

Frequently Asked Questions Outpatient Psychotherapist

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We've want to explain certain key points about our Outpatient Psychotherapist position. So we have collated these questions for you. If you have others, please email us the Director of Outpatient Services at edean@shorehavenbhi.com.

The therapist is expected to foster a reputation for excellence, responsiveness, conscientious care, and careful and timely reports and paperwork, and to maintain a personable and professional manner at all times.

Note: The requirements for this job are set by state law and Medicaid and HMO rules. The requirements are not flexible. If you do not meet the requirements, please refrain from applying. If you are not sure, send your resume and an explanation of your experience so we can evaluate your credentials. For example, if you believe you have completed 3000 hours but have not applied for Approved Provider Status and your license, apply for the job and we will advise you about getting your Approved Provider Status and your license. For example, you worked as a teacher or school counselor, but did not do psychotherapy, and you do not have an LPC; do not apply as your job did not prepare you to become licensed and eligible to join insurance provider panels. We have evaluated the credentials of hundreds of professionals, so if you are not sure, ask us.

ABOUT SHOREHAVEN

What is Shorehaven's reputation and mission?

Shorehaven Behavioral Health, Inc. [SBH] (www.shorehavenbhi.com) is a full-service mental health and substance abuse clinic licensed in Wisconsin to provide outpatient psychotherapy, outpatient AODA treatment, and AODA day treatment. We have a main office at 3900 W. Brown Deer Road, Brown Deer, WI 53209 and two satellite offices in Greenfield and Waukesha. We also provide in-home services throughout southeastern Wisconsin from Madison to Sheboygan on

the north, down to the Illinois state line on the south, and from Green County on the west to Lake Michigan on the east. We are often told we have a 'stellar' reputation because of our experienced staff, rapid accessibility, and breadth of programming.

How long has Shorehaven been operating?

The Outpatient Program began in 1983 in a predecessor organization. The Outpatient Program

has been under the management of its current President since 1996 and Executive Director since 1999 and Director of Outpatient Services since 2005. We have grown since 1996 from a small clinic with two full time clinicians and a handful of part timers to a team of over 85 employees. This is a testament to the effectiveness and quality of what we have to offer.

What services does Shorehaven provide?

Including the predecessor clinics to SBH, we've provided Mental Health Services since 1973.

Adult Psychotherapy

Child & Adolescent Therapy

Drug and Alcohol Treatment

Family Therapy

Intensive In-Home Therapy and Case Management

Marriage Counseling

Medication Management

Psychological Assessment

We are one of the largest Child and Adolescent outpatient clinics and In-Home treatment

providers in southeastern Wisconsin. Shorehaven's hallmark is *providing therapy mostly by licensed or certified*, *highly trained*, *experienced clinicians or under their supervision*. The Shorehaven Philosophy

- provide State-of-the-Art, research-based, accessible treatment services.
- maintain a highly experienced, trained staff.
- provide a full range of mental health and substance abuse services.
- offer Short-Term help for Long-Term results.
- make services convenient: 3 locations, evening hours, handicapped accessibility.

OUTPATIENT PROGRAM

Why is the Outpatient program an excellent treatment choice?

Our outpatient staff is highly experienced and has a number of members with many years of experience providing clinical work and supervision.

We are able to work with individuals of all ages, couples, and families.

We are members of all the important HMO and PPO panels.

Staff are well-versed in short term as well as long term treatment.

We have a high level of consultation and supervision staff.

Our main outpatient office is in Brown Deer in an attractive facility built to our specifications. We also have satellite offices in Greenfield and Waukesha.

What is the structure of the Outpatient Program?

Our outpatient staff is under the supervision of our Director of Outpatient Services. It is one of three departments in the clinic, the others being our In-Home Program and our AODA Program. These three programs are under the direction of the Executive Director of the clinic. Our Medical

Director oversees the clinical programs.

What therapy will the therapist be expected to do?

We expect our staff to provide evidence-based treatments such as Behavior Management, Behavior Therapy, Client Centered, Cognitive Behavioral Therapy, EMDR, Motivational Interviewing, Psychodynamic, Social Skills Training, Solution Focused, Systemic Family Therapy, Anger Management, specialized treatment for anxiety (e.g., exposure), depression (e.g., Interpersonal), severe emotional disorders (e.g., DBT). We do not micromanage the therapy you do, but you will report to our supervisors and consultants, who will make clinical recommendations. In some cases, you may provide treatment under the supervision of the Outpatient Director based upon requirements of the funding source.

We often receive referrals for children in foster care. You will be expected to attend CST meetings for those families.

You will be expected to complete all the documentation for your cases, procure authorizations, and turn in billing – all in a very timely way so that there are no gaps in authorization and documentation is always complete and professional at all times.

How large is the program?

Shorehaven employs some 85 persons. The Outpatient Department includes anywhere from 12-18 of the staff at any point.

What population would a therapist in this position serve?

Shorehaven provides care for all age groups, couples, families. Also we provide for almost all

diagnostic entities. We have an AODA department. The therapist must work within his or her competencies. However, a therapist may procure supervision from within or outside of Shorehaven in order to develop new skills. One never advertises expertise without having specialized supervision and course work as expected for the particular treatment approach.

Under standing all that, we expect you to provide treatment for the populations and disorders you are competent by training, course work, and experience to treat. That may be children, the elderly, couples, families, adults, persons with certain diagnoses such as substance abuse (provided you have the appropriate designation on your license).

We do follow state law in that only those with substance abuse endorsements on licensure may treat those with primary AODA diagnoses.

In addition to referrals of children, one of our major niches, we also have many cases referred who are disabled, on Badgercare, and from other HMO and PPO programs.

How is the program funded?

Most cases are covered by Medicaid. We provide services for all Badgercare HMOs. We are on the panels of nearly every major HMO and PPO.

OUTPATIENT PSYCHOTHERAPIST

What are the qualifications to be an Outpatient Psychotherapist?

We will look at several items. How many therapists we will require for a particular time and position will vary depdending upon various factors active when we are filling a position. Budgetary concerns, treatment populations to serve, space, supervision needs, and many other factors affect the requirements at a given time. Among the factors we consider:

- what type of license do you have we almost only hire those who already are licensed
- Medicaid provider number
- 3000 hour letter
- experience working in a mental health setting
- SAC-IT, SAC, CSAC ICS status or other AODA endorsement
- mental health treatment skills
- evidence-based AODA treatment skills
- personal philosophy consistency with SBH approach
- documentation skills
- other factors which may be important at the time we have a position to fill
- recommendations

What are the duties of the position?

- 1. Assessment and Treatment Plan. The therapist schedules and assesses the client to determine the psychiatric diagnosis, the dynamic diagnosis, the specific needs of the patient, level of care recommended, and the likely service programs needed. The goals of therapy and treatment methods are recommended and the treatment program laid out for the client.
- 2. Prior Authorization. The therapist procures the documents needed to obtain authorization.
- 3. The therapist orients the client to the program and provides psychotherapy in accordance with the treatment plan.
- 4. Treatment is a collaborative process which may involve contact with primary care physician, psychiatrist, case manager, family, school, and others in the client's life. The therapist contacts the professionals involved and gathers records.
- 5. The therapist follows up with the Consulting Psychiatrist and Consulting Psychologist, the Supervisor, the Director, or peer supervision as required.
- 6. The therapist documents all contacts regarding the case. The therapist supplies billing logs.
- 7. The therapist provides for orderly termination of cases.
- 8. While making contact in the community, the psychotherapist is Shorehaven's representative, the face of the company. As such, we expect the you to represent all of our programs and help develop and nominate potential referral resources. The therapist is expected to foster a reputation for excellence, responsiveness, conscientious care, careful and timely reports and paperwork, personable and professional manner at all times.
- 9. The therapist maintains and improves certifications, sets learning goals, maintains CEUs.
- 10. The therapist maintains a professional, collegial manner at all times.

The requirements for psychotherapists are found on the Wisconsin Department of Regulation and Licensing website and in the Administrative Code, HFS 61.97.

For the person who has no experience in private practice or commission (fee-for-service) employment settings: How does that work? Why should I move to a commission?

Yes, it's common among salaried people to have concerns about shifting to commission. Most of our staff has made that transition and many wonder why they took so long to do so. But it's a very individual issue.

Commission employment gives you much greater flexibility to increase pay when you need to work harder, make up hours for time you take off, take off when you need to, expand or contract your hours as personal needs dictate, and increase your up-side potential earnings from the customary wage in our community. However, the hours actually expected in this position will be determined in close consultation with the Director of Outpatient Services.

We pay 55% commission for persons with lower levels of experience or with no pre-existing caseload. This is very competitive for those who qualify who have 2-5 years of experience after the Masters Degree and who have a Title 19 provider number. When therapists achieve full caseloads and several years of experience, we increase the percentage. We top out at 60%.

We pay you generally speaking the next payroll after the money is received at Shorehaven. We do close the payroll about three work days before payroll so the staff has time to process the payments we have received.

What is the expected level of pay?

If the position is commissioned, we only pay on monies we receive, which means only for direct client services. This is a typical model for outpatient clinics. We advertise on systems, such as Milwaukeejobs.com, at \$35-\$38 per clinical hour for individual treatment sessions. The format of MilwaukeeJobs.com requires a figure, but the explanation tells you it's a commission system, so the hourly wage considering all possible job duties is not predictable. Remember, that's the average. It depends upon when we are paid, when you submit billing, when payers pay (some pay weekly, some monthly), so some weeks could be larger or lessor pay weeks.

Averaging over 52 weeks, how many hours per week does a full time therapist see clients in face to face contact?

We suggest you consider full time to be as many as 30 billable hours, supported by about 10 non-billable hours of calls and paperwork. It depends upon your commitment, drive, focus, etc. The annual earning for this level of effort would be approximately \$44,500, with increases to \$49,680 for more experienced staff. Is it possible to exceed 30 billable hours per week? Yes, but it will take an experienced therapist with outstanding time management and case retention skills.

What happens regarding no shows and cancellations with respect to wages?

This is complex. 1) Our payers do not pay for those generally, with few exceptions. 2) You can reschedule the hour and still get some paid time with that case, usually the same week. 3) We set our commission rate at 55% or higher in a market where 45-50% is common nowadays so you are compensated well for your work, where billable hours are the vehicle for it, and where you should think of all the non-billable time as remunerated because the total compensation is excellent.

How are vacations handled?

The same is true of vacations. We do not pay for vacation time for commission staff. But therapists tend to load up hours the weeks before taking time off or afterward and don't lose much in the way of billable hours for making time for trips. Again, the commission rate is meant to compensate for this as well.

How are cell phones and car expenses handled?

The same is true for cell phone. We require a cell or pager, but do not pay for that because again we've increased the commission or hourly wage a bit to cover the cost. We would rather pay the staff this money than hire someone to keep track of the cell phone bills and mileage for dozens of people. Makes more sense this way.

Like car expenses, cell expenses are an employee business expense because of being used to talk to clients. Discuss with your accountant how much of these expenses will be deductible. If you check IRS form 2106 you will get an idea. This deduction might give you some additional dollars.

What benefits are included in the therapist position?

- 1) 50% of the premium for health insurance for the employee or \$275, whichever is more (after 90 days of full time employment).
- 2) Dental is available at employee expense.
- 3) It is an employee position, so employer's Medicare and Social Security is paid. This saves you self-employment tax of 15% that you'd pay in companies which list you as an independent

contractor.

- 4) 401k with a small employer match
- 5) Profit sharing plan unheard of in mental health clinics
- 6) Flexible Spending Account You can pay up to \$2600 of your medical bills in pre-tax rather than post-tax dollars and save 20-40%.
- 7) We supply office amenities to assist in the work -- access to computer, copier, email, phone system, website, etc.
- 8) We have a unique benefit. We have an online system which can provide many of the CEUs you need every two years.
- 9) Malpractice coverage is maintained in a group policy which insures the individual licensed staff members. SBH provides free coverage to the first 7/31 of employment. For those who join the staff after 1/1 of a year, SBH will also pay ½ of the cost of malpractice at the first 8/1 renewal.

What are the hours for this job?

The hours are flexible. Remember that working people often need evening appointments and we recommend you plan to work to 8:00PM two nights per week. Saturday hours are possible as well.

APPLYING FOR THIS POSITION

Can I see a job description?

Yes. One is below. So is a job application form.

The best way to apply for this job is to email a resume to edean@shorehavenbhi.com with cc: drosenberg@shorehavenbhi.com and/or to fax one to 414-540-2171. Telephone is not as useful since we are tied up or in session so many hours per week.

Don Rosenberg

President

Shorehaven Behavioral Health, Inc.

Revised 2/7/08

JOB DESCRIPTION: Outpatient Psychotherapist

1. Title of Position and Supervisor

Title: Outpatient Psychotherapist

Administrative Supervisor: Director of Outpatient Services

Clinical Supervisor: Consulting Psychologist

2. Assigned organizational unit: Outpatient Department, a Program of Shorehaven Behavioral Health, Inc.

3. Job summary or overview, including job classification

The Outpatient Psychotherapist [OP] provides thorough clinical assessment and clinical counseling/psychotherapy, using up-to-date methods, to patients with primary or secondary mental health problems (who may also have substance abuse and chemical dependence problems, disabilities, psychosocial, or medical problems). Based upon assessment, a diagnosis and treatment plan will be developed and recommendations made. The OP provides screening and assessment, recommendations, referrals, case management, treatment planning, orientation to treatment, psychotherapeutic treatment, follow-up, and all associated paperwork – all the core functions of a Chapter 455 or Chapter 457 Wisconsin Statutes licensed professional in an HFS 61 outpatient clinic, and all associated regulations. The Outpatient Psychotherapist may provide other outpatient services, such as psychoeducation, supervision, case management, and EAP, which have different procedural standards than outpatient psychotherapy, but for which competent clinical skills and high standards will be used.

This job may be considered exempt or non-exempt, and if non-exempt, may be hourly or commissioned. Payment will be on a negotiated basis with benefits per company benefits policies. At this time, all OP staff at SBH are commissioned.

4. Position qualifications (experience, skills, education, license)

The Outpatient Psychotherapist has either the LPC, LMFT, ATR, or LCSW, or LP, or has Medicaid Approved Provider Status and is working to word licensure. A training license or training certificate will be sufficient for those who are working towards licensure and who have Approved Provider status.

The level of education is a masters degree or doctorate. The Counselor must provide a copy each two years of his/her renewed license. This is a requirement for entitlement to employment. The OP must provide evidence of completion of required continuing education each biennium.

The OP may have an SAC-IT, SAC, or CSAC credential or the equivalent licensure endorsement. Only those with an AODA credential or the equivalent may treat chemical dependency as a primary diagnosis.

The OP must have skills for assisting in the screening and treatment of dual disorders. Training in treating children is a benefit and the counselor must document how that training and/or experience was acquired. Those without supervised experience working with children in a clinical setting should demonstrate competence for treating children and/or seek consultation.

Having the 3000 hours of experience post-Masters and Approved Provider Status are required.

Previous experience may be required for certain OP positions and this requirement will be evaluated for each OP position independently.

- 5. Major duties and responsibilities
 - ✓ Schedule, complete, and document competent mental health screening and assessment
 - ✓ Screen for mental health problems and make accurate diagnoses

- Make appropriate recommendations and assist patients to arrange for services to follow through on recommendations
- Orient new patients to the program
- Contact professionals associated with the patient, with patient's written permission; acquire past records and to coordinate care
- With patient's participation, complete treatment/recovery plan
- \ \ \ Staff cases with program peer consultation group, PhD, MD, as appropriate and indicated
- Help recommend or arrange psychiatric appointments for patients, as indicated
- Refer for additional or alternative services, as indicated
- Document all contacts with and about the client and complete all required records in a timely manner, including discharge, following program policies
- Follow the requirements of company and program policies
- Provide individual therapy, and also provide child, couple, and family therapy, dual disorders therapy and substance abuse therapy, if qualified, supervised, or in consultation
- Work collaboratively with supervisors and team members
- Maintain certifications, including completion of continuing education requirements, and provide documentation
- Progress on any needed certifications or licensure as quickly as possible.
- Assist in marketing SBH and the program
- Maintain a professional, collegial manner at all times
- \ \ \ Attend staff and departmental meetings
- Set and follow through on learning goals for professional growth of skills, develop necessary skills including AODA assessment skills, family assessment skills, child assessment skills

6. Accountability and Benchmarks

You are hired not merely to perform a job function, but because we believe your skills will make those job functions an effective, integral, and important part of the growth of your department and SBH and contribute to the welfare of your colleagues, our patients, and the community.

You will be making a contribution to the profitability from which you and your team members will benefit.

Every duty and expectation is your contribution to the welfare of the entire team, the company, yourself, and the welfare of your clients.

Customers for Your Job Functions:

Clients – to enhance the well-being, health, quality of life, and lifestyle functioning of clients Referral Sources - to think of SBH as the premier, 'go-to' provider, to make their work easier because they know they can rely upon Shorehaven

Supervisor - to contribute to the department team as well as anyone can, to honor the wisdom and experience of your supervisors and consultants

Company – maximize productivity and billable client hours, documentation is timely

Yourself - work with us on your career development and your job-satisfaction to make this your longterm career job

DUTIES	ACCOUNTABILITY/BENCHMARK
Assessment. Schedule and complete screenings and assessment, thoroughly and competently Screen for mental health problems, AODA problems	Benchmark: Each Assessment is thorough, with all paperwork completed within 48 hours, clients competently assessed Data: Chart review

Documentation. Contact professionals associated with the patient, with patient's written permission; acquire past records; coordinate care. (I.e., Low level Case Management) With patient, complete treatment plan. Document all contacts with and about the client and complete all required records in a timely manner, including discharge, following program policies.	Benchmark: The "low level case management" is completed for each case. Treatment plans are complete and reflect behavioral, thoughtful approach. Discharge client charts within 30 days of final appointment. 100% match between billing dates and documentation. Data: Chart review. Billing log review.
Clinical. Orient new patients to the treatment. Provide individual and family counseling to high professional standards of skill and effectiveness.	Benchmark: 85% positive outcomes Data: Discharge summary reviews. Client satisfaction surveys. Client outcome data Evaluation by Supervisor and self-evaluation. No complaints filed by clients.
Consultation and Referral. Staff cases with program peer consultation team, PhD, MD Arrange psychiatric appointments for patients, as indicated. Refer for additional or alternative services, as indicated. Work collaboratively with supervisors and team members.	Benchmark: Staff all cases per Medicaid and HFS61/HFS75 standards. Participate in team building, strategic planning, and assignments. Data: Evaluation by Supervisor and selfevaluation. Chart audit to verify Treatment Plan Record of Review forms
Professional. Maintain certifications, including completion of continuing education requirements. Follow the requirements of program policy manual. Set and follow through on learning goals Progress on an certifications as possible. Maintain a professional, collegial manner at all times. Develop skills and competencies.	Benchmark: All licenses and certifications are renewed before expiration. All continuing education requirements are met or exceeded. Set and complete annual learning goals. Data: Staff file audit. Evaluation by Supervisor and self-evaluation. Attend & contribute to staffings, peer review, departmental meetings, staff meetings
Corporate and Programmatic. Assist in marketing program.	Benchmark: Contribute 'leads' through contacts arising out of personal and case contacts. Attend exhibits, meetings. "Go the extra mile" to develop the program. Data: Report of lead development. Evaluation by Supervisor and self-evaluation.

Shorehaven BEHAVIORAL HEALTH, Inc. Employment Application Form

Personal Information:

Full Name	Social Security #					
Telephone Number(s) home/work/cell						
Address						
Employment Desired						
Position Applied For						
Employment Sought: Full Time_	Part Time	hours per week				
Hours Available: Day Evening	g Saturday	· 				
Any other information about availa	ability:					
Date you can begin		_ Earnings desired_				
Are you currently employed? Yes	s No					
May we contact your current emp	loyer? Yes	No				
May we contact your previous em	ployer? Yes	No				
At the time of employment, can yo	ou submit verificat	ion of your legal right	to work in t	he United S	States,	such a
Social Security card, Voters Regis	stration card, Drive	ers License, etc.? Y	N			
Education (HS not necessary for	clinical positions)					
High School		Location		Graduate	? Y 1	N
College		Location		Degree		
Major(s)						
College		Location		Degree		
Major(s)		·				
College		Location		Degree		
Major(s)		·				
Trade/Business/Graduate School						
Location	Degree					
Trade/Business/Graduate School						
Location	Degree					
Licenses and Certifications						
Please answer: [may use other	r side]					
Why are you interested in becomi	ing an employee v	vith SBH?				
What are your career goals?						
Where did you get information ab	out the position?					
Employment History (list most	recent first)					
Company						
Address						
Telephone	Dates of Em	ployment	to			
Job Responsibilities						

Reason for Leaving

Company	Supervisor	Last Position
Address	City	State Zip
Telephone	Dates of Employment	to
Job Responsibilities		
Reason for Leaving		
Company	Supervisor	Last Position
	City	
	Dates of Employment	
Job Responsibilities		
Reason for Leaving		
Company	Supervisor	Last Position
	City	
	Dates of Employment	
Job Responsibilities		
·		
Reason for Leaving References		
Reason for Leaving References List 3 individuals not related to	o you <u>who are familiar with your work-r</u>	
Reason for Leaving References List 3 individuals not related to Name	Address	
Reason for Leaving References List 3 individuals not related to Name		
List 3 individuals not related to NameName	Address City Telepho	oneYears acquainted_
Reason for Leaving References List 3 individuals not related to Name	AddressTelepho	oneYears acquainted_
References List 3 individuals not related to Name	Address City Telepho	oneYears acquainted_

Employment Application Form------Page Three

Employee Release

There are number of Shorehaven policies that an applicant needs to know about and agree to before being employed. There also are a number of activities that SBH may want instigate as part of the review of the appropriate background information on an applicant. The purpose of this document is to present these policies and investigative activities to the applicant to ensure that they are understood and agreed upon at the time the application is submitted. We, therefore, ask you to please read, complete, and sign this form.

Policies

Your signature below indicates that you have read, understand, and agree to operate under these policies if employed at SBH.

- 1. SBH is an equal opportunity employer and does not discriminate because of age, sex, race, color, national origin, disability, sexual orientation, or religious preference. SBH is an equal opportunity provider of service and does not discriminate because of age, sex, race, color, national origin, disability, sexual orientation, or religious preference.
- 2. SBH is a drug and alcohol free workplace. To ensure worker safety and the integrity of the workplace, SBH prohibits the illegal manufacture, possession, distribution, or use of controlled substances or alcohol in the workplace by its employees. Offers of employment may, therefore, be conditioned upon a physical examination, including a drug and alcohol screening. Drug testing prior to employment is not permitted, but testing after a conditional offer has been made is permitted.
- 3. Smoking is only permitted in the designated outdoor areas, not outside in the front of the building. Smoking is not permitted at our other locations except outside. Smoking is permitted only on scheduled breaks.
- 4. Your signature on this Release form indicates that you understand and agree that if employed, that employment is for no definite period, and may, regardless of the date of payment of wages and salary, be terminated at any time without previous notice.
- 5. An offer of employment must originate from the Executive Director or President.

6. Background Review

1..

Psychotherapist.

The following investigative activities may be conducted by SBH as part of the background review of prospective employees. Your signature on this Release Form indicates that you understand these activities and you authorize them to be performed with the conditions specified below.

- A. You authorize SBH to undertake a criminal records check as **required** under state law and will sign the required state forms.
- B. You authorize SBH to obtain a Motor Vehicle Record report. Transport of a client, while not encouraged, may occur, and transport of other personnel may occur. It is imperative that a good driving record exists and that you supply a copy of your auto insurance.
- C. You authorize and request any and all of your former employers to furnish any and all information regarding your job performance. You agree to hold your former employers and their agents harmless from all liability which could relate in any way to the disclosure of private information or an assessment or opinion of your suitability for employment.

In closing, we ask that you read these statements and complete them and your signature on this Release Form indicates you understand each.

I have been given and understand the job information for the position of Outpatient

2.	I understand that misrepresentation or omission of t employed by SBH.	acts herein is cause for term	ination, if I am			
3.	I have read and understand the application and have answered all portions of the application truthfully and correctly, with no omissions.					
4.	I authorize my past employers and my references to paragraph C above.	release information in accor	dance with			
Print You	r Name:					
Signature	•	Date				
 Witness		 Date	 rev 5/25/06			