

Counselor Network

CONCERN: EAP maintains a national network of skilled, experienced counselors, providing high-quality clinical services to employees and their dependents throughout the United States. Network quality is assured through a selective provider recruitment process and by rigorous ongoing quality management procedures.

SELECTION

All providers must complete a three-stage selection process. They must meet initial selection criteria, demonstrate their professional competence and familiarity with employee assistance during an individual interview, and provide verification of their experience, credentials, and references.

A mental health professional selected to become a CONCERN counselor must meet the following minimum qualifications:

- **Education:** Counselors must possess a Doctorate or Masters degree in a behavioral health field such as psychology, clinical social work, or marriage and family therapy. This degree must be granted by an accredited institution.
- **License:** All counselors possess the licenses appropriate in their state to provide independent clinical services. Such licenses include licensure as a clinical psychologist, clinical social worker, marriage and family therapist, or independent professional counselor.
- **Experience:** Clinicians are selected whose experience demonstrates the development of a mature, capable, well-rounded professional. Every counselor must possess a minimum of five years post-licensure experience (most CONCERN counselors have 10 to 20 years of experience). They must have experience in a

variety of settings and have skills in assessment, diagnosis, and the counseling with individuals, couples, families and children. The counselor must be skilled in crisis intervention, short term counseling, grief counseling, substance abuse screening, and work-related issues.

CONCERN Clinical Manager and Supervisors interview the counselors who meet these criteria, wherein they are required to demonstrate the maturity and clinical ability expected by CONCERN.

VERIFICATION

Counselors are required to provide documentation verifying their education, training, licensure, and liability insurance. Licensure and insurance documents are primary source verified. Only counselors who meet our requirements and whose credentials have been verified are placed on our panel.

A record is maintained of this documentation and to remain on the panel, the counselor is required to maintain their professional credentials and evidence of liability coverage on an ongoing basis.

REFERRAL RESOURCES

CONCERN requires that counselors be knowledgeable of resources in their community. In addition to providing direct services, CONCERN counselors are able to coordinate referrals to other specialized services including emergency or psychiatric services if appropriate, and provide community resource recommendations as needed.

QUALITY ASSURANCE

CONCERN counselors are oriented to the policies and procedures of CONCERN. Each counselor is assigned a CONCERN supervisor who provides ongoing consultation and supervision. Emphasis is placed on offering highest quality and most responsive service to clients. CONCERN counselors are encouraged to consult with CONCERN Clinical Managers and Supervisors at any time for assistance with challenging cases; and are required to consult in situations involving significant risk to a client's well-being.

CONCERN responds promptly to complaints from client companies or their employees about network counselors. Counselors are contacted whenever a concern or complaint is received. Employees using our services complete satisfaction surveys specifically addressing the helpfulness of panel providers that are summarized for the client organizations and discussed with counselors.

SUMMARY

CONCERN is committed to providing high quality, professional services to our clients. CONCERN maintains on-going contact with our counselors offering supervision, consultation, and assistance in crisis and higher risk situations. Effective measures are in place to assure clients are referred to highly skilled counselors who are provided with necessary resources to give our clients timely, helpful, professional services.

800-344-4222

www.concern-eap.com