

MASSAC COUNTY MENTAL HEALTH
206 West Fifth Street
Metropolis, Illinois 62960
Phone: 618-524-9368 Fax: 618-524-9551

CONSUMER ORIENTATION HANDBOOK

Welcome to Massac County Mental Health. We are very happy that you have chosen us to help you in your mental health care. We want to do everything possible to make sure that you experience with our agency meets your expectations and most importantly, helps you and your family reach your quality of life goals. We want to be your partner in facing and working through whatever challenges brought you here and we encourage and welcome your feedback, input, and suggestions at any time. We hope this handbook will serve as a guide that will help make sure that you have a positive, helpful, and rewarding experience.

Our hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. We also make evening hours available on Tuesdays by appointment only. Each program of the Center may provide services or activities at other times that are outside of our regular operating hours stated above. In emergency situations in which there is a risk of harm to anyone, a counselor may be reached by accessing the Center's Crisis Program. To do this during regular business hours, call (618) 524-9368. The **after hours crisis phone number is: (877) 676-5618**, which activates a pager. You will need to leave your name and phone number so a counselor can call you back and help with your emergency. You may expect a counselor to call you back within 30 minutes of receiving your message.

Mission:

Massac County Mental Health and Family Counseling Center, Inc., is a non-profit, non-partisan, non-sectarian, tax supported social service agency. Our mission is to provide quality counseling and outreach service to youth and adults who are experiencing emotional stress in their lives

Services:

MCMHC offers a variety of programs and services. Each agency program provides a special service to our clients. We do our best to match a person with the program(s) deemed to be best suited to meet the needs of that individual. The mission of all of MCMHC programs is to help individuals help themselves. All programs will attempt to work towards reduction of your symptoms and resolution of the challenges you have come here to address. We want to work with you to learn the skills necessary to future problem resolutions. **You have the right to refuse any services offered to you. However, if you are considered to be an imminent danger to yourself or others, we have an obligation to intervene and provide needed services. Likewise, if you are an individual who is court mandated to services, we will make every effort possible to provide follow-up and services, even if you should refuse such. Your counselor will assist you in understanding and clarifying the court expectations and consequences of not meeting those expectations to help you make an informed decision regarding your participation.**

Advance Directives:

Your counselor is able to assist you in completing advance directives for mental and physical health care, which will allow you to maintain control over important treatment decisions, should the need arise. If you already have an advance directive in place, please make sure staff are aware of it.

Staff:

Our staff are required to provide services in an ethical and professional manner and understand that they have a duty to carry out their job responsibilities based upon lawful, prudent conduct and professional ethics and practices. Our staff are appropriately credentialed and trained to provide any and all the services they provide. Our staff are required to report any potential or real conflicts of interest that may impact their ability to provide services or perform job duties in a manner that is consistent with the Center's values, policies, or Code of Conduct and independent of personal considerations.

Fees:

MCMHC provides services on a sliding fee scale, which is included in your intake/admission packet. Your fee for services is based upon your household income and the number of dependents living on that income. We also bill the Illinois Medicaid program, Medicaid, and private insurance, upon request. We ask that you provide the information requested on the fee scale form regardless of your form of payment. If you have any questions regarding our fees or the fee scale, please ask the Billing Clerk or any other MCMHC clerical staff. **SERVICES WILL NOT BE DENIED DUE TO INABILITY TO PAY.**

WHAT TO EXPECT:**Assessment:**

The first step to receiving services is meeting with a Counselor to complete an assessment and determine which program (s) are best suited to meet your needs. If we believe that we do not have the services you need, we will make every effort to help connect you with other providers who can help you. MCMHC offers the following programs:

- Comprehensive Youth Services
- General Outpatient Treatment Program
- DUI/Risk Education
- Adolescent/Adult Substance Use Disorder Treatment Program

While the initial assessment results in program assignment, please note that assessment is an on-going process to help determine if there are new developments or service needs. The assessment and all updates will include routine screening for risk for suicide, violence or other risky behaviors.

Program Assignment/Treatment Planning:

Once your assessment has been completed and a program determination has been made, you will be assigned to a counselor who will be responsible for coordinating your services and for

working with you to develop a service plan, which will be based upon your assessed needs and your strengths, abilities, and preferences. Your counselor will work with you to help identify YOUR goals, agree upon the number of times you will be seen each week, who else you'd like to be involved in the process, the specific types of services that you will receive to help achieve your goals, etc. Your input during the development of your treatment plan and throughout treatment is considered to be very important to your success in treatment. We encourage family or significant others to participate in your treatment, according to your wishes and with your signed legal consent.

Transition/Discharge:

You and your counselor will review your plan regularly and make any revisions to it, as necessary, based upon your progress or other changes to your needs. As needed, your counselor will work with you to develop transition/discharge plans and to facilitate referrals to other services, as deemed appropriate, to help support your recovery. Based upon your needs, you may transition to a more or less intensive level of care. Your counselor will help you with the transition to another program within this agency or to programs offered by other providers.

You and your counselor will begin discussing transition/ discharge planning during the course of developing your service plan. You should always have a good idea as to what milestones you need to reach before discharge can occur and general time frames within which this will occur.

Input:

Your input is a vital part of our shared success. There are many ways in which you can offer your input to help us deliver the specific services you need, as well as to help us improve our facilities, systems, and services for others. Your input plays a vital role in determining your service needs and preferences. Service planning, review, and revision will not occur without your input.

In addition to offering your input regarding your own service needs and goals, you are encouraged to offer suggestions for improvement in any aspect of your experience with us. You can do this any time, by speaking directly with your counselor or any other employee, who will make sure your suggestion gets to the right place. We have suggestion boxes and suggestion forms in the waiting room if you are not comfortable with providing your input verbally to anyone. We routinely ask our consumers to complete satisfaction surveys that ask about how satisfied you are with various aspects of your experience here. PLEASE take the time to complete these surveys and be brutally honest in your response. We want to make our services are of the highest quality and need your input to make sure it happens.

Grievance Process:

If you are unhappy with any action or lack of action on the part of your counselor or any other MCMHC staff member, you have the right to express your concerns and to expect that your concerns will be addressed in a timely fashion and without fear of any form of retaliation, which

is strictly prohibited at our agency. A formal grievance may be filed by completing the “Client Grievance Form”. Staff will help you access and complete the form, if needed.

If you are not satisfied with the response to any grievance you file, you may appeal the decision up the chain of command up to, and including, the Executive Director. If you are still not satisfied with the outcome, you may request a review by the Board of Directors, which will serve as the final step in the internal grievance process. Additional information pertaining to grievances may be found in the STATEMENT OF CLIENT RIGHTS or by asking your counselor or other MCMHC staff member.

Client Rights:

You will receive and be asked to sign the **Statement of Client Rights**, outlining our commitment to provide quality services to you in a manner that preserves and protects your rights. Please be sure to read this document carefully and to ask staff to explain anything to you that you do not fully understand before you sign it. **The agency prohibits the use of seclusion or restraint.**

Client Responsibilities:

- Due to the demand for services and limited staff time and resources, it is imperative that you keep your scheduled appointments. We require a minimum of 24 hours notice in the event you are unable to keep your appointment. Failure to provide such notice will constitute a “no show” and result in a \$10.00 no show fee. The fee may be waived in the event that it is determined that such notice could not have reasonably been given (for example, a medical emergency).
- It is the policy of our agency that if you “No Show” two (2) appointments, cancel two (2) appointments with less than twenty four (24) hours’ notice, or cancel a total of three (3) appointments within a 60 day period, Massac County Mental Health reserves the right to close your case for a period of three (3) months. No prescriptive or counseling services will be available during this time.
- If you do not respond to letters sent to re-engage you in services after a “No Show”, we will assume that you are not yet ready to benefit from our services and your case will be closed. You will be ineligible for outpatient services for a minimum of 90 days, during which time you may access crisis intervention services, if needed. You will need to meet with an MCMHC staff member to discuss returning for services and what has changed that will help ensure a different outcome if services are reinstated.
- We ask that you arrive to your scheduled appointment on time. If you arrive more than 15 minutes late, we reserve the right to offer your appointment slot to another individual who may be on stand -by status.
- We ask that you protect the confidentiality of other clients as you would want yours to be protected. This means not sharing information about who you may see coming to the Center for services or who may be participating in groups with you.
- Your Counselor will discuss any additional expectations required by the program(s) in which you are participating.

Confidentiality:

You can expect that MCMHC staff will maintain the confidentiality of your protected healthcare information in accordance with agency policies, state and Federal statutes (including HIPAA) and any other applicable legal and regulatory standards. You will receive, and will be asked to sign, the **CLIENT CONFIDENTIALITY AGREEMENT**, outlining the Center's practices related to protecting your records and information. Please read it carefully and ask staff to explain anything to you that you do not understand before signing it. You will also receive a Notice of Privacy Practices, which is also prominently displayed in the waiting area.

Accessibility:

- Our facility is handicap accessible and equipped with TDD technology for the hearing impaired. The **TDD phone number is: (618) 524-1578**.
- We ask for your help in identifying any barriers that might prevent you from fully accessing or participating in the services you need. Please make sure your counselor is aware of anything that may be making it more difficult for you to fully participate in services.

Health and Safety:

Our agency strives to maintain a safe and healthy environment for you and staff. You therefore need to be aware of the following:

- **MCMCH is a smoke, tobacco, alcohol and drug free facility.** Smoking areas are provided outside. Alcohol and other drugs are not allowed on the premises. If you arrive for service while under the influence of alcohol or other drugs, you will be asked to leave and transportation will be arranged for you.
- Clients who are bringing prescription or over-the-counter medication into the agency are responsible for maintaining possession and control of their medication.
- No weapons are allowed on our premises. Violators may be asked to leave agency property and law enforcement will be notified. Any refusal may constitute an unlawful trespass.
- Offensive language, threatening statements, or threatening behaviors will not be tolerated in any circumstances. You will be asked to stop doing whatever behavior is at issue. If the behavior continues, then you will be asked to leave the facility. If you refuse to leave, law enforcement will be called to escort you off the property.
- Clients who are aggressive or assaultive may be discharged from the program and may become ineligible for readmission to any agency program. If that occurs, every effort will be made to work with you to make a referral to appropriate alternative resources. We may elect to reinstate services to you upon review by our team, who will meet with you to determine current functioning, treatment readiness, and current needs.
- Reminder signs are posted in each restroom to help staff and other stakeholders remember to practice good hand hygiene to reduce the spread of infection or other communicable diseases.
- Fire extinguishers are located in each group room, kitchen, and throughout the building. Evacuation maps are posted in all areas of our facilities, to help you know where to go in case of an emergency. We routinely conduct drills for our emergency procedures to make sure that everyone knows what to do in case of an emergency. We ask that you

fully participate in any safety drill that may occur while you are receiving services and to offer any suggestions that you might have to improve our procedures. In the event that evacuation is needed, staff will help anyone who has mobility problems to make sure that he/she is able to exit the building quickly and safely.

- First Aid kits are available, if needed. Any staff member may assist you if you need first aid.

Again, welcome to Massac County Mental Health and Family Counseling Center. We hope that this information is helpful to you in understanding what to expect as services are delivered. We encourage you to fully participate in your services at the Center and to ask questions any time you don't understand the recommendations, services, or anything else related to your experience here. We welcome your feedback and suggestions, at any time.