

Our mission is to assist individuals and families in the enhancement of their emotional, mental and physical well-being by providing mental health, substance use and intellectual and developmental disability services. We serve those who have limited options for meeting their behavioral health needs.

We Follow Seven Principles While Implementing Our Mission

- No. 1** We treat people with DIGNITY and RESPECT.
- No. 2** We believe that people are capable of making PROGRESS and CHANGE.
- No. 3** We strive to make our services ACCESSIBLE to all members of the community.
- No. 4** We provide services consistent with the HIGHEST STANDARDS of care.
- No. 5** We believe successful therapy requires staff with HIGH LEVELS of knowledge, skill and integrity.
- No. 6** We believe being a NON-PROFIT provides a unique opportunity to respond to the needs of people
- No. 7** We ensure continuation of services by being RESPONSIBLE FISCAL MANAGERS.

Frequently Asked Questions

WHO PROVIDES SERVICES? Psychiatrists, psychologists, social workers, nurses, case managers and other professionals

HOW MUCH DO SERVICES COST AND WHEN DO I PAY? Fees are based on your ability to pay and your financial information. Payment is expected at the time of service. We bill third party payers like insurance, Medicaid, Medicare.

WHAT HAPPENS IF I CAN'T PAY MY BILL? Staff can assess your financial situation and determine your payment plan. If you are unable to pay for services, you will not be refused. If you are able to pay and do not, services are discontinued.

WHAT SERVICES ARE AVAILABLE? Services offered are; individual and group therapy, case management, medication management and other services designed to offer services to best meet the needs of children, adults and families.

WHEN WILL I BE SEEN? Services are provided by appointment. Arriving late for appointments may require rescheduling. Future appointments will not be made if you repeatedly fail to keep appointments.

ARE SERVICES CONFIDENTIAL? Yes. Information shared during the course of receiving services cannot be shared with another person or agency without your written permission. Exceptions are made in cases of abuse, neglect or exploitation of a child or adult, threats to others and clients who are in need of emergency hospitalization.

Client Bill of Rights - You Have The Right To:

- Be treated with dignity and respect.
- Access treatment, regardless of race, religion, sex, ethnicity, age, sexual orientation or disability.
- Individualized treatment in an environment that is safe.
- Individual treatment in the least restrictive environment possible.
- Actively participant in the development of your treatment plan and review this plan with your counselor.
- To know the qualifications of the staff who work with you, the type of treatment that you receive and the risk, side effects and benefits of all medications and treatment procedures used.
- Be fully informed about the use of any special observation or audio-visual techniques.
- Receive services in a language that you understand.
- Refuse medications or treatments unless prescribed by law and to be informed of available alternatives.
- Refuse participation in any research project.
- Make a complaint or file a grievance about the services you receive. Family members and legal guardians can file grievances.
- Know the fees for the services you receive. If your fee is paid by someone other than yourself.
- Know any limitations placed on how long you may receive services.
- Have the information you share during treatment to be kept confidential except in situations mandated by law.
- Ask questions about services you receive and to have these questions answered in an honest manner.
- Equal quality of services regardless of the source of your financial support.
- Request a personal advocate to speak and act on your behalf.
- Be screened and referred for assessment for pain.

