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Orientation Handbook

Human Resources Consultants, Inc. (HRC) is a private not for profit corporation. The agency has a contract with Sacramento County Department of Health and Human Services, Division of Behavioral Health Services (DBHS), to provide services to adults with psychiatric disabilities. HRC has two programs under contract with DBHS.

HRC is one of four Regional Support Teams (RST's) that works in conjunction with Sacramento County DBHS to provide medication and mental health rehabilitation services to adults that live in the northeastern part of Sacramento County.

For more information about HRC, visit our Web Site at
<http://www.hrcrst.org>

My authorization for medication and/or mental health services will expire on: _____
I can renew my authorization for services on or before: _____

Please read this handbook carefully, as it will inform you of what you need to know about our agency.



Welcome to HRC Community Care Team!

We are pleased that you have chosen our agency to assist in your Recovery.

This handbook was created as a guide to explain our mission and values, services and policies as well as your rights and responsibilities as our client.

HRC has a **Code of Ethics** that guides the behavior of the agency and our staff. The code of ethics reinforces our focus on delivering services to clients while upholding ethical standards. For example, the code of ethics requires that we treat all clients with respect, fairness and honesty and work to provide quality services to all.

The goal of HRC is to restore each client's ability to live independently, socialize, and effectively manage their life. We believe in giving clients the opportunity to make choices about their life. And by that, we mean we are here to help you put supports in place to make your life more manageable.

MISSION

Human Resource Consultants, Inc. (HRC) is dedicated to assisting persons with psychiatric disabilities to believe in their own competencies and their ability to recover and lead meaningful and productive lives.



ORGANIZATIONAL VALUES

The following values represent Human Resources Consultants, Inc.'s commitment to the community:

1. We believe in the full enfranchisement of clients at all levels of the mental health system.
2. We believe clients should be represented on all policy making bodies and committees, governing boards, and throughout the service delivery system.
3. We believe in the competencies of clients given their experiences of living with their disability, their experiences in dealing with the stigma of their disability, and their experiences in dealing with the mental health system.
4. We believe in client directed services. We believe that all services should be guided by and supportive of the goals and preferences of clients being served.
5. We believe that mental health services should be integrated, coordinated, flexible and comprehensive in order to respond effectively to the varied goals and preferences of clients.
6. We believe that comprehensive programming needs to be developed to address client goals in the areas of housing, income, education, employment, social support, family support, substance use, health skill development and medication.
7. We believe that all services need to be coordinated and that the Regional Support Teams (RST's) need to assume responsibility for communication and coordination of services with other mental health providers such as conservators, Sacramento Mental Health Treatment Center (SMHTC), the Consumers Self-Help centers and Crossroads, as well as other human service providers such as Social Security, substance abuse programs and vocational rehabilitation.
8. We believe that programming needs to be responsive to the needs of families and that families should play an active role in program development, service delivery, and policy.
9. We believe that programming should be responsive to the ethnic and cultural diversity of the community it serves, and that staffing, board membership and committee membership should reflect that diversity.



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Hours of Operation

Open Monday and Tuesday:	8:00 am – 5:00 pm
Open Wednesday and Thursday:	8:00 am – 6:00 pm
Open Friday:	8:00 am – 5:00 pm

Walk-In Clinic is on Thursdays at 8:00 am (you must arrive by 8:15 to be seen)

HRC observes the following Holidays

- New Year's Day
- Martin Luther King Jr.'s Birthday
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's day
- Thanksgiving and the day after
- Christmas Day

We ask that you help us maintain a welcoming and safe environment while at the agency.

- Please be courteous to all other clients and staff members.
- Please help maintain a quiet environment, no yelling, screaming or heated arguments allowed.
- Please arrive 15 minutes before you're scheduled appointment time.
- HRC staff cannot be responsible for managing children; please be prepared to have your children attended to.
- No soliciting of any kind.
- No use of alcohol or other substances.



What to expect while at HRC.....

At your orientation, we will conduct an assessment to determine if you meet medical necessity for service delivery. Determining medical necessity requires that clients meet Sacramento County Target Population guidelines.

When you return, you will meet with your Service Coordinator to devise an individual treatment plan and gather supporting documents. We will partner with you to create the steps necessary to reach your treatment goal(s) and graduate from our program.

We utilize a client-driven approach in treatment planning, which means you decide what you want to work on, who will help, and which services are best for you. Your Client Plan will build on your strengths to address your specific needs. As your needs change, we will work together to review your plan and update it.

Once your Intake is complete, you will be assigned a Service Coordinator to assist you with your treatment goal(s). A Service Coordinator is a staff member at HRC who can best understand your needs and talk to you about them. You and your Service Coordinator will decide how much and what types of services and supports are needed to help you reach your goals. You will meet with your Service Coordinator monthly.

Annually, you and your Service Coordinator will meet to re-assess your need of specialty mental health services, review goals and seek continued authorization for services if warranted. During this meeting, an Annual Client Plan will be developed to address treatment goals, services, frequency of contact needed to reach goal(s), and steps toward graduation from the HRC program.

HRC has three teams of staff. The Community Care Team will conduct Intakes to assist clients with transitioning into our agency, and graduate successful clients from the agency. Clients assigned to this team will work closely with Service Coordinators, Peer/Family Advocates, and our Resources Specialist.

The Triple “R” Team (Recovery, Rehabilitation and the Rest) and the “BLT Team (Better Life Team) both have Service Coordinators that work as part of a multi-disciplinary team consisting of Psychiatrists, Nursing Staff, Clinicians, Service Coordinators, Peer/Family Advocates, Resources Specialists, and Group Facilitators.

All teams provide an array of services to assist clients in achieving individualized goals. Services include, but are not limited to: supports and assistance with daily living, housing, income, education, employment, SSI, Medi-Cal, etc. The teams are available to assist in applying for subsidized housing, such as, Section 8 or Shelter Plus Care. The teams can also assist with employment or educational goals. HRC collaborates with the Department of Rehabilitation and Crossroads Employment Agency to help develop a plan to further your education and obtain employment. Whether it is to re-enter the workforce, to remain employed, or to pursue educational opportunities at various locations in the community, both teams are here to help you.

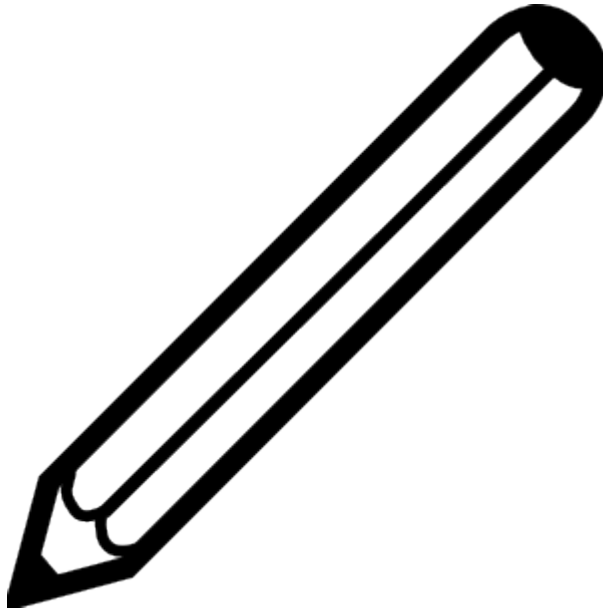
All teams provide support in getting people involved in the community. The goal of the teams is to help you reduce isolation and increase socialization. The teams use a variety of community and agency resources to help you increase your knowledge and self-reliance in using your leisure time. If you are looking for monthly activities in the community, all teams can assist.

Our SacPort Program uses educational modules (groups) to teach and increase psychosocial skills through a variety of learning techniques. The goal is for people to improve the overall quality of their lives while reducing psychiatric symptoms and relapses that lead to inpatient hospitalizations or incarceration.

What to Expect, Continued.....

Each client is assigned to work with a team and a psychiatrist to assist in achieving goals. We recognize that not all people are a “fit” in terms of working together. If you find this to be the case, you have the right to request a provider change. “Change of Provider” forms are available in the agency lobby. These are no-fault situations and can be kept confidential if needed.

HRC has a small Volunteer Program. Among areas where volunteers have been invaluable include: co-facilitators for groups and classes, maintenance, clerical, and specific support to teams. This is a work incentive program that can assist in transitioning towards regular employment. It also builds self-esteem and confidence in the workplace.



Good Neighbor Policy.....

We work in conjunction with our surrounding neighbors to maintain a positive presence in our community. We ask that you also help us maintain a positive and safe working relationship with our neighbors by:

- Not bringing weapons of any kind into the agency or surrounding areas of our building
- Not bringing any alcohol or illegal substances into the agency or surrounding areas of our building
- Not physically damaging any property
- Not sharing your medications with other clients
- Not sharing confidential information

HRC as an agency reserves the right to impose suspension and/or termination of services for those clients not meeting our Good Neighbor Policy responsibilities.

Suspension and/or termination will depend on the severity of the violation from the above list.



General Safety Concerns.....

HRC has procedures in place to protect the health and safety of clients and staff during an emergency or safety concern.

INJURY- If you are in need of First Aid or medical assistance, please notify a staff member. First Aid kits are located in the reception area and the nursing office; however, for anything other than a minor injury or illness, a staff member will call for an ambulance.

EXITS- in the event of an emergency, evacuation signs are located above each exit door. The emergency evacuation routes are posted throughout the agency. Please take a moment to review the exit routes when you are here. HRC's Crisis Response Team member(s) will also direct clients and staff to safety in the event of an emergency.

FIRE- Extinguishers are located throughout the agency in the event of a fire. If you see a fire, please report it immediately to a staff member. You will be asked to vacate the building and proceed to a designated area.

To preserve the safety of clients and staff, HRC asks that all bags, including purses, be placed in a locked locker located in the lobby or locked in your personal vehicle. We apologize in advance if this causes you any inconvenience.

Please let us know if you require any special accommodations if there is an emergency while at the agency. The agency conducts periodic drills to ensure that our procedures are effective. If a drill or actual emergency occurs, please remain calm and follow staff direction.



Safety.....

Our agency is concerned with providing clients and staff with a safe and secure environment. As such, HRC strictly prohibits the possession or use of any and all weapons on the agency premises by a client, staff, vendor, or other visitor, whether concealed or visible.

HRC premises not only include our office location, but also parking lots, vehicles and pathways.

Clients are further prohibited from the possession or use of any and all weapons while out in the community with staff.

Staff aware of a client possessing a weapon while on agency property or at an agency function will immediately report it to Management.

Clients or staff who are threatened, witness, or overhear a threat of bodily harm are required to immediately report it to Management.

If a client or staff receives a threat away from the agency business location, even though not within the course of agency business, such a threat will be reported.

As determined by HRC, any client possessing a weapon or who is responsible for threats or violence is subject to discharge from the agency and/or suspension from the agency.

If a client is terminated from our agency for violation of this policy, the Service Coordinator, with the assistance of a Clinician (or designee), will be responsible for follow-up to determine with the client whether further services are needed and to offer or refer needed services when appropriate.

HRC will close the case of any client who displays or threatens to use a weapon of any kind. Immediate closure will occur if a client endangers others while at the agency, displays violence towards staff or others, brings weapons on site, or if theft of personal or agency belongings is discovered.



Client Rights.....

All clients receiving services at HRC have, and may exercise, the following rights. Each client receiving services will be informed of their rights which are as follows. You have the right:

1. To receive treatment regardless of sex, race, creed, ethnic origin, age, sexual orientation, religion, socioeconomic status, handicap, mental health/substance abuse disorder, or sources of financial support.
2. To participate in the development of your treatment plan and goals, which will be reviewed and updated yearly or as needed. You also have the right to include significant others in my treatment.

3. To request to examine and/or review your records with your Service Coordinator unless clinically contraindicated. You can receive copies of your records and ask for changes. If your rights under this section are limited or denied because of clinical contraindications, such limitations or denial will be fully documented.
4. To initiate a concern or grievance in regards to services received or not received without fear of retaliation.
5. To be informed of your rights in a language that comfortable for you. The information shall be presented to you both orally and in writing.
6. To receive culturally appropriate services and be provided a certified interpreter at no cost.
7. To have confidentiality in communications with staff.
8. To have family members, and/or members of your support system, participate in your assessment and ongoing treatment.
9. To be treated with dignity and respect by all staff members. At no time shall there be any verbal, emotional, physical abuse and/or inappropriate sexual behavior displayed by staff.
10. To receive quality, medically necessary services.
11. To request a change of any member of your treatment team.



Behavior Guidelines.....

Clients served at HRC are expected to act in a responsible and mature manner while at the agency or in public with staff. We want all clients to receive services in an environment that is safe and not intimidating. We cannot tolerate abuse, threats, or disruptions of any type. Disruptive behaviors may result in immediate termination of services from HRC.

At HRC, a primary goal is for everyone to enjoy a safe environment for work and to receive services. Safety is of utmost importance and is crucial to a program where recovery and healing takes place.

If there is a threat or act of violence in the agency, the Crisis Response Team and Law Enforcement will be notified immediately. You are expected to comply with all safety policies of HRC. You may be terminated or suspended from our agency for non-compliance. When appropriate, suspended clients are allowed to see their MD only for medication support.

Therefore we have established certain expectations of behavior that everyone must abide by in order to perform and receive services at our program.

1. Everyone deserves respect and an opportunity to get help when needed. If one of the staff cannot help you, he/she will find someone who can. Cursing and belligerent activity will not help you get services any faster; so please do not do this. Remember, we are all here to help as best we can.
2. Threats make people feel unsafe. You wouldn't like it done to you, so don't do it to anyone else.
3. If you are in a crisis, please try to explain clearly what is going on so we can help you put a plan in action. Also, please refer to your Wellness Plan to see if it helps you.
4. If you are running low on medications, notify us as soon as possible, ideally 2 weeks before you run out. It can take several days to get a refill, especially if a prior authorization or a Treatment Authorization Request (TAR) is needed. If you have no medications left and cannot get refills, you may have to do a Walk-In (Thursdays at 8:00 am).
5. Please know that we make every attempt to get back to you as soon as possible after you make contact with us. It may take up to 24 hours. If your Service Coordinator is not available, please ask for the on-call worker of the day.
6. We have a diverse staff and clientele at HRC. Many speak languages other than English. If you have a preference as to whom you would like to see, please let us know. We will work to honor your request. (Discrimination against any client or staff member will not be tolerated. This includes discrimination based on gender, gender identity, race, color, ancestry, religious creed, national origin, physical disability, mental disability, medical condition, genetic characteristics, age, military status, or sexual orientation.)
7. No weapons are allowed on the premises. No exceptions.
8. For everyone's safety, we ask that you lock up your belongings in the lobby or leave them in your car. You can bring in your medications and any papers that you need.

If you cannot follow these expectations, you will be put on a behavioral plan for corrective action in order to continue receiving services at this site. If you do not meet expectations, you will be asked to return when you can behave politely. If you are on the phone, you will be asked to call back when you can clearly state what you need respectfully. If you cannot follow these agreements, services may be restricted, suspended, or terminated.

Dress Code.....

We respect clients' rights to dress as they wish; however, we also reserve the right to ask any client who is not dressed appropriately to leave the premises. Attire shall be tasteful and respectful of others. We ask that revealing, distracting, or distasteful clothing not be worn while at the agency. Clothing displaying alcohol, drugs and/or paraphernalia or gang affiliation is not allowed. Wearing such clothing may result in your being asked to leave the agency and the re-scheduling of your appointment.

Alcohol and Substance Use.....

Out of respect for all staff and clients we ask that HRC remain a drug and alcohol free environment. If it is perceived that you are under the influence of alcohol or a substance, you will be asked to leave the premises.

It is also not acceptable for clients to present for services impaired from the use of legal prescriptions, over-the-counter medications, or herbal remedies. Prescribed/Over-the-Counter Medications should be used only in the manner, combination, and quantity prescribed.

If staff suspects the misuse of any prescribed medication, they are required to notify HRC MD and Nursing of this information and/or the prescribing Primary Care Physician.

The sale, possession, transfer, solicitation, or purchase of alcohol or drugs on agency property is strictly prohibited. No alcoholic beverage will be brought, possessed, or consumed on company premises.

Any staff observing such behaviors will notify the assigned Service Coordinator, members of our Clinical Team, your assigned Psychiatrist, Crisis Response Team Member, and/or Management.

This policy is intended to promote a safe, healthy, drug-free, and alcohol-free work environment for all clients, staff, and visitors.



Smoking.....

Smoking, including e-cigs, is prohibited in all of the enclosed areas within HRC offices (anywhere inside) without exception. This includes staff owned or agency vehicles.

The designated smoking areas at HRC are located at least 25 feet outside the building entrance, exit or ventilation systems of enclosed areas to prevent tobacco smoke from entering the agency. Smoking is prohibited along the **east side of the building (the drive)** or under the awning located at T-CORE (building next door). If you do smoke, please use the designated area (and use the butt cans).

All tobacco materials used for smoking, including cigarette butts and matches, must be extinguished and disposed of in appropriate containers located in the designated smoking areas. This helps to keep a neat and clean environment for all clients, staff and our visitors.

Failure to adhere to this guideline is a serious offense and may result in termination from the agency.

Animals at HRC.....

HRC strives to provide a safe and healthy work environment for all clients, staff, visitors and vendors. As such, animals are prohibited from HRC offices with the exception of authorized service animals and working animals as defined below.

"Service Animals" refers to animals (primarily dogs) used to guide or provide assistance to persons with disabilities in the activities of independent living. The Americans with Disabilities Act (ADA) defines service animals as any animal individually trained to do work or perform tasks for the benefit of an individual with a disability. If an animal meets this definition, it is considered a service animal.

The guidelines below provide for the health and safety of clients, staff, visitors and vendors by restricting animals in the workplace as follows:

- Unauthorized animals are not permitted in any area of HRC, including the parking lots.
- Clients and visitors are reminded that bringing an animal on-site and leaving them in a car is neither appropriate nor safe and is prohibited in some jurisdictions.
- In order to accommodate individuals with disabilities, service animals are expressly permitted in all areas in the office.
- In all cases, only clean, trained, well-behaved, non-aggressive animals are allowed, and they are to be leashed and kept under control at all times.
- It is the client's responsibility to ensure that animals relieve themselves outside and should not ask staff to assist. Clients must clean up after their animals.
- Staff, other clients, and visitors are reminded not to touch, feed or pet a service animal when the animal is working as it distracts the animal from the task at hand.

Discrimination.....

It is the law and HRC policy that no person shall be discriminated against based on race, color, religion, national origin, handicap, age, sex, or sexual orientation in any way.

The same requirements for service delivery are applied to all clients. Clients are admitted to and treated by the agency without regard to any of these factors.

Accommodations.....

We work to ensure all clients and staff have equal access to HRC. If you anticipate needing special accommodations (such as a translator) or have questions about physical access, please speak with your Service Coordinator and a request for reasonable accommodations will be provided.

We follow the requirements of the Americans with Disabilities Act (ADA), and provide reasonable accommodations when requested to ensure every client who needs (and is eligible for) services is able to access them.

Reasonable access to services at HRC includes, but is not limited to:

- Delivery of services in a timely manner.
- Physical barriers to service addressed as needed.
- HRC will assist in securing interpretation services for individuals who are limited in their ability to speak, read, write, or understand the English language at the level that permits them to interact effectively with the staff. An interpreter (language/sign) will be provided upon request with advance notice for no additional charge. HRC is also equipped with a TTY line.
- Written materials will be provided in alternate formats, as needed, to accommodate a disability.
- If our agency does not provide a service you need, you will be referred to another provider who can accommodate you.



Confidentiality.....

HRC protects and promotes the rights, privacy and confidentiality of all clients served.

All clients shall respect the privacy and rights of other clients by not disclosing who is seen or what they hear while at the agency. What is said here, stays here. It is important to be able to have trust.

All client information will be kept in a safe and secure location. Client information is shared only when necessary. Anyone who sees information from your record must keep it confidential by law and by our policy. Your Service Coordinator will discuss with you what type of information may be shared and with whom. Your Service Coordinator

will also ask you to sign a Release of Information form to talk to your Primary Care Physician and other people assisting in your recovery. Signing this release form will help to coordinate your health and mental-health care. You and your Service Coordinator will review and update your Release of Information choices annually. You can revoke them at any time.

As an HRC client your information is confidential. HRC does not disclose the fact that an individual is receiving services or the type of service unless we have written authorization to do so or disclosure is permitted. Federal and state law make certain exceptions to privacy regarding issues of suspected child abuse or neglect, dependent adults (including spouses) abuse, or threats of physical violence to yourself or others. Our staff is required to report knowledge of these issues.

HRC also responds to appropriately served subpoenas and court orders. When a subpoena or court order is received, the client will be notified. HRC will cooperate with both the client and the court system in appropriately protecting and making information available. In each instance of disclosure, the information disclosed is limited to what is needed in that situation.

Additionally, client information can be shared to carry out business practices such as billing for services, research, audits and evaluations. HRC will authorize a release of information when needed for continuity of client care in case of emergency treatment.

Typically, all disclosures of client information outside HRC are based on consents and authorizations obtained from the client.



Releases of Information and Records Requests.....

All clients have the right to receive copies of their records upon completing a Release of Information. As stated previously, all services provided to you are confidential. It is HRC's practice to not release information to any outside parties without the signed consent of the client.

Our goal is to provide you with privacy without disrupting your care. Please know that you must sign a release form for HRC to share sensitive information. This release form will contain a statement that consent may be withdrawn at any time, as well as the date or condition upon which the consent will expire if it is not withdrawn.

You have the right to access your psychiatric, therapy or other treatment records, unless access to particular information is specifically restricted from your view for clear treatment reasons. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client, such that danger or self-injurious behavior is an eminent risk.

Any person authorized by the client has unrestricted access to all client information. Clients shall be informed in writing of HRC's policies and procedures for viewing or obtaining copies of records.

Your clinical record is the physical property of HRC; however, you may:

- Request access to your record and review your record.
- Request copies of your record or specific assessments from your record.
- Request an amendment of your record.
- Authorize sharing or disclosure of information in your record with parties outside HRC.
- Revoke your authorization to share or disclose your information with parties outside HRC.
- Request a restriction on certain uses and disclosures of your information (HRC has the final say regarding implementation of the requested restriction).
- Obtain an accounting of disclosures of information sent to parties outside HRC except those disclosures made to carry out treatment, obtain payment for services or provide for clinical service operations and certain other exceptions noted in the state and federal laws.

Groups.....

HRC provides numerous groups to assist you in reaching your goals, such as:

- Symptom Management
- Basic Communication Skills
- Substance Abuse Management
- Employment Fitness, Dialectical Behavioral Therapy (DBT)
- Cognitive Behavioral Therapy (CBT)
- Nutrition
- Women's Journey to Healing
- Bi-Polar and
- Coping with Depression (to name a few)

Please inquire at the Front Desk or ask your assigned team for a current schedule of what groups are going on now.

Groups, Continued.....

Our groups are process groups; therefore attendance and what is discussed during the group session is to remain confidential amongst group members. Non HRC clients are prohibited from attending. Per the behavior guidelines, you are expected to be courteous when in groups by not dominating the conversation or using profanity and/or abusive statements.

Group Guidelines;

- Arrive early.
- Listen carefully and be respectful to the facilitator and other clients.
- Be supportive of other clients. If you disagree with someone, be polite when you speak to him or her.
- Do not attack people personally. Use “I” statements (“I heard you say X” etc.)
- Do not talk about other clients’ personal information outside group. Clients must be able to trust one another if they are to feel comfortable sharing their thoughts.
- Ask questions when you do not understand something.
- Participate in group discussions.
- Do not dominate the conversation. Allow time for other clients to participate.
- Be honest.
- After the session is over, think about what you learned and try to apply it to your recovery.
- Work on the homework assignments that the facilitator provides you. (The homework assignments are usually an activity for you to do at home).
- Incorporate group handouts in your treatment to achieve your goals.

Short-Term Therapy.....

HRC has a team of skilled therapists who provide short term and solution focused therapy to clients. Please ask your service coordinator or psychiatrist to add you to the waiting list if you are interested in receiving short term therapy.

This service is available to clients who are experiencing difficulties and impaired functioning in handling life’s challenges. You will work one on one with a professional focusing on identified treatment goals and coping skills.



Monthly Contact.....

Your involvement in developing a client-centered treatment plan is important to your success at HRC. You, and possibly those supporting your recovery, will develop a client plan yearly that outlines your goals and how to achieve them. You and your Service Coordinator will meet monthly to review your progress toward achieving your

goals and objectives, and may change and update your client plan as appropriate. You will be given a copy of your client plan to take home.

In addition, you will develop a Mental Health Wellness Plan and/or WRAP (Wellness Recovery Action Plan) to assist in your future recovery efforts.

A clear understanding of the following statements is fundamental to the success of your goals and treatment at HRC.

You are responsible for providing reception and/or your service coordinator with a valid address and phone number at every contact, which will be used for communication purposes. Please update your service coordinator if you have any health plan changes as well.

You will contact your Service Team one time a month to inform them of your progress. You understand you may be asked to come in for an appointment at least every other month.

You will attend all scheduled appointments at HRC (exceptions will include being hospitalization/incarceration). If you are unable to attend an appointment, you will notify HRC 24 hours in advance. You are responsible to be punctual and arrive on time for all appointments.

If you miss a doctor's appointment, you understand that you may not get another appointment before you run out of medication. You understand at that time you will need to attend the walk-in clinic in order to get medication refills. You understand that you cannot get medication refills over the phone without having first seen the doctor. You understand that no exceptions will be granted.

You understand it is your responsibility to provide your own transportation to all appointments or services at HRC.

You agree to take treatment seriously and work together with your service team and psychiatrist to receive available resources and support.

You understand that if you do not follow these guidelines and conditions of your monthly contact, your treatment success may be limited, and that you may also experience delays in the services you do request.

You understand that if you have not make contact with HRC staff within 90 days, it will be assumed that you are no longer wanting services at HRC. At that point your case will be subject to closure, and you will have to go back through Adult ACCESS to request another intake with HRC or another Regional Support Team.



Psychiatrist Appointments.....

We have team of psychiatrists, a Physician's Assistant, a Nurse Practitioner, and Nurses to provide medication supports and services. You can get a copy of your Doctor's hours from the reception staff at the front desk. Please note that MD hours can and do change.

HRC believes that appointments with your assigned MD are important. Therefore we ask that you try not to miss them because you may not get in again for several months.

HRC asked that client arrive at least **15-minutes prior** to appointment time for **first time appointments with the psychiatrist**. Initial Assessment with the MD is scheduled for 60-minutes to allow time for a full assessment of your history. Thereafter you will meet with your assigned MD at least quarterly for 30-minute appointments.

It is recommended for **ongoing** clients to arrive **10-minutes prior** to their scheduled appointment. Please remember to check in at the front desk. Any client who arrives 10 minutes late for an appointment may not be seen, at which time you will be given the opportunity to reschedule your appointment for another time.

In the event you are unable to make a scheduled appointment, we ask that you call reception and/or your service coordinator to cancel and/or reschedule at least 24 hours before your scheduled appointment.

If you miss an appointment and forgot to call, be sure to contact us to reschedule as soon as possible so that we know that you are still interested in services. Your service coordinator will also try to contact you when notified of missed appointments to ensure your well-being; however, if the attempts to reach you have been unsuccessful, you will not be scheduled until you contact our office so that we can reassess how to best meet your needs.

Keeping your appointments is an important part of your treatment and recovery process. There are times when you will feel like canceling your appointment. Before you decide to cancel, please call your service coordinator and discuss it with them.

If you miss an appointment without calling prior to the appointment to cancel or reschedule, your service coordinator will be notified.

Walk-in Clinic.....

HRC offers a walk-in clinic for our clients in need of extra support to deal with medication concerns. The walk-in clinic is scheduled on Thursday morning's only. You must **arrive before 8:15am** in order to be seen by the MD and/or Nurse.

It is very important that you do your best to keep all scheduled MD appointments so that you will not run out of medications. However, if you run out of medications, you may attend the walk-in clinic to obtain refills.

Psychiatric medications are powerful, and you should be seen regularly by your MD to assure that your treatment is as safe and effective as can be. Using the walk-in clinic is not a substitute for regularly scheduled MD appointments.

Medication and Refills.....

Please do not wait until you are almost out of medication to call us. You're psychiatrist and the nursing staff is here to assist you in getting refills when appropriate.

If you miss appointments it will difficult for you to get refills on your medications. Also, please do not wait until you are almost out of medication to call us. Please contact us two weeks before you run out so it will give HRC and your pharmacy enough time to insure you receive your refills.

We ask that you take responsibility for re-ordering medication in a timely manner and contact your pharmacy for this purpose. Please make reasonable attempts to obtain medication from the pharmacy on your own, and request assistance from HRC if attempts to resolve the prescription problem have not been successful.

If your medication is running low, the first thing to do is call your pharmacy. Ask them if there are any refills still available from your previous prescription. If so, you can just go to your pharmacy and pick up new supply of your medication.

If your pharmacy has no refills for you, you will need a new prescription. To get a new prescription before your next upcoming psychiatrist appointment, call your service coordinator or attend the walk-in clinic.

If your service coordinator is not immediately available, please leave a message requesting a return call. If this is an urgent request, let the receptionist know and the first available on-call worker will contact you.

Do not have your pharmacy call your psychiatrist directly. This will delay the response to your prescription request, since our psychiatrist, nurse practitioners and physician assistants work different days and times and do not take pharmacy calls.

Do not wait until you are completely out of medication to call regarding a prescription request. It may take a few days to obtain the prescription. In fact, sometimes your psychiatrist, nurse practitioner or physician assistant may need to see you in person in order to provide some prescriptions. By following the above advice, you will help us give you the best possible service.

Graduation.....

Graduation from HRC occurs when treatment objectives have been reached and/or maximum benefit from HRC services has been reached. Upon intake and yearly thereafter, you will develop a Client Plan with a service coordinator to outline goals of treatment and objectives to reach your goals and graduate.

At the time your Client Plan is developed, objectives on how to know you will maximize treatment will be discussed. Transition/discharge plans will be discussed and identified on the initial treatment plan. If the plan identifies any needs beyond the scope of the program, appropriate referrals will be made, to assist in transition to other community services. Your case monitor will provide coordination and ongoing communication between internal and external service providers. Discharge is usually associated with satisfactory completion of services provided by HRC. It can mean meeting one's goals, or in other cases, moving from our service area or HRC being unable to make contact with you or needing a service not offered by HRC staff. Your Service Coordinator will assist you in planning for successful transition and discharge from our program.

Change of Provider.....

Each person is assigned to work with a team. This may include a Service Coordinator, Service Provider, Psychiatrist, Nursing, Medical Assistant, Therapist, and Group Facilitator to assist in achieving your goals. We recognize that not all people are a “fit” in terms of working together. If you find this to be the case, you have the right to request a provider change. “Change of Provider” forms are available in the agency lobby. These are no-fault situations and can be kept confidential if needed.

Respite Resources.....

Respite Center
Turning Point Community Programs
Abiding Hope Respite House

Either by telephone or face-to-face, each individual seeking respite services will be screened to determine if they meet the criteria for services. Prospective residents should be: 18 years old and over; experiencing a mental health crisis; able to be calmed down by others; willing and able to follow the house rules; medically stable and free of a physical condition that would endanger physical health.

The respite program can take individuals who are at risk for homelessness or may be at risk for incarceration, and they should be assisted with transportation by the individual working with them or their mental health programs. The person bringing the individual for assessment to stay at the respite program will be asked to wait while a short screening process is conducted to determine if the individual can be served by the program. The screening helps determine if the person is under the influence, if they are willing to abide by the house rules and if they meet the criteria for service in the program.

If the person is linked to services, and if they are in a crisis at the respite site, service providers will be asked to follow up and visit the person while at the respite program. They will also be requested to communicate with respite staff about the transition plan (i.e. housing/placement).

Crisis Contact.....

In the event of any life-threatening emergency, you should **CALL 911** immediately. If someone is seriously hurt, is in grave danger, has attempted suicide, or there is a weapon involved, call 911 immediately.

You will help develop and update your personal crisis plan. This plan will help the After-Hours staff know what to do to help you in a crisis. You can also make an Advanced Mental Health Directive. This document informs others about what you want done or not done for mental health treatment during times when you are having difficulty communicating and making decisions.

Resources Available to You.....

CRISIS SERVICES

Hotline phone numbers:

Suicide Prevention: (916) 368-3111

Alcoholics Anonymous: (916) 454-1100

California Youth Crisis: 1- (800) 843-5200

National Domestic Violence: 1.(800).799.SAFE (7233)

National Runaway Safeline 1.800.RUNAWAY

WEAVE: (Domestic violence) 916.920.2952

Red Cross: 916.993.7070

My Sister's House: (Domestic Violence focused on Asian community) 916.428.3271

Sacramento County Dept. of Human Services Emergency Hotlines

Covered California: <http://www.coveredca.com> Contact to apply for health care subsidies or for questions about the health benefit exchange

Alcohol and Drug Services System of Care

Telephone: (916) 874-9754

Behavioral Health Services

E-mail: hhs-bhs@saccounty.net

Child Protective Services

Child Abuse Hotline: (916) 875-5437

Telephone: (916) 875-0189

E-mail: cpsinternetinfo@saccounty.net, **DO NOT use E-mail to report child abuse.**

Mental Health Access Team--Adults

Telephone: (916) 875-1055

TTY/TDD: (916) 874-8070

Mental Health Access Team--Children

Telephone: (916) 875-9980

TTY/TDD: (916) 876-8892

Public Administrator

Telephone: (916) 875-4491

Public Guardian/Conservator

Telephone: (916) 875-4467

Primary Health Services

Telephone: (916) 875-5701

Public Health

Telephone: (916) 875-5881

E-mail: scph@saccounty.net

Senior and Adult Services

Senior or Dependent Abuse Hotline: (916) 874-9377; Telephone: (916)

COMMUNITY SERVICES

Community Health and Social Services: Dial 2-1-1

Dial 2-1-1 for free, 24-hour information on community, health and social services. 2-1-1 is a one-stop source of information for people looking for community services and resources, especially for those who need essential services, such as **food, shelter, counseling, employment assistance, and more**. Callers receive personalized information from a live resource specialist. 2-1-1 is confidential and available in more than 150 languages.

UTILITIES ASSISTANCE

Budget Free Cell Phones (Obama program): Beyond the website, providers ride the light rail and have tents in various areas as well to provide phones.

Assurance Wireless Free Cell Phone: Sign on via the web (<https://www.assurancewireless.com>) or call 1-888-321-5880

HEAP (Home Energy Assistance Program): (916) 567-5200

CARE Program (PG&E Alternative Rates for Energy): 1-866-743-2273

SMUD: 1-888-742-SMUD (7683)

Salvation Army Utility Assistance: 916-442-0303

California Lifeline Assistance Program (discounted landline services): <https://www.californialifeline.com/en>

LEGAL SERVICES

Legal Services of Northern CA: (916) 551-2196

Tommy Clinkenbeard Legal Clinic (TCLC): (916) 446-0368; 1-800-468-8890

Pacific McGeorge Legal Clinics: (916) 340-6080

MISCELLANEOUS SERVICES

Sacramento County Assistance Programs (bills, rent, shelter, food etc.): http://www.needhelppayingbills.com/html/sacramento_county_assistance_p.html

CA Low Cost auto Insurance: 1-866-602-8861 or www.mylowcostauto.com

Free Tax Aid Program/VITA/TCE: <https://www.ftb.ca.gov/individuals/vita/>

In Home Supportive Services: (916) 874-9471

Sacramento Bicycle Kitchen: (bicycle repair) (916) 538-2785 T, W, Th 6-9pm; F, Sat 10-2

Sacramento LGBT Community Center: (916) 442-0185

Gender Health Center: (916) 455-2391

WIC, Women, Infants and Children: (916) 876-5000

My Benefits Cal WIN (State medical, food & cash assist programs): <https://www.mybenefitscalwin.org/>