

FAMILY

outpatient handbook



Pathways Community Behavioral Healthcare, Inc.

CHALLENGE TO CHANGE

Outpatient Family Handbook

Welcome to Pathways! The Adolescent CSTAR program is designed to serve adolescents and their families whose lives have been impacted by the use of alcohol and/or other substances. The program serves adolescents from ages 12 through 17 and is structured to meet the specific needs of the adolescent client and their family. We believe that we can assist you in achieving your goals and overcoming the difficulties that many teenagers face today.

We at Pathways offer a family centered treatment approach. We strongly believe that families are a vital part of the treatment process and their participation increases the likelihood of success treatment outcomes and overall improved levels of functioning within the family, school and community.

The treatment process begins at the point of entry and requires coordinated, collaborative support from our community-based resources. Treatment services will focus on interaction between the adolescent and significant others in their home and community environment, including family and those in school, work, juvenile justice and other areas. Conveniently scheduled, weekly individual and family sessions with adolescents and families can be provided in the home or other location as agreed upon by the adolescent, family and Pathways' staff.

Community Support linkages will include home visits, healthy recreation and social activity assistance, skill building activities, job search preparation, advocacy, coordination of care with schools and other community-based providers, and reinforcement of the treatment approach.

You will have the opportunity to work closely with qualified and experienced staff that can support you and your family throughout the treatment process. The wide variety of services that you can receive may involve you participating in office based activities, but may also be delivered to you and your family in your home and school.

This handbook will provide you with a basic understanding about our expectations for your child's behavior and your family's level of participation while in treatment. It should also provide you with information about program structure, available services, and an explanation of the overall treatment process.

We strongly believe that everyone that is admitted to our program has the opportunity to be successful in their treatment process and in their life. By following the guidelines of this program, the staff can assist your child and your family with successful completion of your treatment process.

Your family's treatment process consists of nine phases of treatment. Active client and family involvement in all phases of treatment will greatly improve your child's potential for success in many areas of his/her life.

Treatment Services

You and your family will receive a variety of treatment services to include the following components:

Intake:

During your child's admission to the program, you and your family will meet with a staff member who will help you complete paperwork that your child will need to become a client at Pathways. We will talk with you and your family about what your child's treatment process will be like and what our expectations will be. You will have the opportunity to ask any questions that you might have about the overall treatment process. You will also have a chance to meet the people who will be working with your child and arrange participation in family services.

Admission Requirements:

1. Legal guardian **MUST** accompany client to sign admission documentation.
2. Parent/guardian of non-Medicaid clients **MUST** bring proof of income and number of dependents. Their most recent tax records will satisfy this requirement.

3. Adolescent clients MUST be informed that CSTAR treatment is a nine phase process. The usual length of outpatient treatment is approximately six months depending on their progress in treatment and level of family involvement while in treatment.
4. Pathways MUST be a recognized provider for clients who have private health insurance. Clients who are out of network will be required to make payment for their first month of services upon admission and monthly thereafter. Program fees are based upon a sliding scale as determined by Dept. of Mental Health based upon household income and number of dependents. Non-network insurance clients who are unable to meet this financial commitment will be referred to a provider in their network area.

Comprehensive Assessment:

Early into their treatment, your child will meet with a counselor to look at their strengths, limitations, and problem areas to identify treatment needs. This assessment will provide a solid foundation for you and your child to begin the treatment planning process.

Case Management:

Throughout your family's treatment process, we will work closely with your family, school and any other community agencies your child may be involved with. We will assist your child with becoming involved in activities that will be supportive of his/her recovery process. We will regularly communicate with you and any related community agencies (Juvenile Office, DYS, DFS, school, etc.) throughout your child's treatment process.

We want you to be an active member of our treatment team and, as such, will ask for your assistance in maintaining expectations in your home environment that are consistent with your child's treatment goals.

Family Services:

Participation in Family Services is a required part of your child's treatment process. Because the problems of substance abuse and addiction affect the entire family, it's important that family members become involved in the recovery process. Family involvement during the treatment process helps improve communication, reduces possible conflict in the home, and assists family members to learn healthy ways to get their needs met without the use of chemicals.

All current research shows that a high level of family participation in your child's treatment process will improve their chances to be successful in their home, school and community.

Individual Counseling:

A Primary Counselor will meet with your child to identify problem areas and treatment needs. They will work closely together to address personal issues that are the result of substance use. They will also identify and build skills to improve issues such as anger management, grief, impulse control and conflict resolution.

Individual counseling for family members is also available. Please speak with your child's Counselor or Community Support Specialist for more information.

Trauma Counseling:

Trauma counseling services are available to adolescents who have experienced psychological trauma, including, but not limited to, incidents of abuse, deprivation, or neglect. Clients deemed appropriate for this service will be referred to a qualified therapist, who will assist client with education, support, and emotional processing related to the traumatic event(s).

Co-Occurring Counseling:

Adolescents who experience a co-occurring mental health disorder in addition to their substance abuse disorder may be referred to a qualified therapist to address these very important issues simultaneously.

Group Counseling:

You child will have the opportunity to participate in group counseling sessions which will provide a safe and non-judgmental environment to discuss treatment issues. This will help them learn to express feelings in a healthy way and develop positive peer support.

Group Education:

We will provide your child with educational groups on topics such as negative effects of substance abuse, anger management, healthy recreation, self-esteem, stress management, health issues, values, relapse prevention, parenting and communication, etc.

Program Expectations

Your child is in treatment due to experiencing the effects making decisions and choices that have had negative consequences in many areas of their life. Pathways' Challenge to Change will teach them to improve the way they think, feel and act without using alcohol or drugs. They will learn how to make healthier decisions and choices that benefit them rather than cause problems. The Challenge to Change program is designed to assist your child in being more successful in their daily life. This includes improved communication skills, problem solving skills, family relationships, academic performance, recovery skills and overall healthy living. The program is structured to encourage these positive behavior changes focusing on his/her strengths, learning new skills and practicing these new techniques in a supportive environment. Pathways uses privileges, Smart Plans for behavioral change, recovery assignments and clearly defined expectations of performance to reinforce healthy changes.

Your child will be able to earn higher levels of privilege based on their progress in the program. Their level of participation, progress in group and individual activities, completion of therapeutic assignments, and positive contribution to the community will determine their weekly performance scores.

Staff will provide your child with scheduled assignments to be completed in a timely manner. Completion of therapeutic assignments and tasks are very important and reflect half of your child's overall progress.

Your child will have the ability to earn performance scores on a weekly basis. They will not 'lose points' for negative behaviors, however these poor choices may affect their weekly performance scores. These weekly scores will determine if they have earned the privilege of advancing to the next stage of treatment. Each step up to a higher stage of treatment will increase the level of personal privilege and responsibility.

Pathways makes every effort to ensure that all of our clients are safe while in our care. Therefore, behaviors including possession of contraband, physical aggression, self-destructive behaviors, alcohol and drug use, running away from the program, property destruction, theft, verbal/emotional abuse and/or possession of weapons of any kind will result in strong action up to and including referral to a more intense level of services and/or criminal prosecution.

To assist your child with staying on track with his/her recovery, Pathways discourages sexual/romantic relationships with other clients in services

We remind you that it is illegal for adolescents to use tobacco products before the age of 18.

Treatment Program Participation

Your child is expected to attend group, individual and other therapy sessions as scheduled and determined by their treatment plan.

Excused absences are granted for medical reasons and death in the immediate family. In the case of medical absences, they are expected to bring in a doctor's excuse the next session attended for the missed session to be excused.

Unexcused absences will be handled as follows:

1. First unexcused absence will result in a telephone conference with you, the parent/guardian, to review attendance policy and obstacles to meeting the expectation.
2. A second unexcused absence will result in a meeting with your child, the parent/guardian and DJO, DYS or DFS referral source to discuss your child's status in treatment and create a SMART Plan to assist them with attendance and/or other problem issues.
3. A third unexcused absence may result in their dismissal from the program with a noncompliant discharge and/or referral to a more intense level of care.

All absences will be reported to the referral source, DJO, DYS or DFS.

Failure to attend treatment services may result in a Smart Plan, extension in length of services, and/or referral to a more appropriate or intensive level of care. This decision would be negotiated with all members of your child's treatment team.

Staff will provide your child with scheduled assignments to be completed in a timely manner. Completion of therapeutic assignments and tasks are very important and reflect half of your child's overall progress.

Treatment Team Conference

Your child's treatment team is made up of a group of people who want to see them succeed in their treatment process as well as their life. It can be made up of Pathways staff, parents, Juvenile Officer/DYS Worker/Children's Division Caseworker, etc. Depending on your child's situation, their coach, boss, or other family members may also be included to provide support to them.

A Treatment Team Conference is a meeting that includes members of your child's treatment team and you. Any time they go onto SMART Plan, we'll schedule a Treatment Team Conference to discuss how the members of their treatment team can help them in achieving their SMART Plan goals.

Just like in your child's life outside of treatment, situations sometimes happen when they need to take some time to think about what they're doing and the decisions they're making. When your child's performance scores fall below acceptable levels, your child, their counselor, and their treatment team members will meet to develop a strategy to get back on track called a Smart Plan. This Smart Plan will include setting reasonable goals to assist your child with improvement in all areas of their life. The Smart Plan will also negotiate the extent of your privileges in various areas of their life.

Smart Plans:

Your child's S.M.A.R.T. Plan will be:

S=Simple

M=Measurable

A=Achievable

R=Realistic

T=Timely

Smart Plans can be described as brief, structured agreements made to assist your child with improving specific behaviors and getting back on track with their treatment program. This agreement also helps them restore whatever phase and privileges they previously have earned. Your child will negotiate this agreement with their primary counselor.

Confidentiality

The staff at Pathways will make every effort to protect your family's privacy by guarding your private health information. There are federal laws that protect client confidentiality. We will only communicate with individuals and/or outside agencies with which you and your child have given us written consent to do so. Exceptions to this would include possible child abuse/neglect, court order, or risk of harm to your child or others.

We expect that you and your child will respect the privacy and confidentiality of others by not sharing their information with anyone. Clients who do not respect this policy will be held accountable by staff and peers.

Drug Testing

While your child is a client in our program, they will receive random drug screens to assure that what we're doing in treatment is working and to also recognize their healthy choices in remaining substance free. All test results will be reported to parents, Juvenile Officer, Children's Services Caseworker, etc. Although a positive test may not result in discharge from the program, it may indicate that they require a more intense level of treatment services. An initial test will be completed on all new clients to establish a baseline for any further testing. If he/she refuses to provide a UA when requested by staff, the test results will be considered positive.

Staff Supervision

Your child is required to remain in staff sight at all times and expected to stay in the group unless they're with a staff member. Once your child arrives at the treatment facility, we expect that he/she will remain at the facility until treatment is complete for the day.

Pathways is a smoke-free environment and, as such, we request that family members leave all tobacco products and related items (lighters, matches, etc.) in their vehicles when on facility property.

Dress Code

Pathways believes that how your child dresses is a direct reflection on how they feel about themselves and it impacts how people perceive them. The dress code is established to assist him/her in making positive choices about how they present themselves to others.

Shirts must cover their belly area and may not be low cut, revealing, seductive or provocative. Any writing or insignia on clothing items must reflect healthy choices and positive messages. The length of shorts must come down to the tips of their fingers when their arms are extended by their side. Female clients are expected to wear bras and everyone is expected to wear underwear. Please leave hats, bandannas, and sunglasses at home. Pants will be worn around their waist. A belt may be used to assist them with this.

Cell-Phones & Pagers

Cell-phones and pagers are not allowed to be on while in group or individual activities. Please leave them at home or turn them off. If a problem arises, cell-phones will be collected and returned at the end of the day's treatment activities.

Transportation

As with all of Pathways' services, your child will be held to a standard of conduct that is respectful and ensures the safety of themselves and others.

In order to assure the safety of your child, Pathways will not be able to leave a child unsupervised in a public location when dropping off. Please work with Pathways staff to be available for your child at drop off points in order to maintain transportation privileges.

Hygiene

We expect your child to shower daily and maintain appropriate hygiene.

Now, the boring and technical stuff.....

- In our effort to provide excellent services to the consumers we serve, Pathways adheres to an established Professional Code of Ethics. If you would like to see a copy of this policy, please make your request to the Director of Adolescent CSTAR Services.
- As a mental health provider, we are mandated reporters and, as such, are legally obligated to report suspected cases of abuse and neglect

TREATMENT GRIEVANCE PROCESS

- A. Clients who believe treatment decisions have been unjust or improper are encouraged to discuss their concerns with their clinician/physician/case manager. A response to the client's issue should be made as soon as possible, but no later than five (5) working days. If the issue is resolved at this level, no further action is necessary.
- B. Issues not resolved by the treating staff may be taken by the client to supervisory personnel for resolution. Complaints raised to this level shall result in an internal event report being completed and filed. Supervisory staff shall respond as soon as possible, but no later than five (5) days to a written client complaint and document their response for attachment to the event report. In addition, clients shall be advised that they can put their complaint in writing to management.

- C. Treatment issues not resolved by supervisory personnel may be taken by the client to the Pathways' Clinical Director/VP for resolution. The Clinical Director/VP shall respond as soon as possible, but not later than (5) working days. The response must be documented for attachment to the event report.
- D. Treatment issues not resolved at this level may be taken by the client to the Chief Executive Officer for resolution. The Chief Executive Officer has five (5) working days to respond. The response must be documented for attachment to the event report. Decisions at this level are final.
- E. Retaliation toward clients for complaints and/or grievances shall not be tolerated.

CLIENT RIGHTS VIOLATIONS GRIEVANCE PROCESS

- A. Clients believing their rights have been violated are encouraged to discuss this with their treatment staff or the supervisors for resolution. Alleged client rights violations shall be documented on an internal event report.
- B. Alleged client rights violations not resolved between the client and treating staff and/or their supervisors may be taken by the client within five (5) working days to management staff for resolution. Management staff has five (5) working days to respond to the client rights grievance. The response must be documented for attachment to the event report.
- C. Alleged client rights violations not resolved at the management level may be taken by the client to the Clinical Director/VP for resolution. A response must be made within five (5) working days and documented for attachment to the event report.
- D. Clients continuing to have problems with the resolution of their alleged client rights violation may take the issue to the Chief Executive Officer within five (5) working days for resolution. The CEO shall respond within five (5) working days and document the response for attachment to the event report.
- E. Alleged client rights violations not resolved at this level may be taken by the client to the Board of Directors within five (5) working days. The Board has 30 days to respond. The response shall be documented for attachment to the event report. The decision at this level is final.

Clients may pursue their treatment complaints or alleged client rights violations with the Department of Mental Health Client Rights Monitor at any time.

Client Rights Monitor
Missouri Department of Mental Health
PO Box 687
Jefferson City, Missouri 65102
800-364-9687
573-751-8088

Challenge to Change Program Information

We understand that during the Intake and Orientation process you have probably been overwhelmed by a great deal of information about your family's treatment process. As such, we want to assist you by providing you with a quick reference guide.

Your child's Primary Counselor is: _____

Your child's Community Support Specialist is: _____

Your Family Services Coordinator is: _____

Our office hours are Monday – Friday 8:00 am – 5:00 pm. The office phone number is 660-855-3131. The after hours crisis pager number is: 1-800-833-3915.

Your first individual counseling appointment is scheduled for: _____

Your first Family Services appointment is scheduled for: _____

Notes