



New Life Counselor Network Program

Thank you for your interest in the New Life Counselor Network!

We are thankful to have so many counselors willing to serve those who call us for help. The New Life Ministries Call Center receives thousands of calls per month from people looking for counseling help. Through our network we are able to direct them to the services of credentialed counselors in their community.

When you complete your application and read through the program booklet, please mail the application with a one-time, non-refundable application fee of \$175, (check or credit card payment can be made at time of phone interview).

If you have questions, please contact me. Thank you again for helping us make a difference!

God Bless,

Becky Brown

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New Life Counselor Network Parameters

The New Life Counselor Network (hereinafter referred to as NLCN) is open to any counselor who meets the criteria for joining. We will not exclude a counselor from membership because we already have a certain number of counselors in that area.

New Life will not offer any NLCN counselor or practice preference over any other NLCN member in regard to potential directed clients. Registrations will be taken and potential clients will be directed based solely on the needs of the callers and which counselors near them best meet those needs.

Getting Started

To begin your participation in the NLCN, please complete and return the enclosed application, with all supporting documents requested. Once the application is received, a phone appointment is set with Becky Brown, Director of New Life Counselor Network, to discuss the application. After the phone appointment, the application is submitted to Comp Health for processing. Once returned as approved, the counselor is added to the NLCN directory and the benefits of membership begin.

New Life Counselor Network Benefits

Counselors who participate in the NLCN receive the following benefits:

- **Use of the New Life Network name in local marketing and promotion.** This benefit is especially valuable in areas where we are on the air with a large, loyal group of listeners. We do prohibit counselors from incorporating the New Life name into the name of the practice itself, however, or from advertising their practice on the radio stations airing our program during the New Life Live radio program and one hour before and after it airs.
- **Potential Clients.** NLCN registrars work with callers to identify their needs and match them to a counselor in their area who appears to be the best fit.
- **Ten percent discount on all New Life Ministries books.** We carry over 300 titles, a majority of them related to emotional and spiritual growth. Counselors may purchase these resources for their own professional development or pass along to clients. Some counselors use this benefit to purchase small quantities at the discount and make them available to clients at retail price. Others pass along the discount to the clients.
- **Special program opportunities.** From time to time we will offer our listeners clinical workshops dealing with issues such as sexual addiction, compulsive overeating, and relationship building. We draw upon members of our NLCN to staff these programs. These provide opportunities for NLCN counselors to earn extra income, add some variety to their professional development, and gain potential new clients.

Criteria for New Life Counselor Network Membership

Counselors who wish to join the NLCN agree to the following membership criteria.

- They must hold a minimum of a master's degree in a counseling discipline from a college or university accredited by a regional or national accrediting agency recognized by the United States Department of Education.
- If the counselor's state requires a license to practice, the counselor must be licensed. Non-governmental certifications will not be recognized as a substitute for licensure.
- They must agree to allow New Life Ministries to submit their completed application to a third-party credentials verification organization.

- They must agree to maintain a minimum of \$1M per occurrence, \$1M aggregate in professional liability insurance.
- They must agree to abide by the tenets of New Life's statement of faith, business and ethical compliance standards, and professional boundaries policies as described in this NLCN Program description.
- They must provide to New Life a letter of reference from a local pastor.
- They must agree not to collect a fee from New Life directed, potential clients on their first visit. The counselor may charge their normal rates on all subsequent visits.
- They must agree to provide copies of all updated/renewed malpractice insurance certificates, licenses/certifications, and any other vital practice information.

Membership Fees

New Life charges a one-time application fee of \$175. This application fee is the amount we pay the credentials verification organization for their work at verifying a counselor's education and professional background. New Life charges no ongoing fees to counselors who participate in our NLCN. In lieu of a membership fee, New Life asks the NLCN counselor to waive their first session fee for the New Life directed client.

Credentials Verification

Because the NLCN model does not have the caller making their own choice of counselors from a list of many but instead has them registered with a specific counselor, it is important for us to demonstrate that we have performed due diligence regarding the counselors in our NLCN. Credentials verification helps to ensure we're only adding qualified counselors to our NLCN.

Credentials verification is essentially a background check. Many insurance companies and EAP networks require their paneled providers to be credentialed in this way. We've contracted with Comp Health to do this work, as they are one of the nation's largest credentials verification organizations. Comp Health is certified by the National Committee for Quality Assurance (NCQA), the nation's leading accreditation organization for managed care companies, and uses NCQA standards in their credentialing work.

Because we are a Christian ministry and those who call us for help are nearly always seeking Christ-centered help, we want to make sure that our NLCN counselors hold beliefs that are essential to our philosophy and ministry. Those who know New Life Ministries from our radio/TV program know that we are not theologically rigid and often challenge callers who are. While it will never be our intent to dictate the way in which a counselor practices his or her profession, it is important to us that those who participate in our NLCN hold some basic beliefs that most Christians find essential.

The Christian Counseling Network as a Source of New Life Funding

New Life Ministries receives funding for operational expenses through a variety of sources. The primary source of funding is the tax-deductible gifts of those who listen to and financially support the radio program. These donations do not cover all of the costs of radio airtime or other operational expenses.

When our NLCN counselor does not charge a fee on the first session to the clients we direct to them but instead allows New Life to collect a registration fee directly from the client, the counselor is, in effect, donating their first session to New Life to help support the ministry. There are several reasons why this model works so effectively.

- A counselor has the opportunity to participate in a network that directs potential clients to them as one of its membership benefits but without any direct marketing expenses.

- As long as a counselor is able to fit the potential client into a day and time that would have gone unfilled, the investment is one of time only, not of money. Counselors who are full all the time with a waiting list may not be the best suited for our NLCN, but for those who have an opening from time to time, it is a good way to add new clients to a practice.
- Because our NLCN counselors report that a majority of clients return for additional visits, this time investment does produce a financial benefit to the counselor's practice.

We believe that this model benefits everyone. We receive funding we need to stay on the air, counselors receive clients without the expense or headaches of other marketing efforts, and clients receive counseling from a clinician who has been credentialed by an organization they have come to know and trust.

Client Registration Process

When our Ministry Services Representative receives a call at (800) NEW LIFE, they will talk to the caller to determine whether outpatient counseling is the best fit for the presented need. If so, they then use our NLCN membership directory to find a counselor that is geographically close and best serves the need of the caller.

The Ministry Services Representative will describe the counselor to the caller, answering any questions they may have. The Ministry Services Representative will also explain that NLCN providers allow New Life Ministries to collect a registration fee for the first visit, and there will be no charge from the counselor for the first session.

The Ministry Services Representative will collect the registration fee from the caller, explaining that this is in exchange for our services to them in providing the network of counselors. This fee has no relation to what the counselor may charge for subsequent sessions; the Ministry Services Representative will notify the caller what the counselor's usual fee range is if the counselor has provided it to us. Once the registration fee is collected, the Ministry Services Representative will give the client the counselor's phone number and will contact the counselor by phone and email with the name and phone number of the registered client. The Ministry Services Representative will explain to the caller that the counselor will not initiate a call to them; it is their responsibility to make contact with the counselor to work out an appointment date and time.

Once the client has been given the phone number of the counselor and the counselor has been alerted of the new registrant, we leave it up to the client and counselor to work out an agreeable day and time for the first session. New Life does request, however, that if the counselor has not heard from the client within 24 hours that they in turn would make contact with them to work out an appointment date and time.

Deductibility, Insurance Reimbursement

Counselors may not claim the amount not collected from the client on the first visit as a charitable contribution. Because the registration fee is paid directly to New Life Ministries from the client, and because the counselor receives something of value as a member of the NLCN, there is no charitable contribution deductibility for tax purposes. New Life takes no position on whether this is a legitimate deduction. If you have questions about deductibility, please speak with your accountant or tax attorney. The amount paid by the client to New Life is not reimbursable by insurance.

Theological Issues

New Life Ministries is an evangelical Christian ministry, which maintains a traditional Judeo-Christian set of values. Our radio program is broadcast on conservative Christian radio stations; a majority of our listeners, as well as those calling us for counseling resources, share these values. Because of our

own values as an organization, and because we want to serve out listeners well, we limit NLCN membership to those counselors who practice from a Christian perspective.

We realize that within this evangelical Christian value system there are a range of theological positions on various issues related to counseling and relationships. While it is not our intent to critically scrutinize every theological position our NLCN members may hold, we do reserve the right to limit our membership to those whose practices or theological positions we conclude are within the scope of these evangelical values, as we determine them.

Scope of Practice

It is the provider's responsibility to stay within his/her respective state counseling requirement and scope of practice, and to practice within his/her individual level of education and training (for example, pastoral counselors may not be qualified in their state to do professional/clinical psychotherapy).

Mutual Right of Termination

Counselors who participate in the NLCN are not obligated to any length of membership term. They may withdraw their membership at any time for any reason. Counselors may also elect to remain members but put a hold on potential clients for any length of time they wish. Cancellation of NLCN membership, or any holds, must be made in writing. Reinstatement may require payment of an application fee, depending on length of time away from the NLCN.

New Life Ministries also reserves the right to terminate membership of any counselor for any reason.

Responding to Client Feedback

Clients come to the counseling experience with a wide variety of expectations. At times even the best counselor will come across a client who was expecting something they did not get or receives something they did not expect. On more rare occasions, a client's disappointing experience is valid. We've been in this line of work for enough years not to take every complaint at face value. At the same time, we do have a responsibility to respond when a caller does express a concern about a counselor we directed them to, even if we believe it is likely that the problem is with the client's expectations rather than the counselor's expertise.

If we get a complaint or any kind of negative feedback, our first effort is to encourage the client to take up their concern with the counselor. We believe that this is the best way to point them toward a healthy means of conflict resolution. If the client does not want to take that route, we will offer to refer them to another NLCN counselor or refund their registration fee.

If the client wishes to submit a formal complaint, we have a form for them to complete, along with a release form. We will share the completed form with the counselor and give the counselor an opportunity to respond. Where it goes from there depends on the nature of the complaint and its validity.

If we receive multiple complaints from clients that their calls were not returned, we will temporarily suspend directing potential clients and contact the counselor to resolve this issue. This is usually due to a counselor going on vacation and forgetting to contact New Life to put potential clients on hold.

New Life Partner Relationships

New Life partners with Christian based substance treatment programs to provide help for individuals with drug and alcohol addiction. These Christian substance rehab programs work with many insurance companies. Referrals can be directed to 1-800-NEW-LIFE (639-5433).

Our agreements with these partners require us to provide them the contact information of our NLCN members. They may periodically send NLCN members information about their programs or invite members to events they present.

New Life Code of Conduct

In keeping with the mission and core values of New Life Ministries; all directors, employees, and members of the NLCN acting on behalf of New Life Ministries, its operating units, subsidiaries and controlled affiliates (NLM), shall comply with all applicable laws and regulations relating to its business activities. Meeting legal requirements is not the full measure of what NLM stands for. NLM's commitment to justice, however, demands that legal requirements be met.

Laws relating to NLM's business activities are set forth in state and federal laws, rules, regulations, and interpretations of state and federal courts and administrative agencies. Each person is responsible for "playing by the rules" by complying with federal, state and local laws, rules and regulations that affect their activities on behalf of NLM. No illegal, unethical, or immoral activities are made proper simply because they are considered to be "customary." Bribes, rebates, kickbacks, and inappropriate payments in exchange for referrals, fraud, abuse, payoffs, false claims or any other illegal conduct in any form is prohibited. Each person is responsible for acting in a professional, ethical, and moral manner that reduces the risk to NLM of non-compliance.

Professional and Business Compliance Standards

The foundation of New Life consists of several elements, which include: Our Mission, Core Values, Statement of Faith, and Seven Keys to Spiritual Renewal. We recognize professional ethics as an additional cornerstone providing basic moral tenets for the behavioral healthcare profession. Commitment to these fundamental ideals distinguishes NLCN members from all others and instills confidence in our clients who seek spiritual and emotional renewal. All New Life associated professionals are expected to comply with all applicable laws and regulations that affect their professional practice, and must abide by the professional ethics and the professional ethics set forth by the licensing agencies and professional associations with whom they (or their clinical supervisor) are associated. In conjunction with the various agency and association ethics, summarized below, are essential ethical principles as they apply to NLCN members:

- NLCN members are committed to providing care for all clients and their families with compassion, integrity, and respect for human dignity, while imparting information related to type, scope, and implementation of treatment.
- NLCN members function within the scope of their licensure, profession, competence, and the law. They agree to serve as advocates for our clients and their families regardless of financial and administrative constraints.
- In states requiring professional counselor licensure or certification: Unlicensed or uncertified NLCN therapists and counselors shall render professional services under the direct supervision of an appropriately licensed mental health professional qualified for supervisory services. All clients are informed of the supervisory relationship at the onset of treatment. Supervisors and the supervised provider follow all state and licensing board supervisory requirements. Pastoral counselors practice within the reasonable boundaries of their competence and as set forth by state laws governing counseling services.
- NLCN members abide by the New Life Code of Conduct and the professional ethics defined by professional organizations with which they or their supervisor are associated.
- NLCN members continue to study, apply, and advance professional knowledge, making relevant information available to clients and colleagues, and obtaining consultation and using the talent of other health professionals when indicated.

- NLCN members agree to deal honestly with clients and colleagues and strive to improve deficiencies in all client and business-related processes.
- NLCN members are respectful of the rights of clients, of colleagues, and of other health professionals, and shall carefully safeguard all client confidences and privacy within the constraints of the law.
- NLCN members are aware of the intimacy in the counseling relationship and maintain respect for the client. NLCN physicians, therapists, and counselors agree to not engage in activities that seek to meet their personal or professional needs at the expense of the client. They establish and maintain appropriate professional relationship boundaries.
- NLCN members confirm and discuss, with the client/responsible party, the appropriate fees and financial arrangements (as with all contractual matters) at the onset of treatment and do not engage in unlawful insurance billing and collection practices.
- NLCN members manage their personal lives in a healthful fashion and seek appropriate assistance for personal problems or conflicts.
- NLCN members maintain continuity of care for all clients and do not abandon or neglect clients. If unable or unwilling for appropriate reasons to provide professional help or continue a professional relationship, a reasonable effort is made to arrange continuation of treatment with another professional.
- NLCN members show sensitive regard for the moral, social, and religious standards of clients and communities. They avoid imposing their beliefs on others, although may express them as appropriate in the counseling process.
- NLCN members recognize professional services and relationships are continued only as it is reasonably clear that the client is benefiting from the professional relationship.
- NLCN members refrain from highly controversial practices or seek additional consultation from other Christian professionals specializing in such practices when other appropriate, less controversial treatment modalities have been unsuccessful. These practices include but are not limited to: deliverance and spiritual warfare activities; cult deprogramming work; recovering memories in treatment of past abuse or trauma; electro-convulsive therapy, patient restraints; aversive, involuntary, or experimental therapies; reparative therapy with homosexual persons; and counseling regarding end-of-life issues. These interventions require carefully coordinated and detailed discussion with clients or their legal guardian and/or representative of the procedures, risks, and treatment alternatives.
- NLCN therapists and counselors understand bribes, rebates, kickbacks, and inappropriate payments in exchange for referrals, fraud, abuse, payoffs, false claims or any other illegal conduct in any form is prohibited.

Review of Professional Boundaries

Appropriate professional boundaries are an essential part of the therapeutic healing process. It is the therapist's responsibility to establish and maintain proper professional boundaries regardless of the variety of pressures and issues brought up within the therapeutic setting. Proper boundaries are the foundation of establishing the safety in the therapeutic relationship, which is the only atmosphere in which spiritual and psychological growth can occur. Therapists should recognize the inherent power imbalance in their therapeutic relationships and the responsibility for maintaining proper boundaries that comes from that position. The following are the most essential areas in which to maintain proper boundaries; however, this is by no means an exhaustive list.

- Sexual/romantic relations. The therapeutic relationship is in its nature an intimate relationship. As a result, it is not uncommon for sexual or romantic feelings to be stirred in either the client or the therapist. It is the therapist's responsibility to maintain proper therapeutic boundaries and

refrain from any sexual interaction with patients or former patients. This includes any involvement that is invited by the client or where informed consent is presumed. Sexual or romantic feelings in the therapist should never be discussed with the client but should be processed in the therapist's supervision or individual therapy. Sexual interaction includes, but is not limited to, direct sexual touch or contact; seductive sexual speech or nonverbal behavior; solicitation of sexual or romantic relations; erotic contact or behavior as a response to the sexual invitation or seductive behavior of clients; unnecessary questioning or probing into the client's sexual history and practices; advocacy of the healing value of counselor-client sexual relations; secretive sexual communications and/or anonymous virtual interaction via the Internet or other electronic means; sexual harassment by comments, touch, or promises/threats of special action; and sexual misconduct as defined by all applicable laws and ethical policies. It is also improper to terminate or refer clients, even after the initial contact, in order to pursue sexual or romantic relations.

- **Dual relationships.** The therapeutic relationship is also one in which close personal information is given to the therapist. As such, it can present the possibility of engaging in interactions outside of the therapeutic time. It is the therapist's responsibility to maintain proper therapeutic boundaries and refrain from engaging in any outside relationship with patients or former patients. This includes, but is not limited to, personal, financial, fraternal, ministerial, or business relationships. It is also improper to give therapy to friends, family members, employees who report to you, or supervisees. Appropriate referrals should be made if the possibility of a dual relationship arises.
- **Therapeutic interaction.** A proper therapeutic relationship is essential in establishing an environment in which healing can occur. It is the therapist's responsibility to establish and maintain the therapeutic boundaries for this environment. All interaction and interchange, verbal and nonverbal, with patients is understood to have meaning and impact on the client. Creating a safe and consistent environment for therapeutic activity includes, but is not limited to, beginning and ending sessions on time; maintaining confidentiality of all information, including the client identity; completing all paperwork for the case in a timely fashion; giving patients realistic goals for their treatment; avoiding the appearance of omnipotence; avoiding simplistic causes and treatments for the client's problems. Therapists should be aware of signs that indicate poor boundaries. Poor boundaries are an issue they need to address in supervision or individual therapy. Such signs include, but are not limited to, touch of a client beyond a handshake; ignoring mounting unpaid bills for treatment; discussing the therapist's problems or issues; accepting a valuable gift from a client; repeated phone contact with the client outside the session; using data from a therapy session for personal gain (such as an investment opportunity); promoting a social or political cause the therapist is fond of.

For further information regarding ethical guidelines, refer to the ethical standards of your discipline-related professional association, AACC, CAPS, APA, AAMFT, LPC, LMSW and ACA.

NOTE: Many malpractice insurance carriers do not provide coverage for issues related to a therapist/doctor who is guilty of an inappropriate sexual relationship with a client.

ABOUT NEW LIFE MINISTRIES

Mission Statement

To transform lives through God's truth by reaching out compassionately to those who seek healing and restoration.

Core Values

Connection, Truth, Transformation

Statement of Faith

As a professional organization, we set forth the following beliefs which have been agreed to by the professional and support staff of New Life Ministries. These beliefs are essential to our treatment philosophy and ministry.

- We believe the Bible to be the inspired, the only infallible, inerrant, authoritative Word of God.
- We believe that there is one God, eternally existent in three persons: Father, Son, and Holy Spirit. He has revealed Himself in creation, history, and in Jesus Christ.
- We believe in God's creation of the world and humankind and in humanity's rebellion and subsequent depravity.
- We believe in the person and work of Jesus Christ, including His deity, His virgin birth, His sinless life, His true humanity, His miracles, His substitutionary death, His bodily resurrection, His ascension to heaven where He sits at His Father's right hand, and in His coming personal return in power and in glory.
- We believe that for the salvation of the lost, sinful man, regeneration by the Holy Spirit is absolutely essential. We believe that salvation is by grace through faith in Christ as one's Savior.
- We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life and to grow in the knowledge of God and Christian obedience.
- We believe in the present ministry of the Holy Spirit whose indwelling the Christian is enabled to live a godly life and to grow in the knowledge of God and Christian obedience.
- We believe in the resurrection of both the saved and the lost-the saved unto the resurrection of life and the lost unto the resurrection of damnation.
- We believe in the spiritual unity of believers in our Lord Jesus Christ and in the importance of the church for worship, service and missions.
- We believe in the sanctity of life and do not believe in abortion.
- We believe in the importance of marriage. Specifically, that marriage is a covenant relationship between a man and a woman (Genesis 2:24), and that a person's sex (male or female) is determined by God in the womb (Psalm 139:13) and revealed at birth.
- We further believe that marriage is a covenant relationship that is mirrored in the relationship between Christ and His Church (Revelation 19:7, 21; 21:9). Although the Bible states that divorce is permissible in two unusual circumstances (adultery as described in Matthew 5:31, and abandonment of a Christian by a non-Christian as described in I Corinthians 7:15), we will do all we can to preserve marriage.
- We believe that all psychological principles should be thoroughly evaluated through the grid of Scripture, and that Scripture always holds the final authority.

The Seven Keys to Spiritual Renewal

New Life Ministries' programs are built around seven keys to emotional health. These seven keys are based on Scripture and contain the concepts and processes we believe are essential for spiritual renewal and life transformation. These seven keys are essential to our treatment philosophy and ministry.

Surrender

See the need to allow God to help you through others. (I Peter 5:6)

Acceptance

Accept the full reality of your situation. (Psalm 139:1)

Confession

Begin to open up about the reality of your life. (James 5:16)

Responsibility

Accept responsibility to make the changes that must be made. (Galatians 6:5)

Forgiveness

Forgive your own failures and the failures of those who have hurt you. (Matthew 6:14)

Transformation

Transform your pain into a purposeful ministry out of love for others. (II Corinthians 1:4)

Preservation

Protect the spiritual gains you have made and persevere through the struggles we must all experience as we grow. (Philippians 2:12-13)

New Life Ministries Today

New Life Ministries is a national, faith-based, broadcasting and counseling organization. We are a nonprofit, charitable organization providing ministries through radio, tv, counseling network and workshops. *New Life Live* is our radio and television program which is broadcast on Christian radio stations in more than 150 markets, including most major metropolitan areas, XM/SIRIUS satellite radio, National Religious Broadcasting (NRB) and Family Net Television. The one hour program is recorded live with callers asking our hosts to help them with their life and relationship struggles. Hosts include founder Stephen Arterburn, Drs. Henry Cloud, John Townsend, Dave Stoop, Jill Hubbard, Sheri Keffer and Rev. Milan Yerkovich. In 2014 we began an internet television program, TV.NEWLIFE.COM, which features all of our hosts going in depth on the many issues which callers present. It also features interviews and live discussion with viewers.

The radio/TV program's theme is "Genuine spiritual healing from God's Word." The hosts take calls from listeners who present a variety of life's struggles. With each call they strive to accomplish four main goals:

1. Connect – We try to connect with callers at whatever level they're at. This is why many who would never feel comfortable calling other Christian ministries call us – they don't feel judged or shamed.
2. Teach – We realize that many listening will personally relate to the situation of the caller and we can teach on a broad level about the subject.
3. Confront – Occasionally it is necessary to confront a caller with truth they do not wish to hear or are unwilling to receive. We try to do this in a loving manner, emphasizing our goal of restoring and transforming them.

4. Use Scripture – We try to end most conversations with a scriptural reference so listeners know that the wisdom we share has its roots in the Bible and that biblical truth is applicable to their situation.

By design, this is the reverse order of the way some ministry groups communicate. Many may share a scripture, confront the person about how they don't measure up to it, teach and lecture extensively, and at some point possibly make a connection. We believe that our upside-down approach to traditional Christian radio/TV is what makes our program so compelling, so sought out by Christian broadcasting stations eager to find innovative programming for their stations.

The New Life Live radio/TV program is also a strong advocate of professional Christian counseling as a source of restoration and recovery for those with personal and relationship struggles. Because of this and because of New Life's past history as a treatment provider, our New Life Ministries Call Center receives thousands of calls each month from those looking to us for help in finding a Christian counselor in their area. In response to those needs we have developed workshop programs, partnerships with Christian treatment programs, and our NLCN to serve the needs of those who call us.

Our Beginning

While today the New Life Live radio/TV program is the centerpiece of our organization, when we began in 1988 we did not have a radio/TV show at all. New Life Ministries began as New Life Treatment Centers, a Christian inpatient treatment program for those who required hospitalization for the treatment of their psychological or addiction issues. Located in local psychiatric or medical hospitals, the New Life inpatient program utilized the host hospital's doctors and nurses to provide medication management, and our own counselors to provide group therapy. We also brought in local Christian counselors in private practice to provide individual therapy, and a full-time chaplain hired by New Life to provide spiritual care during the patient's stay. This treatment model, along with pre-managed care lengths of stay, allowed Christians who would not otherwise consider inpatient care a safe place to seek Christ-centered help.

Beginning with a single inpatient unit at Western Medical Center in Anaheim, California, New Life quickly expanded, opening inpatient units in cities all over the country; at our peak we had nearly 40 inpatient programs. Throughout these early years New Life was a successful, for-profit, privately held company. Our primary marketing strategy included advertising on Christian radio programs and local program directors at each inpatient unit, who worked at relationship development with outpatient Christian clinicians in the areas around our inpatient programs.

Our Outpatient Strategy

When we began, New Life made a strategic decision not to operate outpatient clinics, despite our discovery that nearly 90% of those calling us for help had outpatient, rather than inpatient, clinical criteria. Our goal instead was to work closely with Christian counselors already serving in the areas where our inpatient programs were located. We helped get these counselors hospital privileges so that they would offer individual sessions during the inpatient stay of any patient they referred. We wanted local Christian counselors to feel comfortable referring their clients in crisis to us and believed that operating our own outpatient clinics in direct competition to these counselors would work against that goal. We also knew that counselors would feel more comfortable referring their clients to our inpatient programs if there was no worry that they would "lose" their client after the inpatient stay ended. The strategy worked, and we developed close ties to the community of Christian outpatient counselors. We directed to these local counselors all those who did not have an inpatient need and those who were discharging from our inpatient programs.

In our early days there were two other organizations offering Christian inpatient care. Rapha, like New Life, solely offered inpatient care. The other competitor, Minirth-Meier Clinics, was the most well-known and largest of the three. Unlike New Life and Rapha, Minirth-Meier had a nationally syndicated

radio program that helped get the word out about their clinical programs; also unlike Rapha and New Life, Minirth-Meier owned and operated outpatient clinics and day-treatment programs in addition to inpatient treatment.

New Life Acquires Minirth-Meier

In 1994 Minirth-Meier Clinics fell into serious financial trouble. Their clinics could not generate enough revenue to cover the costs of their operations, largely due to the enormous cost of buying airtime for their radio program. Deep in debt, with little hope of financial recovery, they were faced with two alternatives: go out of business or merge with another organization.

In early 1995 New Life took over the operations of the Minirth-Meier Clinics. This acquisition was significant to New Life in three important ways:

- New Life's acquisition of Minirth-Meier brought to New Life the radio program we have today. The New Life Live radio/TV program, the core of our entire organization today, has its roots in the old Minirth-Meier program. One of the first moves our founder, Stephen Arterburn, made after the Minirth-Meier acquisition was to ask Drs. Henry Cloud and John Townsend to join the program as co-hosts. They had been hosting a west coast program at the time and were well known for their book *Boundaries*, as well as many other titles. We started making changes in the program immediately, adding a more casual, relational balance to the more strictly clinical focus it had, and shifting away from weekly program themes to an open forum, with a variety of needs addressed in each broadcast.
- The acquisition put New Life in the outpatient clinic business for the first time. Despite our efforts to stay out of this field, taking over the operations of Minirth-Meier Clinics included our taking over their outpatient and day-treatment operations. We were not able to operate these clinics much more successfully than Minirth-Meier had, and in some areas the presence of these outpatient clinics did have a negative impact on our relationships with local Christian counselors we had directed potential clients to in the past.
- Acquiring Minirth-Meier nearly put New Life out of business altogether. Going into the acquisition New Life was a financially healthy organization, prospering and growing. Shortly after the acquisition we discovered that Minirth-Meier was more than six million dollars in debt, far deeper financial trouble than we had been led to believe. In mediation the arbitration judge found in our favor, but this was little consolation as we struggled to keep our programs operational and pay for airtime for our newly inherited radio program.

During this time managed care began driving down inpatient reimbursement and lengths of stay. One by one, New Life's inpatient contracts with hospitals were not renewed until we were completely out of the inpatient business altogether. Dr. Minirth stayed on with New Life for a short time after the acquisition, Dr. Meier for several years more before both left to pursue their own practices. Neither is affiliated with New Life any longer, though some of Dr. Meier's counselors are members of our NLCN.

Deep in debt, with inpatient programs closing and outpatient clinics unable to generate anything close to the kind of revenue required to cover the operational costs of the ministry, the future of the organization was at its most tenuous during this period.

Women of Faith and Remuda Ranch

At a time when the burden of the Minirth-Meier debt was weighing heavily on our organization, and our core inpatient business was declining rapidly, two new companies rose up to keep us going. We acquired Remuda Ranch, an Arizona residential program for girls and women with anorexia and bulimia. Our radio program helped thousands of new people discover Remuda Ranch, causing its census to grow dramatically. The income Remuda Ranch produced was just what we needed at just the right time.

Not long after Remuda Ranch began to grow in size and national reputation, Stephen Arterburn came up with the idea to begin a conference for women. Women of Faith began with conferences in churches but within a couple of years were filling arenas around the country. This brought another vital source of revenue to our organization when we were going through difficult times

New Life Becomes Nonprofit

Up until this point in our history, New Life had been a for-profit company. In 1997, the original investors in New Life quietly went looking for a buyer for Women of Faith and Remuda Ranch. They found one in Thomas Nelson Publishing Company. Nelson's acquisition of Women of Faith and Remuda Ranch left New Life without the sources of funding that kept us in operation.

We knew that the only way we could survive would be to go to our listeners and ask for their support. In late 1998 we completed our transition to a 501(c) (3) nonprofit charitable organization. Donations were small at first but have grown each year. They have not yet gotten to the point where they fully fund our airtime costs, which run over \$200,000 per month; however, they are headed that direction.

Outpatient Clinics Set Free

At this point in our history, Remuda Ranch was no longer with us, and the inpatient programs that got us started as an organization had all closed due to the changes brought by managed care. That left our outpatient as our only remaining clinical operation. Having started our company with a plan not to venture into outpatient counseling services, preferring to leave that work to the great Christian counseling programs already out there, it was odd and uncomfortable to now be competing with those counselors who in the past had been recipients of our outpatient referrals.

At its peak we had outpatient clinics in more than twenty states, with over 200 counselors employed on a percentage of collections basis. We wanted to get out of the outpatient business but did not want to simply close the clinics and lay off the counselors. Instead we made the decision to give the clinics away to the counselors who were serving in them. This would turn over the financial control of the outpatient operations to the local clinics, allowing them to increase their take-home percentage if they were able to reduce their expenses.

In place of owning the clinics, we put in place a Christian counselor membership network. In the first phase of this network, these employees would transition to becoming members of our NLCN. They would be allowed to identify themselves in their own marketing efforts as members of the NLCN, and would continue to receive the same potential client contacts they had when they were our employees. In return they paid monthly membership dues of \$100 per month. Since most of our clinics were in high call volume areas with plenty of outreach, the monthly dues were a bargain to the counselors.

Christian Counseling Network Changes ... and Grows Dramatically

Our NLCN, when it had this monthly membership fee, worked well for those counselors who were in high call volume areas. Our efforts to find new counselors proved more difficult, however. Counselors who practiced in areas where our outreach was less predictable found the monthly membership dues a barrier to joining.

In late 2002 we made the decision to eliminate the monthly dues requirement for membership. Those payments had been contributing almost 10% of our radio airtime expenses. We needed to find another way to make up that income but knew that the monthly dues prevented some counselors from joining our NLCN and caused us to lack counseling resources for some who called us for help.

The model we changed to is the one that we have today. In it, a NLCN counselor pays no membership dues but instead agrees not to charge a first session fee to the clients we direct to them. Instead, New Life collects a registration fee or contribution directly from the client in advance of their first visit. We use these fees to help pay for radio airtime, the source of these potential client connections.

Our experience with this NLCN model has exceeded our expectations. Member counselors receive a source of client connections with no out-of-pocket expense in marketing to acquire them. Most importantly, they also report that a majority of clients are returning for subsequent visits, making that initial investment of time a worthwhile one.

Since we changed to this model we have seen our 200 counselors grow to over 1,000.

New Life Ministries looks forward to the future with hope that God will continue to bless the ministry and those we serve. Through counseling, radio, TV, books and workshops we want to continue to reach out compassionately to those who seek healing and restoration for God's glory.

Current Date: _____



NEW LIFE COUNSELOR NETWORK APPLICATION

This application is for professional network membership and verification of provider credentials. Legibly complete all information or mark NA if not applicable. If additional space is needed, use reverse side of each page, numbering your responses to correspond with applicable questions. You may also attach additional sheets as necessary.

**Attach current licensure(s), certification(s), registration(s), malpractice policy, and resume.*

PROVIDER INFORMATION

Last Name: _____ First Name: _____ MI: _____

Any Other Names Used: _____

Home Address: _____ Personal Cell Phone # _____

City: _____ State: _____ Zip: _____ County: _____

Sex: Male Female Preferred Email Address: _____

Social Security #: _____ Date of Birth: _____ Country of Birth: _____

Provider Tax ID #: _____ Years in Practice: _____ Marital Status: _____

Languages Spoken Fluently: _____

Race and/or Ethnic Background (optional): _____

How long have you been a Christian? _____ Denomination: _____

Practice Name: _____

Primary Office Address: _____

City: _____ State: _____ Zip: _____ County: _____

Office Phone #: _____ Fees for Services: _____

What phone number should clients use to contact you? _____

Major Cross Streets: _____ Is location handicapped accessible? Yes No

Other locations where you will be rendering services (if more than 2, attach separate sheet of paper).

Practice Name: _____

Office Address: _____ Office Phone #: _____

City: _____ State: _____ Zip: _____ County: _____

Major Cross Streets: _____ Is location handicapped accessible? Yes No

PROFESSIONAL PRACTICE INFORMATION

Saturday appointments	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Evening appointments	<input type="checkbox"/> Yes	<input type="checkbox"/> No
SCOPE OF PRACTICE					
Abortion	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Family: Dysfunctional Families	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Abuse: Child	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Family: Marital Issues	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Abuse: Domestic	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Family: Parenting	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Abuse: Emotional	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Family: Premarital	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Abuse: Physical	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Financial Management	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Abuse: Sexual	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Grief/Loss Issues	<input type="checkbox"/> Yes	<input type="checkbox"/> No
ACOA	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Guilt	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Acute Illness	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Health Related Issues	<input type="checkbox"/> Yes	<input type="checkbox"/> No
ADD/ADHD	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Learning Disorders	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Addictions: Alcohol	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Loneliness	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Addictions: Anorexia	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Medication management/detox	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Addictions: Bulimia	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Men's issues	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Addictions: Chemical Dependency	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Multiple Personality	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Addictions: Gambling	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Occult Abuse	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Addictions: Other	<input type="checkbox"/> Yes	<input type="checkbox"/> No	OCD	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Addictions: Overeating	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Pain Management	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Addictions: Sex	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Pastoral/Church Relations	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Age Group: Adults	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Personal Relationships	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Age Group: Children 6 and under	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Personality Disorders	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Age Group: Children 7 and older	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Phobias	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Age Group: Geriatric	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Psychosomatic Illness	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Age Group: Teens	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Psychotic	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Amnesia/Dementia/Alzheimer's	<input type="checkbox"/> Yes	<input type="checkbox"/> No	PTSD	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Anger/Hostility	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Self Esteem	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Anxiety Disorder	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Self-Mutilation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Asperger's/Autism	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Services: ADD Testing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Bipolar/Manic Depressive Disorder	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Services: Art/Play Therapy	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Boundaries	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Services: EMDR	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Burnout	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Services: Group Therapy	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Career	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Services: Psychological Testing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Childhood Fear	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Severely Emotional	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Chronic Illness	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Sex Offenders	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Codependency	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Sexuality: Dysfunction	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Conduct Disorders	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Sexuality: Homosexuality (Men)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cultural Diversity	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Sexuality: Homosexuality (Women)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Delusional Disorders	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Sexuality: Infertility	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Depression	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Sleep Disorders	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Dissociative Disorders	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Spiritual Concerns	<input type="checkbox"/> Yes	<input type="checkbox"/> No
EMDR	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Stress Management	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Families	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Stroke/Head Trauma	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Family: Blended Families	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Suicidal Ideation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Family: Dating	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Victimization	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Family: Divorce/Separation	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Women's Issues	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you use "How We Love" materials by Milan and Kay Yerkovich?				<input type="checkbox"/> Yes	<input type="checkbox"/> No

PROFESSIONAL EDUCATION

**List most recent first, attach copies of diplomas/certificates, include additional sheet, if necessary.*

Institution: _____

Dates: _____ Major: _____ Degree: _____

Any specialized clinical training: _____

How many CEU'S are required in your state for your license? _____

Are your continuing education requirements for licensure/certification/registration current?

Yes No

Describe your continuing education for the last two years: _____

PROFESSIONAL CREDENTIALS/STATUS

**Attach copies of all active and inactive licenses/certifications/registrations from the last 5 years.*

License Type and # (do not use initials) _____

Date Issued: _____

Exp. Date: _____

State: _____

License Type and # (do not use initials) _____

Date Issued: _____

Exp. Date: _____

State: _____

PROFESSIONAL MEMBERSHIPS

**List local, state, and national professional associations and dates.*

Publications, teaching experience, research, conferences and workshops presented:

Do you use Group therapy as part of your practice? Yes No

Do you offer Phone Counseling as part of your practice? Yes No

Do you offer Internet Counseling (SKYPE) as part of your practice? Yes No

How do you integrate biblical principles in your practice? _____

Please describe your practice in 2 sentences: _____

PROFESSIONAL LIABILITY

**The New Life Counselor Network requires each member to maintain a current policy with minimum coverage of \$1 million per occurrence/\$1 million aggregate. Please provide the information on your current carrier and attach copy of your current policy or certificate of insurance [COI] that names you as a covered insured. (The certificate must list your name.)*

Carrier: _____ Effective Date: _____ Exp. Date: _____

Address: _____ Phone #: _____

Policy #: _____ Coverage Per Incident: _____ Per Aggregate: _____

Name of Policy Holder: _____

Previous Professional Liability Carriers: _____

Have you ever had a malpractice claim filed against you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you ever been denied professional liability insurance?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Has your liability insurance ever been suspended or revoked?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Has liability insurance renewal been refused or have premiums been surcharged because of claims?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you or your carrier ever settled malpractice allegations involving your work prior to the filing of a claim or lawsuit?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you know of any complaints currently pending against you that may give rise to a future malpractice insurance claim	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes to any of the above malpractice questions, please attach the following details:

- ✓ Date and details of the incident(s) leading to the complaint, claim or settlement, including your role
- ✓ Professional liability insurer involved
- ✓ Your status in any suit or legal action (primary defendant, co-defendant, other)
- ✓ Subsequent events, including patient outcome, resolution, and amount paid as an out-of-court award
- ✓ Current status of complaint, suit or other legal action

PROFESSIONAL WORK EXPERIENCE/EMPLOYMENT HISTORY

**Include all full-time, part-time and private practice employment for the last 5 years. Please identify periods of unemployment lasting more than three months. Begin with the most recent and current employment; attach a separate sheet, if necessary:*

Dates (From/To): _____ Employer/Practice: _____

Title/Type: _____ Salary: _____ Supervisor: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone #: _____ Reason for Leaving: _____

Responsibilities: _____

Dates (From/To): _____ Employer/Practice: _____

Title/Type: _____ Salary: _____ Supervisor: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone #: _____ Reason for Leaving: _____

Responsibilities: _____

Dates (From/To): _____ Employer/Practice: _____

Title/Type: _____ Salary: _____ Supervisor: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone #: _____ Reason for Leaving: _____

Responsibilities: _____

PHYSICAL AND MENTAL HEALTH

**Indicate current status and disabilities*

Are you **unable** to perform any procedures within the scope of privileges and duties as a mental health provider, with or without reasonable accommodations required by the Americans with Disabilities Act, within accepted standards of professional performance, and without posing a direct threat to patients?

Yes No

If yes, explain: _____

PROFESSIONAL REFERENCES

**List the names, titles, addresses, and telephone numbers of 3 references with recent experience in observing and working with you:*

Name: _____

Title: _____

Email Address: _____

Phone #: _____

Name: _____

Title: _____

Email Address: _____

Phone #: _____

Name: _____

Title: _____

Email Address: _____

Phone #: _____

PROFESSIONAL QUESTIONS

**Each question must be answered. For each YES response, you must provide a detailed explanation attached to this application.*

1. Has your license, certification, or registration to practice in any jurisdiction, whether completed or still pending, been denied, restricted, limited, suspended, revoked, not renewed; or have you ever been placed under probation, subjected to disciplinary action, or otherwise sanctioned, limited or curtailed; or have you voluntarily relinquished any item in anticipation of any of these actions?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. Has there ever been any investigation relating to your license, certification, or registration?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Has your federal and/or state DEA Registration Certificate ever been denied, suspended, canceled, or not renewed, or subjected to any disciplinary action?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Has your status, as a provider, ever been denied, suspended, canceled, sanctioned, or has any disciplinary action ever been taken against you, or are you currently under investigation by any municipal, state, federal, or any other governmental agency, as well as, DHMO, PPO, or other pre-paid health plan (e.g., Medicare, Medicaid, Champus)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Are your privileges or memberships at any hospital, institution (including military service), and/or HMO currently under investigation, or have they ever been denied, suspended, reduced, or not renewed; or have any other disciplinary proceedings ever been instituted against you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Have you ever been denied membership, or renewal thereof, or been subjected to disciplinary proceedings for a medical or ethical reason by any professional organization?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. Do you currently, or did you in the last two years, engage in the unlawful use of drugs, including the improper use of prescription drugs?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. Do you have any felony or misdemeanor charges pending against you, other than a traffic violation, or have you ever been convicted of, or pleaded "nolo contendere" to, a felony?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

PROVIDER CONFIRMATION OF REQUIRED ATTACHMENTS

I have attached:

- License(s)/certification(s)/registration(s)
- Curriculum Vitae or Resume
- Liability Insurance
- Diplomas/Certificates (highest education)
- Additional Sheets (as needed to provide further detail as requested in each section, numbered above)
- Informed Consent/Scope of Practice (as required by your state)

STATEMENT OF THE APPLICANT AND NEW LIFE COUNSELOR NETWORK AGREEMENT

I certify that information in this application is correct and complete. I fully understand and agree that any misstatement in, or omission from, this application constitutes cause for denial or termination of New Life Counselor Network (hereinafter referred to as NLCN) membership. All information submitted by me, in this application, is true to the best of my knowledge and belief. I hereby agree to notify the NLCN of any changes in the above information, including providing a copy of all new, or renewed, licenses, certifications, registrations, and/or malpractice insurance.

I have thoroughly read New Life Ministries' Program Description. As long as I am a member of the NLCN, I agree to the practices as set forth in the program description as they apply to my practice when providing counseling to NLCN clients. To the extent that any of this conflicts with the law, in the state(s) in which I am licensed, I understand that state law and professional ethics will govern. I understand and agree that the NLCN will use these documents and the verifications of credentials as the primary foundations for evaluating my qualifications to enter, and maintain, a good standing with this association.

I hereby authorize New Life Ministries and the NLCN, its representatives, and CompHealth (Credentialing Verification Organization), to contact administrators and members of staffs or other facilities or institutions with which I have been associated, and with any person, organization or others, including malpractice liability insurance carriers and state licensing boards, who may have information bearing on my professional competence, character and ethical qualifications. I hereby further consent to the inspection, by the NLCN and its representatives, of documents, including records at hospitals and other facilities, which may be material to an evaluation of my professional qualifications and competence to become or continue as a member of the NLCN and/or to carry out the clinical services I have listed in this application. I hereby authorize my malpractice carriers, other institutions, or parties, to forward and release malpractice information or history, to New Life Ministries and NLCN, its representatives, and CompHealth.

I understand and agree that I, as an applicant for NLCN membership, have the burden of producing adequate information for proper evaluation of my professional competence, character, ethics and other qualifications and for resolving any doubts about such qualifications.

I hereby release from liability all representatives of New Life Ministries, NLCN; including, without limitation, its officers, directors, agents, and employees, for all their acts performed in good faith and without malicious intent in connection with evaluating my application, my credentials and qualifications. I also hereby release from liability any and all individuals and organizations who provide information to the New Life Ministries and the NLCN or its representative in good faith and without malicious intent concerning my professional competence, ethics, character and other qualifications for NLCN membership and hereby consent to the release of such information.

I agree to defend, hold harmless and indemnify New Life Ministries and its agents, employees, officers and directors from and against any and all claims, liabilities, judgments, damages, costs and expenses, including the costs of defending any litigation either threatened or existing as a result of any alleged act of negligence, professional malpractice, unlawful billing and collection, any tortuous act or omission on my part. I agree to indemnify New Life Ministries against any misinformation given by insurance companies, clients, or myself.

I have not requested membership for any procedures for which I am not appropriately licensed, certified, or registered, and have demonstrated competence and expertise. Further, I realize that certification by a board does not necessarily qualify me to perform certain procedures. However, I believe that I am qualified to perform all procedures for which I have requested NLCN membership.

I am committed to honoring God by providing the highest quality of Christian care, with professional and ethical integrity in all my counseling and related ministry work, while striving to avoid negative situations that would embarrass the cause of Christ and reflect poorly on New Life Ministries and the NLCN. If a dispute should arise between me and the New Life Counselor Network, I agree to use a dispute resolution process that: (1) First, attempt direct communication and negotiation, then (2) Mediation with someone acceptable to both parties, then (3) Arbitration or (4) Binding arbitration with someone acceptable to both parties. Litigation, if even justified for any reason (1 Corinthians 6:1-8) will only be used as a last resort, only after a good faith effort at each of the four steps previously noted has failed.

SIGNATURE OF APPLICANT _____ **DATE** _____

PRINTED NAME OF APPLICANT _____



MEMBERSHIP APPLICATION AND CHECKLIST

The New Life Counselor Network is committed to selecting and retaining only qualified Christian professionals to participate as members of the New Life Counselor Network association. To ensure quality care and network integrity, the New Life Counselor Network requires all membership applicants to complete the credentials verification process, which follows NCQA guidelines for credentialing of behavioral health care professionals.

The New Life Counselor Network is contracted with an accredited Credentials Verification Organization, CompHealth, for the credentials verification process. After your application has been returned and submitted for verification, CompHealth may contact you, directly, if they should have any questions regarding information on your application.

Please review the following checklist of required documentation and follow each step for completing the membership application process:

- Membership Application (complete, signed, and dated).
- \$175 Non-Refundable Application Fee made payable to New Life Ministries. Pay by check or money order; list applicant's name in the check's memo section.
- Current Resume or Curriculum Vitae (*explaining any gaps greater than 3 months*).
- Copy of diploma for highest degree of education.
- Copy of current state license(s), certification(s), and/or registration(s).
- Copy of current Board Certifications (if applicable).
- Letter of reference from a pastor (on church letterhead, from a pastor who is familiar enough with your practice or character to confirm that you counsel from a Christian perspective).
- Copy of current Malpractice Insurance Policy or Certificate of Insurance (showing you as a named insured and listing limits, policy number, and expiration date. This coverage must apply to your professional services rendered in your practice, where clients will be referred, as well as, to any professional services you may render at any New Life Ministries sponsored event. NOTE: The New Life Counselor Network requires that members maintain liability coverage of a *minimum* of \$1 million per occurrence and \$1 million aggregate).
- Explanation and copy of court document or statement from attorney for each formal complaint, action, suit, or proceeding made against you (if applicable).

The completed application, application fee, and related documents should be returned to:

New Life Counseling Network
 New Life Ministries
 PO Box 852347
 Richardson, TX 75085-2347

We encourage you to keep copies of all information submitted for membership consideration. If you have any questions about the application process or New Life Counselor Network membership, please feel free to contact Becky Brown, Director of New Life Counselor Network at (949) 494-8383 x144, or by email at beckyb@newlife.com.