substance Abuse Treatment? Virtual? Face-to-face? Hybrid? I think that the future of substance abuse treatment will incorporate both face to face, and virtual but I do not believe that one on one's are as personal or effective virtually as they are in person. I do think that we lose some of the effectiveness through virtual due to internet interruptions and our ever increasing lack of human connection because of social media.
6. Did you know that Palomar College now offers a Certificate and Associate's degree in Social Work and Human Services? I am excited about the AA in Human Services because I have always been a hands on person.
7. Would a Social Work and Human Services Certificate/Degree be beneficial to you, your program and clients? Yes
8. Do you have any suggestions for course content related to Social Work and Human Services? No, if trauma informed care or motivational interviewing is not a course I would suggest both of these topics.
9. Would you hire someone with a certificate in Social Work and Human Services? If yes, what position would be appropriate? Yes for Human Services and Social Work I feel that case management and care coordination would be a good fit for these certified employees.
10. Suggestions, Comments, Recommendations and Advice I hope that you will continue to provide online courses so that I can successfully achieve my educational goals.



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1. How has the COVID 19 Pandemic changed the way your program provides Substance Abuse Treatment?

Sir, the methodology has not changed, the same components are working to get these men and women into a place of recovery. The delivery has changed. It is now natural for me to complete all my patient contact electronically. Don't for a second think however that the ingredients for recovery pie have changed because they have not. We are using an air fryer instead of an oven but we still need the chicken and all the right veggies and spices I.E Fellowship, connection, education, acceptance, shame alleviation, adaptive coping, mind, body, spiritual development, counseling, sober support and of course psychiatry.

2. How do you think the COVID 19 Pandemic will change the way Substance Abuse Education should be provided?

Just as I mentioned before. Not just SUD tx but all business is changing.

3. Do you think Palomar College should continue teaching courses online, provide on campus education only or offer both online and on campus?

I think in person is best but second best is virtual. Some of the job I feel must be learned in person but I also thought one could not counsel virtually and I was wrong.

4. How can Palomar College prepare its students to best meet your needs, your client's and your program needs?

Become tech savvy and be a willow tree. If you are rigid... snap! Also Palomar can coach future counselors for the fact that this is now a real thing and it is not enough to be a good counselor in the flesh only.

5. What do you see as the future of Substance Abuse Treatment? Virtual? Face-to-face? Hybrid?

Hybrid for sure. Some interventions should be done in person. For one, some people need a controlled environment and that won't change.

6. Did you know that Palomar College now offers a Certificate and Associates degree in Social Work and Human Services?

Yes!

7. Would a Social Work and Human Services Certificate/Degree be beneficial to you, your program and clients?

Yes I believe so

8. Do you have any suggestions for course content related to Social Work and Human Services?

I think we all should spend more time understanding the social services network we have in this fine state. I feel I have often under served my patients in this regard because I am a human and I have my own biases. I am aware of it and I don't let it show up and influence my counseling too much. I often push patients to utilize interagency resources and sober support networks which I have experience with. I need to learn more about what is out there for our patients.

9. Would you hire someone with a certificate in Social Work and Human Services? If yes, what position would be appropriate? Yes

10. Suggestions, Comments, Recommendations and Advice

Sorry for being tardy. Forgive me. Much love and respect Mr. Fent...

P.S. Can I become a virtual student mentor?

4/22/2021

**ATTN: Palomar College Advisory Board; James Fent**

**RE: AODS Program**

**RE: Annual Meeting, Questions and Answers To Help AODS Program With Future Endeavors.**

**FROM: Scott Lacey CADC II, ICADC; Senior Counselor/Case Manager, Director of Intern Training @ Divine House Rehab/A Ka Center**

**1. Q: How has the COVID 19 Pandemic changed the way your program provides Substance Abuse Treatment?**

**A:** It hasn't changed the core of our program at all. The way we approach group therapy, individual counseling, case management, treatment planning and discharge planning is exactly the same. I see a slight change within the intake department, now someone who wants to be admitted has to show proof of a negative COVID test. I see a slight change in the way someone walks through the door. Now they have to stop and take their temperature and record it on a form. The major change directly affects the clients and that is the visitor policy and weekend pass policy, it doesn't exist anymore. Which makes it difficult for the weekend staff to handle boredom, depression and anxiety that the clients exhibit.

**2. Q: How do you think the COVID 19 Pandemic will change the way Substance Abuse Education should be provided?**

**A:** I know changes have been made to accommodate state and local mandates, but I don't believe long term changes will need to be implemented. I think the educators have done a phenomenal job rolling with the changes and have gone the extra mile and then some, to provide education for the students who desire it. In other words, it's changed enough, and if anything it should go back to the way it used to be.

**3. Q: Do you think Palomar College should continue teaching courses online, provide on campus education only or offer both online and on campus?**

**A:** I believe on campus, in the classroom, face to face is the most valuable and beneficial way to learn. With the direction the world is going though it's not possible for everybody to go sit in a classroom. Offering both is obviously the solution and should continue that way. However, if someone has to do online classes because they can't commit to consistently being on campus, they must still be present for certain classes where they learn hands on skills.

**4. Q: How can Palomar College prepare it's students to best meet your needs, your client's and your program's needs?**

**A:** The number one thing I see happening with the direction of future treatment and programming is the slow progression away from: 1) confronting and challenging behaviors, 2) allowing addiction professionals to make decisions for the client, and 3) the entire 12 Step Model. Students of the future will need to be well prepared with not only traditional approaches to treatment, but also prepared to do basically whatever the client or the program director needs. One moment a counselor will be doing a good old CBT group and when that ends, 10 minutes later, that counselor will be sitting at the kitchen table doing an Art Therapy group or Yoga or Mindful Journaling or going for a nature walk. And then the skill of documenting those groups with a therapeutic tone using industry language. New counselors who walk through the door with prior knowledge and skills in things like that will be valuable.

Mindfulness...Mindfulness...Mindfulness is definitely the new teaching that is pretty much taking the place of spirituality. Students will need to roll in the direction that Mindfulness is moving in.

**5. Q: What do you see as the future of Substance Abuse Treatment? Virtual? Face-to-face? Hybrid?**

**A:** I see hybrid. My thoughts are the same as in question #3. If someone is doing online courses that's fine but they need to be in the classroom when things like group therapy role playing is going on. Or perhaps that stuff doesn't happen anymore and there's a different way that's being taught now. 20 years ago when I was a student the mock group therapy and individual counseling sessions were very effective and if I wasn't present for those I would have been at a huge disadvantage during my internship.

**6. Q: Did You Know that Palomar College now offers a Certificate and Associates degree in Social work and Human Services?**

**A:** I did not know that but it seems like a step in the right direction.

**7. Q: Would a social Work and Human Services Certificate/Degree be beneficial to you, your program and clients?**

**A:** It's always a good thing to have a social worker on staff. There are parts of a social workers skill set that would probably not be needed because other staff would have it covered but I would love it if we had a social worker here for case management. Educating and advocating for our clients who need community resources and helping them figure out the best course of action to get their needs met would be very beneficial. Helping with discharge planning, referring and collaborating with other facilities and then follow up research would be great.

**8. Q: Do you have any suggestions for course content related to Social Work and Human Services?**

**A:** I looked at the curriculum and it looks pretty good, obviously basic stuff but has what it takes to start a career. The only thing I would suggest, and it's just kind of a funny thought, but a speech class. Social workers do A LOT of talking in many different types of situations. They literally walk right into people's houses, businesses, community

events, court rooms, police stations etc, and getting them prepared to speak wouldn't be a bad thing.

**9. Q: Would you hire someone with a certificate in Social Work and Human Services? If yes, what position would be appropriate?**

**A:** Yes, if I was hiring manager for a fairly large program where I could utilize a social worker full-time for case management, I would.

**10. Q: Suggestions, comments, recommendations, and advice?**

**A:** Nope, nothing else I can think of at this time.

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1. How has the COVID 19 Pandemic changed the way your program provides Substance Abuse Treatment?

At **an inpatient Services**, when the pandemic hit, we had several changes: 1) all clients and staff had to be tested. The temperature of clients and staff had to be tested and recorded daily. Clients were no longer able to leave campus for “weekend passes”. Clients would no longer be able to be gathering more than 4 to 6 people in a large room, at least 6 feet apart. Ct. groups were down to one or two a day, significantly cut from 3 to 5 groups a day. Staff meetings were by telephone in individual rooms not in person any more. Cts. had to only 3 at a table during meals. Cts and staff had to inform staff of any symptoms of Covid asap. Staff Had to be out for 2 weeks if exposed or if developed symptoms.

The result of these changes was that clients lacked structure, their anxiety and fear increased, their sleeping and lethargy increased, and boredom increased. The program was always short staffed, and the staff was stressed. Staff never got a break from observing and spending time with clients due to the short staffing and the lack of activities. The general moral was low and there was a tremendous amount of uncertainty.

At **an Outpatient services** we went totally online. To support clients a “zoom” process was created. Clients participated online from home with cameras or phones. Clients interacted with therapist or counselor remotely. The staff engaged in daily client updates and communication via morning staff meetings. Clinical supervision was done via zoom. All records were done electronically. Clients only went to the physical location to pick up their UA cups and introductory materials.

Feedback from clients for this process has been very positive, as clients, especially in the evening program, do not have to drive after work to go to treatment which can mean missing dinner or other necessary self-maintenance needs. Clients reported feeling emotionally connected despite being on zoom. There has been a higher retention of clients from the online forum. The negatives are the lack of technological abilities and internet connectivity some clients faced. Cts. also struggled developing a “recovery network” and finding support meetings.

2. How do you think the COVID 19 Pandemic will change the way Substance Abuse Education should be provided?

Telehealth has obviously become the dominant mode of communication and dissemination of information. Power Points, informational videos, and sharing screens through zoom became the main mode of educational treatment. Clients were asked directed questions to engage discussion and provide opportunities for reflection. Many of the kinesthetic activities or props used in in-person groups were not provided. Visual, written and oral modalities were most used for instruction.

3. Do you think Palomar College should continue teaching courses online, provide on campus education only or offer both online and on campus?

I think it would be wonderful to offer both in person and remote classes that were live, not asynchronous, or hybrid classes could be ideal for some people. I love telehealth and find it extremely effective, as long as it is in real time and not asynchronous. It's very convenient for people who work and have families to care for or who are otherwise limited with their transportation or mobility.

4. How can Palomar College prepare its students to best meet your needs, your client's and your program needs?

It would be interesting to teach students how to do group or AOD counseling via zoom. That is what is needed right now, and it can be a very different dynamic. How to keep people engaged remotely, how to foster cohesion, how to deal with distractions (email, phone, TV other people) while in group. It's a different kind of treatment, but it's very effective in my view.

5. What do you see as the future of Substance Abuse Treatment? Virtual? Face-to-face? Hybrid?

I see people being offered both virtual and in person treatment. About 1 out of every 4 people seeking treatment from us (calling for screening) wanted in person treatment (we just discussed this yesterday at supervision and others find remote treatment more realistic. People who work high demand jobs especially find this useful (CEOs, Doctors, lawyers, Directors etc. who can't easily leave their jobs)

6. Did you know that Palomar College now offers a Certificate and Associates degree in Social Work and Human Services?

Yes

7. Would a Social Work and Human Services Certificate/Degree be beneficial to you, your program and clients?

Not necessarily at my current location. At my previous location absolutely.

8. Do you have any suggestions for course content related to Social Work and Human Services?

People are interested in LGBTQAI treatment and how to handle that population. It would be beneficial to have specific education on the unique needs of transgender people, questioning and gay and lesbian treatment. It would also be useful to have more education around how to manage people with personality disorders and cultural differences.

9. Would you hire someone with a certificate in Social Work and Human Services? If yes, what position would be appropriate?

I'm not in a position to hire anyone. I would probably hire someone with a Social work certificate at my previous place of work but not at my current place of work.

10. Suggestions, Comments, Recommendations and Advice

One of the biggest growing areas I see a need for is more information about mutual support groups—WFS, LifeRing, Refuge Recovery, and SMART because clients who leave treatment need ongoing support. We provide an aftercare program for graduates of our program that is extremely important for many people (20 to 30 clients attend regularly). People leave treatment and have nothing. Education needs to be provided on how to connect clients with ongoing support after treatment.