



# **CLIENT ORIENTATION HANDBOOK**

Updated: 3/2025

## **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 Beacon Mental Health **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 Beacon Mental Health. We are glad you have chosen Beacon 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 Beacon 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 Beacon Mental Health?**

Beacon's main office is located at 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.beaconmentalhealth.org](http://www.beaconmentalhealth.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.

## **Crisis Access**

Crisis intervention services are available in Clay, Platte, and Ray County 24 hours a day, seven days a week. Our crisis team provides immediate support for acute symptoms of mental health, substance use, or any other emotional distress.

To speak to a member of our crisis team during business hours please call **816-468-0400** and press **0**, and an operator will quickly transfer you to a team member. If you need to speak to someone **after hours or on the weekend**, please call or text **988** or chat online at **988lifeline.org**.

If additional help is needed during the call, our mobile response team can meet with you where you are in the community or virtually. Crisis follow-up services are provided to prevent future crisis situations.

Non-crisis support is available through Mental Help Line 913-281-1234 and Compassionate Ear 913-281-2251. Additional resources and supports are listed in the Helpful Numbers page at the end of this handbook.

## **Contact Person**

In most circumstances, your initial 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. If you are working with a case manager or outreach staff person, they will be your contact person.

## **Save Lives with Naloxone**

### **What is naloxone?**

Naloxone is a medicine that rapidly reverses an opioid overdose. Naloxone can quickly restore normal breathing to a person if their breathing has slowed or stopped because of an opioid overdose.

### **How is naloxone given?**

Naloxone should be given to any person who shows signs of an opioid overdose or when an overdose is suspected. Naloxone can be given as a spray or it can be injected into the muscle, under the skin, or in the veins.

### **Where can you access naloxone?**

Beacon Mental Health has free naloxone available to anyone and is available at our front desk or by reaching out to your contact person, with no prescription required. You can also access naloxone at your local health department or pharmacy.

## **What services does Beacon Mental Health provide?**

Beacon Mental Health 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 Beacon 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.

**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 and Richmond. Clients needing medication services must be seen by a Beacon psychiatrist/advanced practice nurse for a psychiatric evaluation before any medications can be prescribed.

Many Beacon clients have difficulty affording medications. Every effort is made to assist these clients with getting the treatment they need. Beacon 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. Beacon also contracts for laboratory services for clients without health insurance.

**Therapy Services:** Beacon offers individual and family therapy. We have therapists at our main location and we contract with therapists 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 provide adults with supportive services, link to community resources, and teach skills to help manage stress and crisis. Case management will also assist with budgeting and money management, communication and relationship building, as well as health and wellness through wellness coaching. While resources are limited, case managers help explore housing and transportation options. Case managers help individuals with motivation to change substance use behaviors. Case managers also help clients apply for key benefits and emergency assistance programs, offer support in addressing medical issues, identify employment needs and life interests.

**Star Programs:** Beacon 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:** Beacon provides treatment for justice involved clients in Clay, Platte and Ray Counties who are struggling with substance use or mental health disorders. 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 and are reviewed by the Treatment Court team to determine eligibility.

**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 adolescents 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 employment. 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 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 Beacon to treat the "whole person" rather than just the behavioral health needs of our consumers.

**School Based Services:** Beacon provides a wide range of services to meet the diverse needs of students in Clay County. These services include: Art Therapy, Music Therapy, Recreational Therapy, Individual & Family Therapy, Case Management, Group Counseling, Crisis Intervention, Classroom Based Resilience Services, and Substance Use Individual and Group Counseling. Most services are provided in schools, however, at times our providers meet with students in their homes, the Beacon 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 work to prevent substance use, promote mental health and build resilience in youth through collaboration, education, support, and advocacy.

**Crisis Intervention Team (CIT):** Sometimes individuals have contact with first responders due to their mental health symptoms. Our Community Behavioral Health Liaison (CBHL) Team works closely with Law enforcement and court systems to advocate and support these individuals. Our CBHL Team also trains First Responders on behavioral health related topics. CIT teams are made up of first responders, hospital staff, the CBHL team and other community partners. If there is a life-threatening mental health emergency and you need to call 911, be sure to ask for a CIT trained officer. Most agencies will likely have one available to assist you. And the CBHL team will follow up after the crisis to offer support and connection to services.

# What are my rights as a client?

As a client of Beacon Mental Health 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 Beacon's 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.
8. Discrimination based on race, religion, ethnicity, color, sex, gender identity, sexual orientation, national origin, age, or disability will not be tolerated and could result in termination of services
9. Physical or verbal abuse, threatening behavior, profanity, and unwanted physical contact are not allowed and may result in termination of services.

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

We may not be able to continue to provide services to you if you do not meet your responsibilities as a client. Some examples include: habitually missing scheduled appointments without notifying us 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 Beacon, if you obtain insurance or change your insurance to a Health Maintenance Organization (HMO) or a Preferred Provider Organization (PPO) in which Beacon does not participate, you will be assisted with transferring to an in-network provider. You may be eligible to continue to receive services at Beacon 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 Beacon plan my care and treatment?**

When accessing services at Beacon Mental Health, 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 is 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 database 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 Beacon assure that we are meeting a high level of client care?**

Beacon 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.

Beacon is governed by a Board of Directors, made up of volunteer community members from the Beacon service area. Beacon 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 Beacon's main office at 3100 NE 83<sup>rd</sup> Street. 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 Beacon?**

Beacon Mental Health 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 Beacon 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 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 Beacon 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 Beacon protects your privacy.

Beacon 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, Beacon 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.

Beacon Mental Health participates in Health Information Exchanges (HIEs) and health data sharing agreements. This technology makes it possible for health care providers to better manage care for their consumers through secure use and sharing of health information. 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.

HIEs and data exchanges allow us to improve safety and to avoid unnecessary or duplicate tests. Without these, 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.

You have two options with respect to health data exchanges. First, you may permit authorized individuals to access your electronic health information through these exchanges. If you choose this option, you do not have to do anything.

Second, you may restrict access to **all** of your information through a data exchange by contacting Beacon's Privacy Officer at 816-468-0400.

## **How can I get information about my treatment?**

If you need to have information sent to another treatment provider (such as another doctor, clinic, or hospital), please contact our Medical Records department to complete a Release of Information.

Beacon also offers a client portal called myHealthPointe which allows you secure, convenient access to your clinical and personal information. The portal allows you to receive reminders, view lab results, view your current medication list, and review your upcoming appointments. For information about how to register, please contact the scheduling desk at 816-468-0400.

## **How does Beacon expect its staff to behave?**

All Beacon staff are expected to support the mission and values of the agency. Additionally, all Beacon employees agree to follow the agency's Code of Conduct, which describes the agency's 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 Beacon 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?**

Beacon provides services both on-site and through a network of contract providers. If you are scheduling or rescheduling an appointment provided at Beacon'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 Beacon's expectations regarding safety and security?**

Beacon works to maintain an environment that is safe and secure for clients and employees. It is the responsibility of all persons seeking services at Beacon to behave in compliance with all federal, state, and local laws. Weapons or illicit drugs are not permitted on the premises. If Beacon 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 Beacon not to restrain or seclude any individual. Beacon will, at its discretion, involve law enforcement as necessary to maintain safety and security.

Violations of the safety of other clients or of Beacon staff may result in termination of your services.

### **What is Beacon'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 permitted in designated smoking areas only.

### **What is a Psychiatric Advanced Directive?**

A Psychiatric 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. Although Missouri does not currently have a specific statute for a Psychiatric Advance Directives, you can learn more about general advance directives for health care in Missouri at [www.nrc-pad.org/states/missouri/](http://www.nrc-pad.org/states/missouri/). If you would like more information about Psychiatric Advanced Directives, contact NAMI at 1-800-950-6264 or go the NAMI website at: [www.nami.org](http://www.nami.org).

## Helpful Numbers

Beacon Mental Health .....816-468-0400  
After-hours crisis line ..... 1-888-279-8188 or 988  
Missouri Relay Services/TTY .....711  
DEAF LEAD.....1-321-800-3323  
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 Hotline .....816-474-4599  
Domestic Violence Shelter .....816-452-8535

### Addiction Resources

Alcoholics Anonymous .....816-471-7229  
Narcotics Anonymous .....816-531-2250  
Gamblers Anonymous ..... 1-888-424-3577

### Health Care

Swope Health Services Northland.....816-627-2050  
Clay County Health Department .....816-595-4200  
Platte County Health Department.....816-858-2412  
Ray County Health Department .....816-776-5413

### Other Useful Numbers

Legal Aid of Western Missouri .....816-474-6750  
Attorney Referral and Information Services .....816-221-9472  
Social Security Administration .. 1-877 805-6671 or 800-772-1213  
Vocational Rehabilitation.....816-467-7900  
NAMI of Greater Kansas City.....816-200-7424  
Missouri Department of Mental Health..... 1-800-364-9687

POISON CONTROL ..... 1-800-222-1222

**Visit us on the web! ....[www.beaconmentalhealth.org](http://www.beaconmentalhealth.org) or like us on Facebook- Beacon Mental Health.**

