

OTHER THINGS YOU NEED TO KNOW:

- Everyone deserves respect. We strive to treat everyone respectfully and request that you treat all staff and consumers respectfully at all times. If you ever see anyone being treated disrespectfully, please tell a staff member. If you become disrespectful or aggressive, we may ask you to leave.
- Everyone's time is valuable. We will strive to be on time for all appointments and will let you know if we are running late or need to reschedule. We ask that you please do the same.
- We are a non-smoking facility and cannot allow illegal drugs or weapons in the facility. We value your health and will be encouraging you to stop smoking if you are currently a smoker. If you bring prescription medication with you to one of our outpatient facilities, please make sure they are in the prescription bottle and keep with you at all times.
- Your wellbeing is important to us. If you do not keep an appointment, we are going to make sure you are okay. We will try to contact you by phone, coming to your home, or calling emergency contacts. In some cases, we may ask the police to do a wellness check.
- Everyone needs someone to help them sometime. We need you to help us as we work diligently to help you. Please let us know if you don't feel you are getting better or if we are not meeting your needs.
- Due to the state and federal funding we receive we have paperwork to complete. We will be asking you to periodically review and sign documents. Please take the time to look through these documents and ask questions if you do not understand something.
- Preferences are taken into consideration when assigning who works with you on your treatment team. We make every effort to honor those preferences. If you want a change for whatever reason, please let your Community Support Specialist or the team Supervisor know and they will work with you to make the best choice available.
- CPRC services can be very powerful and effective in helping you and your child achieve your goals. It is hard work and sometimes quite challenging. Do not be discouraged if it sometimes feels hard to do. This is quite normal because you and your child are trying to make changes. This is an investment you are making in your child and family.

HOW DO I CONTACT MY TEAM?

CPRC services are available at any time of the day and may be scheduled outside of the office hours including evenings and weekends. During office hours, call your CSS at _____. If they are not available please leave a message. You can expect a return call within 24 business hours. If what you need can't wait that long, please call your supervisor at _____, or call the 24-Hour Crisis Hotline any time night or day. Most Compass Health office hours are M-F 8 a.m. to 5 p.m. Some locations have limited evening hours.

24-HOUR CRISIS HOTLINE SERVICES:

Compass Health offers a 24 hours a day/ 7 days a week crisis hotline serving those experiencing a mental health and/or substance abuse crisis.

OUR HOTLINE NUMBER IS:

888-237-4567



Compass Health has adopted a corporate code of ethics which provides guidelines for individual and corporate behavior in regard to client services. The cornerstone of this code is a belief that all individuals are to be treated in a kind, respectful and humane manner. The code addresses professional conduct, business practices, marketing practices, clinical practices and measures taken to avoid fraud and abuse. A location and a copy may be made available upon request by simply asking your treatment provider. As an organization, Compass Health encourages questions or concerns related to the code of ethics to be raised to treatment providers or supervisory staff.



**YOUTH CPRC
SERVICES**

PARTNERSHIP WITH FAMILIES



Compass Health
Network



YOUTH CPRC SERVICES

The Youth CPRC program is a direct skill-building service for children with a diagnosis of a serious emotional disturbance and their families. Most services will occur in the home with parent and child, and will be scheduled at times that are convenient to you, including evenings and weekends.

Your **Community Support Specialist** provides therapeutic interventions and teaches skills in the home and school environment to support the youth and family to achieve their goals. We work to create a team with the Youth, Family, School, Family Support Provider, and other community/family resources to support and improve child/family functioning and create connections between home, school and community.

A **Psychiatrist or Nurse Practitioner** leads the team and may prescribe medications to manage symptoms youth may experience due to serious emotional disturbance diagnosis.

A **Nurse** will assist with your psychiatry visit and complete a wellness check. A nurse will also assist in identifying physical health goals, provide information and education about your specific health needs and general health information, as well as help coordinate your physical care.

A **Therapist** is available for individual or family therapy sessions and group therapy as needed.

A **Family Support Provider** may be available to you as part of the team. This is a staff member who has a child that has/had been diagnosed with serious emotional disturbance and has completed specialized training. This staff member helps parents find and empower their own voice to become the leader of the system of care team for their child.

The **CPRC Supervisor** helps you and your child identify your goals and will provide clinical oversight to the team to address your needs and goals. The supervisor will reach out periodically to ask for feedback and support you to assess your youth's progress.

Other people that may be important in your life can be invited to be part of your treatment team. This may include grandparents, neighbors, other family members, friends, or anyone else that you feel would be beneficial to have on your treatment team.

HOW LONG CAN I RECEIVE SERVICES?

The length of treatment varies greatly based on things that are unique to you and your child and your situation. We encourage you and your family to discuss this with the team.

HOW WILL MY PROGRESS BE REVIEWED?

You and your team will be monitoring the effectiveness of treatment interventions measured by learning and using skills to regulate emotions or anxiety etc., improved parent/child relationship, decrease in symptoms, and increase in functioning. You and your child can change/modify the goals at any time to better support continued progress.

TRANSITION AND DISCHARGE PLANNING

During the course of our work together, your treatment needs will change. Generally speaking, during the first five or six weeks you and your child will work intensely with your team, transitioning to a lower level of service as your needs are met and change. Your team will work with you and your child to identify and access the most appropriate level of service you need at any given time. We will immediately begin working with you to plan for what happens after you complete treatment and linking you to services and resources as needed to continue progress.

FOLLOW-UP CONTACT

After you leave services, you may expect to receive a confidential follow-up contact to give us feedback about our services and how effective they have been for you. Please help us by providing us this feedback. This helps us monitor quality and helps us to continuously improve our services. We thank you for this feedback.