

Frequently Asked Questions Substance Abuse Counselor

3900 West Brown Deer Road, Suite 200 Brown Deer, WI 53209 Phone: 414.540.2170 • Fax: 414.540.2171 www.shorehavenbhi.com

We've want to explain certain key points about our Substance Abuse Counselor position. So we have collated these questions for you. If you have others, please email us the Director of AODA Services at <u>kstrand@shorehavenbhi.com</u>.

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.

The requirements for this job are set by state law regarding licensure and AODA programs and by 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, you do not have an SAC or SAC-It credential and do not have the 100 hours of specific classroom training required for the SAC-IT. We will not be able to hire in this case. For example, you worked as a teacher or school counselor, sometimes helping with AODA problems, but did not do psychotherapy, and you do not have an LPC or SAC or LPC with AODA endorsement; do not apply as your job did not prepare you to become licensed. 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] (<u>www.shorehavenbhi.com</u>) 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 Port

Washington 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 AODA program started in 1996 and has been under the management of it's current President

since 1996 and Executive Director since 1999 and Director of AODA Services since 2002 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 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.

AODA PROGRAM

Why is the AODA program an excellent treatment modality?

We are very proud to offer the AODA program, which is essentially an enlightened and

progressive effort to help those with chemical dependency and substance abuse problems by bringing up-to-date, evidence-based treatment and an up-to-date philosophy of treatment to bear on SA and CD.

- CD is a chronic condition. Effective treatment is a long-term process. One-shot treatment has moderate effectiveness, but little long-term success; so SBH maintains treatment for and supports long-term follow through after intensive initial treatment.
- Motivational Enhancement and Cognitive Behavioral treatment are used.
- 12-Step programs are not the focus of treatment, but are supported.
- Dual Disorders help is integrated with AODA counseling.

What is the structure of the AODA Program?

Our AODA program includes the major levels of care for an outpatient clinc Shorehaven operates a complete, full-service outpatient Alcohol and Drug programs, including a total range of services:

- A Day Treatment Program providing up to 15 hours per week of group therapy, specializing in working with patients who have Chemical Dependency or Dual Diagnosis problems. We run two separate day treatment programs, the CBT group for patient without severe mental illness and a Behavior Modification group for patients with co-occurring severe mental health disorders. Patients in this program also receive individual counseling and casework services. Urine screening is provided. We use the latest, evidence-based methods. (At Brown Deer office)
- Intensive Outpatient Program covers 3 meetings per week of 3 hours per day, providing services for those who are beginning to achieve some sobriety, but who need 3-6 weeks of intensive services.
- An Outpatient Group providing 4-6 hours per week of group therapy for the long-term follow up of those who have achieved sobriety. Patients in this program also receive individual counseling and casework services. Aftercare lasts 3-12 months, depending upon the client's needs.
- Individual Counseling for AODA problems [including OWI, substance abuse, Suboxone, etc.],
 Mental Health problems [depressive disorders, anxiety disorders, severe mental illness, etc.], and
 Family problems. (At all offices: Brown Deer, Greenfield, Waukesha)
- ✓ AODA Assessments which are thorough and detailed, including Mental Health assessment, available at our Brown Deer office within 72 hours during the week. Also available at our Greenfield and Waukesha offices within 1-5 working days.
- ✓ **Psychiatric Assessment and Medication Management** is also available.

What are the goals of the program?

Our basic goal is to achieve sobriety AND recovery, that is, a lifestyle in which the client is not using substances, is learning skills to prevent relapses, and is developing a healthful lifestyle. Often, this general goal requires attending to intermediate steps, such as Harm Reduction and mental health treatment. To help accomplish these goals, we see treatment as beginning with intensive services, then continuing with long term follow up treatment. Services are integrated so that the mental health and AODA problems of the patient are both attended to. We also attend to other needs of the patient, such as medical, case management, concrete services, and provide some case management services.

This is a Team Program. The entire team will know most of the cases and the case planning will include feedback from your colleagues. The team meets for a staffing once per week to discuss administrative problems and once per week for clinical supervision.

What therapy will the therapist be expected to do?

The Treatments used in the program include Psychotherapy, quite a bit of Behavior Management, Behavior Therapy, Cognitive Behavioral Therapy, Motivational Interviewing, Social Skills Training, Systemic Family Therapy, Anger Management, Specialized Treatment for anxiety, depression, severe emotional disorders (e.g., desensitization). We do not micromanage the therapy you do, but you will report to our supervisors and consultants, who will make clinical recommendations.

How large is the program?

Shorehaven employs some 85 persons. The AODA program has a full time staff of six as of 2/08.

What population would a therapist in this position serve?

The SAC will treat a population of persons with Chemical Dependencies and Substance

Abuse problems, including alcohol, cocaine, heroin, marijuana, other opiates and pain meds,

and other compulsive behaviors. Many have mental health disagnoses as well. We require anyone working in our AODA program to have dual disorders skills, such as the ability to make a psychiatric assessment and diagnosis, to make recommendations for mental health treatment, and to integrate some mental health treatment with AODA treatment. Most of the clients are of lower income levels.

Where do the cases come from?

Many of the clients are on disabilities, often psychiatric in nature. Others are lacking in insurance

and are referred from a Milwaukee County program. We may have many HMO patients. A wide variety of referral sources send patients to Shorehaven.

Who is eligible?

There are essentially 3 standards.

- 1. We treat CD and SA patients of all ages.
- 2. The patient has a diagnosis of Substance Abuse or Chemical Dependency..
- 3. The funding source will support AODA treatment.

How is the program funded?

Most cases are covered by Medicaid. Some come from HMOs and some from Milwaukee County.

SUBSTANCE ABUSE COUNSELOR (SAC)

What are the qualifications to be an SAC?

We will look at several items. How many 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 if license is required for the opening
- ✓ Medicaid provider number
- ✓ 3000 hour letter
- ✓ SAC-IT, SAC, CSAC, or CICS status some SAC credential is always required
- ✓ 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

Do I need previous AODA experience?

Yes. The past experience with both mental health and AODA patients will vary. At times we may have an entry level position for someone with 1-2 years of experience. Other times we may require substantial experience and qualifications to be a supervisor.

What are the duties of the position?

1. <u>Assessment.</u> The SAC schedules and assesses the client to determine if he or she meets the criteria for substance abuse treatment and/or mental health treatment, the specific needs of the patient, level of care recommended, and the likely service programs needed.

2. <u>Prior Authorization.</u> The SAC procures the documents needed to obtain authorization. Then the therapist produces the authorization request document.

3. The SAC orients the client to the program and provides counseling and psychotherapy in accordance with the treatment plan.

4. The SAC who is also an ICS or Supervisor in training will provide some supervision.
5. Treatment is collaborative with psychiatrist, case manager, family, school, and others in the client's life. The SAC contacts the professionals involved and gathers records.
6. The SAC follows up with the Consulting Psychiatrist and Consulting Psychologist, the

6. The SAC follows up with the Consulting Psychiatrist and Consulting Psychologist, the Supervisor, the Director.

7. The SAC documents all contacts regarding the case. The SAC supplies billing logs.

8. The SAC provides for orderly termination of cases.

9. While making contact in the community, the SAC is Shorehaven's representative, the face of the company. As such, we expect the SAC to represent all of our programs and help develop and nominate potential referral resources. The SAC is expected to foster a reputation for excellence, responsiveness, conscientious care, careful and timely reports and paperwork, personable and professional manner at all times.

10. The SAC maintains and improves certifications, sets learning goals, maintains CEUs.

11. The SAC maintains a professional, collegial manner at all times.

The requirements for SAC are found in chapter 440 Wisconsin Statutes.

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?

We may pay for the SAC on an hourly wage. If we pay for this position on an commission model, the following information will be helpful.

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 AODA 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 above 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?

Many AODA counselors are paid hourly rather than on commission. For hourly, we determine the pay according to such factors as degree, licenses, certification, experience. The range in 2008 was \$16.50-19.00 per hour, for all work, including paperwork.

If the position is commissioned, we only pay on monies we receive, which means only for direct client services. 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?

On commission, full time is up to the therapist. We suggest you consider full time to 30 billable hours, supported by about 10 non-billable hours. It depends upon commitment, drive, focus, etc.

For hourly, we have similar expectations.

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

This applies to commission pay only. 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.

For those with hourly pay, vacation and holiday pay is in accord with common standards. We offer two weeks of vacation after the first full calendar year after employment, and three weeks in the third full calendar year and thereafter.

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 put aside up to \$2600 to pay for medical bills and child care in pre-tax dollars, saving 25-40% you would pay in payroll and income taxes.

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 all 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 $\frac{1}{2}$ of the cost of malpractice at the first 8/1 renewal.

What are the hours for this job?

The hours for an SAC are not flexible because the groups meet during the day. We expect the full time SAC to work two evenings if possible. A typical schedule would be 9-5:30 three days and 9-7:30 two days. There can be a some flexibility to work a 32 hour schedule or make some other adjustments if the Director of AODA Services approves.

OUTPATIENT PSYCHOTHERAPY

Can I also do outpatient psychotherapy with mental health clients as well as AODA work?

Yes, if you have a license to do so. Then the case load balance is up to the therapist and the Director.

APPLYING FOR THIS POSITION

Can I see a job description?

Yes. One is below.

The best way to apply for this job is to email a resume to <u>kstrand@shorehavenbhi.com</u> with cc: <u>drosenberg@shorehavenbhi.com</u> 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 1/22/07

JOB DESCRIPTION: Substance Abuse Counselor

- Title of Position and Supervisor Title: Substance Abuse Counselor Administrative Supervisor: Director of AODA Services Clinical Supervisor: Independent Clinical Supervisor
- 2. Assigned organizational unit: AODA Department, a Program of Shorehaven Behavioral Health, Inc.
- Job summary or overview, including job classification The Substance Abuse Counselor [SAC] provides clinical assessment and clinical counseling to patients with primary or secondary substance abuse and chemical dependence problems. The SAC provides screening and assessment, recommendations, referrals, case management, treatment planning, orientation, treatment, follow-up, and all associated paperwork – all the core functions of a Chapter 440 Wisconsin Statutes SAC or CSAC.

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..

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

The Substance Abuse Counselor has either SAC-IT, SAC, or CSAC credential. The level of education is a masters degree. The latter may entitle the Counselor to provide additional mental health services which are not also substance abuse services. The Counselor must provide a copy biennium of his/her renewed AODA certification. This is a requirement for entitlement to employment.

The SAC must have skills for treating dual disorders, which is the core of the program. So, we may require a counselor to have a mental health treatment background.

Because of the needs of the company at a given time, the requirement of a masters degree plus 3000 hours of experience and Approved Provider Status or Licensure status may be established for some Counselor positions and this requirement will be evaluated for each Counselor position independently.

Previous experience may be required for certain Counselor positions in the program and this requirement will be evaluated for each Counselor position independently. Licensure or certification as an LPC, LCSW or LMFT may be required for certain Counselor positions. These variations will be determined by the needs of the program for a Counselor to provide certain services, such as Dual Diagnosis evaluations, screening for cognitive problems, family counseling, and other services.

- 5. Major duties and responsibilities
 - Schedule and complete competent AODA screenings 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

- 1 Contact professionals associated with the patient, with patient's written permission; acquire past records; coordinate care
- 1 With patient's participation, complete treatment plan
- 1 Staff cases with program Staffing Team, ICS, PhD, MD, as appropriate
- 、 、 、 、 Help 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
- 1 Follow the requirements of program policy manual
- 1 Orient new patients to the program
- / Provide individual and family AODA counseling and mental health counseling
- / Provide group therapy in the Day Treatment program, as needed by the program
- / Provide or assist in providing group AODA counseling
- 1 Work collaboratively with supervisors and team members
- 1 Maintain certifications, including completion of continuing education requirements
- / Set and follow through on learning goals
- 1 Progress on any certifications as guickly as possible.
- 1 Assist in marketing SBH and the program
- Maintain a professional, collegial manner at all times.
- 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.

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, quality of life, and lifestyle functioning of clients Referral Sources – to think of SBH as the premier, 'go-to' provider Supervisor – to contribute to the department team as well as anyone can Company – maximize productivity and billable client hours Yourself - work with us on your career development and your job-satisfaction

DUTIES	ACCOUNTABILITY/BENCHMARK
Assessment. Schedule and complete AODA screenings and assessment Screen for mental health problems	Benchmark: Each Assessment is thorough, with all paperwork completed within 24 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 clients 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 program. Provide individual and family AODA counseling to high professional standards of skill and effectiveness. Provide group therapy in the Day Treatment program, as needed by the program. Provide or assist in providing group AODA counseling.	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 Staffing Team. 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 AODA team building, strategic planning, and assignments. Data: Evaluation by Supervisor and self- evaluation. 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.	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.
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

Full Name Social Security #	
Address City State Employment Desired Position Applied For	
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Address City State Z	

Reason for Leaving

	Employment Application Form	Page Two
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 List 3 individuals not related	d to you <u>who are familiar with your work-r</u>	related skills
Name	Address	
	CityTeleph	one Years acquainted
	Address	
Name		
Name Name	Address	oneYears acquainted_

Y N

Explain:

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

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.

- 1.. I have been given and understand the job information for the position of Substance Abuse Counselor. ______.
- 2. I understand that misrepresentation or omission of facts herein is cause for termination, if I am employed by SBH.
- 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 release information in accordance with paragraph C above.

Print Your Name:_

Signature

Date

Witness

Date

rev 5/25/06