

Guide to Consumer Services



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 Wicarea for over fifty 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,

A handwritten signature in cursive script that reads "Carol Manning".

Carol Manning
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 person, in an environment free from stigma and discrimination.

Administration Integrity: Maintaining an organization that is fiscally and administratively accountable, consistent with Board governance. Generating the 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.

Overall Health and Wellness: Ensuring we provide environments which foster health for all employees and those served and that approach to service is holistic.

Collaboration: Networking and collaborating with other organizations to improve the quality of life for members of our community.

Services Available

ADULT SERVICES

Adult Case Management: Individuals participating in this program work collaboratively with a case manager on recovery and reintegration into the community. Case management focuses on accessing medical and social services, problem-solving, crisis support, resource linking, individual skill building and empowering consumers to reach their education, employment and other life goals. The principles of Integrated Dual Diagnosis Treatment (IDDT) for persons with both a substance abuse and mental illness and Strengths-Based Case Management guide service delivery.

Life University—Adult Psychosocial: Offers a variety of group experiences which foster recovery from the symptoms of mental illness. Offerings stress concepts of overall health such as exercise, nutrition, tobacco cessation and illness management and recovery.

Adult Attendant Care: Works collaboratively with consumers to accomplish goals related to life skills such as cooking, grocery shopping, laundry, housekeeping, budgeting, hygiene, medication compliance, problem solving, utilization of community resources, crisis support, and social/emotional support.

Employment and Education: Works with consumers to set and achieve education and employment goals. Employment services adhere to the nationally recognized guidelines of the Individual Placement and Support model of Supported Employment Evidence-Based Practice. The Thinking Skills for Work program helps consumers improve memory, increase focus and concentration and maintain employment.

Peer Support Services: Is intended to promote skills for coping with and managing mental health symptoms as well as developing a network of information and support from others who have been through similar experiences. Services provided individually and in group settings. Consumers also have access to the Shared Decision Support Center and Common Ground.

CHILDREN'S SERVICES

Children's Case Management: Case Managers works collaboratively with families to develop treatment to meet the youth's mental health needs. Case Managers work one-on-one with the youth to assist with symptom management and skill building; and work on behalf of the youth by collaborating with the important people involved in the child's or youth's life and making referrals as needed to ensure success.

Life Academy—Children's Psychosocial: Group sessions help children and youth, ages 5-18, develop social skills, improve positive peer relationships, and problem-solving skills, leisure interests and behavior management.

Children's Attendant Care: Promotes recovery, positive problem-solving, coping skills, behavior management, school success, community tenure, and socialization through the development of appropriate interpersonal relationships on a 1:1 basis.

HOUSING

Residential Care: Offers an array of housing options to individuals recovering from mental illness who are in need of housing. Residents of group homes, crisis homes, and supported apartments participate in services to help build skills needed for successful community living. MHA also operates independent living apartments for adults that have been diagnosed with a serious mental illness. The residential facilities are an essential resource and are designed to provide effective transition from treatment to independent living and provide safe and affordable housing.

Services Available (continued)

OUTPATIENT SERVICES

The Counseling Center at MHA: Offers therapy services for adults, children, adolescents, families and the elderly. Services include individual, family, group and in home therapy. A wide variety of treatments are available such as Play therapy, Parent-Child Relational therapy, EMDR, prolonged exposure, eating disorder treatment, and mindfulness.

Medication Management: Evaluation, diagnosis and medication interventions for the treatment of mental health disorders. Individuals receiving medication are monitored for progress, ongoing evaluation of symptoms and quality of life improvement.

Substance Abuse Services: Offers assessment and outpatient treatment that includes a combination of individual, family, and group counseling for adolescent and adults. DUI Evaluations, family education and early intervention are provided. Co-occurring treatments available as well. Other programs offered include Theft Prevention and Batterers Intervention Program.

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

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

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

Consumer Rights

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 and review 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 your managed care company
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

Consumer Responsibilities

YOU HAVE THE RESPONSIBILITY TO:

1. Provide information needed for treatment/service
2. Plan your service with the assistance of treatment providers and follow 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
19. Ensure a healthy environment for MHA staff by not smoking in close proximity to the service provider

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.
- Staff who do not use tobacco products during service.

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.

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.

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/adult abuse or neglect.

Tobacco Free Campus

Effective 1/1/2016: MHA will maintain a 100% tobacco-free environment. This policy applies to employees, consumers, residents, visitors, vendors, contractors, and anyone who enters MHA property (including parking lots).

Purpose

As a health care provider, MHA is committed to providing a healthy and safe environment for employees, consumers and visitors and to promoting positive, healthy behaviors.

With this policy, we hope to:

- Eliminate secondhand smoke so everyone on our campuses can breathe clean air
- Demonstrate our commitment to improve the health of consumers, employees, and the community
- Increase mental health providers involvement in treating nicotine addiction

Products Covered by the Policy

Tobacco products include, but are not limited to:

- Cigarettes
- Cigars
- Chewing tobacco
- Pipe smoking
- Dissolvable tobacco, including strips, sticks, orbs, and other new products
- Electronic Cigarettes and devices

Physical Boundaries of the Policy

This policy shall apply to all indoor and outdoor spaces owned, leased or contracted by MHA, including:

- Parking lots and driveways that are used by MHA
- MHA vehicles
- Vehicles on property that is owned, leased or used by MHA
- Adjoining sidewalks to MHA owned or leased property; extending 25 feet from MHA property.

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.

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 you participate actively in this planning. Typically, discharges occur in the following manner:

- Consumer decides service is no longer needed and notifies service providers of desire to terminate service.
- 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.
- Consumer refuses to participate in the service, work on established goals, or follow program guidelines, and service provider discontinues service.

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.

Wichita Para transit Service provides curb-to-curb shared ride accessible van service to individuals for a modest fee. Eligibility requirements apply.

Non-Emergency medical transportation is available through various community providers and is reimbursed by Medicaid.

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.

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 may file a grievance directly with their managed care company and may request a State Fair Hearing at that time. Grievances filed by members who receive psychosocial rehabilitation services will be forwarded to COMCARE and then to the appropriate entity 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 Kansas Department of Aging and Disability Services at:

Kansas Department for Aging and Disability Services
New England Building
503 S. Kansas Ave.
Topeka, KS 66603-3404
Phone: 785-296-4986 or 1-800-432-3535



Mental Health Association of South Central Kansas

555 N. WOODLAWN, SUITE 3105
WICHITA, KS 67208
(316) 685-1821

Counseling Center@ MHA

555 N. WOODLAWN, SUITE 102
WICHITA, KS 67208
(316) 652-2590

Counseling Center @MHA Countryside Office

9415 E. HARRY, SUITE 800
WICHITA, KS 67207
(316) 652-2590

Medication Management

9415 E. HARRY, SUITE 706
WICHITA, KS 67207
(316)652-2590

Counseling Center @MHA Downtown Office

805 South Main
WICHITA, KS 67213
(316) 303-1508

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



www.mhasck.org

