



TRI-COUNTY
MENTAL HEALTH
SERVICES, INC.

**CLIENT ORIENTATION
HANDBOOK**

Mission Statement

To provide prevention and recovery-oriented mental health and substance use services which are quality assured and person-centered, with increased attention to the “whole person”.

Vision

For people to think of Tri-County Mental Health Services **FIRST** for all aspects of behavioral health well-being.

Values

- We believe all people should be treated with respect.
- We believe behavioral health is essential to total health.
- We believe in the consumer’s right to access confidential, safe and affordable behavioral health services.
- We believe the coordination of behavioral health resources in the community is essential to providing sustainable, comprehensive, cost-effective care to our consumers.
- We believe staff, provider and client feedback is essential to our continued success.
- We believe in creating a safe, cooperative, ethical and productive work environment.
- We believe in celebrating the diversity of our staff and clients and respecting our individual differences with cultural competence.
- We believe in being fiscally responsible.

Welcome!

Welcome to Tri-County Mental Health Services, Inc. (TCMHS). We are glad you have chosen Tri-County to provide your behavioral health care. Whether you are dealing with a mental health problem, a substance use problem, or both, we are pleased to offer a range of services with the goal of your recovery. We are a private, not-for-profit community mental health center which has provided quality care to the Northland since 1990. This booklet is intended to give you some basic information about Tri-County which we hope will answer some of your questions. Please feel free to ask us any additional questions you might have about our agency.

How do I contact Tri-County?

Tri-County's main office is located on the Maple Woods Community College campus in the Northland Human Services Center. Our address is 3100 NE 83rd St., Ste. 1001, Kansas City, MO, 64119. You may reach us by phone at 816-468-0400. Our fax number is 816-468-6623. You may also visit us on the web at www.tri-countymhs.org.

Agency Hours of Operation

The Agency is open Monday-Friday from 8:30 a.m. to 5:00 p.m. We are also open by appointment on some Wednesday evenings and Saturdays for medication clinics.

After Hours Crisis Access

If you are in a crisis situation and need to speak to someone after hours or on the week-end, you may contact our crisis line at **1-888-279-8188**. The crisis line is staffed with trained professionals and, if needed, they may contact the on-call clinician for Tri-County.

Contact Person

Initially, your contact person at the agency is the clinician who completed your assessment and referral. Once you have attended your first appointment in outpatient services, your contact person will be your outpatient therapist or the nurse assigned to your treating physician.

What services does Tri-County provide?

Tri-County Mental Health Services, Inc. provides the following services. You may be referred to some of these services at intake, or at appropriate times during your treatment. Depending on how your services are being paid for, you may not be eligible for all Tri-County programs. If you are interested in finding out more about any of these services, please talk with your intake clinician or call us at 816-468-0400.

Crisis Services: Crisis intervention services are available to our clients and other members of the Clay, Platte, and Ray County community 24 hours a day, seven days a week. We are able to assist with admissions to area hospitals as needed for stabilization.

Psychiatric Services: Medication services are offered to our clients who need them as part of a comprehensive illness/symptom management program. Medication services are offered at the Maple Woods College location, satellite clinics at Excelsior Springs, Platte City, and Richmond. Clients needing medication services must be seen by a TCMHS psychiatrist/advanced practice nurse for a psychiatric evaluation before any medications can be prescribed.

Many TCMHS clients have difficulty affording medications. Every effort is made to assist these clients with getting the treatment they need. TCMHS clients who do not have health insurance or Medicare/Medicaid may be eligible for time-limited assistance through a Patient Assistance Program (PAP), medication samples or reduced-cost medications with Purchase of Service (POS) funds, on a limited basis. Tri-County also contracts for laboratory services for clients without health insurance.

Therapy Services: Tri-County offers individual and family therapy. We contract with counselors who are in private practice in the three county area to provide therapy to our clients. We attempt to meet the needs of each individual client by referring them to someone that specializes in their area of concern. We also offer therapy services in some of our local school districts and health departments.

Intensive Outpatient Services: Intensive Outpatient Services are available 5 days per week. These services include group therapy and case management services.

Adult Case Management: This program is designed to help adults through case management services in areas such as: understanding support services and community resources available; explore potential options regarding transportation and housing, help with applying for key benefits and emergency assistance programs, as well as support in addressing medical and health issues, employment needs and pursuing life interests and recovery goals.

Star Programs: Tri-County operates three social/recreational programs for adults-The North Star Club (at Maplewoods), The Rising Star Club (in Riverside) and The Shooting Star Club (in Excelsior Springs). These clubs offer educational, supportive, and recreational opportunities for their members. Activities are designed to teach and enhance independent living and social skills. All locations are open at least five days per week.

Child and Youth Community Support: Community Support Workers help kids and their families stay together and be safe. They teach skills to manage feelings and get along better with others. They help families find ways to increase safety. They support kids at home and school. They work with the whole family. They promote the best interests of the child and family with other providers.

CSTAR: The Comprehensive Substance Use Treatment and Rehabilitation Program (CSTAR) is a unique approach to substance use treatment and addiction treatment. CSTAR provides a complete continuum of recovery services, including group counseling, individual and family counseling, co-dependency counseling for family members, and case management services. CSTAR services are offered in convenient locations in Clay and Ray counties. Transportation is available for individuals needing assistance in accessing treatment.

Treatment Court: Tri-County provides for treatment for felony substance use offenders in Clay, Platte and Ray Counties. This program provides tools and incentives so that the offenders have the opportunity to become productive members of the community, rather than go to jail. Referrals for this program are approved by each county's Prosecuting Attorney's office.

Adolescent Substance Use Treatment Program: The Adolescent Substance Use Treatment Program is a 16 week program for Clay, Platte and Ray County residents ages 13-17. The program is designed to provide individualized services to adolescent substance users and their families to help them in achieving abstinence and reduce the risk of recurring substance use problems. Services are provided in Clay and Ray counties.

Employment Services: Employment Services, in coordination with the Division of Vocational Rehabilitation, help clients pursue their goal of finding employments. This is accomplished through meeting with an Employment Specialist who can help with job searches; preparing for going into the work force through developing a resume and interview practice; providing on the job assistance to be successful at their place of employment; as well as helping clients understand their benefits by meeting with the Benefits Specialist.

Healthcare Home:

The Healthcare Home program is available to qualifying Missouri HealthNet recipients while the Healthcare Home Non-Medicaid program serves those without Missouri Healthnet. Both programs serve with co-occurring behavioral health and chronic physical health conditions. The Healthcare Home team coordinates all primary, acute, behavioral health and long-term services and enables Tri-County to treat the "whole person" rather than just the behavioral health needs of our consumers.

Consumer-Run Drop-In Center: The Northland Drop-In Center was formed in November 1995. Run by staff who are themselves

mental health consumers, the purpose of the drop-in center is to provide socialization and activities for adults with mental illnesses who live in Clay, Platte and Ray Counties. The drop-in center is not a treatment program. It consists of evening and week-end hours to build social relationships outside of treatment setting. Drop-in Center staff can be reached at 816-777-3555 ext. 1.

School Based Services: Tri-County provides a wide-range of services to meet the diverse needs of students in Clay County. These services include: Art Therapy, Music Therapy, Individual & Family Therapy, Case Management, Group Counseling, Crisis Intervention, Resilience Services, and Substance Use Care Management. Most services are provided in schools, however, at times our providers meet with students in their homes, the Tri-County office, or an alternative community location.

Older Adult Services: Specialty care coordination and assistance is available to older adults to ensure access to care appropriate to their unique needs.

Prevention and Wellness: Staff members meet and consult with community-based social service agencies, civic groups, and schools to present information on mental health and substance use.

What are my rights as a client?

As a client of Tri-County Mental Health Services, Inc. (TCMHS) you shall be entitled to the following rights and privileges without limitation or restriction:

1. To humane care and treatment;
2. To receive prompt evaluation, care and treatment;
3. To be fully informed about the course of your care and decisions that may affect treatment;
4. To receive these services in the least restrictive environment;
5. To receive these services in a clean and safe setting;
6. To be treated with respect and dignity as a human being;
7. To receive timely and accurate information to assist in making sound decisions about treatment;

8. To be subject of an experiment or research only with consent or the consent of a person legally authorized to act on behalf of the client;
9. To confidentiality of information and records in accordance with federal and state law and regulation, as explained in the Notice of Privacy Practices;
10. To have the same legal rights and responsibilities as any other citizen, unless otherwise stated by law;
11. Not to be denied admission or services because of race, creed, sexual orientation, marital status, gender, gender identity, national origin, disability or age;
12. To be free from abuse, exploitation, retaliation, humiliation, and neglect;
13. To have records and documents explained;
14. To medical care and treatment in accordance with accepted standards of medical practice;
15. To request a second opinion in accordance with TCMHS' policies and procedures;
16. To consult with a private, licensed practitioner at one's own expense;
17. To access self-help groups, advocacy services, and legal services at any time;
18. To receive an impartial review of alleged violations of rights.

What are my responsibilities as a client?

As a client you are expected to follow the guidelines of the program. Failure to do so may lead to services ending. As a client, you are expected to:

1. Take responsibility for yourself and your behavior;
2. Take part in creating and following your own treatment/rehabilitation plan;
3. Keep all appointments as scheduled. If you are unable to maintain an appointment, you are responsible for notifying the agency/counselor as soon as possible;
4. Respect the privacy, confidentiality and identity of other clients you may come in contact with;
5. Maintain respectful, non-destructive, non-violent conduct toward agency property, staff, and other clients you may come in contact with. Discrimination against staff or other clients based on race, religion, ethnicity, color, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, family medical history, genetic information, or any other character protected by law will not be tolerated;

6. Present financial resource information (e.g. insurance, proof of income and residency) at the time of service and to honor copayments and billing statements.
7. Family involvement expectations: We encourage you to have other people who are important in your life involved in your treatment (family, friends, significant others). Be sure to sign Release of Information forms for family and friends to be able to participate in your treatment.

What are events or behaviors that may lead to a loss of privileges?

We may not be able to continue to provide service to you if you do not meet your responsibilities as a client. Some examples include: habitually missing scheduled appointments without telephoning at least 24 hours in advance, not following your treatment plan, violating the confidentiality of others, behavior that presents a danger to our staff or other clients, or not honoring your financial obligations. If we are not able to serve you we will refer you to another treatment provider. Individual programs may have more specific criteria and this will be reviewed with you at that program orientation.

Policies regarding loss of privileges or termination of services, and procedures to regain privileges, vary for each program. Please review the handbook that applies to the program/s where you are receiving services for specific details. Only supervisory staff may determine a loss of privilege, and are responsible for informing you of the restriction and the conditions for reinstatement of the right or privilege.

What will I have to pay for services?

If you are covered by an insurance plan, including MO HealthNet (Medicaid), MC+, Medicare or insurance provided by your employer, we will submit a claim directly to your insurance company. You may be responsible for any co-payments or deductibles that apply. Co-pays and deductibles will be billed to you on a monthly statement. If you are covered by MO HealthNet, and have a monthly spend-down, you may be billed for some or all of the spend-down amount.

If you do not have insurance, and you meet the eligibility requirements, we can bill services either to the Missouri Department of Mental Health or the Clay, Platte, Ray Mental Health Tax Levy Board. Eligibility for coverage is based on your income and the number of people in your household. Clients who receive services

paid by the Missouri Department of Mental Health may have a monthly co-payment based on a sliding fee scale determined by your income. In order to qualify for funding by the Clay, Platte, Ray Mental Health Tax Levy Board or the Missouri Department of Mental Health, you may be asked to apply for entitlements for which you may be eligible (e.g. MO HealthNet, Medicare Part D). If you do not apply for these entitlements, cancel entitlements which you are eligible for in order to access public funding, or fail to make copays, your services may be suspended.

While you are receiving services at Tri-County, if you obtain insurance or change your insurance to a Health Maintenance Organization (HMO) or a Preferred Provider Organization (PPO) in which Tri-County does not participate, you will be assisted with transferring to an in-network provider. You may be eligible to continue to receive services at Tri-County that are not covered by your insurance (e.g. case management services). Failure to report new insurance/benefits or changes to your insurance/benefits will result in suspension of services.

We require that you have a financial update on an annual basis. We will contact you when it is time for your update. It is your responsibility to make sure your update is completed. Your services may be suspended until your annual update is complete.

How does Tri-County plan my care and treatment?

When accessing services at Tri-County Mental Health Services, you will initially be assessed by an intake clinician who will discuss with you the reason you are seeking services, the onset and history of the problem needing to be addressed, and will recommend a plan of treatment. The assessment and treatment planning are participatory activities and your input and participation is crucial. The clinician will develop a written treatment plan with you that is specific to your unique circumstances and accommodating of your preferences. The plan will clearly describe the objectives you wish to achieve, a description of the services and interventions designed to help you

reach your objectives, and target dates for completion. You will sign the plan signifying your participation and agreement.

The intake clinician will refer you to the appropriate services and resources and will assist in securing the earliest available follow-up appointment for you. Your plan will be revised and updated as necessary.

You have the right to be informed about specific services and procedures, including information about risks, benefits, and alternatives to each service proposed.

We care about your health and safety. We may need to coordinate with your other medical providers, or use a data base if available, to determine what medications you are being prescribed to ensure we are providing the safest and most beneficial care.

How long will I need to be in treatment?

The length of time you will need treatment varies for each individual. We would encourage you to remain in treatment as long as it is recommended by your treating clinician. However, your participation in treatment is voluntary, and you may withdraw from treatment at any time. If you are transitioned from one level of care to another a transition plan will be developed with your input and participation in order to ensure a smooth transition. If you do not seek services from us for six consecutive months, your treatment may be discontinued, and you will need to reapply for services to be resumed. In addition, if you move out of the area, we may redirect you to the Community Mental Health Center closest to you.

How does Tri-County assure that we are meeting a high level of client care?

Tri-County is committed to providing quality client care. We are certified by both the Missouri Department of Mental Health and CARF, an international, not-for-profit organization that accredits human services providers. Both of these agencies provide on site inspections to ensure that we meet international standards of quality.

We believe that your input is important in order to assess quality of care, satisfaction, and achievement of outcomes. Throughout your treatment, we will be requesting that you complete customer satisfaction surveys. We appreciate your assistance in completing these surveys, so that we may know how to best serve our consumers.

Tri-County is governed by a Board of Directors, made up of volunteer community members from the Tri-County area. Tri-County staff regularly reports to the Board regarding quality of care issues, including client satisfaction. The Board of Directors meets the fourth Monday of each month at 4:30 PM at Tri-County's main office on the Maplewood's campus. These meetings are open to the public. Occasionally the meeting time may be changed to accommodate scheduling conflicts. Please contact the main number (816-468-0400) to verify meeting date and time.

If at any time you have any suggestions or questions regarding your care, please let us know.

What do I do if I have a concern or complaint about Tri-County?

Tri-County Mental Health Services is committed to providing you with quality care. All clients have the right to be treated with dignity and respect. You have the right to voice opinions, recommendations, and grievances in relation to policies and services offered by the Agency without fear of interference, coercion, discrimination, or reprisal. If you have a concern about any of our services, or feel that your rights have been infringed upon, you may contact any staff member who will complete a customer concern form on your behalf. A customer concern form is included in this booklet should you wish to complete the form yourself. You may mail or fax the form to Tri-County or hand-deliver it to any staff member. You may also request to meet with an appropriate staff member to discuss your concern. After receiving your concern, it will be reviewed by our Quality Improvement Department and forwarded to the appropriate Manager to resolve. You will be contacted by a staff member with the

resolution of your concern within 15 working days. If you are not satisfied with the resolution of your concern, you have the right to appeal through our appeal process. You will be informed of the appeal process when you are contacted regarding the resolution of the concern.

If you wish to express your concern to someone outside of the Agency, you may contact the Client Rights Monitor, P.O. Box 687, Jefferson City, MO 65105, 1-800-364-9687, and/or Missouri Protection and Advocacy, 3100 Main, Kansas City, MO 64111, 816-756-1011.

How does Tri-County protect my privacy?

The agency has processes in place to ensure that your privacy and confidentiality is protected. Your right to privacy is protected by agency policies and procedures as well as by state and federal law. At your initial appointment, you will be given a Notice of Privacy Practices which describes in detail how Tri-County protects your privacy.

Tri-County staff are mandated reporters. If there is a concern that a child, or disabled adult (ages 18 – 59), or adult (age 60 or older) is being abused, neglected, or living in an unsafe environment, Tri-County staff members are legally obligated to report this to the Missouri Child Abuse Hotline or the Health and Senior Services Abuse & Neglect Hotline. If we believe you are at risk to harm yourself or others, we may need to disclose confidential information to ensure your safety or the safety of others.

If you believe your privacy has been violated, please call our agency and ask for the Privacy Officer.

Tri-County participates in a Health Information Exchange (HIE). A Health Information Exchange makes it possible for health care providers to better manage care for their consumers through secure use and sharing of health information. We may share information about your healthcare through a secure exchange called Kansas Health Information Technology (KHIN). The information may include

demographic information, lab results, medication history, allergies, a problem list, treatment plan information, and a visit history. The information would only be available to other health care providers participating in the exchange and involved in your care and treatment. All providers participating in the exchange must meet specific requirements for privacy and security, including state and federal (HIPAA) privacy and security standards.

A Health Information Exchange allows us to improve safety and to avoid unnecessary or duplicate tests. Without the HIE, each of your health care providers may have different portions of your health record. If we can access each other's records and see more complete health information, we can provide you with better care. You may benefit from this sharing of information by reducing costs, and eliminating unnecessary duplication of tests and procedures. For example, if we are able to access your lab results from your primary care physician, we may not need to order the same labs again.

If you do not wish to participate in the HIE, you have the right to opt-out of the sharing of your health record. To do this, please visit the KHIN website, www.KanHIT.org, and click on "For Consumers" at the top. You will see an option to opt out. Once you click on this you will be prompted through completing the opt-out process. If you need any assistance with opting out, a Tri-County staff member can assist you with this at our Maplewoods office during regular business hours (8:30 AM-4:30 PM).

If you have any questions about the Health Information Exchange, please visit the KHIN website or talk with any of your treatment providers at Tri-County.

How does Tri-County expect its staff to behave?

All Tri-County staff are expected to support the mission and values of the agency. Additionally, all Tri-County employees agree to follow the agency's Code of Conduct, which describes the agencies expectations regarding ethical and responsible practices toward clients and co-workers. If you wish, you may request a copy of the code. If you believe a Tri-County Mental Health employee or contractor has

behaved improperly or unethically, please report your concern to the individual's supervisor or the Client Rights Monitor described above. The agency will investigate any concerns.

How do I Schedule or Reschedule Appointments?

Tri-County provides services both on-site and through a network of contract providers. If you are scheduling or rescheduling an appointment provided at Tri-County's main office, please call 816-468-0400. If you are attempting to schedule or reschedule an appointment with one of our providers, please contact the provider directly. At the time of referral, you will be given, in writing, contact information for your treatment providers.

Please cancel or reschedule any appointment at least 24 hours in advance. Because of the limited availability of initial psychiatric appointments, the agency may not reschedule any individual after a no show. In this event, you will be given the opportunity to wait on standby for an available appointment. The agency maintains a cancellation list for doctor's appointments and will call individuals on the list to offer earlier appointments when available.

If you are late for your scheduled appointment, it is up to your treating clinician (doctor, nurse practitioner, therapist, etc.) as to whether or not they are able to meet with you. If your doctor/APRN is unable to meet with you, a nurse will meet with you to assist with refills and other concerns you may have. You are advised to arrive for your appointment at least 5 minutes prior to your scheduled time.

What are Tri-County's expectations regarding safety and security?

Tri-County works to maintain an environment that is safe and secure for clients and employees. It is the responsibility of all persons seeking services at Tri-County to behave in compliance with all federal, state, and local laws. Weapons or illicit drugs are not permitted on the premises. If Tri-County becomes aware that you have either illicit drugs or weapons on your person, you will be asked to leave the premises until you have disposed of the item of concern.

It is the policy of Tri-County not to restrain or seclude any individual. Tri-County will, at its discretion, involve law enforcement or building security as necessary to maintain safety and security.

Violations of the safety of other clients or of Tri-County staff may result in termination of your services.

What is Tri-County's smoking policy?

The use of any tobacco or vapor product, such as cigarettes, cigars, pipes, vaping devices (i.e. vape pens or e-cigarettes) or smokeless tobacco, is not permitted in or outside of any Tri-County facility.

What is a Mental Health Advanced Directive?

A Mental Health Advanced Directive is a document that allows you to make your choices known regarding mental health treatment in the event that your mental illness makes you unable to make decisions. This allows you to make more informed decisions and to make your wishes clearly known. If you have a Mental Health Advanced Directive, please let Tri-County know about it. If you would like more information about Mental Health Advanced Directives, contact NAMI at 1-800-950-6264 or go the NAMI website at: www.nami.org.

Helpful Numbers

Tri-County Mental Health Services816-468-0400
After-hours crisis line 1-888-279-8188
Missouri Relay Services/TTY711 or 1-800-735-2966
Mental Help Line (non-crisis)913-281-1234
Compassionate Ear (consumer support)913-281-2251

Crisis/Abuse/Shelters

Child Abuse Reporting 1-800-392-3738
Elderly Abuse & Neglect Hotline 1-800-392-0210
Homeless Hotline816-474-4599
Domestic Violence Shelter816-452-8535

Addiction Resources

Alcoholics Anonymous816-471-7229
Narcotics Anonymous816-531-2250
Gamblers Anonymous 1-888-424-3577

Health Care

Swope Health Services Northland816-627-2050
Clay County Health Department816-595-4200
Platte County Health Department816-858-2412
Ray County Health Department816-776-5413

Other Useful Numbers

Legal Aid of Western Missouri816-474-6750
Attorney Referral and Information Services816-221-9472
Social Security Administration .. 1-877-805-6671 or 800-772-1213
Vocational Rehabilitation816-467-7900
NAMI of Greater Kansas City816-200-7424
Missouri Department of Mental Health 1-800-364-9687

POISON CONTROL 1-800-222-1222

Visit us on the web! www.tri-countymhs.org or like us on Facebook- Tri-County Mental Health Services.

