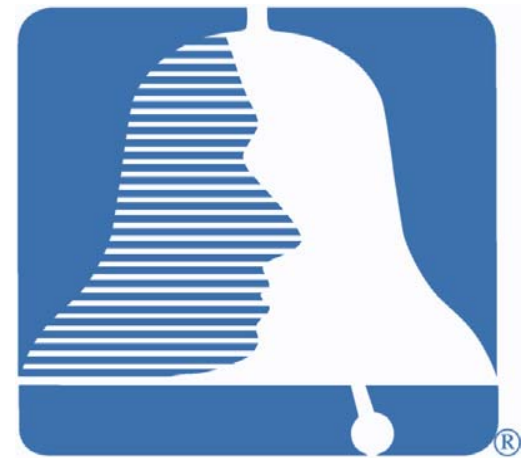


MENTAL HEALTH ASSOCIATION
OF SOUTH CENTRAL KANSAS
555 N. WOODLAWN, SUITE 3105
WICHITA, KS 67208
(316) 685-1821



GUIDE TO CONSUMER SERVICES



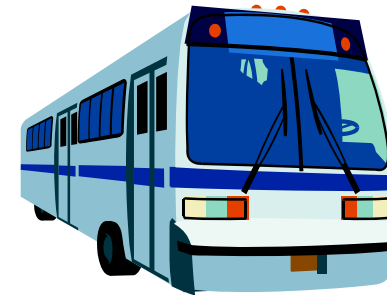
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Transportation Information

Wichita Transit Authority runs city buses ten minutes before every hour. The downtown transit center is open from 6:00 AM to 6:30 PM on weekdays and 7:00 AM to 5:30 PM on Saturdays. The main Mental Health Association office at 555 N. Woodlawn, Suite 3105, is one-half block from the Central and Woodlawn stop on the East Central bus route. For further information about bus schedules, call 265-7221.



Other Helpful Resources

Alliance for the Mentally Ill	686-1373
Disability Right Ctr. of KS	(877)776-1541
Crisis Intervention Service (24 hrs.)	660-7500
Self-Help Network of Kansas	978-3843
Project Independence	262-6898
Legal Services of Wichita	265-9681
C.H.A.T. Warmline	684-2428 or 425-6986

Advance Directives

Planning is essential in the case of medical emergencies. Consumers should let their service provider know their wishes regarding artificial life support (advanced directives), utilizing living wills or durable powers of attorney.

Planning For Your Discharge

Planning for discharge is an important part of service provision and begins at the time of admission. It is important that the consumer participate actively in this planning. Typically, discharges occur in the following manner:

1. Consumer decides service is no longer needed and notifies service providers of desire to terminate service
2. Consumer achieves treatment plan goals and is able to maintain community living without assistance. Consumer and service provider plan for a gradual termination from services over time.
3. Consumer refuses to participate in the service, work on established goals, or follow program guidelines, and service provider discontinues service.

A Welcome from the President

Our goal is to serve you in every way we can to help you live in our community with a quality of life that meets your needs. We are honored that you have sought our services and we will make every effort to meet your expectations. The Mental Health Association has a long history of advocating for persons who experience a mental illness. Advocacy and education are at the very core of our purpose; we want to serve you in a manner that reflects the spirit of advocacy, as well as the commitment to service.

Clifford Beers, who founded the Mental Health Association in the early 1900s, was both a person who experienced a severe mental illness and a leader who spoke up for more humane service. He understood the dignity of each individual and that person's right to full community citizenship. The Mental Health Association was founded to spread those beliefs and practices across our land. Our organization has been pursuing those efforts in the Wichita area for over forty years. We are proud of our achievements and the partnerships that have made our services possible. We are an affiliate of COMCARE, a member agency of United Way of the Plains and a chapter affiliate of the National Mental Health Association. We work with those organizations and many others, including family and consumer groups.

You are our primary customer. The guidelines included in this booklet help identify the ways in which we provide services. Working together with you in a spirit of teamwork is our goal, and will result in the most positive outcome. Thank you for choosing the Mental Health Association. WELCOME!

Sincerely,

Rose Mary Mohr
President & CEO

Our Mission and Values

Mission: The mission of the Mental Health Association is to empower and assist youth, families, and adults in our community to achieve optimal mental health and wellness through education, advocacy and service.

Values:

Consumer & Family Driven Services: Involving consumers and family fully, in the delivery of mental health services toward recovery.

Access: Ensuring individual choice and timely access to high quality community based, integrated mental health services.

Evidence Based Practices: Achieving outcomes in treatment, recovery, and rehabilitation through evidence based practices that improve the quality of life for persons served.

Excellence: Fostering the professional development of a workforce equipped in meeting human service needs in the ever-changing system of care.

Prevention: Assisting children and families in the prevention of mental illness, substance abuse, and related disorders.

Across the Lifespan: Bridging gaps in service across the life span, from early childhood through senior years.

Parity: Supporting and advocating parity in insurance coverage for mental health services.

Cultural Diversity: Advancing a culture of service that respects diversity and promotes the dignity and rights of every persons, in an environment free from stigma and discrimination.

Administration Integrity: Maintaining an organization that is fiscally and administratively accountable, consistent with Board governance. Generating resources necessary to fulfill the mission of the organization.

Valued Employees: Recognizing and respecting the dedicated service of employees and volunteers.

Education: Providing educational opportunities in the promotion of mental health and wellness.

Individuals may be assisted with this process by advocates and persons of their choice. Where necessary and appropriate, the director of the service area will initiate contact with the Adult/Children's Protective Service Unit of the State of Kansas Department of Social and Rehabilitation Services.

Members of KHS may file a grievance directly with KHS and may request a State Fair Hearing at that time. Grievances filed by KHS members who receive psychosocial rehabilitation services will be forwarded to COMCARE and then to KHS within two business days of receipt.

If concerns are not resolved to the satisfaction of the member, or if it is the member's preference at any point in the process, the member can contact Social and Rehabilitation Services at

Department of Social and Rehabilitation Services
Disability and Behavioral Health Services (DBHS)
Docking State Office Building, 10th floor North
Topeka, KS

Grievance Procedure

In the event that a consumer feels his/her rights have been infringed upon, he/she has the right to initiate a grievance/complaint process. At no time will the filing of a grievance or complaint result in retaliation or barriers to service. If the grievance/complaint is not resolved at the first level, the consumer may advance to each successive level, until resolution is achieved. Grievance/complaint procedures are reviewed and explained at the onset of the treatment process and as needed thereafter.

These are the steps to follow if you have a grievance/complaint:

Level I - Complaint Resolution

Consumer will discuss the incident with involved party. Assistance may be rendered by any program staff to assist with resolution at this level.

Level II - Formal Grievance Process

If grievance/complaint is not resolved, the consumer will complete a Consumer Grievance Form and file it with the department head of the program where the incident occurred to initiate a formal review. The form should be completed and submitted within 180 days of the incident. The determination of the case, by the department head, will be made within 5 working days and written notification of the decision will be mailed to the consumer. Employees involved in the grievance may submit a written response and submit to the department head. Both parties may be interviewed.

Level III - Review

If grievance/complaint is not resolved to satisfaction, the consumer will submit a grievance form of the incident for review by the President/CEO. A decision regarding the incident will be made within 5 working days and written notification will be mailed to the consumer. The decision of the President/CEO completes the Agency's review of the incident.

All services at the Mental Health Association reflect research-based practices and are driven by the consumer movement and mental health reform.

Wraparound

Wraparound is a process in which families, service systems and community are all important in treatment planning. Wraparound has a set of values which is needs driven, individualized and family centered. The focus is on individualized planning that is flexible and adjusts to the needs of the child and family. Each plan is based on the strengths of the child and seeks normalization.

Recovery

Services for adults incorporate the recovery philosophy. Recovery is a process, a way of life and a way of approaching life's challenges. Thus, individuals can expect services to be provided in a hopeful and compassionate environment with service providers who believe in their ability to recover from the mental illness and to be self-sufficient. The service provider will assist the consumer in learning that their own actions can positively influence their lives and help them to set goals to find a renewed sense of purpose and direction and to participate in meaningful activities such as going back to school or work.

If you would like information about the accreditation visit, results, program outcomes or satisfaction surveys please let us know.

Services Available

Children's Case Management: Case Management works collaboratively with youth and families to keep youth in the least restrictive environment in which they can succeed. The Case Manager functions as an advocate, service developer, monitor, planner, mediator, and liaison with services needed by the youth. In addition, case managers provide direct care to youth and work with the family to help achieve treatment goals.

Children's Psychosocial: Psychosocial treatment group is a goal-directed group designed to assist children who have a serious emotional disturbance in minimizing the effects of mental and emotional impairments. The objectives of the group activities are designed to assist children in daily problem solving, improve social skills, provide leisure time training, promote health, and enhance personal relationships.

Children's Attendant Care: Children's Attendant Care provides one-on-one help to youth in the home, school and community. The focus is to support children with a serious emotional disturbance, youth 18 years or younger, to develop community living skills and to maintain in the least restrictive environment in which they can succeed.

Parent Advocacy and Support Services: Offered to parents or primary caregivers of children with mental illness. PASS supports the family and benefits the child through activities in their home and community. PASS provides coaching and assists the family with increasing their knowledge and awareness of their child's needs. PASS connects the family with services and resources that are available to the child/family. It provides information about the process of policies, procedures and regulations that impact the child going to school and living in the community.

Compeer: The Compeer program matches caring volunteers with adults or children in supportive friendships for the purpose of reducing the stigma of mental illness while increasing community contact. Compeer also works with children of incarcerated parents and children experiencing behavior problems in area schools.

***If the Mental Health Association is unable to provide services for you,
we will be happy to refer you to another agency.***

Confidentiality Policy

To respect the privacy and the dignity of consumers, employees and volunteers are required to keep all information in the strictest of confidence.

For confidential information to be released, a written Release of Information is required. Releases may be withdrawn at any time to prevent further disclosure. Exceptions to confidentiality do exist where information may be released without authorization. Some examples would be: if a medical emergency occurs where failing to release confidential information would endanger life; where a psychological emergency occurs that may endanger the consumer or others; where disclosure is required by a court order or bench warrant; or because staff is required by law to report all cases of suspected child abuse or neglect.

Policy on Accessibility

The Association also adheres to the standards set forth in Section 504 of the Rehabilitation Act of 1973. Specifically, no qualified individual with handicaps shall, solely on the basis of handicap, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any Federally assisted program or activity administered by the Mental Health Association.

Standards You Can Expect From Your Service Provider

- Service that promotes safety and well-being for consumers and staff regardless of race, color, religion, ethnicity, veteran status, age, physical or mental disability, gender or sexual orientation.
- Informed consent for all services with an explanation of services in an understandable manner.
- Provision of services that take into account preferences, strengths and culture.
- Staff who only provide services for which they are trained.
- Services which are provided in environments free from intimidation, insult, and harassment.
- Services that avoid conflict of interest, self-promotion, exploitation, or invasion of privacy.
- No employees are allowed to accept gifts or payment for services.
- Services which are billed through our business office to the appropriate funding source.
- Services which are guided by an assessment of needs and subsequent treatment planning and directed by the consumer.
- Opportunity to complete satisfaction surveys and to address questions/comments to program managers at any time.

Standards Expected of Individuals Served

- Persons may be excluded from services due to the following:
- Pattern of missed appointments.
- Violent, abusive, or behavior that constitutes harassment toward staff or other consumers.
- Unwillingness to substantially comply with treatment plan.
- See program guidelines for other exclusions. A referral to other services will be made upon request. Reinstatement to service is based upon individual program guidelines.

Services Available

Adult Psychosocial: The Psychosocial program provides goal directed groups to promote recovery from mental illness. Groups emphasize the development of interpersonal and relationship skills and provide participants with increased opportunity to participate in educational and vocational endeavors and gain an increased awareness and participation in a recovery-oriented lifestyle.

Adult Attendant Care: Attendant Care works collaboratively with individuals recovering from a mental illness to accomplish goals related to life skills such as housekeeping, laundry, grocery shopping, medication compliance, hygiene and problem solving. Social and emotional support is also provided. The focus is to support and maintain independent community living. Expected outcomes include fewer hospitalizations, improved quality of life, community integration and decreased isolation.

Adult Case Management: Case Management works collaboratively with the consumer to guide the development and accomplishment of individual goals through accessing and coordinating needed community services, advocacy, individual skill building, crisis support, job support and housing and medical support. Expected outcomes of Case Management include maximizing the abilities of the consumer and an improved, positive lifestyle. Employment is utilized as a normalizing and empowering activity for consumers and is a cornerstone of recovery.

Residential Care: Residential Care is a supportive living service designed to empower and assist individuals recovering from mental illness to develop independent living skills, improve quality of life, and integrate into the community. Staff work collaboratively with consumers to achieve these goals in the least restrictive setting. Services include Crisis Homes, Group Homes and ISH programs.

The Counseling Center of MHA offers counseling & therapy services to adults, children, adolescents, families and the elderly. Service modalities include individual, family, group, and in-home therapy. Staffs address mental health issues, mental illness, changing life situations, problems in interpersonal relationships, familial issues and work with individuals dealing with substance abuse.

Office hours are 8:00 a.m. – 5:00 p.m.

Check with individual programs for specific hours.

For psychiatric emergencies after hours, call 660-7500

Consumer Rights & Responsibilities

YOU HAVE THE RIGHT TO:

1. Ask for help and be treated with dignity and respect
2. Be informed about your treatment/service and be told of any potential benefits/risks of treatment
3. Help make decisions about your service, participate in the development of an individualized treatment plan and in planning for discharge
4. Know how long you will be involved in treatment/service
5. Receive treatment at convenient times and places
6. Refuse treatment/service
7. Ask for other treatment that may work for you
8. Know the name of the person(s) providing your treatment and to request other staff be assigned to provide your treatment
9. Be referred to another provider for service
10. Confidentiality
11. Include other persons in your treatment
12. Be told of any research or educational activities that are part of your treatment and to refuse to participate
13. Have bills and charges explained
14. Make a written complaint
15. A safe environment and freedom from verbal, physical or financial abuse or exploitation or restraint/seclusion that is used as a means of coercion, discipline, convenience or retaliation.
16. Receive treatment in the least restrictive appropriate manner
17. Be informed that there may be consequences for failing to comply with court-ordered treatment
18. See or request a copy of your clinical record in accordance with MHA policy
19. Make healthcare decisions through advanced directives, living will, and durable power of attorney
20. Express preference regarding choice of service providers
21. Receive information about Kansas Health Solutions
22. Free exercise of rights without adversely impacting treatment
23. Obtain access to services within specified access standards
24. Right to request a 2nd opinion

YOU HAVE THE RESPONSIBILITY TO:

1. Provide information needed for treatment/service
2. Plan your service with the assistance of treatment provider and follows the plan.
3. Let us know of special needs
4. Keep and be on time for appointments and bring your insurance cards
5. Arrange for care of your children while you are receiving services
6. Let us know if you stop taking your medications or have problems with them
7. Collaborate with your treatment provider to develop a crisis plan and work with provider to implement plan as needed
8. Respect others confidentiality
9. Let us know if your address, name, phone number or insurance information changes
10. Tell us of all insurances carried
11. Let us know if you are unhappy with services
12. Let us know if you are not coming back
13. Pay us in a timely manner
14. Treat staff and consumers with respect
15. Maintain a safe environment by not possessing weapons or using intoxicating or illegal drugs while receiving services
16. Not come for services while under the influence of drugs or alcohol
17. Notify staff of any unsafe situations you observe
18. Not ask your treatment provider to purchase items for you out of their own funds

Members of KHS may file a grievance directly with KHS and may request a State Fair Hearing at that time. Grievances filed by KHS members who are receiving psychiatric rehabilitation services will be forwarded to COMCARE and then to KHS within two business days of receipt. Grievances filed by members who are receiving outpatient services will be forwarded to KHS.