



**Frequently Asked Questions
Outpatient Psychotherapist
Revised 6/20/2011**

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 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 a satellite office in Greenfield. We also provide in-home services throughout southeastern Wisconsin from Green Bay on the north, down to the Illinois state line on the south, and from Madison 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.

We have won a Future Fifty designation both in 2010-11 and 2011-12 from the Metropolitan Milwaukee Association of Commerce. This award is given to companies with a record of sustained growth in revenues and employment.

How long has Shorehaven been operating?

The In-Home program started in 1995 and has been under the management of its current President since 1996 and Executive Director since 1999. The current Director of In-Home Services has managed the program 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 110 employees. This is a testament to the effectiveness and quality of what we have to offer. The stability of our management team is another reason for our rapid growth and excellent reputation.

What services does Shorehaven provide?

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

- Adult Psychotherapy
- Child & Adolescent Therapy
- Crisis Psychotherapy
- Drug and Alcohol Treatment
- Family Therapy
- In-Home Case Management
- Intensive In-Home Therapy
- Marriage Counseling
- Psychiatry and Medication Management
- Psychological Assessment

We are one of the largest Child and Adolescent outpatient clinics and In-Home treatment providers in Wisconsin. Shorehaven's hallmark is *providing therapy mostly by licensed or certified, highly trained, experienced clinicians.*

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: 2 locations, evening hours, handicapped accessibility.

The right treatment, based upon the right assessment, delivered at the right time

by the right people every time.

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 a satellite office in Greenfield.

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 clinical departments in the clinic, the others being our In-Home Program and our Rapid Response 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 micro-manage 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 receive some 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 110 or more persons. The Outpatient Department includes anywhere from 15-22 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.

Understanding 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 depending 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 35.

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 53% 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 58%.

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 53% 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 6/20/11

Shorehaven BEHAVIORAL HEALTH, Inc.

Employment Application Form

Personal Information:

Full Name _____ Social Security # _____

Telephone Number(s) home/work/cell _____

Address _____ City _____ State _____ Zip _____

Employment Desired

Position Applied For _____

Employment Sought: Full Time ___ Part Time ___ hours per week

Hours Available: Day ___ Evening ___ Saturday ___

Any other information about availability:

Date you can begin _____ Earnings desired _____

Are you currently employed? Yes ___ No ___

May we contact your current employer? Yes ___ No ___

May we contact your previous employer? Yes ___ No ___

At the time of employment, can you submit verification of your legal right to work in the United States, such as Social Security card, Voters Registration card, Drivers License, etc.? Y N

Education (HS not necessary for clinical positions)

High School _____ Location _____ Graduate? Y 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 side]

Why are you interested in becoming an employee with SBH?

What are your career goals?

Where did you get information about the position?

Employment History (list most recent first)

Company _____ Supervisor _____ Last Position _____

Address _____ City _____ State _____ Zip _____

Telephone _____ Dates of Employment _____ to _____

Job Responsibilities

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 _____
Address _____ City _____ State _____ Zip _____
Telephone _____ Dates of Employment _____ to _____
Job Responsibilities

Reason for Leaving

Company _____ Supervisor _____ Last Position _____
Address _____ City _____ State _____ Zip _____
Telephone _____ Dates of Employment _____ to _____
Job Responsibilities

Reason for Leaving

References

List 3 individuals not related to you who are familiar with your work-related skills

Name _____ Address _____
_____ City _____ Telephone _____ Years acquainted _____

Name _____ Address _____
_____ City _____ Telephone _____ Years acquainted _____

Name _____ Address _____
_____ City _____ Telephone _____ Years acquainted _____

Have you been the subject of a lawsuit or ethical claim related to work or a claim to a licensing or certification board or professional organization?

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 Outpatient Psychotherapist. _____.
- 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