



HAND IN HAND LLC

**For our
counselors &
therapists**

A close-up photograph of a person's hands clasped together, resting on a light-colored surface. The person is wearing a grey ribbed sweater. The image is overlaid with a dark, semi-transparent filter. The text "Hi there," is written in a large, white, sans-serif font across the center of the image. A thin white horizontal line is positioned below the text.

Hi there,

Your Onboarding Plan

01 Introduction

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Who are we?

Hand in Hand (www.hih.health) is a service center providing on-the-ground and practical support to our entire community.

We believe in creating a safe and caring environment, which offers unconditional love, support and the right resources to all our clients regardless of background.

We have worked with people from all walks of life and firmly believe everyone deserves and can benefit from a helping hand.

And, at Hand in Hand, our team is dedicated to being that helping hand for you and anyone from our community who needs it.

Our service providers

Just like how we aim to empower our clients, we want to also empower everyone within our team.

We believe that supporting our counselor and therapists' desire to grow their own, individual practice, represents how a supportive team and modern workplace should look.

Far too often, the goal of having private practice becomes a dream far from reach and we want to change that

We understand both the difficulty of just starting out as a new counselor as well as the dreams and aspirations of starting one's own practice.

So, with this, we have created a process that will build a financially supportive environment for you that helps propel you close to your dreams, all the while cultivating your professional skill set and case load.

How does this look?

Insurance and
accreditation
assistance

01



02



03



04

Internal clients
from the get-go

Marketing
assistance

Private practice support
(Scheduling, billing,
bookkeeping, office suite,
etc.)

We will support you throughout the early stages of your career. And, once you're ready to transition, you can do so with us by your side supporting all your backend and admin operations.

OUR COMPANY'S MISSION:

**To empower our
community, one
life at a time**



Our inspiration

Everyone at Hand in Hand is aligned and driven by the same purpose to help the people within our community together.

With our platform, our counselors and therapists have the support and freedom to pursue their own dreams of having their own practice.

A letter from our founders

It's easy to dismiss poverty when it isn't directly affecting you, your family and your country. But this was the daily reality in my country, Honduras.

However, I learned at a young age that everyone has the ability to make a difference if they tried and this was further ingrained in me through my upbringing.

When we were growing up, my dad and I used to go to the community to provide food to as many people as we could. The smiles we received were so powerful and reactions, heartwarming.

As I grew older though, I learned that there were illnesses that weren't so easy to detect, and these were also some of the illnesses that would leave the most vulnerable members of our community behind.

Back at home, especially back then, there wasn't the same understanding and thus care for mental health. But I truly believed, and still do, that people are good at heart and have the power to change their lives if they are provided the right environment and support.

And that is what Hand in Hand is for me.

Together, with my team, we can offer that unconditional love, care and support for those who need it most, to give them the strength and hope to change their lives."

- Maria Johnston

My brother passed away in 2017. Losing someone is always gut-wrenching but I am forever grateful that his memory motivates me daily to use Hand In Hand as a vehicle for affecting change in a way I know he would be proud of for everyone in our community.

This philosophy of accessible care for all is universal, steadfast and unwavering. And, I believe that it is this mission that will keep Hand in Hand growing for our entire community, our clients and our team."

- Sam Johnston

What our team says

"I work at Hand in Hand as an administrator and my experience has been so great! It's a very professional but fun environment. We are very family oriented and care about every individual provider. Regarding the clients, we strive to make sure that the clients are matched with the provider that best serves their needs. We all work for the clients and we are very committed to making sure that everyone is getting the best care possible. This is a very fulfilling career choice as we pay very close attention to every detail so that providers and clients alike have a great experience with Hand in Hand."

- Cara Herman (Biller and Secretary)

"I came to Hand in hand not knowing what all to expect. What I did find, was a place that welcomed my experience and my individuality. I had never had a work environment or management fully appreciate my loyalty and hard work like I do here. I am reassured that I am valued and my contributions do not go unnoticed. Hand in hand recognizes the challenges and successes we have in this industry and they are always trying to make things easier and more efficient."

- **Suzy Gerlach (CBRS and Case Manager)**

"Working for a company that is team based, goal driven and client centered has always been on the top of list. At Hand in Hand, the support comes from the top. As a company, they care about you as an employee and as a human being. It is clear that they care about their staff and clients in how they support the team environment, keep an open line of communication, and ensure job duties are being met. I truly enjoy coming to work in a job where I feel like what I do makes a difference and is recognized."

- **Kathrine Lee (CBRS and Case Manager)**

