



## New Outlook Counseling Center, Inc.

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5010 Stone Mill Road, Suite B, Bloomington, IN 47408 ph: 812-929-2193 fax: 888-789-8394  
435 East Main Street Suite 185, Greenwood, IN 46143 ph: 317-987-6163 fax: 888-789-8394

### Office Policies & Agreement for Counseling Services in person and Telehealth

Welcome to our practice. Your first visit to a new therapist is very important and you may have many questions. This letter is to introduce our clinicians as well as give you information to help you to decide if New Outlook Counseling Center is the right fit for you. Please take time to read it carefully and let us know if you have any questions or need more information. When you sign your consent for treatment, it will represent an agreement between you, your therapist, and New Outlook Counseling Center, Inc.

#### Qualifications

**Cheryl L Mansell, LCSW** is a licensed clinical social worker and founder of New Outlook Counseling Center, Inc. She received her Master's degree from Western Michigan University where her concentration was on Children and Adolescents. She has worked in a variety of facilities where she has spent her time cultivating her skills and abilities as a therapist. Cheryl has worked with a wide range of clientele and diagnosis. She continues to learn and gain knowledge by attending conferences to ensure that she is meeting her clients' needs. She is a member of EMDIRA, Association for Play Therapy, and a DBT consult team.

**Nicole Love, LCSW** earned a Master of Social Work degree from the University of Southern Indiana in 2015. Additionally, she has a Master of Science in Early Childhood Education, Curriculum and Instruction that she earned from Southern Illinois University of Carbondale in 2007. Nicole's ideal clients are anyone that is seeking change and looking to tackle areas in their life that they realize are getting in the way of having healthy functioning relationships. She has experience working with adolescents, adults, families, and seniors in a diverse range of issues.

**Gloria A Thompson, LCSW** is a licensed clinical social worker. She received her Master's degree from Indiana University. She has spent her post graduate years working with people of all ages which provides her with a diverse background. Her focus is in helping with mental health and substance abuse issues.

**Molly E. McKelfresh, LMHC** graduated from Indiana University with a Master's in Counseling and Counselor Education. She has worked in a variety of settings including inpatient hospital, outpatient center, within schools, and currently at a University counseling Center. Molly sees children 8 and up, adolescents, and adults with a variety of mental health concerns. She adapts her approach to meet the client's needs but has a particular interest in Acceptance and Commitment Therapy, Cognitive Behavioral Therapy, DBT, and Interpersonal Process Approach.

**Sandra "Mary" Mckinney, LMFT, LCSW** has over 35 years of experience in the field. She received her Master's in social work at IUPUI in Indianapolis. Her diverse experience includes working in community mental health, child and family services, medical settings, and services to individuals with cognitive and developmental disabilities. She sees individuals, children, families and couples. She teaches skills based in cognitive behavior therapy, dialectical behavior therapy, trauma informed therapy, problem solving and solution focused therapies.

**Lindsay Wiggs, LMHCA** is a 2019 graduate of Bradley University's mental health counseling program with a focus in neurocounseling; understanding the anatomy of the brain and how it affects all behavior. Lindsay has a background in working with individuals with developmental and intellectual diagnoses. She takes an integrative approach to counseling and enjoys finding an individual plan for each of her clients. She has experience with clients of all ages and needs, and has received training and supervision in play therapy techniques, risk management, and trauma informed care.

**Bethany Sammons, LSW** graduated with a Master's of Social Work from IUPUI in 2017. She has experience working in both the inpatient and outpatient setting. She enjoys working with clients 10 and older and who are motivated to make positive changes. She has experience working in medical social work and can assist clients dealing with complex physical health issues and/or adjusting to debilitating illnesses. She also has experience working with clients who are dealing with anxiety and depression.

**Sarah Baird is a LMHC** in the state of Indiana and a Nationally Certified Counselor (NCC). She earned her Masters of Arts in Counseling Psychology and Art Therapy from the Adler School of Professional Psychology in Chicago, and is proud to hold the title of Registered Art Therapist (ATR). Since 2005, she has worked in a variety of settings. Most recently she worked on an integrated project where she learned the value of whole person care by integrating physical health (diet, sleep, exercise) with a variety of therapeutic modalities in order to meet a client where they are at in their journey of healing. During her 20+ year career, she has worked with diverse populations and a variety of symptoms. She has experience with Depressive Disorders, Anxiety and Stress Disorders, Substance Use Disorders, Bipolar Disorder, PTSD, and ADHD/ADD. She has experience with Cognitive Behavioral Therapy, Dialectical Behavior Therapy, Mindfulness Based Stress Reduction, Behavior Modification Therapy, Solution Focused Therapy, and Art Therapy.

**Janelle Floyd, LCSW** specializes in Eating Disorders (anorexia, bulimia and binge eating, orthorexia), anxiety, grief, depression, relationship issues and other life impacting struggles. She has been working with Eating Disorders and those issues related to them for 25 years. She has also worked in residential facilities and an outpatient Eating Disorder Clinic which has aided her in helping those struggling with life obstacles.

**Cara Knight, LMHC** in the state of Indiana. She graduated with her Master's in Art Therapy in 2006 and has provided therapy services for a wide variety of clients over the years – ranging from ages 2 to 102. Cara has worked in a variety of settings including: geriatric/long term care, after school programs, an area shelter, with the heart of her work focusing on supporting families and children in crisis. Cara has worked with families since 2007, both doing home-based therapy, and also in a family shelter.

**Jennifer Richards, M.Ed.** is a recent graduate of a Masters in Clinical Mental Health Counseling. This Jennifer's second Masters as she holds an MBA in Management and Strategy. She has interned at Catholic Charities where she gained a wealth of experience as she had the opportunity to work with a wide range of ages and diagnosis. She finds she enjoys working with teens and adults experiencing anxiety depression bipolar and grief as well as LGBTQIA+ and sex-positive populations. She has also worked with individuals who push themselves hard to be successful and "good enough".

**Jen Ludwig LMHC**, graduated with her Masters of Art in Clinical Mental Health counseling in 2017. She has provided therapy and other therapeutic services for a wide variety of clients and settings. She enjoys working with adults, older children and teens (12 and up). Jen specializes in treating individuals who have experienced trauma and may be struggling with dissociation. Jen is trained in EMDR and has completed all necessary requirements for certification in EMDR therapy. She also has coached and assisted with EMDR training in a previous work setting. Jen utilizes a creative and individualized approach to help others heal and recover from past trauma. Jen often uses play, and art techniques to enhance therapy. Jen has received additional training and supervision to assess and manage individuals with dissociative disorders including Dissociative Identity Disorder. She combines her education, knowledge of Polyvagal theory and interventions, and creative processes to help move people toward health and a genuine sense

of wellbeing. Jen has worked with a broad range of clinical issues, with most of her clinical work focused on overcoming abuse, anxiety, trauma, self-esteem, stress management, women's and LGBTQ+ concerns and navigating transitions.

**Jessica Troxel, LCW (LCSW pending)** graduated with her Master's degree in Social Work from Indiana University in 2018. She has experience supporting youth, adults, and families experiencing crisis, trauma, depression, anxiety, and interpersonal/family issues affecting daily functioning. Her ideal client range is 16 and older; however, she may see clients as young as 10 years old. Jess utilizes a client-centered, integrated approach to therapy with clients to achieve therapy goals. Jess is a trained EMDR therapist and utilizes EMDR to aid clients (18 and older) with trauma/complex trauma. Jess strives to support clients in overcoming adversity and building resiliency after stressful or traumatic experiences.

**Judith Goodwin, CNS**, has joined New Outlook Counseling Center after being at Meadows Hospital for over 11 years. She will offer medication and medication management for individuals who are currently in therapy and those willing to seek therapy. She is unable to see individuals with severe mental illness due to the scope of private practice resources. Clients seen outside of the practice are to have their current therapist send their evaluation, any screenings or tests, as well as the referral form.

**Amy Miller, LMFT, RPT, MDiv**, is a licensed marriage and family therapist, received her Master's in Marriage & Family Therapy from Christian Theological Seminary where she concentrated on learning as much as she could from families, children & teens in crisis. She has worked in the private practice & church settings and brings extensive experience in Play Therapy, & Family Systems work. Amy has her registered play therapist certification.

**Melody Miller Hufstedler, LMFT** graduated from Indiana Wesleyan University in 2012. She provides counseling for adolescents, adults and couples. While she works with a range of diagnoses her special interests are in maternal mental health, military family and spouses and teens with anxiety.

**Kristin Butler, MA, LMHC, CSAYC** received her Master of Arts degree in Counseling in 2008 from Asbury Theological Seminary and her Bachelor of Arts from Western Kentucky University in Psychology and Religious Studies in 2003. Kristin is certified in working with youth who have sexual behavior problems and completed her certification (CSAYC) in 2010 and is currently a CSAYC instructor for others who are going through the certification process. She enjoys working with youth and their families who are trying to find better ways of coping and communicating with one another. Kristi works with kids who are struggling with anxiety, depression, and experiences of trauma, sexual behavior problems, substance abuse issues, family discord, and impulse control problems.

**Mary Mathison, LCSW, CSAYC** received her Master's degree in Social Work from Indiana University and her Bachelor's degree in Psychology from Purdue University. Mary is a Credential Sexual Abuse Youth Counselor (CSAYC). She mainly works with children, age 8 and older who have been victims of and victimized others in a sexual manner. Mary is also an adoptive parent of three children with trauma issues. Given her personal and professional background, she enjoys working with kids and parents dealing with past trauma. Mary enjoys supporting and teaching adoptive/foster parents' ways to prevent trauma-based children differently as well as provide family support for behaviors related to traumatic issues.

**Ashely Maurer, LCSW** is a Licensed Clinical Social Worker who has over 10 years of experience in the social services field. I received my master's degree in 2014 from IUPUI with a concentration in Mental Health. My post-graduate experience includes working with children, adolescence, adults, couples, and families which has provided me with a multifaceted background. I enjoy working with a wide range of clients. My passion is to help those who are struggling internally by being an additional emotional support in their lives. My experience includes but is not limited to,

working with clients dealing with depression, anxiety, relationship distress, grief, trauma related issues, and emotional distress.

## **The Process of Therapy/Evaluation**

During the first meeting, you will be assessed as to whether we can benefit you. We do not accept clients who we believe we cannot be helpful to, and if this is the case, we will refer you to others who work well with your particular issues. Within a reasonable period of time after starting treatment, your therapist will discuss their working understanding of your issues, their proposed treatment plan, and therapeutic objectives and possible outcomes of the therapy. If you have questions about the process in the course of therapy, please ask.

## **Termination and Follow-up**

Deciding when to stop therapy is meant to be a mutual process. Before you and your therapist stop, you will discuss how you will know if or when to come back or whether a regularly scheduled “check-in” might work best for you. If it is not possible for you to phase out of therapy, your therapist may recommend that you have closure on the therapy process with at least two termination sessions.

Noncompliance with treatment recommendations may necessitate early termination of services. Your therapist will look at your issues with you and exercise their educated judgment about what treatment will be in your best interest. Your responsibility is to make a good faith effort to fulfill the treatment recommendations to which you have agreed. If you have concerns or reservations about the treatment recommendations, we strongly encourage you to express them so that your therapist can resolve any possible differences or misunderstandings.

If during therapy your therapist assesses that they are not effective in helping you reach your therapeutic goals, they are obligated to discuss this with you and, if appropriate, terminate treatment and give you referrals that may be of help to you. If you request it and authorize it in writing, the therapist may talk to the other therapist of your choice in order to help with the transition. If at any time you want another professional’s opinion or wish to consult with another therapist, we will assist you in finding someone qualified. You have the right to terminate treatment at any time. If you choose to do so, the therapist will offer to provide you with names of other qualified professionals whose services you might prefer.

If you commit violence to, verbally or physically threaten or harass your therapist, the other therapists, the administrative assistant, the office or our families, the therapist reserves the right to terminate your treatment unilaterally and immediately. Termination can also happen immediately if you use mind altering substances prior to session, bring any type of weapon to session and record sessions without obtaining the therapist's approval.

Failure or refusal to pay for services after a reasonable time is another condition for termination of services. Please contact our Office Coordinator on the business line if your financial situation changes.

## **Dual Relationships**

Therapy never involves sexual, business, or any other dual relationships that could impair your therapist’s objectivity, clinical judgment, or therapeutic effectiveness or could be exploitative in nature. Please discuss this with your therapist if you have questions or concerns.

## **Benefits & Risks of Therapy**

Participation in therapy can result in a number of benefits to you, including improved interpersonal relationships and resolution of the specific concerns that led you to seek therapy. Working toward these benefits requires effort on your part. Therapy requires your active involvement, honesty, and openness in order to change your thoughts, feelings, and/or your behavior. Your therapist will ask for your feedback and views on your therapy and its progress. Sometimes more than one approach can be helpful.

During the initial evaluation or the course of therapy, remembering unpleasant events, feelings, or thoughts may result in your experiencing considerable discomfort, strong feelings, anxiety, depression, insomnia, etc. Your therapist may challenge some of your assumptions or perceptions or propose different ways of thinking about or handling situations that may cause you to feel upset, angry, or disappointed. Attempting to resolve issues that brought you into therapy may result in changes that were not originally intended. Therapy may result in decisions to change behaviors, employment, substance use, schooling, housing or relationships. Change can sometimes be quick and easy, but more often it can be gradual and even frustrating. There is no guarantee that therapy will yield positive or intended results.

## **Phone calls & emergencies**

If you need to contact your therapist between sessions, please contact Administrative staff at 812-929-2193 or 317-987-6163. She will be sure to pass along any messages to your therapist. If your therapist is going on vacation, your therapist will let you know in advance. You and your therapist will address how emergencies will be handled while he/she is on vacation. Emergency phone consultations of 10 minutes or less are normally free. However, if more than 10 minutes a week is spent on the phone, if more than 10 minutes worth of phone messages in a week are left, if your therapist spends more than 10 minutes reading and responding to emails from you in a given week, the therapist may bill you at a prorated rate for that time. If an emergency situation arises, please indicate that clearly in your message to your therapist. If your situation is an acute emergency and you need to talk to someone right away, contact:

Meadows Hospital in Bloomington at 1-800-972-4410,  
Valle Vista in Greenwood at 1-800-447-1348  
U.S. Crisis Hotline 1-800-784-2433  
Dial 911  
Or go to the nearest emergency room

## **Cancellations and Lateness**

Since scheduling of an appointment involves the reservation of time specifically for you, a minimum of 24 hours' notice is required for rescheduling or canceling appointments. A \$75 dollar fee will be charged for missed appointments without notification. If you contact our office after the 24 hours a \$45 fee will be charged some exceptions may apply. Please let your therapist know as soon as possible that you will not be able to keep your scheduled appointment. Be aware that most insurance companies do not reimburse for missed sessions.

If you are running late for your appointment, please phone or email your therapist as soon as you can to let them know you will be late. If you are late for your session, you will still end at the regular time as your therapist will want to remain on time for their next appointment.

## **Payment and Financial Arrangements**

Our standard fee is \$100 for a 38-52 minute individual sessions and \$125 for 38-52 minute sessions with couples or families. Your session will be billed to your insurance at their contracted rate and you will be responsible for copays or coinsurance at the time of your session. If you do not have insurance, the fee is to be paid at time of session.

## **Confidentiality**

As a client, you have privileged communication. This means that your relationship with your therapist as their client, all information disclosed in sessions, and written records of those sessions are confidential and may not be revealed to anyone without your written permission, except where law requires disclosure. Most of the provisions explaining when the law requires disclosure are described in *Notice of Privacy Practices*.

### **When Disclosure Is Required By Law:**

Disclosure is required when there is a reasonable suspicion of child, dependent or elder abuse or neglect and when a client presents a danger to self, to others, to property, or is gravely disabled.

### **When Disclosure May Be Required:**

Disclosure may be required in a legal proceeding. If you place your mental status at issue in litigation that you initiate, the defendant may have the right to obtain your psychotherapy records and/or your therapist's testimony. If you have not paid your bill for treatment for a long period of time, your name, payment record and last known address may be sent to a collection agency or small claims court.

In couple or relationship therapy or when different family members are seen individually, confidentiality and privilege do not apply between the couple or among family members. Your therapist will use their clinical judgment when revealing such information.

## **Emergencies**

If there is an emergency during our work together or after termination in which your therapist's becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving psychiatric care, they will do whatever they can within the limits of the law to prevent you from injuring yourself or another, and to ensure that you receive appropriate medical care. For this purpose your therapist may contact the person whose name you have provided on your intake form.

## **Health Insurance and Confidentiality of Records**

Your health insurance carrier may require disclosure of confidential information in order to process claims. Only the minimum necessary information will be communicated to your insurance carrier, including diagnosis, the date and length of our appointments, and what services were provided. Often the billing statement and your company's claim form are sufficient. Sometimes treatment summaries or progress toward goals are also required. Unless explicitly authorized by you, psychotherapy notes will not be disclosed to your insurance carrier. While insurance companies claim to keep this information confidential, your therapist has no control over the information once it leaves our office. Please be aware that submitting a mental health invoice for reimbursement carries some risk to confidentiality, privacy, or future eligibility to obtain health or life insurance.

## **Confidentiality of E-Mail, Voice mail and Fax Communication:**

Email, voice mail and fax communication can be easily accessed by unauthorized people, compromising the privacy and confidentiality of such communication. Please notify your therapist at the beginning of treatment if you would like to avoid or limit in any way the use of any or all of these communications devices. *Please do not contact us via email or faxes for emergencies.*

## **Social Media**

As new technology develops and the internet changes, there may be times when we need to update this section. If we do so, we will notify you in writing of any policy changes and make sure you have a copy of the updated version.

### **Friending**

Your therapist will not accept friend or contact requests from current or former clients on any social networking site. We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when you meet with your therapist.

New Outlook keeps a Facebook page for the professional practice to allow people to share our posts and practice updates with other Facebook users. You are welcome to view the New Outlook Facebook page and read or share articles posted there, but we do not accept clients as fans of this page. We believe having clients as Facebook fans creates a greater likelihood of compromised client confidentiality and we feel it is best to be explicit to all who may view the list of fans to know that they will not find client names on that list.

### **Interacting**

Please do not use messaging on social networking sites such as Twitter, Facebook or LinkedIn to contact your therapist. These sites are not secure and we may not read these messages in a timely fashion. Do not use wall postings, @replies, or other means of engaging your therapist in public online if we have already established a client/therapist relationship. Please do not use mobile phone texting unless absolutely necessary. If you must resort to this then keep message brief and concise. Engaging with your therapist this way could compromise your confidentiality. It may also create the possibility that these exchanges become a part of your legal medical record and will need to be documented and archived in your chart.

If you need to contact your therapist between sessions, the best way to do so is by phone. Email is the second best way.

### **Email**

Please be reminded that email is not completely secure or confidential. If you choose to communicate with your therapist by email, be aware that all emails are retained in the logs of your and our Internet service providers. While it is unlikely that someone will be looking at these logs, they are, in theory, available to be

read by the system administrator(s) of the Internet service provider. You should also know that any emails your therapist receives from you and any responses that your therapist sends to you become a part of your legal record.

### **Business Review Sites**

You may find our practice on sites such as Yahoo Local, Bing, etc. Some of these sites include forums in which users rate their providers and add reviews. Many of these sites comb search engines for business listings and automatically add listings regardless of whether the business has added itself to the site. If you should find our listing on any of these sites, please know that our listing is NOT a request for a testimonial, rating or endorsement from you as our client.

Of course, you have a right to express yourself on any site you wish. But due to confidentiality, we cannot respond to any review on any of these sites whether it is positive or negative. We urge you to take your own privacy as seriously as we take our commitment of confidentiality to you. You should also be aware that if you are using these sites to communicate indirectly with us about your feelings about our work, there is a good possibility that we may never see it.

If we are working together, we hope that you will bring your feelings and reactions to our work directly into the therapy process. This can be an important part of therapy, even if you decide we are not a good fit. None of this is meant to keep you from sharing that you are in therapy with us wherever or with whomever you like. Confidentiality means that your therapist cannot tell people that you are our client and our Ethics Code prohibits us from requesting testimonials. But you are more than welcome to tell anyone you wish who your therapist is or how you feel about the treatment, in any forum of your choosing.

If you do choose to write something on a business review site, we hope you will keep in mind that you may be sharing personally revealing information in a public forum. We urge you to create a pseudonym that is not linked to your regular email address or friend networks for your own privacy and protection.

If you feel your therapist has done something harmful or unethical and you do not feel comfortable discussing it with them, you can always contact the Board of Behavioral Health and Human Services, which oversees licensing, and they will review the services that your therapist has provided.

### **Consultation**

We consult regularly with other professionals regarding our clients in order to provide you with the best possible service. Names or other identifying information are never mentioned; client identity remains completely anonymous and your confidentiality will be fully maintained.

### **Release of Information**



Considering all of the above exclusions, upon your request and with your written consent, your therapist may release limited information to any person/agency you specify, unless they conclude that releasing such information might be harmful to you. If your therapist reaches that conclusion, they will explain the reason for denying your request.

## **COMPLAINTS**

If you have a concern or complaint about your treatment please talk with your therapist about it. Your therapist will take your criticism seriously and respond with care and respect. If you feel your concern or complaint was not taken seriously by your therapist, please contact Cheryl L Mansell, the owner of New Outlook Counseling Center. She will do her best to resolve the issue. If you believe that your therapist and owner has been unwilling to listen and respond, or that they have behaved unethically, you can contact the Board of Behavioral Health and Human Services.

Professional Licensing Agency  
Attn: Behavioral Health and Human Services Licensing Board  
402 West Washington Street, Room W-072  
Indianapolis, Indiana 46204

Board Phone Number: (317) 234-2064  
Board Fax Numbers: (317) 233-4236 & (317) 233-5559  
Board Email Address: [pla5@pla.IN.gov](mailto:pla5@pla.IN.gov)

You are also free to discuss your complaints about your therapist with anyone you wish and you do not have any responsibility to maintain confidentiality about what we do that you do not like since you are the person who has the right to decide what you want kept confidential.

We hope this answers some of your questions. Please let us know if you have concerns or questions about any of these policies and procedures of this agreement for working together in therapy.