



Resource Guide for Adults

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Welcome Letter



Thank you for taking a step toward recovery and wellness. We are honored to be part of your journey and look forward to learning and growing with you. 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 you succeed in recovery.

Recovery is possible for everyone—especially for you. Coming to Easterseals MORC means that you want to reduce the impact of your symptoms and make changes in how you think and act. As your partner, we will encourage you, 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 you 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 fluid and cursive.

Brent L. Wirth
President/CEO

Introduction

The Easterseals MORC Resource Guide explains how we can support you in 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 you have 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 person. 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 journey toward wellness. Wellness includes:

- Discovering your potential and building on your strengths
- Overcoming the negative impact of symptoms
- Changing your attitudes, beliefs, and feelings
- Taking responsibility for your personal choices
- Increasing your awareness and understanding of your 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 personal goals that may have seemed out of reach before you started your journey toward wellness.

Easterseals MORC (EM) works with people 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 person 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 person's unique strengths, needs, dreams, and preferences.

- **Empowerment:** People 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 a person'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 person'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 person is responsible for promoting their own wellness. 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 people 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 you 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 strengths and talents to overcome and cope with the challenges in your life. We know that you can succeed in making changes that will make your 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 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 (CCBHC) 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 your conditions for overall improved quality of life. People 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

You direct the development of your own treatment plan to identify your personal goals and determine the supports and services that will help you improve your quality of life. In general, some of the types of goals that staff can help you 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 particular cultural values, beliefs, and practices.

Trauma Informed Care

Trauma is considered to be a leading factor in the onset of mental illness and substance use. 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 people 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 you 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 Care (Service Coordination)

Adult Services are coordinated through an assigned primary staff. Depending upon the level of care that best meets your needs, your primary assigned staff may be a case manager, a behavioral health clinician, or a psychiatrist. Your assigned primary staff is your main contact within Easterseals MORC and is responsible for making sure you get 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 for easier access to our services through immediate scheduling. Please call the main number at your location to connect with a scheduler.

If you are 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 assigned primary 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 you with the same assigned primary staff throughout your treatment with Easterseals MORC. However, there may be times when you 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 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 assigned primary staff.

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

To create a recovery plan that will work best for you and your situation, 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 past treatment history, including medical, psychiatric, and substance use
- Evaluation of your current treatment needs
- Orientation to Easterseals MORC services
- Discussion of your immediate goals, including any safety or health concerns
- Review of your 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 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 take an active role in deciding what you need and what you want for your future. Easterseals MORC uses a process called person-centered planning that is centered around you.

The Person-Centered Planning Process includes:

- The chance to decide who will help you create your plan
- The opportunity to invite your 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 your person-centered treatment plan and authorization of services
- Development of your crisis plan
- Discussion of your right to develop an advance directive or choose self-determination

Easterseals MORC services are designed specifically for your recovery and wellness. To keep everyone informed and working together:

- We document your services in your person-centered treatment plan
- We review your progress toward goals and make adjustments to your treatment plan, as needed
- We offer crisis intervention services, if needed
- We coordinate care with your 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 you 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 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*

Assertive Community Treatment (ACT) Southfield: (248) 798-4370

Assertive Community Treatment (ACT) Pontiac: (248) 904-8533

Southfield and Walled Lake Therapy and Case Management: (248) 798-4294
Specialized Residential Services (SRS): Obtain number from your assigned staff
Pontiac Therapy and Case management: (248) 425-4841
Centro Latino: (248) 229-0848
Center Line: (248) 424-0889
Clinton Township: (248) 424-0889

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

Late Arrivals

Being on time for your sessions is very important and it is suggested that you arrive ten (10) minutes prior to your scheduled appointment. If you think you will not be able to be on time, consider rescheduling your session. If you arrive 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 re-schedule 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 you are 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. Automated telephone reminders of upcoming scheduled appointments are provided. If the individual/family are unable to make an appointment, they are encouraged to call 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 you correct and complete. If there is a change in your address, telephone number, email address, insurance, employment, emergency contacts, or financial situation, let your primary assigned staff know as soon as possible.

Stay in Touch (Lost Contact)

Life can be unpredictable. If you move or change 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 you because we no longer have a current address or phone number for you, and you have missed one or more scheduled appointments, 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 you have a legal guardian, your guardian must sign all documentation related to your 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. 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 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 you
- What services you want or need the most
- How to make sure you get the services you need in a timely manner
- How to make the best use of resources that we have
- Whether our employees are respectful of your 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 you 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 Easterseals MORC 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.

You direct the development of your own treatment plan. Part of the process is identifying your goals and naming the supports and services that will help you improve your quality of life. Common goals that staff can help you work toward include:

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

Your treatment will be coordinated through your assigned primary staff. Depending upon the level of care that you need, your assigned primary staff could be a case manager, behavioral health clinician, or psychiatrist. (For more detailed information on levels of care, see the section on “Levels of Care and Transitions” in this handbook.)

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

[Adult Services](#) (Southfield, Walled Lake, Center Line, Pontiac, 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, Center Line, Auburn Hills, 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, Easterseals MORC provide culturally specific treatment through our Centro Latino (Hispanic) program for children, families, and adults.

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. We offer people the opportunity to receive integrated behavioral health and primary health care services on-site at our Southfield campus. Integrating physical health interventions with psychiatric care is considered a best practice for the treatment of persons diagnosed with a mental illness. Choosing to receive your medical care at this facility will enhance the coordination of care between your primary health care provider and behavioral health services.

Whether you choose to receive your medical services from our on-site clinic or from a private physician in your community, coordinating care with your medical doctor is a vital function of your Easterseals MORC treatment team. Your treatment team keeps everyone working toward your goals for recovery and resolves obstacles to wellness.

To talk to your 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 treatment. If you do not already have a primary health care physician, your primary assigned staff will help you find one in your community.

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

Accurate information is important to your recovery. Easterseals MORC keeps your health information in one place to make it easy for you to have the best information and to share changes that affect your wellness. Your health information is located on our Community Electronic Health Record (CEHR). You can access your CEHR through our website:

<https://secure.mycehr.com/cgi-bin/WebObjects/PHR>. Using this website, you can see your personal health information, ask questions, and see information about your appointments. This system is private, secure, and confidential. For help with setting up an account that will provide access to your 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 portal
- Receive a copy of your 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 recovery and keeps you up to date on your care. The information includes:

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

Case Records

Your case records are kept secure and confidential. All information related to your 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 case will be kept and accessed electronically. Any documentation that is recorded temporarily on paper (e.g., 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.

Adult Services keeps all case records for ten (10) years. After that time, records are destroyed.

Confidentiality

Your 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 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 you 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 recovery. We are committed to serving you with dignity and respect. Privacy and confidentiality are our core values, and we follow legal and ethical guidelines for your 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 to you 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 individuals who have a co-occurring psychiatric and substance use disorder. You are 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 (e.g., 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 always keep the legal drugs 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 safety. Please let us know about any conditions that might trigger illness or a health emergency.

Allergies

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

Emergencies

Urgent Mental Health Help - When Office is Closed

Easterseals MORC 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 MORCS AFTER-HOURS ON-CALL PHONE NUMBERS:

Assertive Community Treatment (ACT) Southfield: (248) 798-4370

Assertive Community Treatment (ACT) Pontiac: (248) 904-8533

Southfield and Walled Lake Therapy and Case Management: (248) 798-4294

Community Transition Services (CTS): Obtain number from your assigned staff

Pontiac Therapy and Case Management: (248) 425-4841

Centro Latino: (248) 229-0848

Center Line: 248-424-0889

Clinton Township: 248-424-0889

Urgent Mental Health Help - When Office is Open

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

Safety in Our Offices

Easterseals MORC wants you 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 you experience 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 safety, every program at Easterseals MORC conducts regular emergency drills. If a drill occurs while you are in our building, you 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 safety matters to us. If you are worried about your safety, please talk with us. All staff members within Easterseals MORC do everything possible to ensure your safety. Our staff receive special training to effectively manage situations that could endanger your safety or community safety. Staff works with you respectfully to resolve your concerns about behavior 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 include 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 ability to pay and assist you with obtaining health care benefits.

When you are 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 care. Depending on your insurance coverage, you may need to pay a fee, a co-pay, or deductible. Your financial responsibility will be assessed at the time of your intake and any time that your insurance changes. For individuals who have Medicaid coverage, your 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 lose 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, you and 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 with you.

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 recovery. Your insurance may cover some or all your medication expenses. If your insurance does not cover your 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 medication, please discuss options with your medical staff. You are responsible for medication co-pays.

Planning Your Recovery and Your Future

Succeeding in recovery means planning for today and tomorrow and gathering services and supports to meet your needs. Easterseals MORC partners with you to plan all stages of your recovery so that you can live your best life. Together we will identify people who can help you in recovery and create a plan that gives you 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 you 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 you to include these people – called “natural supports” – in your 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 you are in charge of your own life and have the resources you need to make responsible decisions. Within the public mental health system, it means that you 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-Centered Planning (PCP). This method focuses on your strengths, and is based on your dreams, desires, needs, abilities, and preferences. Your right to PCP is protected by the Michigan Mental Health Code. Your 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 goals and preferences. The plan must be clinically appropriate and based upon available resources.

Person-Centered Planning

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

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

You have the right to "independent facilitation" of the PCP process. Your preference regarding when and where your 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 – you 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 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 you are 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

If you are concerned that you could become unable to make decisions for yourself for any reason at some point in the future, then consider making an Advance Directive. An Advance Directive is a legal document that records what treatment you want. If you are interested in making 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. Each person 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 you have ever tried to kill yourself, whether you 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 risks you identified will become a problem for you.

The plan will include the things you 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 you are hospitalized. You will be asked to pick people you know who could help you if you ever are in crisis and need help. These people will be included in your plan.

If You Have 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 you during setbacks and will support you as you decide on your next steps.

Discharge Planning

Easterseals MORC treatment services are designed to help you reach your personal goals and objectives, and to improve your quality of life. When thinking about what services you need, 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 you to other places within the community that can meet your current needs.

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

- Your symptoms have been reduced and your needs could be met by other providers within the community
- You no longer want services, and you ask that your case be closed

- You move out of our service area
- You want to get your services from a different provider
- You do not keep appointments with your assigned staff and you do not respond to phone calls, letters, or other forms of assertive outreach

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

- Reason for your discharge from the program
- Summary of your progress toward goals/objectives while in treatment
- Summary of your strengths, needs, preferences, and abilities at time of discharge
- Assessment of your 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 your 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 adults 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.

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 Adult Services* include (but are not limited to):

- Assertive Community Treatment (ACT)
- Psychosocial Rehabilitation – Clubhouse
- Dialectical Behavior Therapy (DBT)
- Family Psychoeducational Model
- Moral Recognition Therapy (MRT)
- Navigate
- Supported Employment/Individual Placement Services (IPS)
- Motivational Interviewing
- Integrated Dual Disorders Treatment for Co-occurring Disorders.
- Eye Movement Desensitization Reprocessing (EMDR)

If you would like more information about any of these treatment methods, please talk to your primary assigned staff or visit our Recovery Resource Center (located in Building 22160 within our campus on Nine Mile Road in Southfield).

*** 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, we will contract with an individual's/family's interpreter of choice instead if the interpreter meets Easterseals MORC's requirements for becoming a contractor.

Peer Support Specialists

Peer support specialists are people served by Easterseals MORC who support other people at Easterseals MORC in their recovery. Since they are recipients of behavioral health services themselves, peers can draw on their own experiences – including first-hand knowledge of treatment planning and the recovery process – to mentor and support others. Peer support specialists complete specialized training to serve in this role.

Our peer support specialists play a vital and varied role in the day-to-day operations of the agency. Peers help people by:

- Instilling hope by sharing their story and providing real life feedback on symptom management
- Helping people identify their personal goals and develop a person-centered plan (peers can facilitate the PCP process or attend as a support)
- Applying for entitlements
- Assisting with orientation to services at intake
- Helping to engage people in the treatment process and/or providing assertive outreach
- Leading or co-facilitating support and skill groups
- Assisting with case management needs, including linking to various supports within the community
- Visiting individuals in the hospital
- Coordinating the Recovery Resource Center
- Assisting individuals in applying for free medications
- Assisting with finding and connecting to recreational activities and/or resources

Recovery Resource Center

The Recovery Resource Center in Southfield has a variety of books, videos, and other resources about mental health and recovery for use. The Center's coordinator holds different workshops every month.

Resource Centers at our Pontiac and Southfield offices offer computer and internet access during certain hours each week. People must sign an "Acceptable Use" agreement and login each time they use the Center's computer.

Referrals to Community Resources

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

- Advocacy groups
- Community housing programs
- Domestic violence services
- Medical services
- Legal aid
- Outpatient therapy services
- Recreation opportunities
- Relapse prevention groups
- Self-help groups
- Social / protective services
- Foster care
- Vocational services
- Financial services
- Dietary services
- Physical / occupational therapy
- Speech-language services

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. People 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 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 yourself 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. People can receive services from their home when barriers impede an individual's 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.

Vocational Services

If you want help finding a job, your primary assigned staff will link you to Easterseals MORC or community services. If you are referred to services within Easterseals MORC – which includes our Individual Placement and Support (IPS) program and Dreams Unlimited Clubhouse – staff will meet with you to find out about your current needs, work history, educational background, interests, and goals. Staff will also help you address any issues that could interfere with your ability to work, such as childcare and lack of transportation.

If Your 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-centered plan can be created or modified to give you the care that best meets your 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 you. The level of care that you need may change several times during the course of treatment. If you and your team decide that your needs have changed and you 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 you have a smooth move from one level of care to another, with no disruption in services or supports. Level of care is assessed using Level of Care Utilization Services (LOCUS) for mental illness and ASAM 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"> • Low or mild mental health/substance use conditions that require brief intervention. • Services include evaluation, person centered planning, brief individual, group or family therapy to resolve brief/mild conditions.
Level 2 – Outpatient	<ul style="list-style-type: none"> • Mild to moderate mental health and substance use conditions that require therapeutic intervention to manage symptoms. Symptoms are impacting functioning. • Services include evaluation, person centered planning, individual, group and/or family therapy, medication evaluation and management, care management for integrated care, peer/recovery support services, individual support services, and Clubhouse.
Level 3 – Community and Outpatient Services	<ul style="list-style-type: none"> • Moderate to severe mental health and/or addiction conditions requiring additional supports to assist in recovery, maintain functioning levels in community with supports, monitoring and planning to address social determinates of health. • Services include evaluation, person centered planning, individual, group and/or family therapy, targeted case management, peer/recovery coaches, medication evaluation and management, nursing assessment, and health services. • Other services as identified by need and insurance: Supported employment, Clubhouse, and community living supports.
Level 4 - Assertive Community Treatment	<ul style="list-style-type: none"> • At risk for multiple hospitalizations; Extreme instability of symptoms. • Need for regular and frequent monitoring at least twice weekly. • Assertive Community Treatment is the recommended level of care. Services include all in level 3 with additional supports or higher frequency of services if Assertive Community Treatment is not appropriate. May include medication assisted treatment, intensive outpatient enhanced services for substance dependency and/or integrated dual diagnosis treatment.
Level 5 - Residential Hospitalization	<ul style="list-style-type: none"> • Level of need that requires placement in a specialized group home setting or other setting that requires personal care and community living supports several hours per day. People with severe mental illness with high monitoring needs are candidates for this level of care.

	<ul style="list-style-type: none"> • Psychiatric hospitalization may be assessed at this level of care.
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****** 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 will provide information about various resources in your area.

Thank You

We know that recovery requires commitment and perseverance. You deserve to live your best life and we are honored to be part of your journey. Thank you for choosing Easterseals MORC as your 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.