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Shorehaven
BEHAVIORAL HEALTH, Inc.

Lead In-Home Psychotherapist

Frequently Asked Questions

Revised 6/20/2011



We've been asked certain questions repeatedly about this job and want to explain certain key points about our Lead In-Home Psychotherapist position. So we have collated these questions for you. If you have others, please email us at the contact addresses below.

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 2000. 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.*

IN-HOME PROGRAM

Why is in-home an excellent treatment modality?

We are very proud to offer the in-home program, which is essentially an enlightened and progressive effort to help children and adolescents at risk and adults with emotional/psychiatric problems by targeting an array of important goals and dynamics in the life of the client and his or her family. The program is effective because it brings effective help into the patient's *ecosystem* -- family, school, and community -- for *more lasting change*

What is the structure of the In-Home Program?

THE SED PROGRAM (Seriously Emotionally Disturbed Children)

The program is uniquely designed for each family: A team of 2 mental health professionals gives up to 36 in-home treatment hours to each family per month. *We develop a comprehensive plan based upon the child's needs, individualized for the family.* Services are provided for up to 18 months, as needed.

The program follows a service plan: The plan may involve simultaneous day treatment, outpatient, or psychiatric services, and long-term outpatient follow-up. *The plan always coordinates with services such as psychiatry, pediatrics, and schools.*

The program is Intensive: 4-8 hours per week, on average, in 2-5 weekly visits to the family, divided between two therapists.

The Program is In-Home: Treatment is provided in-home, helping to ensure participation and help for the whole family.

Child and Family Therapy: The child or adolescent receives psychotherapy and behavior therapy while the family receives help for parenting, for managing the child's problems, and for emotional problems the parents may be experiencing. Conditions which maintain problems are target for family systems therapy.

THE ADULT PROGRAM

This program is for adults who have been discharged from inpatient psychiatry or whose HMO has identified them as having the need for an intensive psychotherapy program in the home.

What are the goals of the program?

Advantages and Goals of In-Home

This program has important advantages over other services, which should make In-Home either a first choice for many families or a follow-up to more intensive treatment (RTC, inpatient, day treatment).

We *team effectively* with local Day Treatment, Psychiatry, Inpatient, Child Welfare, CSP, and school programs. In-Home helps with *participation* of the adult or child/adolescent and the family since services are brought to the home.

The program offers *comprehensive, long-term, multi-systems* treatment

By intervening in troubling family problems, we work to try to *prevent of out-of-home* placement and reduce risk for future emotional problems, emergency services, or inpatient services.

In-Home focuses on both *crisis management & lasting change*, targeting changes across a wide range of problems, including behavioral, psychiatric, academic, interpersonal, peer, and family problems.

In-Home brings change into the patient's eco-system of family, school, and community systems for more lasting changes.

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, Social Skills Training, Systemic Family Therapy , Anger Management , Specialized Treatment for anxiety, depression, severe emotional disorders (e.g., desensitization). We employ art therapists as well. We do not micro-manage or oversee 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 80-90 Psychotherapists and Second Therapists at any one time. About 3/4 of these are full time.

What population would a therapist in this position serve?

The in-home part of the job is treating children 4-20, all with psychiatric diagnoses, and their families, which will comprise much of the work. The rest will be adult clients. Office outpatient treatment is for any age and problem type. We serve any children without discrimination. We do give staff discretion to select cases more geographically homogeneous and to screen the safety of every situation.

Where do the cases come from?

Some of the children are in foster care and come from protective service agencies. Many are referred from Day Treatment, Inpatient, and Residential Treatment Centers. Some are referred by schools. Some are referred by Child Psychiatrists. The adult clients come from inpatient settings, day treatment, and direct referral by HMOs.

Who is eligible for the SED program?

THE SED PROGRAM

There are essentially 5 standards.

1. Ages 4-20 and funded by Medicaid (Title 19), Wraparound, Safety Services, or On-going

2. *Severe emotional problems*, such as Post-Traumatic Stress Disorder, Panic Disorder, Pervasive Developmental Disorder, Separation Anxiety, Depression, Bipolar, AD/HD, Oppositional Defiant, Reactive Attachment, etc.
3. The youth is also showing signs of related *adjustment problems* in family relationships, peer relations, school functioning, self care, or impulse control, suicidal thoughts, frequent or severe aggressive behavior, or a psychotic episode.
4. The youth has *problems despite receiving some previous services*, such as special education, psychiatric hospital, outpatient mental health clinic, day treatment, probation, social services, child protective services, residential treatment.
5. The family is ready for intensive intervention in the home by 1 or 2 therapists for 4 to 8 hours per week, *ready and able to work towards treatment goals, following through on meetings, and working together over the long haul.*

Who is eligible for the adult program?

We have contracts with third part payers to offer these in-home services to their members.

How is the program funded?

Most cases are covered by Medicaid or HMOs. Some come from Milwaukee Wraparound and some are funded by protective services.

Where are in-home services performed in southeastern Wisconsin?

We presently have teams in over 24 counties, the entire eastern half of the state. You work in the geographic area your prefer.

LEAD PSYCHOTHERAPIST

What are the qualifications to be a Lead?

We will look at three items: what type of license do you have, Medicaid provider number, and 3000-hour letter.

After 1/1/14, all members of the Lead staff will need to be licensed. The requirement for a Lead is a Medicaid provider number, which presumes either the 3000 hour letter (known as Individual Approved Provider Status) or a license (LP, LPC, LMFT, LCSW, ATR).

Do I need previous In-Home experience?

No previous in-home experience is required. In-Home is quite different from Outpatient. The applicant should have some idea about what this work is like and should have experience working with children who have mental health needs. Because of our use of more experienced staff for this program, we do prefer that the applicant has worked with children who have emotional and psychiatric problems. There is a great deal of experience and knowledge to be acquired about family systems, intervening in families, medications, AODA, diagnosing and assessing children, and related topics.

What are the duties of the position?

1. Assessment. The Lead Psychotherapist assesses the child/adult patient and family to determine if they meet the criteria for our program.
2. Prior Authorization. Procure the documents needed to obtain authorization. Then the therapist produces the authorization request document. For the SED program, this is a complex document which takes some time to put together. For the HMO program, a shorted authorization process is needed
3. The Lead provides psychotherapy in accordance with the treatment plan.
4. The Lead supervises the Second Therapist according to the treatment plan.
5. Treatment is collaborative with psychiatrist, case manager, family, school, and others in the patient's life.

This is a very important element – *the treatment is collaborative*. Coordination and communication is a crucial component of the care.

6. The Lead follows up with the Consulting Psychiatrist and/or Consulting Psychologist.

7. The Lead Therapist documents all contacts regarding the case and reviews the documentation provided by the Second Therapist.

8. The Lead provides for orderly termination of cases.

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

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 of \$38-48,000 for a Masters to as high as \$65-70,000 – additional hours of work translate into additional dollars, which is not true of the usual salaried position which generally has a production quota.

All in-home staff are paid on commission. We pay 53% base commission, which 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 may the percentage.

We pay a premium to employees who work over 50 miles away. We do this in order to compensate for the several extra hours per month needed for coming to Brown Deer occasionally.

As far as we are aware, our competitors in the in-home program pay 45% to 50% commissions, occasionally 55% as a top end..

We pay you, generally speaking, the next payroll after the money is received at Shorehaven. Pay is on Friday, but the payroll has to be given to our payroll service earlier in the week, so we do close the payroll on the Sunday which precedes payroll.

What is the expected level of pay?

We advertise on systems, such as Milwaukeejobs.com, at \$35 per clinical hour. The format of MilwaukeeJobs.com requires a figure, but the explanation tells you it's a commission system. and what can a Lead Therapist expect to make on a weekly basis? At 30 billable hours, the average for a less experienced therapist would be \$1,074. That's \$35.80 per billable hour. Later we will discuss the non-billable hours. If you are focused and organized, it takes about 2-3 months of work to get to that level. 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 half that, some triple that. Money is paid out every two weeks, right after it comes into the clinic. SO it is very important that the new Lead is prepared t o expect the first substantial paycheck to be at about 60 days.

More experienced staff make more like \$1,170/week average. That's \$39 per hour. The harder working staff can make as much as \$1,360-1,490 per week.

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

Paid, billable hours in the in home program include driving time. We require 28 billable hours per week on the average to be considered a productive full-time employee. We suggest you consider full time to 30 billable hours, supported by about 8 non-billable hours. Some staff do 35, 38, even 40 billable hours. It depends upon commitment, drive, focus, etc.

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 drive on to the next household and lose almost no paid time. 3) You can reschedule the hour and still get some paid time with that case, usually the same week. 4) 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. 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 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. 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 can give you some additional dollars.

How are therapists reimbursed for mileage or travel time?

You receive the same payment for driving to client homes as for seeing clients! So we do not pay mileage on top of that. You'll be driving at \$35/hour in essence when driving is billable. IRS and Medicaid rules do not permit charging from home to work (which means to the office or the first stop of the day. Discuss with your accountant.). So you will be paid and often able to deduct your direct costs in addition!

What benefits are included in the lead therapist position?

- 1) 50% of the premium for health insurance for the employee (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 15.3% 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
- 7) Online CEU service paid by the company.
- 8) We supply office amenities to assist in the work -- access to computer, copier, email, phone system, website, etc.
- 9) Time off is at your discretion.

What are the hours for this job?

The hours are flexible. Children are home in the afternoon and early evening, Saturdays, school holidays, summers. That's when staff do the in-home work. Some work can be done with parents and with adult patients during the day. Some office work can be done during the day. In addition to billable hours, there are a limited number of meetings, supervision and consultation, paperwork, etc., which can be done during the day.

What does a "typical" daily schedule look like.

There is no typical day other than spending time writing authorizations and making phone calls or going to supervision during the morning, then seeing cases from 12:00 or 1:00 to 7:00 or 8:00 as many days per week as you care to, and Saturdays if you desire to.

Remember this job as a crucial advantage over salaried jobs, namely your flexibility and independence to schedule as you need to and take time as you need to.

OUTPATIENT PSYCHOTHERAPY

Can I also do outpatient psychotherapy as well as in-home?

Yes. Some in-home therapists provide outpatient office therapy. Sometimes the ratio is 90% in-home and 10% office, mainly completed in-home cases which continue in outpatient. Sometimes the ratio is 50-50. The balance is up to the therapist in consultation with management.

APPLYING FOR THIS POSITION

Can I see a job description?

Yes. One is on our website.

The best way to apply for this job is to email a resume to ctrout@shorehavenbhi.com with cc: lgodec@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.

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 Lead In-Home 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