



Western Community Health Resources
Community Support Program
300 Shelton Street
Chadron, NE 69337
1-800-717-1231

Consumer Orientation & Rights

Information about the Community Support (CS) Program:

Program Purpose & Description: Community Support is a recovery oriented, person centered and Trauma informed program whose purpose is to help individuals obtain the services available and assist in the skill-building necessary to aid them in living as independently as possible in their community of choice. Consumers usually participate in the Community Support Program for a period of 6 to 24 months.

This program is designed to provide services to individuals who are diagnosed with a severe and persistent mental illness. To be admitted to the Community Support Services Program, an individual must meet all of the following criteria:

1. Be at least 19 years of age.
2. Be diagnosed with a severe and persistent mental illness.
3. Be a resident of Region I in Nebraska.
4. Not reside in a nursing home or rehab facility.
5. Meet financial eligibility guidelines. (This is a no-cost to consumer program and consumers will not be charged for services)

Services are provided for the consumer in the consumers' home or place of choice. Normal appointment hours are from 8:00 AM to 5:00 PM Monday through Friday. A Service Coordinator can be contacted during the evening and/or weekends only in the case of an emergency. For the purposes of this program, an "emergency" occurs when a consumer has thoughts of harming themselves or someone else. Three hours of face-to-face contact monthly must occur to remain in the program.

For persons served who have known airborne communicable diseases such as Tuberculosis, influenza, and colds, the following precautions should be taken: Wash hands frequently, especially after coughing or sneezing. Avoid meal preparation for other people. Avoid small, enclosed areas where close continual contact with others occurs. Cover mouth when sneezing or coughing. Use disposable tissues and remove from them from the area frequently. Do not share glasses, cigarettes, or other items that could spread germs upon direct contact. Masks are also available in the lobby area for consumers.

Persons served are to contact the Service Coordinator to cancel appointments if feeling sick or potentially becoming sick. Service Coordinators will reschedule appointments if they are sick or are becoming sick. Staff refraining from receiving flu shots shall wear hospital masks as a preventative measure. – Note for COVID mask

WCHR provides basic education to all consumers served regarding their mental health and any substance abuse issues. The Service Coordinator has access to educational materials for

consumers. The Service Coordinator will assist consumers in assessing their needs and will work with them in setting up goals to address those needs.

Transition Criteria: CS is a mid-level care program. It is not the highest or lowest level of care in programs that WCHR offers consumers. Once a consumer reaches completion of all goals, stabilization, or requests a lower or higher level of service, discharge planning will go in to affect in order to properly prepare and education consumers. Referrals to other agencies and programs will be provided during transition planning. However, should a CS consumer need or request to transition to a higher level of care, i.e. Emergency Community Support, or a lower level of care, i.e. Peer Support, transition planning will occur. Average length of stay is individualized and based on clinical criteria for admission and continuing stay, as well as the client's ability to make progress on individual treatment/recover goals. Transition criteria include:

1. Consumer requires higher or lower level of care based on level of need
2. Consumer requires higher or lower level of support based on goals and individual factors
3. Consumer has increased or decreased admissions to other services or higher level of services (i.e. admission to behavioral health units, requests for crisis responders)

Discharge Criteria: The goal of this program is to complete all goals and to successfully discharge consumers from the program. Consumers may request a discharge from services at any point in time. Consumers will always have the opportunity to re-enter the service after they have been discharged or if they have requested that services stop. In order to be discharged from the CS program, consumers must meet the following criteria:

1. Not have been hospitalized for a mental health related reason for a period of 18 months.
2. Not have had a crisis episode for a period of 6 to 12 months.
3. Be able to manage, for themselves, the majority of their goals.

An **administrative discharge** can occur if necessary. Administrative discharges occur when the Human Services Manager discharges a consumer from a program without the consumer meeting the previously stated "Discharge Criteria." Administrative discharge can occur in the following situations:

1. Consumer has not had contact with the Services Coordinator for 30 days or staff was unable to locate consumer.
2. Consumer has not responded to at least 3 of staff's phone calls or staff visits to consumer's home/last known residence (includes not answering the door/responding to notes left for consumer.)
3. Consumer has not worked sufficiently on the plan of recovery consumer developed with staff's help and/or shows no interest in making a new one.
4. Consumer has not cancelled appointments 24 hours in advance on 3 occasions or more and/or have not been at the agreed upon location when staff arrived to meet consumer.
5. Consumer has been determined to be ineligible for our services due to: (examples include violence, threats, inappropriate actions towards WCHR staff, noncompliance with scope of service)

Exclusionary Guidelines (ineligible): Consumers may meet any one of the following exclusionary guidelines to be excluded from Community Support:

1. The individual does not meet the eligibility guidelines listed in the admissions requirements.
2. Consumer cannot obtain or coordinate services or comply with recovery plan without a higher level of care.

Continued Stay Guidelines: Consumer must meet all of the following continued stay guidelines to continue receiving Community Support:

1. The individual continues to meet admission guidelines.
2. The individual does not require a more intensive level of services and no less level of care is appropriate.
3. There is reasonable likelihood of substantial benefits as demonstrated by objective behavioral measurements of improvement in functional areas.
The individual is making progress towards recovery and wellness.

Rights & Responsibilities

1. Every consumer has the right to receive services without regard to race, gender, ethnicity, religion, age, sexual orientation, national origin, mental or physical disability or medical condition, claims experience, medical history, evidence of insurability (including conditions arising out of acts of domestic violence), disability, genetic information, or source of payment.
2. Every consumer has the right to be treated respectfully, fairly, and with dignity.
3. Every consumer has the right to confidentiality. Information contained in clinical records belongs to the person being served. The physical records belong to Western Community Health Resources which is obligated to protect the integrity of records and the confidentiality of those it serves in accordance with HIPPA regulations. No information, except for professional consultation, will be released to anyone unless a *Release of Information* form is signed by the consumer. State Law requires our agency to release client files without client permission for the following reasons: Court Order, information about child abuse/neglect/molestation, danger to self or others, and/or life-threatening circumstances. In these instances, information will be given without a *Release of Information* form signed by the consumer.
 - a. Treatment goals and records will only be available to an individual's medical provider if a Release of Information is signed by consumer. WCHR staff will not disclose records to anyone outside of reasons mentioned above.
4. Every consumer has the right to access the information in his or her clinical record (except as restricted by law) by making a verbal or written request to any WCHR staff.
 - a. Whenever possible, the information from the clinical record should be conveyed orally in a face to face interview in order to ensure proper interpretation.
 - b. However, if the consumer so requests in writing, copies of clinical records may be made and delivered to the person at his/her expense.
 - c. Involved staff shall at all times make reasonable attempts to ensure that the person served understands the contents of the clinical record and that the information given to the consumer is used in the consumer's best interest.
5. Consumers are requested to protect the privacy of any other participant that they may see in our Community Support Program.
6. Every consumer has the right to communicate freely with individuals of their choice including, but not limited to, family, friends, legal counsel, and his/her private physician.
7. Every consumer has the right of access to grievance procedures and the right to assistance in understanding those procedures without fear of reprisal.
8. Every consumer has the right to refuse any treatment or refuse a particular treatment, or as otherwise provided by law.
9. Every consumer has the right to expression of choice regarding services and who is on the service team. This includes the right to request CS services from another provider.
10. Every consumer has the right to informed consent for treatment and to be free from involuntary treatment or as otherwise provided by law.

11. Every consumer has the right to actively participate in the creation of their individual service plan and crisis relapse prevention plan.
12. Every consumer has the right to work with competent staff. Competence shall include specialized training and experience, as well as appropriate and necessary personal qualities of the service provider. Minimum standards of competence can be assured through possession of appropriate licensure, certification, and other credentials. Every consumer should expect that each staff member would adhere to standards of ethical and professional conduct. (See the letter included in this packet, which details ethical standards for your Service Coordinator).
13. Every consumer shall be provided with services of the highest quality possible for the agency. These services shall be designed to meet individual needs and shall be provided in a manner that assures self-esteem, dignity, and development, including protection from demeaning language. This includes protection from humiliating, threatening, and exploiting actions.
14. Every person (including the Service Coordinator) has the right to a safe environment. This includes physical safety, an environment free from sexual advances, and an environment free from demeaning or offensive language. In addition, this requires that both the Service Coordinator and the client are not under the influence of substances during services.
15. Every consumer has the responsibility to keep his or her appointments or to give at least 24 hour notice of cancellation. Multiple missed appointments could result in termination of services.
16. Consumers who do not cancel at least 24 hours before appointment times and/or no-show for three appointments will be sent a discharge letter with instructions for how to remain in the program.
17. Every consumer has the responsibility to work with the Service Coordinator to arrange transportation to and from medical appointments, errands, and other transportation needs.
18. Anonymous surveys will be sent out to consumers for completion at least twice every year. These surveys allow Western Community Health Resources to provide consumers with a higher quality of services. It is important that consumers return surveys, so that we can evaluate our services and how we may change any process for better satisfaction to our consumers.
19. Any treatment, rehabilitation, and/or recovery plans will be developed with the consumer, integrating individual strengths and needs, considering community, family and other supports.
 - a. Should the consumer decide not to comply with their plans or Service Coordinator recommendations, there is a perceived risk for that consumer. Service Coordinators will advise of risks, dangers, or potential consequences per individual situation.
20. Every consumer has a responsibility to apply him/herself toward the goal of improvement and to adhere to his/her treatment and transition plans.
21. WCHR adheres to a strict policy on prohibiting firearms and other deadly weapons on all office premises. Concealed carry licenses are not honored at WCHR offices and weapons are not permitted.
 - a. All consumers must disclose to their Service Coordinator at the time of intake if there is a weapon located at the meeting location (home, vehicle, friend's house, etc.). If the consumer owns any deadly weapon and/or firearm, a disclosure must be signed.
 - b. Consumers will remove the deadly weapon and/or firearm from the room the meeting will take place in and adhere to disarming the weapon.

22. WCHR is a tobacco free environment. Consumers are not allowed to use tobacco products under any circumstances in the following locations:
- a. All facilities, buildings, and grounds, which are owned or leased by CCH&HS
 - b. Adjoining sidewalks to CCH&HS owned or leased property
 - c. Parking lots and driveways that are used by CCH&HS
 - d. CCH&HS vehicles
 - e. Vehicles owned, leased or property used by Chadron Community Hospital & Health Services
 - i. Tobacco Products include, but is not limited to:
 1. Cigarettes & E-Cigarettes
 2. Cigars
 3. Chewing tobacco
 4. Pipe smoking

If you have questions about any of the information provide on this form, or need assistance regarding your rights, you may contact your Service Coordinator or:

Melany Jones, Human Services Manager 308-360-3129

Sandy Roes, WCHR Director at 1-800-717-1231

Lisa Simmons, Region I Network Coordinator at (308) 635-3171