



**Frequently Asked Questions
Substance Abuse Counselor
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 Dual Disorders/Substance Abuse Counselor position. So we have collated these questions for you.

The therapist is expected to foster a reputation for excellence, responsiveness, conscientious care, and careful and timely reports and paperwork. The therapist should maintain a personable and professional manner at all times. Shorehaven clinicians maintain the highest in legal and ethical standards.

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. We have evaluated the credentials of hundreds of professionals, so if you are not sure, ask us.

For example, if 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, do not apply. We will not be able to hire you in this case. For example, you worked as a teacher or school counselor, sometimes helping with AODA problems, but did not do psychotherapy, or you do not have an SAC or an LPC with the AODA endorsement; do not apply as your job did not prepare you to become licensed.

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.*

AODA PROGRAM

Why is the AODA program an excellent treatment modality?

We are very proud to offer the AODA program, which is essentially a progressive program to help those with substance abuse problems in combination with mental health 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.
- Well-researched methods, Motivational Enhancement and Cognitive Behavioral treatment, are used in our CD programs.
- 12-Step programs are not the focus of treatment, but are supported by our staff.
- 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 clinic Shorehaven operates a complete, full-service outpatient Alcohol and Drug program, 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 these programs 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)
- ✓ **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 office within 1-5 working days.
- ✓ **Psychiatric Assessment and Medication Management** is also available.

Note: From time to time we revise the program of groups in order to meet the need to stay current with the evidence and to benefit from our accumulated experience with the chemical dependency population.

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 micro-manage 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 110 or more persons. The AODA program has a full time staff of four to six supported by psychiatry and other mental health therapists..

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 diagnoses 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 mental health treatment with AODA treatment. Most of the clients are of lower income levels.

Where do the cases come from?

A wide variety of referral sources send patients to Shorehaven. Many of the clients have disabilities, often psychiatric in nature. Others are lacking in insurance and are referred from a Milwaukee County program. We may have many HMO patients.

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 depend 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 – usually we require a license in a mental health field (LPC, LMFT, LCSW, LP)
- ✓ Medicaid provider number
- ✓ 3000 hour letter
- ✓ SAC-IT, SAC, CSAC, or CICS status or a DRL endorsement for AODA on one's license – *some SAC credential is always required*
- ✓ mental health treatment skills
- ✓ evidence-based AODA treatment skills
- ✓ personal philosophy consistent with SBH's approach
- ✓ documentation skills
- ✓ computer 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 we require in the treatment of 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. Assessment. 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. Prior Authorization. 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 Supervisor, the Director.
7. The SAC documents all contacts regarding the case. The SAC supplies billing logs or enters billing data into our web-based practice management system.
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 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. Administrative Code MPSW explains the rules for a licensed mental health professional to have an endorsement for AODA.

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.

Commission Pay: If we pay for this position on an commission model, the following information will be helpful. All of our mental health psychotherapists are paid on commission. At present, our AODA staff is paid hourly.

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 salary rather than on commission. We may only pay salary to those of whom we have sufficient first-hand knowledge of their ability to work without close supervision, up to the highest standards.

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 in consultation with the supervisor. 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 paragraph 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 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.

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 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 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.**

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. A *sample* typical schedule would be 9-4:00 one or two days, two or three 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 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 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

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