

**IF YOU ARE EXPERIENCING A
MENTAL HEALTH CRISIS YOU SHOULD
IMMEDIATELY:**

- ⌘ Call your therapist or other agency staff involved in your services.
- ⌘ Contact the *CLARK COUNTY CRISIS LINE* at:
1-800-626-8137 or (360) 696-9560
TTY (no longer available)
24 HOURS A DAY / 7 DAYS A WEEK
- ⌘ Call **911** if you are in immediate danger and ask for a CIT trained officer.

**IF YOU NEED SOMEONE TO TALK TO AND
ARE NOT IN CRISIS YOU CAN CALL EITHER;**

- ⌘ *TEENTALK* at.....(360) 397- 2428 (CHAT)
Hours: Mon - Thur 4pm - 9pm , Fri 4pm - 7pm.
CCTeenTalk1@hotmail.com
or
- ⌘ *CVAB WARM LINE* at: (360) 750-2012
..... or (360) 750-2014
Hours: Daily 5pm - 10pm

**IF YOU FEEL YOU NEED MENTAL HEALTH SERVICES
YOU MAY:**

- ⌘ Call the mental health agency of your choice listed in this brochure to make an appointment for an intake assessment; or
 - ⌘ Call the **Clark County Regional Support Network (CCRSN)** toll free at **1-800-410-1910** or **(360) 397-2130**, or through TTY at **1-800-833-6384** to receive a referral to a mental health agency.
- CCRSN care management staff can help determine which agency provides the best service for your specific needs.



For an alternative formats, contact the Clark County ADA office. **Voice** (360) 397-2000 **Relay 711** or (800) 833-6388, **Fax** (360) 397-6165 or **Email:** ADA@Clark.wa.gov

**CLARK COUNTY
REGIONAL SUPPORT NETWORK**

**CONSUMER AND
FAMILY
HANDBOOK**

**A Guide to Public
Mental Health Services**

**CLARK COUNTY RSN
RECOVERY VISION STATEMENT**

Recovery recognizes each person's unlimited potential. It encourages self-determination through respect, support, meaningful choices, and understanding. Recovery is maintained and achieved through a continuum of connected, relevant, supportive, individualized services and is reflected in the language we use.



proud past, promising future

**CLARK COUNTY
WASHINGTON**

INDEX

(continued)

Dear Consumer or Family Member:

Welcome to Clark County Regional Support Network (CCRSN). The CCRSN covers both inpatient and outpatient public mental health services. This handbook is designed to help you navigate Clark County's mental health system so that you can be prepared to participate fully in your recovery. We have included information concerning all of the available provider agencies, how the system works, your rights as a consumer of mental health services and where to go if you need additional information.

This handbook was originally created by consumers, family members and advocates in Clark County to help you on your journey to recovery.

Remember...

"A journey of a thousand miles begins with the first step."

<u>Topic</u>	<u>Page</u>
Health Information Rights	25
Hospitals	14, 15
Informed Consent.....	4
Involuntary Hospitalization	22
Lifeline Connections.....	13, 21
Medicaid, Applying For.....	6
Medication	19
Mental Health Ombuds	5, 17, 22-24
National Alliance on Mental Illness	34
Network of Care.....	5, 27
Not Eligible for Services.....	22
Office of Consumer Partnerships.....	34
Older Adult Services.....	31
Outpatient Services	9-13
Participating Clark County Provider Agencies.....	9-15
Prepaid Inpatient Health Plan - PIHP	5
Questions to Ask the Therapist	19
Release of Information.....	26
Residential Services.....	14
Resources	27 - 32
Responsibilities	16
Regional Support Network-RSN	2, 5, 8, 22, 23, 27, back cover
RSN Recovery Vision.....	front cover
Social and Health Services, Department of	6
Southwest Washington Medical Center.....	14, 15
Statewide Action for Family Empowerment - SAFE WA.....	34
Support Groups	35
Transportation Assistance.....	8
Traveling Outside Clark County	8
Quality Review Team - QRT.....	33,
Warm Line	33, back cover
Wellness Project.....	28

INDEX

<u>Topic</u>	<u>Page</u>
Accessing Services.....	9-15
Acronyms.....	32, 33
ADAPT Program.....	12
Adult Outpatient Services.....	11-13
Advanced Directive, Mental Health.....	4
Advocacy Resources.....	33-34
Catholic Community Services.....	9
Changing Providers.....	23-24
Children and Family Outpatient Services.....	9, 10
Children's Center.....	9, 21
Children's Home Society.....	10, 21
211 Information & Referral.....	27
Columbia River Mental Health Services.....	10, 12, 14, 21
Community Services Northwest.....	13, 21
Complaints.....	5, 17, 23, 24
Confidentiality.....	23, 25, 6
Consumer Rights & Responsibilities.....	16, 17
Cost of Services.....	6
Consumer Voices Are Born - CVAB.....	33, back cover
Covered Services.....	7
Cowlitz Indian Tribe.....	28, 31
Crisis Line & Services.....	15, 20, back cover
Deaf or Hard of Hearing.....	8
Disability.....	29, 31
Education.....	29
Elahan Place.....	14
Eligibility.....	6
Employment.....	30
Fair Hearing.....	24
Family Solutions.....	10, 21
First Appointment.....	20
Grievances.....	5, 17, 22-24

TABLE OF CONTENTS

Mental Health Services Definitions.....	4
How Do I Apply for Medicaid?.....	6
What Will the Services Cost?.....	6
Who Is Eligible for CCRSN-Funded Mental Health Services?.....	6
What Services are Covered by the CCRSN?.....	7
Access to Services for Deaf or Hard of Hearing.....	8
Is there Transportation Assistance Available?.....	8
What If I Travel Outside of Clark County?.....	8
Participating Clark County Provider Agencies.....	9
What Are My Rights As A Consumer?.....	16
What Are My Responsibilities As A Consumer?.....	16
Public Mental Health Services Flowchart.....	18
What Information Should I Have When I Call?.....	21
What Should I Tell My Therapist/Psychiatrist?.....	21
What Will Happen at My First Appointment?.....	21
What Should I Ask My Therapist/Psychiatrist?.....	22
What Do I Need to Know About My Medicine?.....	22
What If I Am Not Eligible for Mental Health Services?.....	23
My Rights on Involuntary Hospitalization?.....	23
What If I Have Concern about the Services I Receive?.....	24
Confidentiality/Health Rights.....	26
Additional Clark County Resources I Can Use?.....	28
Family Resource Centers.....	28
Advocacy Resources.....	29
Support Groups.....	31
Commonly Used Mental Health Acronyms.....	32
Index by topic.....	34

For information on Crisis see the back cover of the booklet

**MENTAL HEALTH SERVICES DEFINITIONS
YOU SHOULD KNOW WHEN USING THIS GUIDE**

CONSUMER - A person who has applied for, is eligible for or who has received mental health services. For a child under the age of thirteen (or for a child age thirteen or older whose parents or legal representatives are involved in the treatment plan) the definition of consumer includes parents or legal representatives.

CRISIS INTERVENTION TEAM (CIT) - Trained officers who are equipped with specialized knowledge and skills to use when interacting with individuals experiencing a psychiatric crisis

EVIDENCE-BASED PRACTICE - A program, practice, or treatment approach with demonstrated scientific support for its effectiveness.

INFORMED CONSENT - An agreement to a medicine or treatment after you have been told all the details about it including:

- ⌘ All of the expected outcomes from the treatment.
- ⌘ Possible side effects.
- ⌘ Any alternate therapy available.

Making an informed decision requires that you know all the facts so that you can decide if this proposed treatment is good for you. After getting all the facts, you have the right to refuse any proposed treatment.

MENTAL HEALTH ADVANCE DIRECTIVE - A Mental Health Advance Directive (MHAD) is a written document that describes what you want to happen if you become so incapacitated by mental illness that your judgment is impaired and/or you are unable to communicate effectively. It can inform others about what treatment you want or don't want and it can identify a person to whom you have given authority to make decisions on your behalf.

**COMMONLY USED
MENTAL HEALTH ACRONYMS**
(continued)

HO	Healthy Options
HRSA	Health and Rehabilitation Services Administration
IDDT	Integrated Dual Diagnosis Treatment
IEP	Individual Education Plan
ITA	Involuntary Treatment Act
ITC	Individualized and Tailored Care
JRA	Juvenile Rehabilitation Administration
MAA	Medical Assistance Administration
MCO	Managed Care Organization
MHAB	Mental Health Advisory Board
MHD	Mental Health Division of DSHS
MHP	Mental Health Professional
NAMI	National Alliance on Mental Illness
OCP	Office of Consumer Partnership (part of MHD)
PACT	Program of Assertive Community Treatment
PCP	Primary Care Physician
PIHP	Prepaid Inpatient Health Plan
QA	Quality Assurance
QRT	Quality Review Team
RCW	Revised Codes of Washington
RSN	Regional Support Network
RTF	Residential Treatment Facility
SED	Serious Emotional Disorder
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
TTY	Telephone services provided for people who are hard of hearing or deaf
TX	Treatment
WAC	Washington Administrative Code
WPAS	Washington Protection and Advocacy System

**COMMONLY USED
MENTAL HEALTH ACRONYMS**

AA	Alcoholics Anonymous
ACT	Assertive Community Treatment
BHP	Basic Health Plan
CHINS	Child in Need of Services
CHIP	Children’s Health Insurance Plan
CHPW	Community Health Plan of Washington
CLIP	Children’s Long-term Inpatient Program
COMET	Co-Occurring Methamphetamine Expanded Treatment
CPS	Children’s Protective Services
CRC	Crisis Residential Center
CSO	Community Service Office
CSTC	Child Study and Treatment Center
CUP	Columbia United Providers
CWS	Child Welfare Services
CVAB	Consumers Voices are Born
DASA	Division of Alcohol and Substance Abuse
DCS	Department of Community Services
DDD	Division of Developmental Disabilities
DMHP	Designated Mental Health Professional
DRA	Dual Recovery Anonymous
DSHS	Department of Social and Health Services
DSM-IV	Diagnostic and Statistical Manual (4 th Edition)
DVR	Department of Vocational Rehabilitation
EBP	Evidence-Based Practices
EPSDT	Early Periodic Screening, Diagnosis & Treatment
ESD	Educational Service District
FRS	Family Reconciliation Services
HMO	Health Maintenance Organization

**MENTAL HEALTH SERVICES DEFINITIONS
YOU SHOULD KNOW WHEN USING THIS GUIDE**
(Continued)

MENTAL HEALTH OMBUDS - The Mental Health Ombuds advocates for consumers of mental health services. The Mental Health Ombuds supports consumers in resolving complaints and grievances.

NETWORK OF CARE - is a internet resource for individuals, families and agencies concerned with mental health, substance abuse, developmental disabilities, public health, and weatherization and housing. It provides information about laws and related news, as well as communication tools, resources and more.

PIHP – PREPAID INPATIENT HEALTH PLAN – A plan of mental health benefits funded by the state and federal governments, otherwise known as Medicaid, given to the Clark County Regional Support Network to provide inpatient and outpatient mental health services to consumers.

RECOVERY - The processes through which people who have experienced mental illness are able to live, work, learn, and participate fully in their communities.

RESILIENCY - The personal and community qualities that enable individuals to rebound from adversity, trauma, tragedy, threats, or other stresses, and to live productive lives.

RSN - REGIONAL SUPPORT NETWORK – An entity within Clark County Department of Community Services. The RSN is responsible for administering public mental health services in Clark County. This is done by prioritizing how the money is spent through public policy decisions.

WHO IS ELIGIBLE FOR CLARK COUNTY RSN FUNDED MENTAL HEALTH SERVICES?

- ⌘ Clark County RSN funded services are available to individuals and families who are eligible for Medicaid and who meet medical necessity criteria.
- ⌘ Non-Medicaid mental health services are available to individuals who meet financial and medical necessity criteria within mental health funding availability.
- ⌘ All Clark County residents are eligible to receive Clark County Crisis services.

WHAT WILL THE SERVICES COST?

RSN funded mental health services are available at no cost to individuals and families who meet eligibility requirements.

Crisis Services are available to all individuals regardless of insurance status, at no cost.

HOW DO I APPLY FOR MEDICAID?

You can contact DSHS to apply for benefits at the address or phone number below.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES (DSHS)

Columbia River Community Services Office
 Town Plaza Business Center www1.dshs.wa.gov
 5411 E. Mill Plain Blvd., Building # 1, Ste 18
 Vancouver, WA 98661

..... Switchboard (360) 759-2800
 Customer Service Center (877) 980-9180
 TTY (360) 696-6334
 Fax (360) 696-6406

Switchboard hours: Mon - Fri: 8am - 5pm, excluding State Holidays

Office Hours: Monday - Friday: 7- 5pm., excluding State Holidays

SUPPORT GROUPS

This is not an all inclusive list.

- Agoraphobia/Anxiety Disorders**..... (360) 413-7348
 - Adults with Disabilities**..... (360) 694-6790
 - Autism Chapter for SW Washington**..... (360) 896-6169
 - Consumer Voices Are Born**..... (360) 397-8050
 - Cowlitz Indian Tribe**..... (360) 397-8228
 - Domestic Violence and Sexual Assault programs*
 - Depression and Bipolar Support Alliance** 1-800-826-3632
 - Domestic Violence -YWCA** (360) 696-0167
 - Sexual Assault - YWCA** (360) 695-0501
 - Families Anonymous** (360) 835-1066
 - Hope Bereavement Services- SWMC**..... (360) 696-5120
 - Grief Share** (360) 574-1611
 - National Alliance on Mental Illness - Clark County**
 (360) 695-2823
 - Parent to Parent Support Program (ARC-Disabilities)**
 (360) 759-4917 ext. 104
 - Parents Again – Grandparents Raising Grandchildren**
 (360) 695-1325 ext. 4230
 - Parent Support Group for Kids with Autism**
 (360) 823-5163
 - The Parent Trust Help Line**..... 1-800-932-HOPE (4673)
 - Portland Metro CHADD (Children and Adults with ADHD)**
(503) 294-9504
 - Recovery Inc. - Vancouver** (253) 588-0125
 - Triple Point - Children’s Home Society**..... (360) 695-1325
- Social activities, education, information, referrals, leadership and self-esteem building to Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) youth.

ADVOCACY RESOURCES

(continued)

NATIONAL ALLIANCE ON MENTAL ILLNESS... (360) 695-2823
2801 Ft. Vancouver Way www.nami-clark.com
Vancouver, WA 98661

NAMI Clark County is a nonprofit organization of family members and friends of persons with severe and persistent brain disorders such as schizophrenia and bipolar disorder. It is a member group of NAMI Washington State and is affiliated with the National Alliance on Mental Illness. Our mission is to improve the quality of life for all those struggling with and affected by brain disorders; people with psychiatric condition, family members, mental health professionals and concerned citizens. Our goal is to support, educate, advocate, promote recovery, encourage research and political advocacy.

OFFICE OF CONSUMER PARTNERSHIPS (800) 446-0259
Mental Health Division of DSHS www.dshs.wa.gov/mental_health

The OCP provides information and advocacy for consumers throughout Washington State.

**STATEWIDE ACTION FOR FAMILY EMPOWERMENT
(SAFE WA)**..... 1-866-300-1998
www.safewashington.org

SAFE WA is a network of family organizations focused on supporting parents and caregivers raising children with complex mental health needs and youth organizations supporting youth.

Our purpose is to mentor the diverse range of families whose children struggle with mental, emotional and behavioral challenges by providing support, education, advocacy, resources and assistance with system navigation.

WHAT SERVICES ARE COVERED BY THE CLARK COUNTY REGIONAL SUPPORT NETWORK?

Clark County RSN contracts with local mental health agencies to provide the following services:

- ⌘ Assertive Community Treatment (ACT)
- ⌘ Assessment and mental health evaluation
- ⌘ Case Management
- ⌘ Clubhouse
- ⌘ Co-Occurring treatment
- ⌘ Family Counseling
- ⌘ Group Therapy
- ⌘ Hospital Diversion Services
- ⌘ Individual Therapy
- ⌘ Inpatient Treatment
- ⌘ Jail Transition Services
- ⌘ Medication Management
- ⌘ Medication Monitoring
- ⌘ Mental Health Services in Residential Settings
- ⌘ Peer Support
- ⌘ Respite Services
- ⌘ Supported Employment*
- ⌘ Therapeutic Psycho-education
- ⌘ Wraparound services
- ⌘ Crisis Services

** Not provided for those who are currently receiving services through the Division of Vocational Rehabilitation (DVR).*

ACCESS TO SERVICES FOR THE DEAF OR HARD OF HEARING

Individuals can access Telephone Assistance- Relay by calling: **711 for TTY**, or a hearing person can call **1-800-833-6388** on a consumer's behalf.

IS THERE TRANSPORTATION ASSISTANCE AVAILABLE?

You may be able to get free transportation to your appointments if you receive a Medicaid coupon and have trouble getting around. For more information and to see if you qualify call:

MEDICAID TRANSPORTATION (360) 694-9997
..... (*outside clark County*) (800) 752-9422
Office Hours: Mon - Fri: 8:00a.m. - 4:30p.m.

WHAT IF I TRAVEL OUTSIDE OF CLARK COUNTY?

- ⌘ We understand that you may travel or visit other parts of the country. *Clark County Regional Support Network (CCRSN) will cover **only emergency psychiatric services when you are outside of Clark County.***
- ⌘ Anytime you receive emergency psychiatric services outside of Clark County a CCRSN care manager **must** be contacted to authorize payment, the clinician or hospital providing the emergency services should contact **Clark County Regional Support Network** at **1-800-410-1910** as soon as possible to discuss your service need.

ADVOCACY RESOURCES

CONSUMER VOICES ARE BORN(360) 397-8050
..... **WARM LINE (PAGER) #** (360) 750-2012 or (360) 750-2014
1601 E. Fourth Plain Blvd, Ste A114.
Vancouver, WA 98661
Office Hours: Mon - Fri: 9-5pm; Warm line: Sun - Sat: 5pm - 10pm
E-mail: info@.org www.cvabonline.com

Consumer Voices Are Born (CVAB) is a consumer-run organization providing support and advocacy for people with mental illness. As a person-centered, recovery-oriented supportive community, they are committed to enhancing self-help and self-determination, recovery and resiliency in the Recovery Center. CVAB is a resource for wellness and recovery through scheduled activities and accessible peer support. CVAB also operated the Warm Line for people simply to talk and de-escalate. Local consumers can call simply to talk, or to focus on problems, that, while not severe, could potentially escalate through lack of attention. The Warm Line is free of charge and is a peer to peer phone support and resource for persons with mental illness and a complement to the mental health and crisis system.

CLARK COUNTY QUALITY REVIEW TEAM (QRT)

.....(360) 397-2075 x7874
clarkcountyQRT@gmail.com
www.clark.wa.gov/mental-health/advisory/review

The QRT is an independent consumer and family member directed citizen group geared toward improving the public mental health system in Clark County. It is working toward a proactive, accessible mental health system that responds to people's needs. The QRT seeks feedback from mental health consumers, family members and others in the community. It then determines whether the system is meeting people's need and if not, the QRT recommends any system improvements needed, wherever they may be.

FAMILY RESOURCE CENTERS

VANCOUVER FAMILY RESOURCE CENTER.....
309 W. 12th Street.....(360) 695-1325
Vancouver, WA 98660 www.chs-wa.org
Office Hours:
Mon - Thurs: 9:00am—5:00pm, Fri: 9:00 m—3:00pm

EAST COUNTY FAMILY RESOURCE CENTER
1702 “C” Street(360) 835-7802
Washougal, WA 98671 www.chs-wa.org
Office Hours:
Mon, Wed, Fri: 9:00am - Noon, Tues, Thurs: 9:00am - 5:00pm

Vancouver and East County Family Resource Center are operated by Children’s Home Society of Washington and provide early education, children and family mental health counseling and family support.

NORTH COUNTY FAMILY RESOURCE CENTER
701 E. Main Street, #3.....(360) 687-7126
Battle Ground, WA 98604
Office Hours: Mon, Tue, Fri: 9am - 12pm; Wed: 9-11am & 1:30 - 5pm, Thur: 9am - 4pm
WIC: Mon, Wed, Thur 8am - 5pm

North County Family Resource Center provides information and resource referrals for individuals and families within the community. Counseling for children and families provided by Columbia River Mental Health Services and Children’s Home Society of Washington. *WIC and Clothes Closet are also available in the center.*

FRUIT VALLEY FAMILY RESOURCE CENTER
3410 NW Fruit Valley Rd(360) 313-1904
Vancouver, WA 98660
Office Hours: Mon - Fri: 7:30am - 4:30 by appointment

Fruit Valley Family Resource center is operated by the Vancouver School District and provide community resources, books, games, lending library and computers for the Fruit Valley community. Limited clothing closet available for children.
Childcare / Head Start available at this site.

PARTICIPATING CLARK COUNTY PROVIDER AGENCIES

Clark County provider agencies have a wide range of specialties, including working with children, ethnic minority populations and older adults, as well as individuals who are deaf, blind or have HIV. If the mental health center you initially select does not provide a specific service you need, you may be referred to another agency that does provide the service.

OUTPATIENT SERVICES

CHILDREN AND FAMILY SERVICES:

CATHOLIC COMMUNITY SERVICES (360) 567-2211
9300 NE Oak View Drive, #B, 2nd Flooror 1-800-388-6378
Vancouver, WA 98662 www.ccsww.org
Office Hours: Mon - Fri: 9:00 am - 5:00 pm

Catholic Community services provides an array of family centered mental health treatment services for children and adolescents. Clark County funds the following contracts: Crisis Stabilization Services, Wraparound Intensive Services (both these are community-based alternatives to psychiatric hospitalization and residential services). CCS also provides Targeted counseling services in Camas based at Hayes Freedom H.S. and Liberty Middle School. Consumers must meet Medicaid or Washington State poverty guidelines to be eligible for services.

CHILDREN’S CENTER..... (360) 699-2244
415 W. 11th Street..... TTY: 1-800-833-6388
PO Box 484, www.thechildrenscenter.org
Vancouver, WA 98666-0484
Office Hours: Mon – Fri: 8 - 7
Therapists are available to families 24/7 via cell phone

Children’s Center provides mental health services for children and youth. They address a wide variety of problems, from problems at home or school to major psychiatric disorders. Parents are invited to participate in all aspects of their children’s treatment.

**PARTICIPATING CLARK COUNTY
PROVIDER AGENCIES**
(continued)

OUTPATIENT SERVICES

CHILDREN AND FAMILY SERVICES:

CHILDREN’S HOME SOCIETY OF WASHINGTON

309 W. 12th Street (360) 695-1325
Vancouver, WA 98660 www.chs-wa.org

Office Hours: Mon – Thurs: 9:00am - 5:00pm, Fri: 9:00am - 3:00pm

Children’s Home Society focuses on family support, early learning and mental health treatment for children. They are a statewide, private, non-sectarian, not-for-profit organization serving children and families. Children’s Home Society is a COA accredited, licensed mental health agency, providing child and family counseling in addition to an array of family support services.

COLUMBIA RIVER MENTAL HEALTH SERVICES

6926 E. Fourth Plain Blvd..... (360) 993-3000
Vancouver, WA 98666*new appointments* (360) 993-3003
..... TTY: (360) 993-3071

Office Hours: Mon - Thurs: 8 - 7, Fri: 8 - 5 www.crmhs.org

Columbia River mental Health Services focuses on children, families and adults. Treatment includes child and family counseling, residential resources, psychotherapy, case management, peer support services, youth transition (Options Program), vocational/educational services, dual diagnosis and recovery services.

FAMILY SOLUTIONS..... (360) 750-6706

1104 Main Street #500
Vancouver, WA 98660

Office Hours: Mon - Fri: 9:00am - 5:00pm

Family Solutions focuses on adoptive and foster children and families. Their mission is to provide the highest quality, most comprehensive services possible to children and families. Many of the staff of Family Solutions, in addition to being clinically licensed, are adoptive parents, guardians, adoptees, or have experienced foster care

**WHAT ARE SOME OTHER CLARK COUNTY
RESOURCES I CAN USE? *(continued)***

This is not an all inclusive list

HOUSING

VANCOUVER HOUSING AUTHORITY (360) 694-2501
2500 Main Street, # 100 TTY: (360) 694-0842
Vancouver, WA 98660 www.vhousa.com

Office Hours: Mon - Fri: 8:00am - 5:00 pm

LEGAL

CLARK COUNTY VOLUNTEER (360) 695-5313
LAWYERS PROGRAM (888) 201-1014

Office Hours: Mon - Thurs: 9:00am - 4:00pm

www.washingtonlawhelp.org

DISABILITY

DISABILITY RESOURCES OF SW WASHINGTON

2700 NW Anderson Road , Suite D-5(360) 694-6790
Vancouver, WA 98662 TTY (360) 882-1324

Office Hours: Monday—Friday: 9:30—4:30 www.darsw.com

OLDER ADULT

AREA AGENCY ON AGING FOR SW WASHINGTON

..... (360) 694-6577

HOME AND COMMUNITY SERVICES (360) 397-9500

..... 1-800-280-0586

..... *TTY:* (360) 992-7949

LONG TERM CARE OMBUDS (360) 694-6577

..... 1-888-637-6060

**WHAT ARE SOME OTHER CLARK COUNTY
RESOURCES I CAN USE? (continued)**

This is not an all inclusive list

EMPLOYMENT

**DIVISION OF VOCATIONAL
REHABILITATION SERVICES (DVR)** (360) 619-7060
www.dshs.wa.gov/dvr/
5411 E. Mill Plain Blvd., Suite 16
Vancouver, WA 98661
Office Hours: Mon - Fri: 8:00am - 5:00pm

WORK SOURCE SOUTHWEST WASHINGTON (360) 735-5010
5411 E. Mill Plain Blvd., Suite 15 TTY: (360) 735-5094
Vancouver, WA 98661-7046
Office Hours: Mon - Fri: 8:00am - 5:00pm
www.fortress.wa.gov/esd/worksource/Employment

GOODWILL JOB PLACEMENT PROGRAM (360) 695-1923
6425 NE Fourth Plain Blvd www.meetgoodwill.com
Vancouver, WA 98661

COWLITZ INDIAN TRIBE (360) 397-8228
Vocational Rehabilitation Services www.cowlitz.org
1601 E. Fourth Plain Blvd. Bldg. 17, Suite A-129
Vancouver, WA 98661
(Program serves: Native Americans/Alaskan Natives living in Clark county)
Office Hours: Mon - Fri: 8:00am - 5:00pm

**PARTICIPATING CLARK COUNTY
PROVIDER AGENCIES
(continued)**

OUTPATIENT SERVICES

ADULT SERVICES

VAL OGDEN CENTER (360) 253-4036
10201 NE Fourth Plain Blvd Fax: (360) 253-9795
Vancouver, WA 98662
<http://www.valogdencenter.org/>

Hours: Mon - Thur: 8:30 - 4:30pm & Fri: 11:30 - 3pm

The Val Ogden Center is a non-profit agency established as a Clubhouse program to serve the social and vocational rehabilitation needs of people who live with mental illness in Clark County, Washington. Janus of SW Washington, the auspice agency for the Val Ogden Center, was established in 2007 for the sole purpose of developing the Clubhouse program.

SEA MAR COMMUNITY HEALTH CENTER (360) 566-4432
Behavioral Health Program
204 E 35th St
Vancouver, WA 98663
<http://www.seamar.org/locations/vancouver>

Office Hours: Mon - Fri: 8 - 5pm
After hours services provided if needed

Sea Mar Community Health Center is a community-based organization committed to providing quality, comprehensive health and human services to adults in diverse communities, specializing in service to Latinos. Services provided are English and Spanish Mental Health counseling, case management, psychiatric medication assessment and management.

**PARTICIPATING CLARK COUNTY
PROVIDER AGENCIES**
(continued)

OUTPATIENT SERVICES

ADULT SERVICES:

ADAPT PROGRAM - (SWMC) (360) 696-5300
<http://www.swmedctr.com/body>

Office Hours: Mon – Fri: 8:00am - 4:30pm

Southwest Washington Medical Center’s ADAPT program is an alternative for inpatient hospitalization when an individual does not need 24-hour care, but needs an intensive program for a brief period of time. The focus of care is to promote the ongoing recovery of an individual. Groups, individual activities and discharge planning are provided during the program day and people return to their home at the end of the day. Care is provided under direction of a psychiatrist or psychiatric nurse practitioner. Staff providing the care include nurses, occupational therapists and counseling staff.

COLUMBIA RIVER MENTAL HEALTH SERVICES

6926 E. Fourth Plain Blvd (360) 993-3000
Vancouver, WA 98666*new appointments* (360) 993-3003
..... TTY: (360) 993-3071

Office Hours: Mon - Thurs: 8 - 7, Fri: 8 - 5 www.crmhs.org

Columbia River Mental Health Services focuses on children, families and adults. Treatment includes child and family counseling, residential resources, psychotherapy, case management, Program of Assertive Community Treatment (PACT), peer support services, youth transition (Options Program), vocational/educational services, dual diagnosis and recovery services.

**WHAT ARE THE OTHER CLARK COUNTY
RESOURCES I CAN USE? *(continued)***

This is not an all inclusive list

EDUCATION

DISABILITY SUPPORT SERVICES (360) 992-2314

Operated by Clark College..... TTY: (360) 992-2835
1933 Fort Vancouver Way, P.U.B. 014

Vancouver, WA 98663

Office Hours: Mon - Thurs: 8:00 - 5:00pm; Fri: 8:00 - 4:30pm (*college enrollment required*)

www.clark.edu/student_services/disability_support

GED PREPARATION AND TESTING PROGRAM

Operated by Clark College (360) 992-2741
5411 E Mill Plain Blvd, Suite 2 TTY: (360) 992-2835
Vancouver, WA 98663

Office Hours: Mon - Thurs: 8:00 am—7:00pm; Fri: 8:00am - 4:00pm
(*college enrollment not required*)

www.clark.edu/academics/basic_education/abe_ged/index

ADULT LITERACY PROGRAM..... (360) 992-2750

ADULT BASIC EDUCATION / ESL..... (360) 992-2741

Operated by Clark College

Office Hours: Mon - Fri: 9:00 - 5:00pm

(*college enrollment not required*)

www.clark.edu/academics/programs/adult_literacy

**WHAT ARE THE OTHER CLARK COUNTY
RESOURCES I CAN USE? (continued)**

COWLITZ INDIAN TRIBE..... (360) 397-8228
1601 E. Fourth Plain Blvd., Bldg. 17, Suite A-129
Vancouver, WA 98661 www.cowlitz.org
Office Hours: Mon - Fri: 8:00am - 5:00pm

Cowlitz Indian tribe provides services for Native Americans and Alaskan Natives for Vocational Rehabilitation, Domestic and Sexual Assault programs and for drug treatment services for the general population.

WELLNESS PROJECT..... (360) 546-1722
317 E. 39th Street www.thewellnessproject.org
Vancouver, WA 98663
Office Hours: Tues: 9am - 7pm; Wed: 9am - 5pm & Thur: 9am - 7pm

Provides free outpatient therapy (individual, group, couples and family) as well as mental health evaluations and medical management.

INNOVATIVE SERVICES NW..... (360) 892-5142
10401 NE Fourth Plain Blvd, Ste 101 www.inovativeservicesnw.org
Vancouver, WA 98662
Office Hours: Mon - Fri: 6:00am - 6:00pm

Provides free to low cost services for children, adults and families who have disabilities or other disadvantages through offering therapy and childcare for children; employment training and job support for teens and adults; and intervention, education and support for families.

**PARTICIPATING CLARK COUNTY
PROVIDER AGENCIES
(continued)**

OUTPATIENT SERVICES

ADULT SERVICES:

COMMUNITY SERVICES NORTHWEST (360) 397-8484
(formerly Mental Health Northwest)
1601 E. Fourth Plain Blvd. Bldg 17, Ste B222
Vancouver, WA 98661 www.communityservicesnw.org

Office Hours:
Mon – Wed: 8 am. - 7 pm, Thur: 8 am - 6:30pm, Fri: 8am - 4:30pm
Walk-in mental health assessments: Mon, Tue, & Thur: 8am-12 pm.

Community Services Northwest provides adult services that include case management, individual and group therapy, medication evaluation, Program of Assertive Community Treatment (PACT), housing services and supported employment services.

LIFELINE CONNECTIONS (360) 397-8246
1601 E. Fourth Plain Blvd, Bldg 17 TTY: (360) 397-8480
Vancouver, WA 98661 www.lifelineconnections.org

Office Hours: Mon - Fri: 8:00am - 6:30pm
Lifeline provides adult services that include; case management, intake assessments, integrated dual diagnosis treatment (IDDT), Program for Assertive Community Treatment for Mental Ill Methamphetamine users (COMET), residential and outpatient chemical dependency treatment, and drug testing, as well as special services and programs for Deaf or Hard of Hearing, pregnant and parenting women, and adolescents.

**CONFIDENTIALITY
RIGHTS** *(continued)*

- ⌘ To correct or add to your health information if you think it is wrong or something is missing
- ⌘ To withdraw your written approval of using and sharing your health information. Providers cannot take back information that has already been sent out.
- ⌘ To obtain a list of who has received copies of your health information. You may get this list, without charge, once every 12 months.

FAMILY AND FRIENDS:

Family and Friends can be a helpful resource in your recovery. Providers may speak with family and friends with your permission about your care. Providers will tell them only what they need to know to help you. You have the right to say “no” to this or to sharing your information. If you say “no”, providers will not use or share your health information with your family or friends.

MINORS:

Minors are children under the age of 18. Parents and legal representatives may see their minor child’s health information in most cases. In some cases of treatment for substance abuse, mental health and STD’s, providers are required by law to not give you access to your minor child’s health information.

NOTE: *If your child is thirteen (13) years old or older he or she will be asked to sign a release of information before you can access his or her mental health records.*

**PARTICIPATING CLARK COUNTY
PROVIDER AGENCIES**
(continued)

CRISIS SERVICES

CLARK COUNTY CRISIS SERVICES

Services are available 24-hours a day, seven days a week to all Clark County residents. Services are based on the principles of recovery and engagement, and delivered by a team of professional counselors, social workers, psychologists, and peer counselors, and include crisis intervention, stabilization, case consultation, and referral to multiple levels of care. If you or your child are experiencing a crisis, call the Clark County Crisis Line. For services call:

CLARK COUNTY CRISIS LINE: (800) 626-8137
..... or (360) 696-9560
..... TTY: (360) 696-1925

Through either of these numbers *Crisis Intervention Specialists* are available to provide support, assessments, and in-home stabilization for residents of all ages. *Designated Mental Health Professionals* are available to provide on-going consultation and assessments for voluntary and involuntary hospitalizations.

LEGACY SALMON CREEK HOSPITAL..... (360) 487-1000
Emergency Department
2211 NE 139th St
Vancouver, WA 98686

SW WASHINGTON MEDICAL CENTER..... (360) 514-2000
Emergency Department
400 NE Mother Joseph Place
Vancouver, WA 98664

WHAT ARE MY RESPONSIBILITIES & RIGHTS AS A CONSUMER?

As a consumer of mental health services you have responsibilities and rights that come with your services under the Medicaid benefits plan.

You are responsible for:

- ⌘ Keeping your mental health provider informed of your current address and telephone number.
- ⌘ Presenting your medical coupon or insurance information as requested.
- ⌘ Arriving on time for your scheduled appointments.
- ⌘ Providing prior notice (24 hours if possible) for any cancellations.
- ⌘ Participating in creating a treatment plan that meets your needs and goals.
- ⌘ Rescheduling any canceled appointments.

You have the right to:

- ⌘ Be treated with respect, dignity, and privacy.
- ⌘ Develop a plan of care and services that meets your unique needs.
- ⌘ Participate in decisions regarding your mental health care.
- ⌘ Receive services in barrier-free locations (accessible for people with a physical disability).
- ⌘ To be provided a certified language or sign language interpreter, and materials in written or alternate formats to accommodate disability consistent with Title VI of the Civil Rights Act. Access to these services from any of the CCRSN agencies free of charge.
- ⌘ Request information about names, location, telephone numbers, and languages for local agencies.
- ⌘ Choose a mental health care provider or choose one for your child who is under thirteen years of age.
- ⌘ Change mental health care provider during the first ninety days and sometimes more often.
- ⌘ Receive the amount and duration of services you need, within two hours for emergent care and 24-hours for urgent care.

CONFIDENTIALITY & RIGHTS

The Law protects the privacy of the health information you give to providers when they provide care and services to you.

Providers need this information to give you the best care. Federal and State law allows them to use and share your health information for treatment and health care reasons without your approval. State law requires providers to get your approval to give this information to your insurance company so they can pay your bill. Providers will not give out your health information to others unless you tell them to do so, or unless the law requires them to do so.

HEALTH INFORMATION RIGHTS

You may have the right to ask for the following, but you must ask in writing and there may be certain reasons under the law providers cannot approve your request:

- ⌘ To limit how providers use your health information
- ⌘ To have your health information sent to you in a private manner or a certain place
- ⌘ To inspect and get a copy of your health information, fees may apply

WHAT IF I HAVE A CONCERN ABOUT THE SERVICES I RECEIVE?

(continued)

- ⌘ The Mental Health Ombuds is available to help you throughout the entire process. This includes a complaint, grievance, appeal or fair hearing.

MENTAL HEALTH OMBUDS

Clark County Center for Community Health
1601 E. Fourth Plain Blvd., Bldg 17
Vancouver, WA 98661
(360) 397-8470, Toll Free: 1-866-666-5070
All calls will be returned within twenty-four hours.

FAIR HEARING

You can request a Fair Hearing when the grievance concerns eligibility, enrollment, or the medical necessity for services and when:

- The grievance decision is not in your favor;
- The CCRSN does not respond, in writing, within thirty (30) days from the date the grievance was submitted in writing; or
- The CCRSN denies an enrolled recipient urgently needed community mental health rehabilitation services and the enrolled recipient files a grievance in writing.

SATISFACTION SURVEY

You may receive a confidential satisfaction survey from Clark County. Your voluntary feedback will help improve the services you and others receive.

*A complaint is an **informal**, verbal or written expression of concern with your mental health services.*

*A grievance is a **formal** procedure for resolving a problem with your mental health services.*

WHAT ARE MY RESPONSIBILITIES & RIGHTS AS A CONSUMER? *(continued)*

- ⌘ Refuse any proposed treatment
- ⌘ Be free from use of seclusion or restraints.
- ⌘ Receive care which does not discriminate against you and is sensitive to your gender, race, national origin, language, age, disability, and sexual orientation.
- ⌘ Be free of any sexual exploitation or harassment.
- ⌘ Review your clinical record and be given an opportunity to make amendments or corrections.
- ⌘ Receive an explanation of all medicines prescribed, including expected benefits and possible side effects.
- ⌘ Have your privacy protected.
- ⌘ Make an Advance Directive, stating your choices and preferences regarding your physical and mental health treatment if you are unable to make informed decisions.
- ⌘ If you are Medicaid eligible you have a right to receive all services that are medically necessary to meet your care needs, including a second opinion from a provider within the RSN; and to appeal any denial, termination, suspension, or reduction of services.
- ⌘ Lodge a complaint with the provider, Mental Health Ombuds, or CCRSN if you believe your rights have been violated, or whenever you are dissatisfied with your services. If you lodge a complaint or grievance, you shall be free from any act of retaliation. The Mental Health Ombuds may, at your request, assist you in filing a grievance.
- ⌘ Request an appeal for denied, terminated, reduced or suspended services or if you feel a WAC has been violated.

REMEMBER: You have a right to file a complaint or request a fair hearing if you have reason to believe your rights have been violated. If you file a complaint or grievance, you will not lose service, suffer discrimination or be mistreated.

WHEN CALLING TO REQUEST AN INTAKE WHAT INFORMATION SHOULD I HAVE AVAILABLE?

- ⌘ Problems you are seeking help for or want to address.
- ⌘ Your date of birth.
- ⌘ Your address and a phone number where you can be reached
- ⌘ Name, address and telephone number of your medical provider.
- ⌘ Your insurance information

WHAT WILL HAPPEN AT MY FIRST APPOINTMENT?

Your initial appointment, sometimes called an intake assessment, with one of the mental health agencies will help identify your mental health needs.

You will work with a mental health professional to help you begin to develop specific goals and types of services that will be most beneficial.

This process could result in referrals to other agencies in the community to address additional problem areas that may be identified.

If you are **eligible** for services, the goal would be for you to be actively involved in driving the process where decisions are made regarding your treatment.

Please note that upon completion of the assessment, you (or your child) may **not be eligible** for services, based on the nature or severity of your condition.

WHAT SHOULD I TELL MY THERAPIST / PSYCHIATRIST?

- ⌘ What your goals for recovery are.
- ⌘ What success you've achieved and want to maintain.
- ⌘ Coping skills you have learned, or want to learn, to minimize your need for medicines.
- ⌘ Problems you are seeking help for or want to address.
- ⌘ Medications which have or have not worked in the past.
- ⌘ Allergic reactions you may have to certain type of medications.
- ⌘ What side effects you want to avoid with your medications.

Take a list of questions with you. Don't be afraid to ask any questions you may have.

Here are some suggestions:

- ⌘ What is my, or my child's, diagnosis?

WHAT IF I'M NOT SATISFIED WITH MY HEALTH CARE PROVIDER?

You have the right to change your mental health care provider:

- ⌘ One time during the first ninety (90) days after beginning services.
- ⌘ Once during a 12 month period for any reason
- ⌘ Any additional change during a 12 month period may be made with documented justification.

WHAT IF I HAVE A CONCERN ABOUT THE SERVICES I RECEIVE?

First, express your concern directly to the person involved if you feel comfortable or;

- ⌘ Contact the agency directly with your complaint. Each agency has a customer service representative who can assist you if you have a question, concern or complaint about your services.
- ⌘ Contact the Mental Health Ombuds to help resolve your complaint.
- ⌘ Contact **Clark County Regional Support Network** to help you resolve it at (360) 397-2130.

All efforts will be made to resolve your complaint as soon as possible. If your complaint is not resolved to your satisfaction, you can file a grievance with the agency or the CCRSN. If you file grievance, you can expect the following:

- Full records of the grievance will be kept in confidential files, separate from your case file, for seven years from the completion of the grievance process.
 - Any person you choose can help you.
 - You shall be free from any act of retaliation.
 - You will be notified in writing of the reason for any decision regarding your grievance and the right to request a Fair Hearing.
- ⌘ The entire process, from the written request for grievance up to the Request for Fair Hearing (if necessary), will not exceed thirty days.

WHAT ARE MY RIGHTS REGARDING INVOLUNTARY HOSPITALIZATION?

The involuntary treatment act (ITA) states that you can be hospitalized against your will if you are determined by a Designated Mental Health Provider (DMHP) to be:

- ⌘ A danger to yourself.
- ⌘ A danger to others.
- ⌘ Gravely disabled.

The law requires:

- ⌘ That you cannot be held over 72 hours (not including weekends and holidays) without a court order.
- ⌘ That additional legal action be taken to continue any involuntary hospitalization.
- ⌘ That you are provided legal representation for free.

If you feel that you:

Should be hospitalized, but cannot get the services authorized, or are in need of help with understanding or acting on your rights, you can call – (or have someone call for you) the **Mental Health Ombuds** at (360) 397-8470 or, toll free at 1-866-666-5070.

WHAT IF I AM NOT ELIGIBLE FOR MENTAL HEALTH SERVICES?

Your first conversation with an intake counselor will help determine if you are eligible for CCRSN-funded services. If you are **not** eligible for services, you will receive a written notice from CCRSN. If you still feel you are eligible, you have 20 days to appeal the decision.

If you need help with filing an appeal you may contact the Mental Health Ombuds at.

- ⌘ The Mental Health Ombuds at (360) 397-8470 or toll free at 1-866-666-5070, or
- ⌘ Contact the Grievance & Quality Management Coordinator at **Clark County Regional Support Network** (360) 397-2130 or toll free at 1-800-410-1910.
- ⌘ Your mental health agency may also file an appeal on your behalf.

You may also request a second opinion with the agency, Clark County Regional Support Network, or the Mental Health Ombuds.

*Clark County Regional Support Network will **not** be responsible for any public mental health services that are **not authorized**.*

WHAT SHOULD I ASK MY THERAPIST / PSYCHIATRIST? *(continued)*

- ⌘ How was the diagnosis determined?
- ⌘ What kind of medicines are you giving me?
- ⌘ Why are you giving me these medicines?
- ⌘ How long will it take before this medicine starts working?
- ⌘ What are the side effects of this medicine?
- ⌘ What will this medicine do for me?
- ⌘ Could I have a list of all my medicines?
- ⌘ What should I tell my other doctors?
- ⌘ Will this medicine be OK to take with my other medicines?
- ⌘ What should I do if I forget to take my medicine?
- ⌘ What are Evidence-Based practices?
- ⌘ Are there any other options?
- ⌘ Where can I find additional information regarding my, or my child's, diagnosis and treatment

WHAT DO I NEED TO KNOW ABOUT MY MEDICINE?

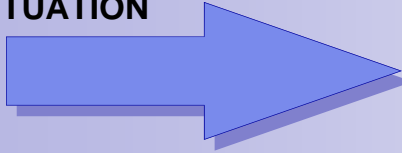
- ⌘ Take **ONLY** the medicine your doctor prescribes for you.
- ⌘ Know the side effects of your medicine. Call your doctor's office right away, if you have any odd side effects. **DON'T WAIT.**
- ⌘ If you have medicine from more than one doctor, tell your doctor's office about **ALL** of your medicines.
- ⌘ Before you take "over the counter" medicines, **ASK** your doctor if they are safe to take with your prescription medications.
- ⌘ Take your medicines as instructed by your doctor. Feel free to discuss with your doctor methods that work for you.
- ⌘ Be aware that some foods or drinks should **NOT** be used with your medicines.
- ⌘ Alcohol and street drugs **DO NOT** mix with your medicines. Mixing alcohol and street drugs with some of your medicines will cause dangerous side effects and **YOU MAY DIE.**
- ⌘ Remember to give your medicine time to work.
- ⌘ Order your medicine refills **BEFORE** you run out. Plan ahead a week or more.
- ⌘ Report **ANY** changes you feel to your doctor.
- ⌘ **DO NOT** stop taking your meds without talking to your doctor - it can be **DANGEROUS.**

CLARK COUNTY PUBLIC MENTAL HEALTH SERVICES

PERSON OR FAMILY IN NEED
OF MENTAL
HEALTH CARE



NOT A
CRISIS
SITUATION



Person or
Family
contacts any
of these
agencies
directly
for
access to
mental health
services.



Children's Center
360-699-2244
(serves children)



Children's Home Society
360-695-1325
(serves children)



Family Solutions
360-695-0115
(serves children)



Columbia River Mental Health Services
360-993-3003
(serves children and adults)



Community Services Northwest
360-397-8484



Lifeline Connections
360-397-8246



Sea Mar Community Mental Health
360-566-4432

**IF IN
DANGER
PHONE
911**

When you call 911, ask
for a CIT trained officer.
Crisis Intervention Team
trained police officers are
equipped with specialized
knowledge and skills to use
when interacting with
individuals experiencing a
psychiatric crisis.



PERSON
OR
FAMILY
IN CRISIS
SITUATION-
NEEDS HELP
RIGHT-AWAY



Call
*Clark County
Crisis Line*



Toll Free
800-626-8137
360-696-9560
TTY Line
360-696-1925
24 hours a day-7 days a week

Mental health
clinician
answers
immediately

Or, if you are currently in services, and it
is during business hours, call your
mental health clinician.



Clinician and person or family talk through
the problem on the phone to resolution. May
also be referred to Warm Line or Teen Talk
for less urgent calls.



Clinician refers person or family to
service agency for direct access to care:

- ▶ Children's Center
- ▶ Children's Home Society
- ▶ Columbia River Mental Health Services
- ▶ Community Services Northwest
- ▶ Family Solutions
- ▶ Lifeline Connections



If needed, person or family will be trans-
ferred to Clark County Crisis services.

Clark County Crisis assists
IMMEDIATELY by:



▶ Phone
Contact



▶ Onsite
help



▶ Meeting at a
safe location



▶ Going to
Emergency
Room



▶ Referring to
CCS Crisis
Stabilization or
ADAPT