



Tanager

Inspire. Empower. Heal.

Tanager School Based

Client and Family Handbook

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WELCOME!

We are pleased that you chose Tanager Place to assist your child and family. It is our top priority that the services provided to you at Tanager Place are that of respect, healing, and hope. In this handbook, you will find the answers to many of the questions you may have about Tanager Place and our services.

We look forward to working with you! Thank you for choosing Tanager Place to join in your journey.

ABOUT TANAGER PLACE

In 1879, before electricity lit the streets and homes of Cedar Rapids, Tanager Place opened its doors to children.

Eleanor Lund founded the Industrial School, as it was first known, as a result of her work as a City Missionary in the community. After undergoing several different names between 1879 and 1990, the Children's Home of Cedar Rapids changed its name to Tanager Place. The new name represents the beautiful scarlet tanager bird. The organization, like the scarlet tanager, is unique and beautiful to the children and families whom it serves.

Tanager Place is currently a multi-service agency serving youth and families in various programs, including

Camp Tanager, Mentoring Programs, Inpatient Psychiatric Treatment, Behavioral Health Intervention Services, Pediatric Integrated Health Services, and Outpatient Clinical Services. The Behavioral Health Clinic provides the community with medication management, psychological assessment and testing, Autism Services, and various modalities of Therapy.

OUR MISSION

The mission of Tanager is to provide services to children and families that inspire empower and heal.

OUR VISION

To be the industry leader of comprehensive, holistic, and integrated services for children and families.

Guiding Compass



SCHOOL BASED SERVICES

Tanager Place School Based Program provides prevention and treatment in the school setting. Tanager provides licensed mental health professionals in the school system to work with students, families, teachers and administration to encourage resilience, create awareness and promote wellness. With your consent, your child will be seen for therapy or BHIS services in the school setting, during the least restrictive time. Your Tanager staff and you will develop a plan for communication and collaboration to ensure optimal success for your child. Your Tanager staff will provide you with their email and phone number to ensure you can quickly access them if needed. You can also contact the program leaders below.

Emma Harding LMFT, School Based Program Manager: eharding@tanagerplace.org ext.343

THERAPY

Tawny Schafbuch LISW, School Based Supervisor: tschafbuch@tanagerplace.org ext. 580

Cassie Kehoe LISW CTP, School Based Supervisor: ckehoe@tanagerplace.org ext. 477

Dawn Neff, LISW, School Based Supervisor: dneff@tanagerplace.org ext. 595

BHIS

Amy Jennings, School Based Supervisor ajennings@tanagerplace.org ext 581

CLIENT EMERGENCIES

Although we try to respond as promptly as possible to phone calls or messages left, if you are experiencing a mental health emergency and your therapist is not immediately available please call your:

- Primary Care Physician or go to your local emergency room
- Foundation 2 Crisis Line Phone Counseling - 319-362-2174
- 911

OUTCOME MEASURES AND SATISFACTION

From time to time during the treatment process, you will be asked to answer questions or complete surveys to measure your progress and evaluate your treatment plan. You will also be invited to provide feedback on how we can improve services during and after the treatment process is completed.

SERVICES

Intake and Orientation

Clerical staff will gather information from you regarding your concerns, health information, and billing information. Insurance cards are photocopied or scanned and placed in the client chart.

Assessment (Intake)

A licensed clinician or certified staff member will ask you and your child about current concerns, experiences, and needs, helping you choose the services to best meet your goals. You will be asked about your child and family's strengths, abilities, and preferences for treatment. At the completion of your assessment, your clinician and you will discuss **recommendations** and your clinician will make **referrals** for services. Tanager Place has an array of services that can benefit your child and family. Some of these services have a waitlist due to the high volume of interest in Tanager's services. If your child happens to be put on a waitlist you will be given contact information in order to check in and verify where your child is on the waitlist. Once your child's name comes up on the waitlist you will be contacted and provided with current availability. It is important to respond timely in order to receive services. The spot your family will be offered will be the same day and time each week. Tanager schedules in this fashion in order to ensure that your child has consistent, reliable services with the greatest probability of optimal results. If additional referrals are needed throughout treatment, the clinician will be responsible for ongoing assessment of client needs and link to appropriate services for optimal outcomes.

Therapy

Our job as clinicians is to guide clients where they want to go. This occurs in a collaborative manner between the clinician and the client. The most important factor that makes therapy successful is the relationship between the therapist and client. It is the value set of Tanager to build relationships with our clients while collaboratively joining with you toward your goals. You will join with your clinician to create treatment plan goals for optimal outcomes. The desire is for therapy to assist your child and family with healing and promote hope and well-being for ongoing success. Sessions range from 40-50 minutes unless otherwise indicated.

Community Based Services

Tanager has several different community based services. A clinician may recommend these services for your child and family. These services include Pediatric Integrated Health Home (**PIH**), Behavioral Health Intervention Services (**BHIS**), Mentoring Programs, and Camp Tanager. You can also find brochures in the clinic waiting area.

PIH

PIH services offer a care team that can be an advocate for your child and family. With as much, or as little involvement as the family desires, a PIH worker can assist with: helping find community resources, connect families with needed medical services, support educational needs, and serve as a support for caregivers. This is a free service for children with Medicaid.

BHIS

BHIS can help children who find it difficult to manage their behaviors and need encouragement with anger management, problem solving, conflict resolution, communication skills, social skills, etc. Services are provided in the home and are free for children with Medicaid.

Psychological Testing

Psychological assessment is a process of testing that uses a combination of techniques to help arrive at some hypotheses about a person and their behavior, personality, and capabilities. If you feel your child needs psychological testing please discuss this service with your therapist.

Medication Management

If you and your clinician decide medications may be helpful, psychiatric services are provided at Tanager Place.

Transition / Discharge

When your child and family have met treatment plan goals or you no longer choose to participate in Tanager Place services, your clinician will help guide your child and family members in developing a plan to maintain or improve the gains you made while in treatment.

FEE FOR SERVICE

Tanager School Based Program uses a fee schedule set by Tanager's business office. Tanager Clinic accepts most insurance and Medicaid. We accept credit cards, debit cards, checks, and cash for your convenience, as well as the option to pay through the client portal.

If your mental health insurance benefit is overseen by a managed care company, we will discuss payment procedures as they are determined by your plan.

Charges may be billed to your insurance company. However, any charges not covered by the insurance company are the responsibility of the client. It is the client's responsibility to pay co-pays, co-insurance, and deductibles. Clients are to pay weekly at the time of each session, and are to keep your account current.

If you have difficulties with paying your bill, please contact our billing office 319-365-9165 to set up a payment plan. If at any time your insurance becomes inactive it is the responsibility of the client to pay for services rendered.

GOOD FAITH ESTIMATE/NO SURPRISES ACT

Under Section 2799B-6 of the Public Health Service Act, health care providers and health care facilities are required to inform individuals who are not enrolled in a plan or coverage or a Federal health care program, or not seeking to file a claim with their plan or coverage **both orally and in writing** of their ability, upon request **or** at the time of scheduling health care items and services, to receive a "Good Faith Estimate" of expected charges.

What does this mean?

If you do not have insurance or are not using insurance, you have the right to receive an estimate of the bill for medical items and services.

A Good Faith Estimate will provide the total expected cost of any non-emergency items or services. This includes related costs like medical tests, prescription drugs, equipment, and hospital fees.

A Good Faith Estimate will be provided to you in writing at least 1 business day before your service. You can also ask your health care provider, and any other provider you choose, for a Good Faith Estimate before you schedule an item or service.

If you receive a bill that is at least \$400 more than your Good Faith Estimate, you can dispute the bill. Make sure to save a copy or picture of your Good Faith Estimate.

For questions or more information about your right to a Good Faith Estimate, visit www.cms.gov/nosurprises

CONSENT TO TREAT

As a general rule, minors should *not* be treated without the consent of the parent or legal guardian. Iowa law defines the period of minority to extend to the age of 18 years.

A guardian is generally an individual who has been appointed by a court or juvenile court having jurisdiction over the minor child to make important decisions for the minor, including decisions concerning medical treatment. The authority of the guardian ends, unless otherwise ordered by the court, when the minor reaches the age of 18. Tanager Place requires that appointed caretakers demonstrate paperwork to identify themselves as the legal guardian before services can be rendered.

Unless appointed as guardian or ordered by the court, grandparents, stepparents, foster parents, or other family members do not have authority to consent to treatment.

NOTICE OF PRIVACY PRACTICES

Notice of Privacy Practices provides information about how we may use and disclose protected health information. I understand that Tanager has the right to change this Notice at any time. I may obtain a current copy by contacting Tanager directly or through their website. By signing this form, you are acknowledging that Tanager has made our Notice of Privacy Practices available to you for review.

FAMILY INVOLVEMENT

Tanager Place requests parents/guardians to be actively involved in their child's treatment. The treatment plan is developed jointly by the child, parent/guardian, and Tanager Place staff. We will review treatment plans every 3 months to ensure both satisfaction and client outcomes are being achieved. If parent cannot attend their scheduled appointments with their child we ask the parent/guardian to ensure good communication is occurring with the therapist as we know family involvement is vital for optimal outcomes.

MANDATORY REPORTING

State Law and Professional Ethics require all mental health professionals to protect your confidentiality except for the following situations, in which we are required by law to file a report with the appropriate agency or authority:

1. If there is suspected child abuse or dependent adult abuse.
2. If there is a serious threat of physical harm or injury to a reasonably well-identified victim.
3. When a client communicates a threat to injure or kill himself/herself.
4. When a client is in foster care and the Foster Care Review Board requests updates.

Suspected child abuse can include, but is not limited to, domestic violence, sexual abuse, physical abuse, mental injury and neglect. The clinician is not responsible for investigating or authenticating any allegations and it is not their role to determine if the reported abuse meets qualification for reception of an investigation by the Department of Human Services

CLIENT AND CONSUMER RIGHTS

Rights

Children, adolescents, and families are serviced by Tanager Place programs regardless of age, color, creed, gender identity, national origin, race, religion, sex, sexual orientation, or, to the extent possible, differently abled.

As clients and families of clients, you have the right to:

- Respect as individuals
- Individualized services
- Timely services
- Self-determination
- Confidentiality
- Privacy

You have the right to refuse any service, treatment or medication, unless mandated by law or court order. You also have the right to be informed about the consequences of such refusal, which can include discharge.

You have the right to be free from coercion, abuse, retaliation, humiliation, neglect, and financial or other exploitation.

Responsibilities

Tanager Place staff are responsible for respecting the personal dignity and positive social identity of clients, consumers, and their families.

GRIEVANCES

If you believe your rights have been violated or believe that Tanager Place staff has violated standards of professional behavior, you are encouraged to contact your clinician, supervisor, director, or administrator to file a written grievance or request a review of their treatment plan. The clinician, supervisor, director, or administrator will investigate the grievance and/or arrange a care review by a panel or person as indicated.

Tanager Place staff shall not interfere or retaliate when client/family or guardian makes a complaint or grievance. When possible, the complainant is encouraged to talk to the individual first to see if the issue can be resolved. If this is unsatisfactory, the complainant is directed to the next level, either supervisor or administrative staff. For a complaint to be considered a grievance there has to be a perception that one or more of the individual's rights, listed in the "Tanager Place Client and Consumer Rights" statement (and including denial of services) was violated. A complaint may also be considered a grievance when there are important inconsistencies in program functioning.

Grievances may start out as either verbal or written. Once the determination is made that the complaint meets criteria as a grievance, the complaint will be written either by the complainant or by the investigating staff. The investigation will begin as soon as possible. The investigator gives/sends complainant written notification of resolution and explanation of any further appeal, rights, or recourse within fourteen (14) days of investigation completion.

The complainant may appeal in writing the outcome of the investigation to the next level. The administrator, or designee, then reviews the investigation and notifies the complainant in writing of the agency's decision within thirty (30) days of date of receipt of appeal.

Documentation of grievance process, including appeals, is kept in a program grievance/incident notebook by the appropriate program designee. Documentation includes, but is not limited to, the written notification sent to the complainant [e.g., issue(s), process for resolving complaint, corrective action taken, and signature of the investigating/reviewing staff]. Anonymous grievance information is reported quarterly to the QI (Quality Improvement) designee for risk management report to the Board and Administrative Cabinet.

COMMUNICATION AND REFERRALS TO PERSONS OUTSIDE THE AGENCY

Communication with collateral parties and non-guardian family members are often recommended and/or necessary during treatment. In order for any clinic staff to communicate with persons outside the agency, and non-guardian family members, a valid release of information signed by the client and/or their guardian must be on file.

CARE MONITORING

Supervision

As a means of our continued development as therapists, we regularly participate in supervision. As a part of supervision, therapists discuss cases with peer therapists to receive feedback for optimal clinical results. We may also ask you for permission to audio or video tape a session for this purpose. We will not publish, communicate, or otherwise disclose any of this material to anyone other than our staff and supervisors without your written consent.

Training

Tanager is an agency dedicated to training and growing upcoming professionals in the field of mental health. At times clinicians may request from you that an intern be present for sessions involving your child/ your family. You have the option to decline this request.

In addition, there may be times in which your therapist may have to attend trainings for continued professional growth. Your therapist will do their best to reschedule your appointment so that any missed appointments can be made up.

Litigation

Clinicians will not voluntarily participate in any litigation or custody dispute. Should a clinician be subpoenaed to appear as a witness in an action involving a client, the client agrees to reimburse Tanager for time spent for preparation, travel, court appearances, etc. at the hourly rate set by administration.

Quality Improvement

Outpatient Clinical Services engages in ongoing processes and procedures addressing quality improvement.

RECORD REQUESTS

Tanager offers a client portal, which provides clients and their personal representatives/legal guardians a limited record set. If you are in need of additional records, please connect directly with your provider. In order to ensure accuracy, you may be asked to complete a record request form [patient request to access PHI]. Tanager will attempt to fulfill all eligible requests timely. However, Tanager reserves the right to complete the request within the thirty (30) day time frame outlined under HIPAA. Records maintained off site may take up to 60 days. If your request cannot be honored within thirty (30) days, Tanager will notify you by mail of our thirty (30) day extension request.

RESEARCH

Tanager Place continuously evaluates its programs and work to provide services that are as effective as possible. Tanager Place may participate with outside organizations in research studies to improve services. Information submitted for studies will not identify client information.

In the event that there is a need for any research to include any identifying information about a child or family, the client and family's permission will be obtained first and the client and family will be fully informed of the procedures to be followed and any risks associated with the research. The client and family will be given the opportunity to have any and all questions answered. The client and family may decline to participate in research and withdraw at any time without any negative consequences. This in no way affects the services received.

SUBSTANCE USE POLICY

It is Tanager policy that alcohol, illegal drugs, and abuse of prescription and over-the-counter medications are not tolerated during, or prior to, a clinic session. If staff believes that a client/consumer is under the influence of alcohol or illegal drugs, or is abusing prescription or over-the-counter medications, the following may occur:

- The incident is confronted
- The session may be terminated
- If DHS/JCO is involved, the referring worker may be notified

Should further incidents occur, the same practice will be followed. The client/consumer may be asked to complete a substance abuse evaluation and/or comply with its recommendations or take other appropriate action.

Tanager staff reserve the right to notify the police or health professionals regarding issues of substance abuse and illegal drug activity. This is to ensure the care, welfare, safety, and security of the client and family as well as the staff member.

VIOLENCE POLICY

It is Tanager's policy that acts of violence will not be tolerated. Acts of violence or threats of violence include possession of firearms or other weapons during a session, assault (including threats), battery, stalking, threatening/harassing phone calls, inappropriate sexual behaviors, and destruction of property. The above list is not inclusive and each incident will be reviewed as to whether the incident

falls into this category. Examples of actions that may be taken include, but are not limited to; requiring client/consumer sessions to be scheduled at Tanager, discharge from services, and police involvement. Tanager staff reserve the right to contact police immediately in life-threatening situations. It is the responsibility of both the client and staff to keep the sessions free from violence.

CLIENT CONDUCT POLICY

Tanager values you as a client, and we want to provide you with the highest quality of care and service. To ensure a safe, respectful, and mutually beneficial provider and client relationship, we have developed the following expectations of clients and providers:

- Clients will treat all Tanager staff with respect and dignity whether in the Clinic or on the phone. Tanager staff will treat all clients with respect and dignity on the phone and in the Clinic. Inappropriate interaction could include, but are not limited to repeated harassing phone calls or messages, name-calling, or offensive or foul language.
- Clients will be respectful of all Tanager property. Tanager staff will be respectful of all client property.

Repeated failure to comply with these expectations may result in termination of services with Tanager.

