

Professional Disclosure Statement

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My Qualifications

I received my Master of Education (M.Ed.) in Counselor Education specializing in Clinical Mental Health from North Carolina State University in May of 2013. The Counselor Education graduate program at North Carolina State University is a Council for Accreditation of Counseling and Related Educational Programs (CACREP) accredited program. I currently have three years of counseling experience. I am a Licensed Professional Counselor (LPC #10344) of NC, National Certified Counselor (NCC #317503), and Certified Clinical Trauma Professional (Exp. 9/2017). My provisional licensed supervision was completed under the direction of Dr. Wynn D. Mallicoat, LPC-S (#5165-S), NCC (#87426).

Counseling Background

Many individuals begin their counseling journey when they are experiencing current problems. Some individuals work counseling into their lives as a basic need for their continual self-development. The counseling space is an opportunity to explore any of these situations, create positive, collaborative strategies for coping and gather a fuller sense of self-awareness in order to utilize these skills in the world. The key to counseling is the client. You (the client) are the constant tool for change and continued growth.

As a graduate student, I worked with a diverse population during my practicum and internship experiences during the final year of my graduate program at North Carolina State University. My caseload included children (ages five to eleven), adolescents (ages twelve to seventeen) and adults (ages eighteen and up). I have provided counseling through individual, couples, family, group and psychoeducational settings.

I previously worked as a Family Counselor with Youth Villages (Concord, NC) seeing four to five families with children who are considered “at-risk” or have been referred to Youth Villages by Child Protective Services (CPS), Department of Social Services (DSS), Court System or Department of Juvenile Justice and Delinquency Prevention (DJJDP). Youth Villages houses In-Home Intensive services, founding every interaction the family counselor and client have with evidence-based Multi-Systemic Therapy (MST). I also have professional experience as a counselor within the university setting with UNC School of the Arts Wellness Center.

I am currently serving in private practice (New Life Counseling Center, PLLC) in Winston-Salem, NC. I offer counseling for adolescents, teens, adults, and families in the form of individual, family, and group counseling. I have worked closely with trauma-focused issues with clients, practicing and implementing several trauma-informed techniques including Prolonged Exposure and Trauma-Focused Cognitive Behavioral Therapy. I am currently a Certified Clinical Trauma Professional (CCTP Exp. 9/2017).

I approach each client uniquely, considering the individual and where they reside currently in order to create an individualized therapeutic supportive plan. It is important that the client feel

safe and comfortable in their counseling session(s). With that, I strive to support the client in creating a therapeutic environment that is right for them. I work from a wellness model when counseling with all client populations. I believe strongly in the component of self-care and how that is directly related to positive mental health and incorporating that into every counseling session.

The foundation of my counseling theory and technique is from a person-centered, strength-based and positive psychology base. I incorporate many uses of cognitive behavioral therapy, acceptance and commitment therapy, and utilize solution-focused techniques to provide avenues of growth and self-reflection through immediate efforts to change behaviors and current methods with which people may be struggling. In working with children during my practicum and internship, I utilized play therapy as a basis with the children and solution-focused strategies in working with the families. I utilize a modality of existentialism in discovering the effectiveness of interpersonal interactions and making meaning in one's life through positive and negative experiences in the client's life.

A strong moral compass as a counselor is central to me as a professional. I strive to respect and abide by the American Counseling Association's Code of Ethics and professional standards. As each situation in working with a client is unique, I am committed to providing the best care possible, whether it is a crisis intervention (suicidal or homicidal ideation) or navigating through a potential for psychotropic medicinal support. I work from a collaborative perspective in incorporating all other fields of mental health when necessary, for example, setting up an evaluation with a psychiatrist or communicating with a school counselor.

Counseling Services: I provide counseling services to individuals including children and adolescents ages 5 to 17, and adults of all ages. A standard counseling session is 53 minutes in length (extended time for sessions can be arranged). Group therapy sessions are 1 -2 ½ hours depending on the group size and meeting location. The scheduling needs and frequency of sessions will be determined on a case-by-case basis. Counseling services are provided at the office located on Healy Dr. Counseling services are offered to anyone without regard to age, color, disability, ethnic group, gender, race, and/or religion.

Fees and Payments: A brief (10-15 min) screening is offered at no-charge and may be conducted in-person or by telephone as time allows.

In-office, individual/couples/family session rates are: 41-53 minute sessions/\$120, 54-75 minute extended session/\$150. Additional times are calculated in 10 minute increments at the rate of \$20. Group fees are based on the number and type of sessions for group therapy (\$50 in-office).

Insurance companies also WILL NOT pay for couples' therapy nor for extended sessions (except in cases of emergency). Sessions lasting longer than 53 minutes are the client's responsibility. Clients who wish to request a brief, (40 minute or less) session or an extended session (54 minutes or longer) must do so by phone, all other sessions are assumed to be 53 minutes and may be scheduled on the client portal.

Telephone Consults. There is no charge for brief telephone calls with clients. Calls exceeding 5 minutes are charged at the rate of \$20 per 10 minute time unit. Health insurance won't cover the cost of phone consults.

Payment is due at the time of service for in-office sessions. Payment can be made by cash, check or by credit card. There is no sliding fee schedule at this time, nor do we accept Medicaid. We will

gladly bill the insurance company for those clients who have insurance coverage. This is done as a courtesy to you and doesn't guarantee that your insurance will cover all or a part of your therapy. You are responsible for any unpaid balances. Any unpaid balance after 30 days may be reported to the credit reporting agencies and/or forwarded to collections, and may accrue additional fees from repeated billing, postage, our collections efforts, the collections company and a \$50 late fee applied monthly. Any unpaid balances at the end of the year may be reported to the Internal Revenue Service as "bad debt". These situations are highly problematic to the therapeutic relationship and can easily be averted by paying your bill in a timely manner.

Use of Diagnosis: Some health insurance companies will reimburse clients for counseling services and some will not. In addition, most insurance companies will require a diagnosis of a mental-health condition and indicate that you must have an "illness" before they will agree to reimburse you. Some conditions for which people seek counseling do not qualify for reimbursement. If a qualifying diagnosis is appropriate in your case, I will inform you of the diagnosis before we submit the diagnosis to the health insurance company. Any diagnosis made will become part of your permanent insurance records

Social Media: Although I may participate in a number of social media activities, I maintain clear boundaries between my personal and professional life. Please don't be offended, but I do not accept requests for connection through social media sites from my clients, former clients or their family members.

Electronic Communication: During the initial gathering of data, I will ask you for an e-mail address and ask permission to send you information regarding appointments and other business matters via e-mail. You have the right to deny me this information. Confidentiality of information shared through e-mail cannot be guaranteed. If you give me permission to contact you through e-mail, you accept responsibility for any breach of confidentiality. As a general rule, I do not do therapy via e-mail, on-line chat, text, or phone. I do not routinely use Skype or other video methods for therapy sessions; however, in special circumstances a meeting via a HIPAA compliant video method may be conducted.

Cancellations and Missed Appointments: You have the responsibility to be on time for your appointments. If you are unable to keep your office appointment, you must provide 24-hour notice or you will be billed for the missed session except in case of an emergency, and unless my agreement with your insurance company disallows it. If you miss more than 2 appointments, I reserve the right to place you on a walk-in only basis. That means that a specific appointment time will not be made for you, but you will be seen based on my availability on a first-come, first-served basis.

Confidentiality: Discussions between you and me, and even the fact that you are in counseling with me, are confidential. All of the employees/business associates in my agency are responsible for maintaining secrecy and confidentiality of all client records. In addition, if I see you in public, I will protect your confidentiality by greeting you only if you greet me first. All of our communication becomes part of the clinical record, which is accessible to you upon request. I will keep confidential anything you say as part of our counseling relationship, with the following exceptions. These exceptions include, but are not limited to, the following situations:

1. If I determine that you may be a danger to yourself or others.
2. If you provide information that leads me to believe that a child (under 18 years of age), elderly person (65 or older), or a disabled adult is or has been abused or neglected.
3. A court order has been issued to release information about you and your clinical record.
4. If you request in writing that I may release information about you.

Client Rights: I render counseling services in a professional manner consistent with accepted ethical standards. If at any time for any reason you are dissatisfied with my services, please let me know. As a client, you are in complete control and may end our counseling relationship at any time, though I do ask that you participate in a termination session. You also have the right to refuse or discuss modification of any of my counseling techniques or suggestions that you believe may not be beneficial or may be harmful.

Contact Information: The best way to contact me is through my cell phone (336)486-1827 or the contact page on my website at: NewLifeWinston.com, or email me directly at Jen@NewLifeWinston.com. If you contact me by phone, you can leave a confidential message for me through my voicemail. I check my voicemail throughout the business day between appointments as time allows but always at the end of the business day (weekends and holidays are excluded). In a crisis, if you are unable to reach me, you can call 911, the Winston Salem 24-hour mental health center at 1-888-581-9988, the National Hopeline Network at 1-800-784-2433, (1-800-SUICIDE) or go to your local emergency room. The physical address of my practice is 3410 Healy Dr, Suite 207, Winston Salem, NC 27103

Complaints: I abide by the ACA code of ethics (<http://www.counseling.org/Resources/CodeOfEthics/TP/Home/CT2.aspx>). Although clients are encouraged to discuss any concerns with me, you may file a complaint against me with the organization below should you feel I am in violation of any of these codes of ethics.

North Carolina Board of Licensed Professional Counselors

PO Box 77819
Greensboro, NC 27417
Phone: 844-622-3572
Fax: 336-217-9450
E-mail: LPCinfo@ncblpc.org

I have read and received a copy of this professional statement for my records:

Client
Signature: _____ Date: _____

Parent Signature (clients under
18): _____ Date: _____

Therapist
signature: _____ Date: _____