



Children & Families Resource Guide

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Welcome Letter

Thank you for taking a step toward your child/family's recovery and wellness. When a child, teenager, or a family is working toward recovery, they need a supportive partner. We are honored to be part of your journey and look forward to learning and growing with you and the rest of your family. Recovery as a family means that all members are valued, and each person's needs are supported. We will listen to your dreams and aspirations and work with you to craft a plan to empower you to live your best life. Together we will identify the talents and strengths that will help your family succeed in recovery.

Recovery is possible for everyone – including you, your child, and your family. Coming to Easterseals MORC means that you want to reduce the impact of your family's symptoms and make changes in how the members of your family think and act. As your partner, we will encourage your family, offer choices, and celebrate your successes.

Easterseals MORC is a safe place to share your attitudes, beliefs, and feelings and to learn to turn challenges into opportunities for growth and self-reliance. You are strong and resilient. We believe in you and know that your family can live differently.

Today is a good day. Together, tomorrow will be even better. Welcome to Easterseals MORC.

Sincerely,

A handwritten signature in black ink that reads "Brent Wirth". The signature is stylized with a large, flowing "B" and "W".

Brent L. Wirth
President/CEO

Introduction

The Easterseals MORC Resource Guide explains how we can support your child and family on your journey towards recovery. The language of recovery gives us hope that our lives can change for the better. We want to talk to you using language that makes sense and encourages you to succeed. If we use words or jargon that you don't understand, tell us! You deserve to know and understand what we can offer you and what choices you have. We have interpreter services available at all our locations.

The Resource Guide explains the roles, responsibilities, and opportunities that your child/family has and that Easterseals MORC has in your recovery. The guide outlines steps to get started, the process to create a plan for recovery, and the ways to make changes as we work together. We welcome your questions and input at every stage of your journey.

What is Recovery?

Recovery is a process of change and the chance to live life differently. Identifying and building on personal strengths and resources offer the opportunity to enjoy your life to the fullest. Recovery is unique to each child and to each family. The benefits of recovery may involve reduction in symptoms, the development of satisfying relationships, or enjoying meaningful and increased independence.

Recovery usually means making changes in how you think, act, rely on others, and make choices.

The recovery process is a personal and family journey toward wellness. Wellness includes:

- Discovering your family and its members' potential and building on their strengths
- Overcoming the negative impact of symptoms
- Changing attitudes, beliefs, and feelings
- Taking responsibility for individual choices
- Increasing your awareness and understanding of your child's/family's needs
- Increasing your self-reliance and ability to cope with life's challenges
- Learning to rely on people and other supports outside of the formal mental health system
- Achieving individual and family goals that may have seemed out of reach before you started the journey toward wellness.

Easterseals MORC works with children and families to reach their optimal stage of recovery and wellness no matter how they may choose to define that for themselves. Our services provide key ingredients which behavioral health experts* consider necessary for recovery, wellness, and resilience.

- **Self-direction:** Each individual/family directs their own path toward recovery, by defining their needs, choosing necessary supports, and setting personalized goals.
- **Person-centered planning:** The treatment plan is built around each individual's/family's unique strengths, needs, dreams, and preferences.

- **Empowerment:** Individuals/families are encouraged to gain control of their own destiny, by being given the authority to choose from a range of options and participate in all decisions that affect their lives.
- **Holistic service:** Recovery encompasses every aspect of an individual's/family's life, going beyond mental health treatment to include social, community, medical, housing, employment, education, and other needs.
- **Non-linear progress:** Recovery begins with the initial realization that change is possible and is characterized by continual growth, occasional setbacks, and learning from experience.
- **Strengths-based success:** Each individual's/family's recovery is built upon their own talents, coping abilities, and other strengths.
- **Peer support:** The sharing of experience, skills, and other knowledge plays an invaluable role in recovery. Peers have a unique ability to instill a sense of hope that can motivate and move people toward increased recovery.
- **Respect:** Honoring the contributions of every person and respecting their rights ensures that people believe in themselves and their ability to make the positive changes that are the building blocks of recovery. A sense of self-worth is the foundation of change.
- **Responsibility:** Others can provide support, but ultimately each individual/family is responsible for promoting their own wellness and the wellness of the family. As a person accepts responsibility for their own choices, summon the courage to make difficult changes, and improve their skill at self-care, their recovery will continue to move forward.
- **Hope:** The message of recovery is that individuals/families can and do overcome the challenges that confront them. By promising a better future, hope motivates people to actively work toward recovery.

** Modified from The National Consensus Statement on Mental Health Recovery.*

Getting Started

Easterseals MORC has been helping people live better lives for over 100 years. We want to partner with you to help your child/family live your best life. A staff of licensed and/or registered professionals use proven practices and techniques to support you in recovery. We are here to help you build upon your family's strengths and talents to overcome and cope with the challenges in your life. We know that your child/family can succeed in making changes that will make life better and want to be part of your journey toward recovery and wellness.

Get to Know Your Partner – Easterseals MORC

Services & Programs

Easterseals MORC is committed to supporting your child and family's recovery by providing the highest quality care possible. We accomplish this by continually striving to ensure that our services are based upon best practices in the field and that our staff are experienced, well-trained and have the tools necessary to perform their jobs effectively. Easterseals MORC (in designated locations) is a Certified Community Behavioral Health Clinic which allows us to

provide a large array of behavioral health (mental health and addiction) service options to individuals who seek care. Our treatment team coordinates care across multiple specialty providers including primary care, social services, and specialty care providers to ensure that you are managing conditions for overall improved quality of life. Children and families who seek care at one of our Certified Community Behavioral Health Clinics can expect to receive easy access to services and will not be denied based on location of residence or ability to pay.

The treatment model is trauma informed and includes the following components:

- A broad range of services provided by a multi-disciplinary team, including outpatient therapy services, case management, psychopharmacological intervention, psycho-educational approaches, evidence-based individual and group therapies, primary care screening and monitoring, nursing services and other recovery support services including peer recovery, supported employment, and the clubhouse model.
- A strengths-based approach – called person centered planning – that honors the individual's strengths, needs, abilities and preferences.
- A “no wrong door” approach to services which emphasizes the vital importance of providing a welcoming environment within all levels of the organization. Co-occurring disorders and trauma histories are expectations among the persons we serve, rather than the exception. Our approach to services emphasizes motivating and engaging participants in treatment, with interventions matched to their current readiness for making changes.
- Connection to natural supports within the community
- Warm hand-off to on-site integrated primary health care clinic, if available
- Coordination of care with primary health (for those individuals who decline integrated behavioral health/primary care) and specialty medical providers.
- Linkage to self-help groups and other resources within the community
- Housing and vocational assistance

Your child directs the development of their own treatment plan to identify their goals and determine the supports and services that will help them improve their quality of life. In general, some of the types of goals that staff can help your child and family work toward include the following:

- Reduce symptoms of mental illness and substance use, and increase the ability to handle stress.
- Link to resources that meet basic needs, such as income/employment, housing, transportation, etc.
- Restore and/or improve the ability to take care of oneself and carry out the tasks of day-to-day living
- Assist with integration into the community
- Maximize independence
- Identify safety and wellness goals and strategies

What Sets Easterseals MORC Apart

Cultural Competence

Respecting and honoring diversity is a core value of Easterseals MORC. We have established guidelines that assure the development of cultural competence throughout the service system and that people with diverse cultural backgrounds are informed and served in a manner that accepts and respects their cultural values, beliefs, and practices.

Trauma Informed Care

Trauma is a leading factor in the onset of mental illness and substance abuse. Because of the significant impact that trauma has on people's lives, Easterseals MORC is committed to providing a system of care that addresses the needs of children and families who have experienced trauma in a sensitive and effective manner.

There are many different forms of trauma, but they all involve experiences or situations that are emotionally painful and distressing and can have a lasting effect on a person's sense of well-being. Trauma that children/families may experience includes physical or emotional abuse, sexual abuse, abandonment or neglect, war, or having been in a tornado, flood, or other natural disaster. Easterseals MORC uses the latest best practices to address trauma and promote recovery.

Certified Community Behavioral Health Clinic (CCBHC)

CCBHCs provide 9 Core services directly or through formal partnerships and include: crisis services, screening, diagnosis, and risk assessment, psychiatric rehabilitation services, outpatient primary care screening and monitoring, targeted case management, peer, family support and counselor services, community based mental health care for veterans, person & family centered treatment planning, outpatient mental health and substance use services. Easterseals MORC is certified as a CCBHC, adhering to these standards of care in both Oakland and Macomb County.

Commission on Accreditation of Rehabilitation Facilities (CARF)

Easterseals MORC is accredited under CARF's *Behavioral Health Standards Manual*. We follow CARF's standards, policies, and procedures. To learn more about CARF, visit www.carf.org/home.

Overview of Your Child's/Family's Care (Service Coordination)

Children and Family Services are coordinated through a primary assigned staff. Depending upon the level of care that best meets your family's situation, your primary assigned staff may be a case manager, a behavioral health clinician, or a psychiatrist. Your primary assigned staff is your main contact within Easterseals MORC and is responsible for making sure your child/family gets all necessary treatment and services. Your treatment team is likely to include other staff, such as peer support specialists, nurses, therapists, psychiatrists and/or other clinicians.

To schedule and/or change your appointments, Easterseals MORC offers centralized schedulers (in many locations) for easier access to our services through immediate scheduling. Please call the main number at your location to connect with a scheduler or someone that can assist you in scheduling an appointment.

If your child/family is in **crisis** or have an issue with your clinical treatment, contact your primary assigned staff member. If your primary assigned staff is not available when you call, you may choose to leave a voicemail message or be redirected to the support staff for further direction. For non-emergency issues, please allow at least 24 hours for your primary assigned staff to respond.

If you need to speak to somebody immediately, please ask the support staff to connect you with the staff on-call for that day or the supervisor.

Every effort will be made to keep your child/family with the same primary assigned staff throughout your treatment with Easterseals MORC. However, there may be times when your child/family will have to transfer to different staff. Changes usually occur because of circumstances that we cannot control, such as your assigned staff leaving the agency, becoming seriously ill or another event. If your child's/family's level of care is changing, then you will usually need to be re-assigned to staff that works within that new treatment level. To make transitions as easy as possible we give you advance notice and the chance to discuss it with your primary assigned staff.

You may request a biography of any case manager, therapist, peer support specialist, psychiatrist, nurse, or supervisor at Easterseals MORC. You have the right to choose your primary assigned staff and other service providers, within the limits of the agency's available resources.

To create a recovery plan that will work best for your child/family we take time to get to know you and understand where you are in the recovery process. The getting to know you process starts with:

Intake and Annual Assessments

- Review of your child's/family's past treatment history, including medical, psychiatric and substance use
- Evaluation of your child's/family's current treatment needs
- Orientation to Easterseals MORC services
- Discussion of your child's/family's immediate goals, including any safety or health concerns
- Review of your child's/family's rights as a recipient of services (e.g., mental health or integrated co-occurring treatment)
- Completion of necessary forms, including consent to treatment, financial agreement, privacy statement, etc.

- Various tools to assist us in assessing your child's/family's needs (e.g., DLA-20 – Daily Living Activities Functional Assessment, PHQ-9 – Patient Health Questionnaire), Health Measures Questionnaire)
- We also will screen for various health issues such as health conditions, HIV/AIDS, Hepatitis A, B, C, etc., as part of assessing your overall needs.

Recovery plans work best when you, your child, and your family take an active role in planning for the future. Easterseals MORC uses a process called person-centered planning that is centered around your child and family. Individual plans may be made for a child or teen, and a different plan may be made for the whole family, depending on your family's situation.

The Child/Family-Centered Planning Process includes:

- The chance to decide who will help create your child's/family's plan.
- The opportunity to invite other family and friends to help with your planning.
- Identification of your goals and objectives
- Discussion of treatment options (e.g., case management, psychiatric services, therapy)
- Development of a person-centered treatment plan and authorization of services
- Development of a crisis plan
- Discussion of rights to develop an advance directive or choose self-determination.

Easterseals MORC services are designed specifically for your child's/family's recovery and wellness. To keep everyone informed and working together:

- We document your services in the person-centered treatment plan.
- We review progress toward goals and adjust the treatment plan, as needed.
- We offer crisis intervention services, if needed
- We coordinate care with the primary health care physician and other service providers.
- We link you to other services/supports within the community, as needed.
- We check in regularly regarding your satisfaction with services
- Once per year, we review the person-centered plan and develop or update a new annual treatment plan.

When your child/family have achieved your goals at Easterseals MORC, we work with you to plan your next steps through discharge and transition planning.

Discharge Planning includes:

- Discussion of your treatment and level of care needs
- The development of a transition plan that links you to services and supports that will help you stay in recovery
- Information on services in your community
- Closing of your services through Easterseals MORC

The Basics

As you get to know Easterseals MORC, these basic operational details will become familiar. To set you up for success, here are some important details to know and to follow.

Hours of Operation

Easterseals MORC office hours vary at each location. Please find our current office hours on the Easterseals MORC Michigan website: <https://www.easterseals.com/MORC/>. We offer evening and weekend hours depending on site location.

All our offices are closed on national holidays. Any other closings will be posted in advance.

Each of our programs operates a 24/7 crisis phone. Your primary assigned staff will provide you with more detailed information regarding after-hours on-call telephone numbers.

After Hours On-Call Telephone Numbers*

Home Based – Southfield/Walled Lake: (248) 475-2104

Home Based – Auburn Hills: (248) 475-2103

Outpatient – Auburn Hills/Southfield/Walled Lake: (248) 475-2106

DBT – Auburn Hills/Southfield/Walled Lake: (248) 475-2105

Infant Mental Health/Early-Intervention: Refer to your Emergency Crisis Intervention Letter you received at intake

Center Line: (248) 424-0889

Clinton Township: (248) 424-0889

Flint: Your primary assigned staff can be contacted for after-hours needs. For those referred through Genesee Health Services (GHS), you can contact the GHS 24-Hour Crisis Hotline at (810) 257-3740.

**Check with your primary assigned staff or our website for the most up to date information.*

Late Arrivals

Being on time for your child's/family's sessions is very important and it is suggested that you arrive ten (10) minutes prior to your scheduled appointment. If you think you won't be able to be on time, consider rescheduling your session. If your child/family arrives 10 minutes late (or more) for a scheduled appointment, we will meet with you if time allows or your appointment may be labeled as a no show; however, we will ensure that your next appointment is scheduled.

For Group Therapy Sessions: You will need to reschedule if you are 15 minutes or more later to the start of the group.

For Doctor Appointments ONLY: It is important to be on time for doctor appointments since these appointments are scheduled at a 30-minute interval. If your child is late, you will have the option of waiting to see the doctor the same day, when the doctor becomes available. You may need to re-schedule the appointment.

Cancellations and No Shows

If the individual cannot make an appointment or needs to reschedule, EM notifies them that at least 72 hours or 3 business days advanced notice is requested (excluding weekends and holidays).

Easterseals MORC encourages people to actively participate in their treatment process. We provide automated telephone reminders of upcoming scheduled appointments. If you are unable to make an appointment, please call us at least **24 hours, or a full business day**, ahead of time to cancel or reschedule.

If the appointment is missed, this will be marked as a 'No Show' and the centralized scheduler and/or the primary assigned staff should assist them in rescheduling their appointment.

Cancellation Fees:

- Commercially Insured/Private Pay ONLY: will be assessed a fee of \$25 for any appointment that is not cancelled within one (1) day in advance. Payments for "no show" fees will be collected in the same manner as co-pays and other 'ability to pay' charges that are assessed. (NOTE: individuals whose services are provided through a CMH funded contract will not be assessed any fees for "no shows.")

Changes in Personal Information

Please help us keep all information about your child/family correct and complete. If there is a change in your address, telephone number, email address, insurance, employment, emergency contacts, or financial situation, please let your primary assigned staff know as soon as possible.

Stay in Touch (Lost Contact)

Life can be unpredictable. If your child/family moves or changes your phone number, please let us know. We can help you best when we know what you are going through and where you are living.

If your primary assigned staff loses touch with your child/family because we no longer have a current address or phone number for you, and you have missed one or more scheduled appointments, then we will:

- Call your guardian (if you have one) to ask for a current address or phone number
- Call your emergency contact to ask for a current address or phone number.
- Call your probation or parole officer (if you have one) to ask for a current address or phone number.
- Mail a Due Process case termination letter to your last known address.

Guardianship

If your child has a legal guardian, the guardian must sign all documentation related to your child's treatment services, including consent to treatment, releases of information, medication consent, and person-centered plan. Easterseals MORC needs to keep proof of any current guardianship papers in the case record, so your primary assigned staff will need that documentation from your guardian or the Court.

Your Input and Involvement

Easterseals MORC is always looking for ways to improve our services or to create new strategies to help people in recovery. Your child's/family's input and involvement are very important to the quality of our services. We want and need your help to evaluate how well we are doing. Some of the things that your comments and suggestions help us determine include:

- How helpful specific services and programs are to your child/family
- What services your child/family wants or needs the most
- How to make sure your child/family get the services needed in a timely manner
- How to make the best use of resources that we have
- Whether our employees are respectful of your child's/family's rights

Please give us your feedback in ways that are most comfortable for you. Options include participating at Easterseals MORC Advisory Councils or public comment sessions, completing satisfaction questionnaires and surveys, and making suggestions to your primary assigned staff. We also provide a 'Happy or Not' kiosk to register your level of satisfaction.

Succeeding During Treatment

Easterseals MORC is committed to helping your child/family succeed in recovery. We partner with you to help you at all stages of recovery. Your goals and preferences are at the center of all we do together. Our goal is to ensure that every person served at Family Services receives quality services from caring and experienced staff. We maintain a staff of licensed and/or registered professionals who provide services according to established standards of practice and evidence-based treatment.

We are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), Medicaid approved, and licensed for substance use treatment.

Your child/family directs the development of their own treatment plan. Part of the process is identifying their goals and naming the supports and services that will help them improve their quality of life. Common goals that staff can help your child/family work toward include:

- Reducing the symptoms of mental illness and increasing the ability to handle stress
- Linking your child/family to resources that meet basic needs, such as income/employment, housing, transportation, etc.
- Restoring and/or improving your child's/family's ability to take care of themselves and carry out the tasks of day-to-day living
- Assisting your child/family with integration into the community
- Maximizing your child's independence
- Identifying safety and wellness goals and strategies
- Supporting other goals

Your child's/family's treatment will be coordinated through your primary assigned staff person. Depending upon the level of care that your child/family needs, your primary assigned staff could be a case manager, behavioral health clinician, or psychiatrist.

Easterseals MORC offers treatment programs that may be part of your recovery plan. We offer:

Adult Services (Southfield, Walled Lake, Pontiac, Center Line, and Clinton Township, MI): Office-based and virtual psychiatric, therapeutic, and intensive community-based case management services for adults with behavioral health disorders.

Children Services (Southfield, Walled Lake, Flint, Grand Rapids, Auburn Hills, Center Line, and Clinton Township, MI): Office-based and virtual psychiatric, therapy, and intensive family home-based treatment services for children and their families with autism, mental health, addiction, and trauma conditions.

Dreams Unlimited Clubhouse (Royal Oak, MI): Psychosocial rehabilitation program that focuses on fostering recovery, competency, social supports, and participation in the community as well as employment skills and opportunities. At the Clubhouse, staff and members work side-by-side to operate the Clubhouse.

Jail Services (Pontiac, MI): Psychiatric, therapeutic, and discharge planning services for individuals with mental illness and substance use services who are incarcerated at Oakland County Jail. Easterseals MORC also provides outpatient therapeutic and case management services to those individuals once released, on probation or parole. Our programs are tailored to work and coordinate care with criminal justice systems.

Culturally Specific Treatment Services (Southfield, MI): Easterseals MORC sub-contracts with Jewish Family Services to provide community-based psychiatric and case management services for Russian-speaking adults with behavioral health disorders. In addition, we provide culturally specific treatment through our Centro Latino (Hispanic) program for children, families, and adults.

Depending upon need, and in certain locations, Family Services offers a wide range of support services and/or opportunities for enhancing recovery. Easterseals MORC staff will work with you to determine which services are recommended for your recovery.

- Respite
- Community Living Services
- Parent support services
- Family support services
- Wraparound
- Psychological testing
- Family psycho-educational groups
- Community hospital screenings and discharge planning

- Parent and Teen Advisory Councils
- Link to community resources (e.g., housing assistance, transportation)

To learn more about the options available to you, contact your primary assigned staff.

Coordination of Care with Primary Health Care Physician (PHCP)

Recovery and wellness go hand in hand. Easterseals MORC values wellness and integrated health care. Family Services offers people the opportunity to receive integrated behavioral health and primary health care services through care coordination with your primary health care physician. Integrating physical health interventions with psychiatric care is considered a best practice for the treatment of children diagnosed with a mental illness.

Wherever you choose to receive your child's medical services from it is vital to coordinate care with your medical doctor. Your Easterseals MORC treatment team coordinates care to keep everyone working toward your goals for recovery and resolves obstacles to wellness.

To talk to your child's primary health care physician, you will be asked to sign an 'Authorization to Release/Obtain Information' that will enable us to exchange important information about your child's treatment. If your child does not already have a primary health care physician, your primary assigned staff will help you find one in your community.

Your Child's Information [ESM Patient Portal (CEHR or Community Electronic Health Record)]

Accurate information is important to your recovery. Easterseals MORC keeps your child's health information in one place to make it easy for you to have the best information and to share changes that affect their wellness. Your child's health information is located on our Community Electronic Health Record (CEHR). You can access your child's CEHR through our website: <https://secure.mycehr.com/cgi-bin/WebObjects/PHR>. Using this website, you can see your child's health information, ask questions, and see information about your child's/family's appointments. This system is private, secure, and confidential. For help with setting up an account that will provide access to your child's information, talk to your primary assigned staff. Your assigned staff can also help you learn how to use this resource.

On the Easterseals MORC Patient Portal you can:

- Send and receive secure messages to ask questions (of your treatment team) between appointments
- Upload information for staff into your child's portal
- Receive a copy of your child's Person-Centered Plan, Periodic Review or Addendum
- Sign documents
- View important information, such as clinical summaries, test results, reminders, or educational materials.

The information available on the portal supports your child's/family's recovery and keeps you up to date on your child's care. The information includes:

- Personal information
- Opportunity to send and receive messages from their team
- Allergies
- Continuity of Care
- Diagnosis
- Documents
- Lab Test Results
- Medications
- Vitals
- Appointments
- Resources

Case Records

Your child's/family's case records are kept secure and confidential. All information related to your child's/family's services is maintained in a secure manner, in keeping with all professional standards, rules, and regulations.

Easterseals MORC maintains an electronic health record (EHR), which means that all information related to your child's/family's case, will be kept and accessed electronically. Any documentation that is recorded temporarily on paper (i.e., forms, communication from outside agencies) is scanned into the system and the paperwork will be destroyed.

You have the right to review and/or request a copy of your records at any time. Our practice is to have a staff member available to answer any questions as you review your records. You also have the right to add a formal statement to your records if you find something you think is incorrect or incomplete. You may receive one copy of your record at no cost. You will be charged a copying fee for any additional copies that you may need.

Case records for children are kept six (6) years past the age of 18 and ten (10) years after the last date of service. After that time, records are destroyed.

Confidentiality

Your child's personal health information is kept secure and confidential by Easterseals MORC. We follow all state and federal laws and regulations to protect the confidentiality of your child's records, including 42 CFR Part 2 regulations which provide additional rights and protections to those with a substance use disorder ([Fact Sheet: SAMHSA 42 CFR Part 2 Revised Rule | SAMHSA](#)) Staff may not reveal information about your child/family unless you give your permission in writing. Exceptions to this rule may include:

- To comply with a court order
- To assist medical personnel in a medical emergency
- For an audit or program evaluation
- To warn any person against whom a threat has been made and to notify police
- To report suspected abuse or neglect of a child or adult to the proper authorities

Code of Ethics

Easterseals MORC partners with you on your child's/family's recovery. We are committed to serving your child/family with dignity and respect. Privacy and confidentiality are our core values, and we follow legal and ethical guidelines for your child and family's protection. Easterseals MORC professionals uphold the ethical standards of the American Psychological Association and the National Association of Social Workers to provide the best care and support during your recovery.

Easterseals MORC Environment (Program Rules)

Easterseals MORC provides a safe environment that promotes recovery and wellness. Everyone visiting our locations or using our services agrees to respect our environment. Respect means:

- No smoking or tobacco use in Easterseals MORC premises or in an Easterseals MORC vehicle
- No alcoholic beverages or illegal drugs on Easterseals MORC premises or in an Easterseals MORC vehicle
- No weapons of any kind on Easterseals MORC premises or in an Easterseals MORC vehicle

People who do not respect our environment will be required to leave.

Impairment: If staff suspects or knows that a person is impaired by drugs or alcohol while on the premises or in an Easterseals MORC vehicle, the staff will work respectfully with that individual to ensure the safety of that person and others.

Medication On-Site

Easterseals MORC provides integrated treatment to children who have a co-occurring psychiatric and substance use disorder. Your child/family is welcome here regardless of the stage of use or dependency. For safety and security, any prescription medications or other legal drugs that are brought onto Easterseals MORC premises must be kept in a secure location (i.e., locked in a car, secured on their person). All visitors bringing legal drugs to Easterseals MORC are to inform the support staff at the time of check-in that it is on site. Support staff will remind the visitor to keep the legal drugs always secured. **Any known possession, exchange, or sale of illegal or legal drugs on Easterseals MORC premises will be reported to the local law enforcement authority (sheriff/police department).**

Safety

Easterseals MORC is committed to your child's safety. Please let us know about any conditions that might trigger illness or a health emergency.

Allergies

If your child has any allergies, please make sure you tell your primary assigned staff.

Emergencies

Urgent Mental Health Help - When Office is Open

If your child has an urgent mental health need during business hours and you have not been able to reach your primary assigned staff, call the front desk and ask for the on-call worker or supervisor.

Urgent Mental Health Help - When Office is Closed

Family Services provides after-hours assistance for urgent mental health needs through a 24-hour phone line. This service is available seven days per week, and on holidays. When you call the number, you will reach an on-call staff person that will assist you.

EASTERSEALS MORC' AFTER-HOURS ON-CALL PHONE NUMBERS

Home Based – Southfield/Walled Lake: (248) 475-2104

Home Based – Auburn Hills: (248) 475-2103

Outpatient – Auburn Hills/Southfield/Walled Lake: (248) 475-2106

DBT – Auburn Hills/Southfield/Walled Lake: (248) 475-2105 or contact your designated therapist

Infant Mental Health/Early-Intervention: Refer to the Emergency Crisis Intervention Letter you received at intake

Center Line: (248) 424-0889

Clinton Township: (248) 424-0889

Flint – Refer to the Emergency Crisis Intervention Letter you received at intake. For those referred through Genesee Health Services (GHS), you can contact the GHS 24-Hour Crisis Hotline at (810) 257-3740

In crisis situations Easterseals MORC uses a Crisis Stabilization Team (CST) and a protocol designed to keep the child/family safe and supported outside of an Emergency Department or a psychiatric hospital.

Crisis Stabilization Team (CST)

The Crisis Stabilization Team provides prevention, crisis response, and postvention services to children and families served by Easterseals MORC. The response team serves two functions: 1) crisis stabilization to keep the child out of the Emergency Department or psychiatric hospital and 2) follow-up after a crisis or psychiatric hospital visit. When a family in crisis contacts Easterseals MORC via the on-call rotation, the on-call clinician will conduct a crisis assessment. Depending on the scores from the assessment, we will review the child's/family's crisis plan to provide care strategies either telephonically or virtually to stabilize the situation. The CST may arrange for a treatment team member to see the child/family within three (3) days. The CST will update your primary assigned staff to maintain care coordination.

Safety in Our Offices

Easterseals MORC wants you and your family to feel and be safe in our offices. Knowing what help is available and where to get additional help will give you confidence that we are doing all we can to keep our environment safe and secure.

Emergency Medical Assistance

Easterseals MORC does **not** provide emergency medical assistance. If your child experiences a medical emergency, call 911.

Emergency Maps

Every building has maps of its floor plan hanging on the walls in each office and in the hallways to show you where to find:

- Emergency exits
- Shelters
- Fire suppression equipment
- First aid kits
- Tornado shelter

Please take a few moments to look at these maps to make sure you will know where to go for help or how to get out of the building if there is an emergency.

Emergency Drills

To ensure your child's/family's safety every program at Easterseals MORC conducts regular emergency drills. If a drill occurs while you are in our building, your child/family will be expected to participate. Staff will let you know what to do. Some of the drills that we have include:

- Tornado
- Fire
- Power Outage
- Crisis Illness and Injury
- Aggressive Person Crisis
- Bomb Threat
- Suspicious Package or Letter
- Incident Command Structure
- Shelter-in-Place

Unsafe Behavior

Your child's safety matters to us. If you are worried about safety, please talk with us. All staff members within Easterseals MORC do everything possible to ensure your safety. Our staff receives special training to effectively manage situations that could endanger your safety or community safety. Staff works with you respectfully to resolve your concerns about behaviors that could pose a danger to you or to others. Examples of unsafe behaviors include swearing, making threats, racist or sexual insults, inappropriate physical contact, and spitting or physical attacks.

Easterseals MORC does not use seclusion or restraint. Our staff attempt to calm situations down and resolve problems in a peaceful manner. If it becomes necessary, Easterseals MORC staff will use emergency intervention procedures to stop you or another person from hurting others, including calling the police to get help in handling the situation.

Duty to Warn

If you or any person says they are going to hurt a certain person, Easterseals MORC staff is legally required to notify the person who is being threatened. Easterseals MORC must alert the law enforcement agency for the area where that person lives. By law, if staff decides that such a warning is necessary, then providing that information to the threatened person and the police does not violate your right to confidentiality.

Your Rights (Recipient Rights)

You control your recovery and have specific rights and responsibilities in treatment. Easterseals MORC provides public mental health services. Every person who receives **public mental health services** has certain rights protected by the Michigan Mental Health Code. Anyone who receives integrated co-occurring services has additional rights protected by the Public Health Code. Detailed information about these rights is contained in the booklets which will be given to you as part of your orientation to services at Easterseals MORC.

You and/or your designee have the right to:

- Be provided with information about your rights, responsibilities, and protections.
- Be free from abuse and neglect.
- Privacy of your information.
- Be treated with dignity and respect.
- Receive services that meet your needs in the least restrictive setting and disenroll from programs or services offered by Easterseals MORC.
- Receive your services in a safe, sanitary, and humane environment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Have your cultural and personal values, beliefs and preferences respected.
- Access, request amendments, or obtain information about disclosures of your health information in accordance with law and regulations.
- Know your assigned staff and request a change in your assigned staff.
- Receive information about Easterseals MORC, its services, practitioners, and providers.
- Participate with practitioners in making decisions about your health care.
- Be informed of available treatment options and alternatives.
- Have your complaints or concerns about Easterseals MORC or the care provided reviewed.
- Have information available in paper form without charge upon request and provided upon request within 5 business days.

Internal/Local Appeal Rights

You have the right to an internal/local appeal if you do not agree with the services contained in your plan of service or if services do not start within 14 days from the date agreed upon in this plan.

Ask for an Internal (Local) Appeal from your PIHP by filling out the Request for Local Appeal form. If you cannot access the form or need assistance in completing it, you can contact your PIHP's customer service department or Easterseals MORC customer service.

There are two kinds of internal appeals:

Standard Appeal: For a standard appeal, you will receive a written decision within 30 calendar days after your appeal is received. A decision might take longer if you ask for an extension or if more information about your case is needed. You will be told if extra time is needed and why it is needed.

Expedited or Fast Appeal: For a fast appeal, you will receive a decision within 72 hours after your appeal is received. You can ask for a fast appeal if you or your provider believe your health could be seriously harmed by waiting up to 30 calendar days for a decision.

Your request for a fast/expedited appeal will be automatically approved if your provider informs your PIHP that your health or achievement of maximum function could be seriously harmed by waiting for the standard timeframe.

If you ask for a fast appeal without this support from a provider, your PIHP will decide if your request requires a fast appeal. If your request for a fast appeal is denied, you will receive an appeal decision within 30 calendar days.

To ask for a Fast Appeal: Please refer to your IPOS under Individual Plan of Services Appeal Rights for the appropriate number to call.

If you want someone to help you with the appeal:

You can name a relative, friend, attorney, doctor, or someone else to act as your representative. Both you and the person you want to speak for you must sign and date the statement confirming this is what you want. You will need to mail or fax this statement to your PIHP. If your guardian is speaking for you, please provide your PIHP with a copy of the court order naming the person as the guardian. If you want someone else to act for you and you have any questions or need help, please contact your PIHP's customer service department or Easterseals MORC customer service.

Access to documents:

You or the person you have asked to help you are entitled to reasonable access to and a free copy of all documents relevant to your appeal at any time before or during the appeal. You must submit the request in writing.

Submit information: You or the person you have asked to help you may submit either in person or in writing, comments, documents, or other information you feel is important to be considered.

Get Help & More Information

- Macomb County Community Mental Health (MCCMH) Customer Service: 1-855-996-2264 or their Ombudsman: 586-469-7795
- Oakland Community Health Network (OCHN) Customer Services Team: 1-800-341-2003 (toll free)
- Genesee Health Systems (GHS) Customer Service: 1-800-257-3705
- Michigan Department of Health and Human Services (MDHHS) Beneficiary Help Line: 1-800-642-3195. TTY users call 1-866-501-5656 or 1-800-975-7630 (if calling from an internet-based phone service)
- Assigned staff or their supervisor as listed on your plan of service
- Easterseals MORC Customer Service: 586-263-8646 or email: Customer_Satisfaction@eastersealsmorc.org

Behavior Treatment Plan Review Committee

We know that recovery is most successful when people enjoy freedom and can make choices. Easterseals MORC makes sure that you have services that are the least restrictive possible. If your illness involves inappropriate and/or unsafe behaviors that Easterseals MORC or others who work with you want to change, then your person-centered plan may include a plan that addresses those unsafe behaviors. Any plan or treatment designed to promote positive behavior and/or diminish inappropriate behavior must be developed as part of your person-centered planning process.

Behavior plans that includes restrictions and/or intrusive or aversive techniques must be reviewed and approved in advance by Easterseals MORC's Behavior Treatment Plan Review Committee (BTPRC). The Committee is also responsible for providing ongoing oversight of any plans that they have approved. Each plan is reviewed at least quarterly to ensure it still meets your needs. Examples of the types of restrictions that must be reviewed by the Committee include phone restrictions, community access restrictions, and/or personal property restrictions. The BTPRC is responsible for ensuring that behavior plans are effective, respectful and continue to meet the person's needs over time. Any behavior plan that involves restrictions and/or intrusive or aversive techniques must clearly spell out what, when and how techniques may be used, as well as how you can regain rights or privileges.

Financial Help and Payment for Services

Easterseals MORC strives to make payment for services as easy as possible. If you do not have any income or insurance benefits, we will work with you to determine your family's ability to pay and assist you with obtaining health care benefits.

When your child/family is first seen for an intake assessment, the intake worker will ask for a copy of your medical insurance and Medicaid information. An "ability to pay" determination is

completed to identify who will be responsible to pay for your child's care. Depending on your insurance coverage, you may need to pay a fee, a copay, or deductible. Your financial responsibility will be assessed at the time of your intake and any time that your insurance changes. For children who have Medicaid coverage, their coverage for services must be determined through the community mental health organization that authorizes behavioral health care. Easterseals MORC can assist you with obtaining authorization from your insurance companies.

If you or your child loses your medical insurance or Medicaid coverage at any time throughout treatment, you will be asked to apply for Medicaid and/or other insurance benefits. Your primary assigned staff will help with the application. Your cooperation in obtaining all necessary insurance, Medicaid, or financial information will be requested. If you decline to assist in this process or to provide the requested information, then you will be responsible to pay the full cost of services.

As part of the annual person-centered planning process, your primary assigned staff will complete an annual Financial Agreement. If there is a change in your financial status at any time throughout treatment (e.g., loses/obtains employment, loses/obtains Medicaid coverage), then your primary assigned staff will complete a new Financial Determination Worksheet.

It is important to know that Medicaid authorized services in case management are never denied because of an inability to pay.

Pharmacy Costs

Medication may be used to support your child's recovery. Your child's insurance may cover some or all the medication expenses. If your insurance does not cover your child's medication, you become responsible for the cost. Your medical staff may be able to work with the pharmacy and pharmacy assistance programs for medications that may not be covered by your insurance. If you have concerns about the costs of your child's medication, please discuss options with your medical staff. You are responsible for medication co-pays.

Planning Your Child's Recovery and Your Family's Future

Succeeding in recovery means planning for today and tomorrow and gathering services and supports to meet your child's and family's needs. Easterseals MORC partners with you to plan all stages of recovery so that your child/family can live their best lives. Together we will identify people who can help and create a plan that gives your child and family the freedom to make choices and responsible decisions. This section provides more information about recovery in partnership with Easterseals MORC.

Natural Supports

One of your primary assigned staff's responsibilities is to help your child/family identify people who can support you in your recovery. These people can be family, friends, co-workers, church

members, etc. Your primary assigned staff will encourage your child/family to include these people – called “natural supports” – in the treatment planning process. People who participate in your treatment plan will be asked to agree to help you in different ways.

Self-Determination

Easterseals MORC encourages self-determination. Self-determination means that your child and your family direct their care and have the resources you need to make responsible decisions. Within the public mental health system, it means that you and your family have control over funding for the services you receive.

Self-determination is based on five principles:

- Freedom – to plan your own life
- Authority – to control a budgeted amount of money
- Support – from meaningful relationships to get needed help
- Responsibility – to use public dollars wisely and give back to the community
- Confirmation – honoring your own choices and decisions that help create system changes

If you want to know more about self-determination, please talk to your primary assigned staff. You can also get more information about this process by going to Oakland Community Health Network's website.

Treatment Planning

For people receiving services, treatment plans are developed using Person/Family-Centered Planning (PCP). This method focuses on your strengths, and is based on your dreams, desires, needs, abilities, and preferences. Your child's/family's right to PCP is protected by the Michigan Mental Health Code. The PCP will be developed with your active participation as well as any family or friends that you choose to invite. Your treatment plan includes your child's/family's goals and preferences. The plan must be clinically appropriate and based upon available resources.

Person/Family-Centered Planning

Your child and family will be asked to participate in a pre-planning meeting as the first step in the person/family-centered planning process. The purpose of this initial meeting is to determine who your child would like to invite to the PCP meeting; to give your child/family an opportunity to choose who will facilitate your meeting; to choose the day/time/location for the meeting that is most convenient for your child and their supports; to determine whether your child has any special needs that require accommodation to ensure an effective meeting; and to begin identifying your child's dreams, desires, needs, abilities and preferences. This preparation is an essential part of the person/family-centered planning process.

Your child and family will be encouraged to invite other family members, friends, and other people in your child's life to help develop the plan. Based on your child's dreams, desires, needs and preferences, you and your child direct the development of the treatment plan and decide what goals you want to achieve. The people attending your meeting will help your child decide what supports and services are needed to achieve their goals.

Your child and family have the right to “independent facilitation” of the PCP process. Your family's preference regarding when and where the PCP meeting will be held is respected and will be accommodated. You can request that a person-centered planning meeting be convened whenever you want – your child and family are not restricted to a once per year event.

Independent Facilitation

All Easterseals MORC case managers, peer support specialists and behavioral health clinicians have received extensive training in person-centered planning, which is the process we use to help people who are receiving case management services develop their treatment plan. You and your family have the right to choose the person who will facilitate this process for you. Some options include:

- An Easterseals MORC case manager
- An Easterseals MORC peer support specialist
- An independent facilitator (any trained person who does not work for Easterseals MORC)
- Family member who undergoes training in the PCP process

If your child is interested in using an independent facilitator or family member, talk to your primary assigned staff about this preference. Your primary assigned staff can help you find an independent facilitator.

Advance Directive for Mental Health Decision-making

An Advance Directive is a legal document that records what treatment you want for your child/family. If you are interested in having an Advance Directive, ask your primary assigned staff for help.

Crisis Plan

Your primary assigned staff will help you identify any health and safety needs for your child/family. Easterseals MORC develops a plan to keep you safe during a personal crisis. To create an effective plan, your primary assigned staff will need to know whether your child has ever tried to kill themselves, whether they have any suicidal thoughts or plans, any substance abuse use or dependence, any medical problems, and any other risks that may be of concern to you. Together, you will develop a plan for reducing the likelihood that any of the identified risks will become a problem for your child.

The plan will include the things your child/family can do to prevent a crisis and things your treatment team or other people can do to help you prevent a crisis. As part of this process, you can also tell us how you would like things handled if your child or a family is hospitalized. You will be asked to pick people you know who could help your child/family if there is crisis and your child/family needs help. These people will be included in your plan.

If Your Child/Family Has a Setback

Recovery is not always a straight, steady road. There may be ups and downs, new discoveries, and setbacks. The journey to full recovery takes time, but positive changes can happen all along the way. Each step is important and can be a learning experience. Easterseals MORC is here to help during setbacks and will support your child/family as you decide on your next steps.

Discharge Planning

Easterseals MORC treatment services are designed to help your child/family reach personal goals and objectives, and to improve their quality of life. When thinking about what services your child/family needs, you should also be asking yourself how you will know when those goals have been met. At some point, you may no longer need Easterseals MORC's services. At that time, our staff will help link your child/family to other places within the community that can meet their current needs.

In partnership with your treatment team, progress toward your child's/family's goals will be reviewed often. Some reasons why your services with Easterseals MORC may stop include:

- Your child's symptoms have been reduced and their needs could be met by other providers within the community.
- Your child/family no longer want services, and you ask that your case be closed.
- Your family moves out of our service area.
- Your family wants to get your services from a different provider.
- Your child/family doesn't keep appointments with your assigned staff and you don't respond to phone calls, letters, or other forms of assertive outreach.

When the time comes for your child's/family's case to be closed with Easterseals MORC, your primary assigned staff will work closely with you to ensure that your child has been linked to any services that they may still need. You will also receive the following information:

- Reason for your child's discharge from the program
- Summary of your child's progress toward goals/objectives while in treatment
- Summary of your child's strengths, needs, preferences and abilities at time of discharge
- Assessment of your child's need for continued services
- Diagnosis and current medications
- Referrals for continued services within the community
- Information regarding how to access services with Easterseals MORC in the future, should you ever need our help again.

Before your case is closed with Easterseals MORC, you will receive a letter that tells you that your child's/family's services will be terminated in 30 days unless you call your primary assigned staff and request that services be continued. You can expect to receive this letter even if you requested that your case be closed. If you receive such a letter, and you want to continue to receive services, contact your primary assigned staff as soon as possible.

You and/or your designee have the responsibility to:

- Follow the mutually agreed upon Plan of Service or notify your assigned staff if you cannot follow the plan.
- Provide Easterseals MORC and its practitioners/providers, to the best of your knowledge, accurate and complete information regarding your medical history, including but not limited to allergies, present and past illnesses, medications, hospitalizations, address, telephone number, and insurance information.
- Report unexpected changes in your health.
- Inform your assigned staff if you have an advance directive and provide a copy.
- Ask questions about your care to better understand your health needs.
- Notify us in advance if you need to change your scheduled appointment or service for any reason.
- Tell us if your Medicare, Medicaid, or other insurance changes.
- Notify us if you wish to disenroll from services.
- Treat all staff and others with courtesy and respect.
- Be considerate and respectful of Easterseals MORC and other's property

Customer Complaint Process

Concerns/Complaints may be addressed by any Easterseals MORC employee. Most concerns are informal and addressed by your assigned staff as designated by their job description of linking/coordinating care. Concerns expressed to the assigned staff are documented in the EMR with resolution or action taken.

If a complaint involves a code protected right, the person receiving the complaint will notify the appropriate Office of Recipient Rights (ORR). The ORR may conduct an investigation and require remedial action to prevent a recurrence of the complaint.

If a complaint involves a compliance issue, the person receiving the complaint will notify Easterseals MORC's compliance department. The compliance department may conduct an investigation and require corrective action to prevent recurrence.

Any Complainant shall have access to the following options for complaint resolution:

- Assigned staff review
- Leadership review which may include a manager, supervisor or director
- Discuss concerns about medications and second opinions with a psychiatrist or nurse practitioner.
- Customer Service Departmental review up to the Vice President of Clinical Risk and Customer Service
- Senior Leadership Team review if issue is unresolved at previous levels

Other Easterseals MORC Services

Easterseals MORC offers services based on your specific needs. Descriptions of our programs and services are listed here for your information. If you are interested in these services, contact your primary assigned staff. Please keep in mind that each program has specific eligibility requirements.

Behavioral Health Home (Oakland County Only)

Behavioral Health Home (BHH) is a comprehensive care management program providing coordinated care tailored to your specific needs. The goal is to empower you to take control of your care and improve your health. It includes health promotion, education, resources, and referrals to appropriate community supports and services. It gives you access to a team of health care professionals and assistance in health care decision-making. The BHH program is a benefit for Medicaid, Healthy Michigan Plan and MICHild enrollees. Eligible and enrolled people receive case coordination, and support to manage your health care and social needs. Please ask your primary assigned staff if you are eligible for this service.

Community Living Supports

Community Living Supports are Medicaid funded services that help children gain skills to live independently and participate in their community. The services provided are based on each person's individual needs and may include things like teaching you how to cook, budget money, or use public transportation. Easterseals MORC coordinates care with CLS provider organizations as outlined in the plan of service.

Co-occurring Services

People who have a diagnosis of a mental illness may also have substance use problems or vice versa. This is called a "co-occurring" disorder. Easterseals MORC treats both disorders at the same time. Our staff have been trained to assess for both conditions and offer evidence-based services to address both conditions while in treatment. People are never turned away due to impairment or alcohol and drug use patterns.

Evidence-Based Practices

Easterseals MORC wants the best treatment available for the people we work with. We use evidence-based practices because they are methods of treatment that have been proven to work. The evidence-based practices currently available through Family Services* include (but are not limited to):

- Dialectical Behavior Therapy (DBT)
- Family Psychoeducational Model
- Moral Reconciliation Therapy (MRT)
- Motivational Interviewing
- Incredible Years
- Brief Strategic Family Therapy
- Trauma Focused Cognitive Behavior Therapy
- Parent Management Training – Oregon (PMTO)

- Child Parent Psychotherapy
- Families Moving Forward
- Prime For Life
- Prolonged Exposure Therapy
- Functional Family Therapy
- Eye Movement Desensitization Reprocessing (EMDR)

If you would like more information about any of these treatment methods, please talk to your primary assigned staff.

*** All services are not available at all locations. Eligibility for services depends upon your needs.**

Interpreter Services

Easterseals MORC provides interpretive services for sign language and non-English speakers. If requested, Easterseals MORC will contract with an individual's/family's interpreter of choice instead if the interpreter meets Easterseals MORC's requirements for becoming a contractor.

Parent Support Partners

Parent Support Partners work collaboratively with Easterseals MORC clinicians/case managers to provide an additional support to parents/families. Parent Support Partners may be available to help your family in a number of ways, including:

- Linking to, or coordinating transportation
- Helping create your person-centered plan
- Co-facilitating support groups
- Assisting with case management needs
- Assisting in applying for free medications or other types of assistance
- Assisting with recreational activities
- Youth Peers- A service to provide support and assistance for youth in accordance with the goals written into their individualized/family plan of service and include:
 - Assist the youth with community integration
 - Improving family relationships
 - Resolving conflicts
 - Assisting in making a transition to adulthood, including achieving successful independent living options
 - Assisting with obtaining employment
 - Assisting with navigating the public human services system

Referrals to Community Resources

Easterseals MORC staff is responsible for helping families get all the services they need. Some of the types of services that your primary assigned staff or other treatment team member may help you find include the following:

- Advocacy groups
- Alcohol and drug treatment (inpatient)

- Community housing programs
- Domestic violence services
- Medical Services
- Legal aid
- Outpatient therapy services (for non-SED level of specialty services care)
- Recreation opportunities
- Self-help groups
- Social / protective services
- Foster care
- Financial services
- Dietary services
- Physical / occupational therapy
- Speech and language services

If you need a referral for any of these types of services, please talk to your child's primary assigned staff.

Targeted Case Management

Easterseals MORC offers targeted case management services which assist with designing and implementing strategies for obtaining services and supports that are goal oriented and individualized. These services may include assessment, planning, linkage, advocacy, coordination, and monitoring to assist in gaining access to needed health and dental services, financial assistance, housing, employment, education, social services and other services and natural supports developed through the treatment process.

Therapy (Individual and Groups)

Easterseals MORC offers a wide variety of therapy, support, and educational groups. Children/Families may also be able to receive individual therapy on a limited basis. Please talk with your primary assigned staff if you are interested in receiving therapy or to join groups currently being offered.

Transportation Assistance

People who are unable to transport themselves or their children to Easterseals MORC for appointments are encouraged to work with their primary assigned staff to find independent transportation, such as learning to use the bus system or other resources. Each location has bus lines near the sites. Some communities may offer shuttle services as well.

If you cannot arrange a ride for your child/family in any other way, your primary assigned staff may be able to request transportation for you. Transportation assistance is limited and can only be provided on a temporary basis until other resources can be located. Requests for transportation must be submitted as far in advance as possible.

Telehealth Services

Easterseals MORC offers virtual, telehealth services as an additional support or mode of providing services to people within our care. Children can receive services from their home when barriers impede on their access to in-person / face-to-face service providers. Easterseals MORC staff will work with you to set up the “eVisit” platform on your computer or device.

If Your Child’s Needs Change

It is common for needs to change during recovery. When you think a change in services is needed, contact your primary assigned staff. A new person/family-centered plan can be created or modified to give your child/family the care that best meets their needs. This process is called a transition.

Level of Care & Transitions

There are several different “levels of care” available within Easterseals MORC. Your treatment team is responsible for determining what level of care is the best match for your child/family. The level of care that your child/family needs may change several times during the course of treatment. If you and your team decide that your child's/family's needs have changed and they should get a different level of care, then your primary assigned staff will work with you to develop a plan for making that change. The purpose of this plan is to make sure that your child and family have a smooth move from one level of care to another, with no disruption in services or supports. Level of care is assessed using the Child and Adolescent Functional Assessment Scale (CAFAS) and American Society of Addiction Medicine (ASAM) levels of care for substance use conditions.

Easterseals MORC Levels of Care	
Level of Care	Possible Indications of a Need for this Level of Care
Level 1 – Brief Outpatient	<ul style="list-style-type: none">❑ Mild mental health condition that is stabilized or only requires brief intervention.❑ Services may include medication management and monitoring, therapeutic interventions as needed.❑ CAFAS below 50
Level 2 - Outpatient Therapy	<ul style="list-style-type: none">❑ Mild to moderate mental health and/or substance use concerns.❑ No recent hospitalizations.❑ Need for therapeutic intervention approximately once per month, medication management as needed.❑ Services may also include psychosocial assessment, person centered planning, parent support partners, group/family therapy, and integrated care management.❑ CAFAS 50-60

Level 3 – Community Outpatient	<ul style="list-style-type: none"> ❑ Moderate mental health and/or substance use concerns with some instability of symptoms. ❑ May have had recent hospitalizations and/or difficulties regularly participating in services. ❑ Need for therapeutic monitoring and support one to two times per month along with medication management as needed. ❑ Services also include psychosocial assessment, person centered planning, parent support partners, group/family therapy, case management, integrated care management, peer/recovery coach, individual placement support services, nursing services, and community living supports. Intensive outpatient therapy and/or medication assisted treatment may also be provided to those with significant substance use concerns. ❑ CAFAS 60-80
Level 4 - Home Based Services	<ul style="list-style-type: none"> ❑ Moderate to severe mental health and/or substance use concerns. Significant instability of symptoms. ❑ Multiple hospitalizations in the past year. ❑ Need for regular and frequent monitoring 1-2 times per week or more and ongoing engagement in therapeutic treatment and psychiatric services. ❑ Services also include psychosocial assessment, person centered planning, parent support partners, group/family therapy, case management, integrated care management, peer/recovery coach, individual placement support services, nursing services, and community living supports. Intensive outpatient therapy and/or medication assisted treatment may also be provided to those with significant substance use concerns. ❑ CAFAS greater than 80

****** Services are authorized based on insurance coverage and level of need as outlined in the individuals plan of service. Medicaid at Level 1 and 2 are managed by the Medicaid Health Plans and anything Level 3 and above require eligibility determination to access specialty Medicaid covered services.**

Want to Learn More About Recovery and Other Community Resources?

Ask your primary assigned staff about our 'Referral to Community Resources' that can provide information about additional resources in your area.

Thank You

We know that recovery requires commitment and perseverance. Your child and family deserve to live your best lives and we are honored to be part of your journey. Thank you for choosing Easterseals MORC as your family's partner in recovery. We value the opportunity to be a part of your recovery and appreciate the chance to learn from you and your experiences. Please

share your opinions and feedback on our programs and services so we can continue to develop our skills and innovate to improve mental health services. If you know of other people who need help, let them know about Easterseals MORC. We are here to help.