

Video-Assisted Counseling

Along with telephone and in-person meetings, most of our counseling occurs through video-assisted means. In many cases, an organization may set up a PC and web cam in a private room in their facility for members to use. However, as more people are utilizing video conferencing systems from home, we are also able to connect with them from their own homes. Video counseling is available to members ages 12 and older. Members seeking counseling under the age of 18 will need parental consent.

WLCFS has offered video-assisted counseling since 2008. Based on our feedback from members served, the ability to establish a relationship and address the issues of concern is not hampered by the use of video technology. Initial apprehension or anxiety about the use of video usually dissipates quickly as the ease of interaction is experienced in the first meeting. Counselors are specifically trained and certified to perform services through video and are able to help members feel comfortable with the interaction.

The equipment required for video conferencing is limited. It requires industry-standard, Windows-compatible video and audio peripherals. A standard Windows-based personal computer and an Internet connection (at least 1.5MB down/384kbps up) are required. Here is a list of the requirements:

- Windows XP, 7 or later
- Pentium 4 or newer
- Minimum 512MB RAM available
- Broadband Internet connection (DSL, cable modem, T1, etc.). No wireless connections.
- DirectShow 8.1 or later compatible web cam or camera
 - An affordable web cam solution is the [Microsoft LifeCam VX-6000](#). These can be purchased online from various retailers including Best Buy. Price ranges from \$50 to \$70 each.
- DirectSound compatible sound card with speakers and microphone
 - An affordable speaker and microphone solution is the [Phoenix Duet USB Speakerphone](#). These can be purchased online from various retailers including Hello Direct or Voipsupply.com.

The video conferencing used in this program automatically detects a computer's hardware and bandwidth and adjusts its capabilities and performance automatically. It uses cloud technology and incorporates other factors such as the data sharing capabilities. Our SSL encryption covers all transports of data from our cloud to each computer on all aspects of data on a single port to maximize the security of information.

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