



Client and Guardian Handbook

Family First Community Services LLC

3705 Latrobe Drive, Suite 340 Charlotte NC 28211

704-364-3989 (Office) / 704-364-3974 (Fax)

www.familyfirstcommunity.com

TABLE OF CONTENTS

GENERAL INFORMATION	Page 3
CODE OF ETHICS	Page 4
TOBACCO/ALCOHOL/DRUG/WEAPON FREE PRACTICE	Page 4
SERVICES	Page 5-6
FEES	Page 6
CONFIDENTIALITY	Page 6
STAFF RESPONSIBILITIES	Page 6-7
AFTER HOUR EMERGENCY	Page 7
EMERGENCY AND SAFETY PLANS	Page 7
RESTRICTIVE INTERVENTIONS	Page 7
SEARCH AND SEIZURE	Page 8
DISCHARGE PROCEDURE	Page 8
CLIENT FEEDBACK	Page 8
CLIENT RIGHTS AND RESPONSIBILITIES	Page 8-9
GRIEVANCE POLICY	Page 9-10
GRIEVANCE FORM	Page 11

GENERAL INFORMATION

Welcome To Family First Community Services:

We would like to thank you for choosing FFCS as your provider. This handbook is designed to offer you essential information regarding our services. This handbook provides general information about our services. Our staff is available to assist you with further inquiries about our programs and services during business hours.

Office Location and Operating Hours (excluding Holidays):

Office: 3705 Latrobe Drive, Suite 340 Charlotte NC 28211
Office Hours: Monday through Friday 8:30 am to 5:00 pm
Office Phone: 704-364-3989 (Available 24/7/365)
Office Fax: 704-364-3974
Email: info@fam1stcom.com
Website: www.familyfirstcommunity.com

We Ask That You Assist Us By:

- Reading this handbook carefully
- Communicating your needs and preferences
- Participating in developing the Treatment/Person-Centered Plan, and monthly Child & Family Team meetings
- Committing to work with FFCS staff in reaching personal, social, educational, and/or career goals
- Informing FFCS staff of any changes in home address or phone numbers

CODE OF ETHICS

FFCS ensures that clients/legal guardians, staff, and others are treated with dignity, respect, and understanding. FFCS does not discriminate based on age, gender, race, color, culture, disability, ethnic group, religion, sexual orientation, marital status, or socioeconomic status.

FFCS avoids exploiting the trust and dependency of clients/legal guardians, avoids dual relationships and sexual intimacies that could impair professional relationships and does not accept goods or services from clients/legal guardians.

TOBACCO/ALCOHOL/DRUG/WEAPON FREE PRACTICE

FFCS is dedicated to delivering high-quality mental health services within a secure and nurturing environment. To uphold our professional standards, we kindly request that all clients follow specific guidelines while our mental health professionals are providing services.

No tobacco, alcohol, drugs, or weapons are allowed in FFCS's facility or staff's vehicle. FFCS staff may be subject to termination and FFCS clients may be subject to discharge from services if they possess tobacco, alcohol, drugs, weapons, or threaten to harm others.

To ensure a safe and supportive environment for therapy services conducted in your home, ***we kindly request that you maintain a substance-free during our staff's visit.*** This entails avoiding the use of tobacco, alcohol, and illegal drugs in the vicinity.

Furthermore, for the safety of all participants, ***we ask that any firearms or hazardous items be removed from the area designated for therapy sessions.*** Adhering to these guidelines is crucial for fostering a positive and effective therapeutic experience. If you have any questions or concerns regarding these requests, please feel free to reach out to us.

We appreciate your assistance in creating an ideal setting for mental health care. Thank you for your understanding and support.

SERVICES

Comprehensive Clinical Assessment (CCA):

CCA is an intensive clinical and functional face-to-face evaluation to determine a client's diagnoses, mental health, educational, social, medical, and support needs, etc.

Outpatient Therapy (OPT):

OPT is individual, group, and/or family therapy services for clients and their families at home, school, or the office. These services can be delivered either face-to-face or virtually.

School-Based Mental Health Service (SBMH) is a part of OPT services. All referrals to the SBMH program must originate from the schools and require authorization from the relevant school authority, such as the Charlotte Mecklenburg Schools SBMH program. The OPT services provided under the SBMH program will take place at your child's school.

Medication Management:

Medication management is conducted by a Psychiatrist, Physician Assistant (PA), or Nurse Practitioner (NP). Initial and annual appointments are required to be held in person at our office, while subsequent follow-ups may occur virtually. Depending on the specific medications prescribed, you may be required to attend additional in-person visits. During your appointment, our practitioner will outline the monitoring process for your medications.

Intensive In-Home Services (IIH):

Intensive In-Home Services (IIH) is a short-term, focused intervention aimed at stabilizing family dynamics, facilitating reunification, or averting the need for out-of-home placements for children and adolescents. The IIH team is composed of three professionals, including a licensed or associate licensed leader responsible for developing and overseeing the treatment plan for your child, alongside two bachelor's level clinicians who collaborate closely with your family to address and stabilize your child's emotional and behavioral issues. These services are delivered in both home and community environments.

Substance Abuse Intensive Outpatient (SAIOP):

SAIOP is an intensive (3) day-a-week facility-based service that occurs at FFCS for adolescents. SAIOP provides structured individual/group addiction activities in an outpatient setting. SAIOP staff also provides case management and family support services. SAIOP group hours are as follows:

Regular Schedule: Monday, Wednesday, and Friday, 3:30 PM to 6:30 PM

Summer Schedule: Monday, Wednesday, and Friday, 10:00 AM to 1:00 PM

FEES

FFCS accepts North Carolina Medicaid, commercial insurance, and self-pay for payments. Private insurance and self-pay clients may be responsible for co-pay, co-insurance, or deductible based on the health plan. Please contact the Billing Department for more details.

NC Medicaid: Alliance Health, AmeriHealth Caritas, Carolina Complete Health, Healthy Blue, Partners Health, Trillium Health, United Healthcare Community Plan, Vaya Health, and WellCare

Commercial Insurance: Aetna, Anthem, Blue Cross Blue Shield, Carolina Behavioral Health Alliance, CIGNA, and United Healthcare

CONFIDENTIALITY

FFCS follows the Federal, State, Local, and HIPAA confidentiality rules and guidelines. FFCS releases information to other agencies only if there is written consent except when there is a danger to self or others, a court order for treatment, or suspicions of neglect/abuse.

FFCS personnel will require you to complete the Authorization To Release/Exchange Information Form when you agree to allow FFCS to share clinical information with third parties. This form remains valid for one year and can be revoked at any time upon your request.

STAFF RESPONSIBILITIES

Each staff member is required to engage with their designated client and family according to the schedule outlined in the client's treatment or person-centered plan (PCP).

Interventions are formulated based on research reflecting best practices in disability and medical necessity. FFCS staff are permitted to transport clients only to clinically appropriate locations that align with the treatment/PCP, and it is not permissible for staff to take clients to their residences or to run errands such as shopping.

AFTER HOUR EMERGENCY

FFCS personnel are accessible around the clock throughout the year to address crisis or emergency situations. In the event of a life-threatening emergency, it is imperative to dial 911. For non-life-threatening emergencies, please adhere to the procedures outlined in your Crisis Plan. Should the situation fail to improve, reach out to the designated staff listed in your Crisis Plan or contact the FFCS office at 704-364-3989. Non-emergency inquiries will receive a response within one business day.

EMERGENCY AND SAFETY PLANS

FFCS has Fire Extinguishers and First Aid Kits in the offices in the Receptionist areas. All FFCS staff who work in the community have First Aid Kits in the trunk of their cars.

FFCS employees do not have contact with clients/families who have an infectious illness until there is a written note from a doctor stating that contact is safe.

In cases of extreme weather events, such as severe thunderstorms, tornado watches or warnings, or significant snowfall and sleet, FFCS may suspend appointments or services until it is deemed safe to resume operations. FFCS will strive to keep clients and staff informed through direct communication via telephone, text, or email whenever feasible.

RESTRICTIVE INTERVENTION

FFCS personnel primarily employ North Carolina Intervention Plus (NCI Plus) verbal de-escalation techniques during crises. If a client cannot be calmed, the Crisis Intervention Team of CMPD or the Mobile Crisis Unit will be contacted.

SEARCH AND SEIZURE

All clients are entitled to protection against unjust intrusions into their privacy. Consequently, FFCS personnel refrain from conducting searches or seizures. In cases where there is suspicion of illegal substances or weapons, staff will alert the appropriate authorities, such as law enforcement or court counselors. The legal guardian will be promptly informed of any such occurrences.

DISCHARGE PROCEDURE

Clients and their families are discharged from services when

- Goals are achieved and the client is no longer eligible for services
- The client is not making progress and all realistic treatment options have been exhausted
- Service needs are outside the realm of FFCS services
- The client and family no longer want services. F

FCS staff will assist clients and their families with transition when appropriate or needed

CLIENT FEEDBACK

Client satisfaction is very important to us. So please let us know your thoughts and opinions about the services you and/or your child receive by participating in our annual Client Satisfaction Surveys or inserting feedback into our Client Suggestion Box located in the lobby.

CLIENT RIGHTS AND RESPONSIBILITIES

FFCS informs children/youth/legal guardians of their rights and responsibilities and gives the clients/legal guardians a copy of Client Rights and Responsibilities information at Intake/Admission. *Please notify your assigned clinician, therapist or the program manager if you have not received this information within 72 hours of admission.*

Clients/legal guardians have the right to contact the following offices or persons if they have concerns about services:

FFCS Client Representative:

Tony Johnson, 704-364-3989

FFCS HIPAA Privacy/Security Officers: Michiko Dowdy, 704-364-3989

NC Rights of NC: 919-856-2195

NC Division of MH/SDD/SAS: 919-715-3197

GRIEVANCE

General Grievance:

If you encounter any issues, concerns, or complaints, you are encouraged to reach out to your designated staff member, the Program Manager, the Clinical Director, or the Owner. Alternatively, you may submit the Grievance Form, which can be found on the back page of this handbook or in the Client Orientation Packet, to the office. Upon receipt of your notification, FFCS administration will commence an investigation within three business days.

Licensed Clinicians Ethical Complaints:

Licensed professionals are required to follow the ethical guidelines established by their respective licensing boards. If you have concerns regarding the services provided to you or to someone for whom you are legally accountable, please reach out to our Client Representative, Tony Johnson. In cases where the complaint pertains to ethical issues, you are entitled to contact the licensing board associated with the clinician in question.

Please know that you are encouraged to discuss any questions and/or concerns you have about the counseling relationship or the counseling process with the clinician you were assigned to. If you are dissatisfied with any aspect of the counseling process, please inform your clinician so you two can determine if can continue to work together or whether a referral would be most appropriate. If you think you have been treated unfairly or unethically, and we cannot resolve the problem, you reserve the right to contact the respective licensing board as per your clinician's license. Those boards are as follows:

North Carolina Social Work Certification and Licensure Board
P.O. Box 1043
Asheboro, NC 27204
Phone: 336.625.1679
Fax: 33.625.4246
Website: www.ncswboard.org

North Carolina Board Licensed Clinical Mental Health Counselors
P.O. Box 77819

Greensboro, NC 27417
Phone: 844.622.3572 or 336.217.6007
Fax: 336.217.9450
Website: www.ncblcmhc.org

North Carolina Addiction Specialist Professional Practice Board
P.O. Box 10126
Raleigh, NC 27605
Website: www.ncasppb.org

North Carolina Board of Marriage and Family Therapy
P.O. Box 10912
Raleigh, NC 27605
Phone: 919.568.3014
Website: www.ncbmft.org

North Carolina Psychology Board
895 State Farm Road
Suite 101
Boone, NC 28607
Website: www.ncpsychologyboard.org

GRIEVANCE FORM

First Name		Last Name	
Address			
City		State	Zip Code
Phone#			
Email			

Grievance/Complaint/Concerns:

Signature

Date

This part will be filled out by FFCS Officials.

FFCS Staff		Date of Receipt	
FFCS Staff Signature			
Reviewed By			
Date of Review			
Signature of Reviewer			