



**Taylor Life Center
Consumer Services, Inc.**



Consumer Handbook

Welcome!

Welcome to Taylor Life Center and Consumer Services, Inc.! We are proud to provide you with a variety of statewide mental health services to help with personal issues, behavioral health disorders, substance abuse issues, and developmental disabilities. We are glad you are utilizing our services and want you to feel comfortable with the help and support you receive from Taylor Life Center and/or Consumer Services, Inc.

We created this consumer handbook to help you get the most out of our services. The information contained in this handbook has been developed with you in mind as the consumer, as well as your family, friends, and the other people in your support system.

This handbook contains information about all Taylor Life Center and Consumer Services, Inc. services and facilities, consumer rights and responsibilities, advocacy groups throughout Michigan, and additional information and resources.

We hope you find this handbook helpful, and utilize it to help improve your service quality and experience with Taylor Life Center and Consumer Services, Inc. If at any time you are not satisfied with our services, we want to know. Please feel free to contact Customer Services at (866) 975-2995 and let us know if there is anything we can do to improve your experience.

Again, we are here to help! We want to provide you with the support, knowledge and resources you need to achieve a higher quality of life!



Kathleen M Taylor

Chief Executive Officer
Taylor Life Center and Consumer Services, Inc.

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Directory of Facilities

Administration Office

585 Jewett Rd., Mason, MI 48854(517) 833-8100
Mail correspondence: PO Box 289, Mason, MI 48854 Toll Free (866) 975-2995

Case Management

Flint - 3169 Beecher Rd., Suite 203, Flint, MI 48532(810) 237-0799
Toll Free (866) 975-6382
Owosso - 632 N. M-52, Owosso, MI 48867(989) 723-0330

Outpatient Psychotherapy Clinics – Taylor Life Center

Flint - 3169 Beecher Rd., Suite 203, Flint, MI 48532(810) 237-0799
Toll Free (866) 975-0380
*Owosso - 632 N. M-52, Owosso, MI 48867(989) 723-0330

Personal Care Services

Calhoun County Residential - Primary Contact(269) 962-1190
Shiawassee County Residential - Primary Contact(989) 723-0330

Psychiatric Health Clinic

3169 Beecher Rd., Suite 203, Flint, MI 48532(810) 237-0799
Toll Free (866) 975-6382

Supports Coordination

Flint - 3169 Beecher Rd., Suite 203, Flint, MI 48532(810) 237-0799
Sterling Heights - 38271 Mound Rd., Bldg B., Ste. 300, Sterling Hts, MI 48310 (586) 477-2054

*Psychiatric services are available at this location.

Mission Statement

As a cutting edge, not-for-profit organization, our mission is to provide excellent, coordinated behavioral healthcare services to the children and adults of our communities, empowering them to achieve a higher quality of life.

Core Values

Innovation

Taylor Life Center/Consumer Services, Inc. seeks to be on the cutting edge of behavioral healthcare services, including implementation of evidence based practices and development of state-of-the-art services.

Excellence

Taylor Life Center/Consumer Services, Inc. seeks to provide outstanding, customer-focused service to each person we serve. We strive to be the best at what we do.

Empowerment

Taylor Life Center/Consumer Services, Inc. seeks to address persons' behavioral health in partnership with our consumers. We believe strongly in the person-centered approach, and to provide our consumers with the tools they need to lead their treatment.

Quality of Life

Taylor Life Center/Consumer Services, Inc. seeks to improve the quality of life for all persons associated with our organization through community engagement, mutual respect, and relationship building.

Customer Services

We are here to help you! If at any time, you are concerned about your care, have questions or suggestions, please contact our Customer Services line right away – call toll-free (866) 975-2995. For Deaf and hard of hearing consumers, please dial the Michigan Relay Center (7-1-1).



Customer Services is here to assist you when:

- You are dissatisfied with your services.
- You need help with service choices.
- You are looking for information about Taylor Life Center/Consumer Services, Inc.
- You want help locating information about places to get help.
- You are interested in participating in groups and trainings that are both informative and fun.
- You need accurate information provided in a professional, friendly manner.

Receiving Services

To make sure you receive services quickly and in a way that is easy to understand, the following information will help you to prepare for your visit.

For Your Visits

- Bring your Medicaid or insurance card, and identification every time you visit.
- If you cannot keep your appointment and need to reschedule, please contact your service provider 24 hours in advance.
- Failure to show to a scheduled appointment may result in a fee.
- You are expected to pay any co-pay or any payment toward your deductible before your appointment.
- If your children are not participating in the service, please try to arrange childcare as the

- staff cannot be responsible for watching children.
- Children under 12 years of age cannot be alone while waiting for his or her parent, or under the supervision of other children; they must be left in the care of an adult.
- Your primary clinician will assist you with your Person/Family-Centered Treatment Planning. Your primary clinician will explain treatment options and authorize the services that are agreed upon.

Proof of Guardianship

Before you or your child begins services, you must provide necessary documentation for proof of guardianship. This may include one or more of the following: state driver's license or state I.D., emancipation document, birth certificate, guardianship/adoption documentation, custody documentation, or court documentation. In the event a parent has joint-custody of a child consumer, both parents must sign a Consent for Treatment.

Language Assistance

If you do not speak English or need a sign language interpreter, contact Taylor Life Center/ Consumer Services, Inc. Customer Services at (866) 975-2995. We will arrange for you to have an interpreter while you receive our services. If you need a copy of information in a different language other than English, please contact Customer Services.

Accessibility & Accommodations

In accordance with federal and state laws, all buildings and programs of Taylor Life Center/ Consumer Services, Inc. are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual or mobility support from a service animal such as a dog will have access, along with the service animal, to all buildings and programs of Taylor Life Center/Consumer Services, Inc.

If you need more information, have questions about accessibility or service/support animals, or you need to request an accommodation on behalf of yourself, a family member, or a friend, you may contact Customer Services at (866) 975-2995.

We will tell you how to request an accommodation (this can be done over the phone, in person and/or in writing) and you will be told who at the agency is responsible for handling accommodation requests.

Consumer Financial Responsibilities

We are committed to building a successful relationship with you and strive to provide quality service. The following information is provided to help ensure a clear understanding about financial responsibilities.

Consumer Identification

A government-issue photo ID and social security number is required at the initial visit for insurance purposes. If you do not have this information, please let us know and we will provide you with information about how to obtain it. You also have the option to pay out-of-pocket at the time of your visit.



Co-payment

Consumers with insurance deductibles will be billed after their date of service. Co-payments and past due balances are due at the time of check-in unless prior arrangements have been made with the program manager. Payment can be made by cash, check or credit card. We cannot accept post-dated checks.

Insurance Claims

Your insurance policy is a contract between you and your insurance company, and it is important that you know your coverage benefits. We highly recommend that you call your insurance company to verify your mental health and substance abuse benefits. The number for inquiry about benefits is located on the back of your insurance card. If you wish to have us verify your insurance benefits, you can provide us with your current insurance information (including primary and secondary insurance) and we will call your insurance company to verify coverage. Regardless of phone verification, your insurance company makes the final determination of your eligibility and benefits.

If we participate with your insurance company, provide us with your insurance information and we will bill your primary insurance company for you. If insurance information, or information about changes to coverage is not provided, we will bill you for the full balance on your account.

Referrals and Authorizations

If your insurance company requires a referral and/or authorization for services, it is your responsibility to provide this information to Taylor Life Center/Consumer Services, Inc. If you are unsure if a referral or authorization is required, you can call the number on the back of your insurance card or let us know you are unsure and we will attempt to help you get this information. Failure to obtain required referrals and/or authorizations can result in a lower insurance payment or non-payment of your claim, and you will be responsible for the balance on your account.

Self-Pay/Sliding Fee

Self-pay consumers who wish to be considered for billing on a sliding fee scale based on their income will be asked to provide financial information to determine the amount of payment for each service. This payment will be expected on the date of service. If you are unable to pay on the day of service, you may be asked to develop a payment plan or to reschedule your appointment.

Returned Checks

Taylor Life Center/Consumer Services, Inc. charges a \$25.00 fee for all checks returned for insufficient funds. This fee will be applied to your account in addition to the amount of the original returned check and will be expected within 15 days or prior to receiving further services. Payment can be made by cash, money order or credit card.

Minors

The parent(s) or guardian(s) who signed as guarantor for a minor will receive billing statements and will be responsible for full payment of fees. The person accompanying the minor is responsible for paying any applicable fees at the time of the appointment. If unable to pay these fees, the appointment may be rescheduled. A signed release to treat may also be required for unaccompanied minors.

Outstanding Balance Policy

Outstanding balances should be paid within 30 days of receiving an outstanding balance statement in order to avoid an outside collections process. If you have questions or concerns regarding your statement please contact our billing department at (517) 676-5405 or email us at billinghelp@consumerservicesinc.org.

Consumer Roles and Responsibilities for Treatment

Participation in the Therapy Process

Therapy is most effective when the consumer and therapist work together on the agreed upon goals of therapy. To facilitate this process, the consumer shall:

- Be honest with the therapist;
- Openly discuss concerns;
- Complete outside assignments when appropriate;
- Listen to the therapist;
- Provide feedback to him or her about the process of therapy;
- Attend regularly scheduled sessions.



Resolving problems is a part of the therapy process; you are expected to let your therapist know when your problems have been resolved, as well as let your therapist know if you do not feel like you're making any progress. It is important to understand that your therapist is most interested in your benefit from therapy.

The Counseling Experience

While counseling can be a benefit to most people, the counseling process can evoke strong feelings and sometimes produce unanticipated changes in a consumer's behavior. It is important that you discuss with your therapist any questions or discomfort you have regarding the counseling process. Your therapist may be able to help you understand the experience and/or use different methods or techniques that may be more satisfying. Your therapist will expect you to be willing to experiment and try things without jumping to conclusions.

Keeping Appointments

- We expect you to notify us at least 24-hours in advance if you cannot keep an appointment.
- Failure to show to a scheduled appointment may result in a fee.
- Our staff will contact you by phone if you fail to show for your appointment.
- If a pattern of two or more missed and/or failure-to-cancel sessions occurs, you must discuss this matter with the therapist before counseling resumes. The therapist has the right to refuse services and/or charge fees if you no-call/no-show.
- At the on-set of treatment, clients are required to participate in therapy two times a month if they are receiving psychiatric services. The length of time this is required will depend on clinical picture, insurances and payers, coordination with primary care physician, and other factors based on individual needs.

Person/Family-Centered Planning

The process used to design your individual plan of mental health or substance use disorder supports, service, or treatment is called "Person-Centered Planning" (PCP). PCP is your right and is protected by the Michigan Mental Health Code. The process begins when you determine whom you would like at your PCP meetings (such as family members or friends), and which staff from your provider(s) you would like to attend. You can decide when and where the PCP meetings will be held. You can also decide what assistance you might need to help you participate in and understand the meetings.

During your PCP meeting, you will be asked what your hopes and dreams are, and will be helped to develop the goals or outcomes you want to achieve. The people attending this meeting will help you decide what supports, services, or treatment you need, whom you would like to provide this service, how often you need the service, and where it will be provided. You have the right, under federal and state laws, to choose your provider.

After you begin receiving services, you will be asked from time-to-time how you feel about the supports, services, or treatment you are receiving and whether any changes need to be made. You are encouraged to give feedback during surveys. You have the right to ask at any time for a new PCP meeting if you want to talk about changing your plan of service.

Medicaid recipients have the right to “Independent Facilitation” of the PCP process. This means you may request that someone other than your staff person conduct your planning meetings. You have the right to choose from available independent facilitators.

Children under the age of 18 with developmental disabilities or serious emotional disturbance also have the right to PCP. However, person-centered planning must recognize the importance of the family and the fact that supports and services affect the entire family. The parent(s) or guardian(s) of children will be involved in re-planning and person-centered planning using “family-centered practice” in the delivery of supports, services, and treatment to their children.

Topics covered during Person-Centered Planning (PCP)

During person-centered planning, you will learn about psychiatric advance directives, a crisis plan, self-determination, transition planning, and discharge. You will have the right to choose to develop any, all or none of these.

Psychiatric and/or Medical Advance Directive

An advance directive for mental health care, also known as a durable power of attorney for mental health care, is a document in which you appoint another individual (patient advocate) to make mental health decisions for you, should you lose the ability to make informed decisions for yourself. As difficult as it is to confront these issues, by doing so we can help ensure your wishes are honored in the future. An Advance Directive is voluntary. Once you determine your wishes, the next step can be part of your person-centered planning process.



Crisis Plan

You have the right to develop a “crisis plan.” A crisis plan is intended to direct your care if you begin to have problems managing your life or become unable to make decisions and care for yourself. The crisis plan gives information and direction to others about what you would like to have done in time of crisis. Examples are emergency contacts; friends or relatives to be called; preferred medicines; or care of children, pets or bills.

Self-Determination (Medicaid recipients only)

“Self-determination” is an option for payment of medically necessary services you might request if you are an adult beneficiary receiving mental health services in Michigan. It is a process that will help you to design and exercise control over your own life by directing a fixed amount of dollars that will be spent on your authorized supports and services. This is often referred to as an “individual budget.” You will also be supported in your management of providers if you choose such control.

Transition Planning

Transition planning begins at your first visit. The goal of transition planning is to ensure that, as a team, we are always considering when you are ready to end your services or transition to less intensive services to meet your needs. With that in mind—you, the friends and family members you want involved with your treatment and your treatment team, discuss your criteria for knowing when you are ready to discharge or transition to different services. Through these ongoing discussions, our goal is to transition you at the right time to the right services and supports in a planned and sensitive manner to optimize continued recovery and well-being.

Service Array

Depending on your insurance coverage and your medical necessity, you may be eligible for some of the services below. Most are Medicaid services, however, some can be delivered through your private insurance company. Before services can start, you will take part in an assessment to find out if you are eligible for services. The assessment will also identify the services that can best meet your needs. You need to know that not all people who come to us are eligible and not all services are available to everyone we serve. If a service cannot help you, Taylor Life Center/Consumer Services, Inc. will not pay for it. Medicaid will not pay for services that are otherwise available to you from other resources in the community.



During the person-centered planning process, you will receive assistance in deciding the medically necessary services that you need and the sufficient amount, scope, and duration required to achieve the purpose of those services. You will also be able to choose who provides your supports and services. You will receive an individual plan of service that provides all of this information.

Note: The Michigan Medicaid Provider Manual contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The manual may be accessed on-line at <http://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>

Cognitive Behavioral Therapy (CBT) is a time-limited, problem-focused, and collaborative approach. It teaches individuals how to identify core beliefs; change maladaptive thoughts and behaviors; and develop healthy cognitive, behavioral, and physiologic responses. CBT utilizes numerous techniques including, but not limited to, behavior modification and rehearsal, cognitive restructuring, and physiologic techniques.

Community Living Supports (CLS) are activities provided by paid staff that help adults with either serious mental illness or developmental disabilities live independently and actively participate in the community. Community Living Supports may also help families who have children with special needs (such as developmental disabilities or serious emotional disturbance).

Crisis Interventions are unscheduled individual or group services aimed at reducing or eliminating the impact of unexpected events on mental health and well-being.

Dialectical Behavior Therapy is a specialized form of cognitive behavioral therapy designed specifically as a treatment for individuals with self-harmful behaviors such as cutting, suicidal thoughts, and urges and/or suicide attempts. Many clients with these behaviors meet criteria for borderline personality disorder (BPD). It is not abnormal for individuals diagnosed with BPD to also struggle with other problems including depression, bipolar disorder, post-traumatic stress disorder (PTSD), anxiety, eating disorders, or alcohol and drug problems.

Family Psycho-Education (FPE) is a treatment modality designed to help individuals with serious mental illness attain a customary life with as much rich and full participation in the community as possible. The intervention focuses on informing families and support people about mental illness, developing coping skills, solving problems, creating social supports, and developing an alliance between consumers, practitioners, and their families or other support people.

Housing Assistance is assistance with short-term, transitional, or one-time-only expenses in an individual's own home that his or her resources and other community resources could not cover.

Medication Administration is when a doctor, nurse, or other licensed medical provider gives an injection, oral medication, or topical medication.

Medication Review is the evaluation and monitoring of medicines used to treat a person's mental health condition, their effects, and the need for continuing or changing medicines.

Mental Health Therapy and Counseling for Adults, Children, and Families includes individual, couples, or group therapy or counseling designed to help improve functioning and relationships with other people.

Motivational Interviewing is a goal-directed, client-centered counseling style for eliciting behavioral change by helping clients to explore and resolve ambivalence. The operational assumption in motivational interviewing is that ambivalent attitudes or lack of resolve is the primary obstacle to behavioral change, so the examination and resolution of ambivalence becomes its key goal. Motivational interviewing has been applied to a wide range of problem behaviors related to alcohol and substance abuse as well as health promotion, medical treatment adherence, and mental health issues.

Peer-Delivered and Peer Specialist Services Peer Delivered Services, such as drop-in centers, are entirely run by consumers of mental health services. They offer help with food, clothing, socialization, housing, and support to begin or maintain mental health treatment. Peer Specialist services are activities designed to help persons with serious mental illness in their individual recovery journeys and are provided by individuals who are themselves in recovery from serious mental illness.

Personal Care in Specialized Residential Settings assists adults with mental illness or developmental disabilities with activities of daily living, self-care, and basic needs while they are living in a specialized residential setting in the community.

Seeking Safety is a trauma-specific intervention designed to be a therapy for trauma, post-traumatic stress disorder (PTSD), and substance abuse. Seeking Safety focuses on coping skills and psycho-education, and has five key principles:

1. Safety is the overarching goal (helping clients attain safety in their relationships, thinking, behavior, and emotions);
2. Integrated treatment (working on both PTSD and substance abuse at the same time);
3. A focus on ideals to counteract the loss of ideals in both PTSD and substance abuse;
4. Four content areas: cognitive, behavioral, interpersonal, and case management;
5. Attention to clinician processes (helping clinicians work on counter transference, self-care, and other issues).

Skill-Building Assistance includes supports, services, and training to help individuals participate actively at school, work, volunteer, or community settings, or to learn social skills they may need to support themselves or get around in the community.

Supports Coordination A supports coordinator works to assure that all necessary supports and services are provided to enable the consumer to achieve community inclusion and participation, productivity and independence in home and community-based settings. Supports coordination includes the consumer, other family and natural supports in the person-centered planning process to develop an individual plan of service. The supports coordinator will link, coordinate, monitor, and advocate for consumers to achieve their individualized goals.



Targeted Case Management A case manager assists to obtain services and supports that are

individualized and goal oriented. Case management services include assessment, planning, linkage, advocacy, coordination, and monitoring to help consumers gain access to needed health and dental services, financial assistance, housing, employment, education, and social services. Services and natural supports are developed through the person-centered planning process.

Telepsychiatry is the use of electronic communication and information technologies to provide or support clinical psychiatric care at a distance. Telepsychiatry may be conducted between physicians in consultation, between health care team members, or between mental health providers and a consumer

Treatment Planning assists a person and other individuals of his or her choosing in the development and periodic review of the Individual Plan of Services.

Note: Taylor Life Center/Consumer Services, Inc. does not provide the services below, but can link or coordinate a consumer with another agency for those services, per eligibility.

Assertive Community Treatment (ACT) provides basic services and supports essential for people with serious mental illness to maintain independence in the community. An ACT team will provide mental health therapy and help with medications. The team may also help access community resources and supports needed to maintain wellness and participate in social, educational, and vocational activities.

Assistive Technology includes adaptive devices and supplies that are not covered under the individual's Medicaid Health Plan or by other community resources. These devices help individuals to better take care of themselves, or to better interact with the community in which they live, work, and play.

Behavior Management Review If a person's illness or disability involves behaviors that they or others who work with them want to change, the Individual Plan of Services may include a plan that talks about the behavior. This plan is often called a "behavior management plan." The behavior management plan is developed during person-centered planning and is approved and reviewed regularly by a team of specialists to make sure that it is effective and dignified, and continues to meet the person's needs.

Clubhouse Programs are programs where members (consumers) and staff work side by side to operate the clubhouse and to encourage participation in the greater community. Clubhouse programs focus on fostering recovery, competency, and social supports, as well as vocational skills and opportunities.

Crisis Residential Services are short-term alternatives to inpatient hospitalization provided in a licensed residential setting.

Community Inpatient Services are hospital services used to stabilize a mental health condition in the event of a significant change in symptoms, or in a mental health emergency. Community hospital services are provided in licensed psychiatric hospitals and in licensed psychiatric units of general hospitals.

Enhanced Pharmacy includes doctor-ordered nonprescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage a health condition(s) when the person's Medicaid Health Plan does not cover these items.

Environmental Modifications are physical changes to a person's home, car, or work environment that are of direct medical or remedial benefit to the person. Modifications ensure access,



protect health and safety, or enable greater independence for a person with physical disabilities. Note that other sources of funding must be explored first before using Medicaid funds for environmental modifications.

Family Skills Training is education and training for families who live with and/or care for a family member who is eligible for specialty services or the Children’s Waiver Program.

Fiscal Intermediary Services help individuals manage their service and supports budget and pay providers if they are using a “self-determination” approach.

Health Services include assessment, treatment, and professional monitoring of health conditions that are related to or impacted by a person’s mental health condition. A person’s primary doctor will treat any other health conditions he or she may have.

Home-Based Services for Children and Families are provided in the family home or in another community setting. Services are designed individually for each family and can include things like mental health therapy, crisis intervention, service coordination, or other supports to the family.

Intensive Crisis Stabilization is another short-term alternative to inpatient hospitalization. Intensive crisis stabilization services are structured treatment and support activities provided by a mental health crisis team in the person’s home or in another community setting.

Nursing Home Mental Health Assessment and Monitoring includes a review of a nursing home residents need for, and response to, mental health treatment along with consultations with nursing home staff.

Occupational Therapy includes the evaluation by an occupational therapist of an individual’s ability to do things in order to take care of him or herself every day, and treatments to help increase these abilities.

Partial Hospital Services include psychiatric, psychological, social, occupational, nursing, music therapy, and therapeutic recreational services in a hospital setting, under a doctor’s supervision. Partial hospital services are provided during the day— participants go home at night.

Physical Therapy includes the evaluation by a physical therapist of a person’s physical abilities (such as the ways they move, use their arms or hands, or hold their body) and treatments to help improve their physical abilities.

Prevention Service Models (such as Infant Mental Health, School Success, etc.) use both individual and group interventions designed to reduce the likelihood that individuals will need treatment from the public mental health system.

Respite Care Services provide short-term relief to the unpaid primary caregivers of people eligible for specialty services. Respite provides temporary alternative care, either in the family home or in another community setting chosen by the family.

Speech and Language Therapy includes the evaluation by a speech therapist of a person’s ability to use and understand language and communicate with others, or to manage swallowing or related conditions, and treatments to help enhance speech, communication, or swallowing.

Substance Use and/or Co-occurring Disorder Services Taylor Life Center/Consumer Services, Inc. can coordinate or link consumers who have private insurance or self-pay to include the following services:



- Access, Assessment, and Referral determines the need for substance use disorder services and will assist you in getting to the right services and providers.
- Outpatient Treatment includes counseling for the individual, and family and group therapy in an office setting.
- Intensive Outpatient (IOP) is a service that provides more frequent and longer counseling sessions each week and may include day or evening programs.
- Methadone and LAAM Treatment is provided to people who have heroin or other opiate dependence. The treatment consists of opiate substitution monitored by a doctor as well as nursing services and lab tests. This treatment is usually provided along with other substance use disorder outpatient treatment.
- Sub-Acute Treatment is medical care in a residential setting for people who are withdrawing from alcohol or other drugs.
- Residential Treatment is intensive therapeutic services, which include overnight stays in a staffed licensed facility.

Supported/Integrated Employment Services provide initial and ongoing supports, services, and training (usually provided at the job site) to help adults who are eligible for mental health services find and keep paid employment in the community.

Transportation may be provided to and from a person's home in order for him or her to take part in a non-medical Medicaid covered service.

Wraparound Services for Children and Adolescents with serious emotional disturbance, and their families, include treatment and supports necessary to maintain the child in the family home.

Services for Habilitation Supports Waiver (HSW) and Children's Waiver Participants Only (Referral only, per eligibility)

Some Medicaid beneficiaries are eligible for special services that help them avoid having to go to an institution for people with developmental disabilities or a nursing home. These special services are called the Habilitation Supports Waiver and the Children's Waiver. In order to receive these services, people with developmental disabilities need to be enrolled in either of these "waivers." The availability of these waivers is very limited. People enrolled in the waivers have access to the services listed above as well as those listed here:

Chore Services (for HSW enrollees) are provided by paid staff to help keep the person's home clean and safe.

Non-Family Training (for Children's Waiver enrollees) is customized training for the paid in-home support staff who provide care for a child enrolled in the Waiver.

Out-of-Home Non-Vocational Supports and Services (for HSW enrollees) provide assistance to gain, retain, or improve in self-help, socialization, or adaptive skills.

Personal Emergency Response Devices (for HSW enrollees) help a person maintain independence and safety in his or her own home or in a community setting. These devices are used to call for help in an emergency.

Prevocational Services (for HSW enrollees) include supports, services, and training to prepare a person for paid employment or community volunteer work.

Private Duty Nursing (for HSW enrollees) is individualized nursing service provided in the home as needed to meet specialized health needs.



Specialty Services (for Children’s Waiver enrollees) are music, recreation, art, or massage therapies that may be provided to help reduce or manage the symptoms of a child’s mental health condition or developmental disability. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals.

Note: The Home Help Program is another service available to Medicaid beneficiaries who require in-home assistance with activities of daily living and household chores. In order to learn more about this service, you may call Customer Services at (866) 975-2995, for assistance.

If you receive Medicaid, you may be entitled to other medical services not listed above. Services necessary to maintain your physical health are provided or ordered by your primary care doctor. If you receive community mental health services, Taylor Life Center/Consumer Services, Inc. will work with your primary care doctor to coordinate your physical and mental health services. If you do not have a primary care doctor, we will help you find one.

Recovery & Resiliency

Mental health and substance use disorder recovery is a journey of healing and transformation, enabling individuals to live meaningful lives in their community of choice while striving to achieve their potential.

Recovery is an individual journey that follows different paths and leads to different locations. *Recovery* is a process that we enter into and is a lifelong attitude. *Recovery* is unique to each individual and can be truly defined only by the individual. What might be recovery for one person may be only part of the process for another. *Recovery* may also be defined as wellness.

In *recovery* there may be relapses. A relapse is not a failure, but rather a challenge. If a relapse is prepared for, and the tools and skills that have been learned throughout the recovery journey are used, a person can overcome and come out a stronger individual. It takes time, and that is why recovery is a process leading to a future that holds many days of pleasure and the energy to persevere through the trials of life.

Resiliency and development are the guiding principles for children with serious emotional disturbance. Resiliency is the ability to “bounce back” and is a characteristic that is important to nurture in children with serious emotional disturbance, and their families. It refers to the individual’s ability to become successful despite the challenges he or she may face throughout his or her life.

Recipient Rights

Every person who receives public mental health services has certain rights. The Michigan Mental Health Code protects some rights. Some of your rights include:

- The right to be free from abuse and neglect.
- The right to confidentiality.
- The right to be treated with dignity and respect.
- The right to treatment suited to condition.

More information about your rights is contained in the booklet entitled “Your Rights”. You will be given this booklet and have your rights explained to you when you first start services and then once again every year. You may also ask for this booklet at any time. You may file a Recipient Rights complaint at any time if you think staff has violated your rights. You can make a rights complaint in writing, over the phone or in person.

If you receive substance use disorder services, you have rights protected by the Public Health

Code. These rights will also be explained when you start services and then once again every year. You can find more information about your rights while receiving substance use disorder services in the pamphlet entitled “Know Your Rights.”

Freedom from Retaliation

If you use public mental health or substance use disorder services, you are free to exercise your rights, and to use the rights protection system without fear of retaliation, harassment, or discrimination. In addition, under no circumstances will the public mental health system use seclusion or restraint as a means of coercion, discipline, convenience, or retaliation.

Confidentiality and Family Access to Information

You have the right to have information about your mental health treatment kept private.

Generally, information about you can only be given to others with your permission. However, there are times when your information is shared in order to coordinate your treatment or when it is required by law.

Family members have the right to provide information to Taylor Life Center/Consumer Services, Inc. about you. However, without a Release of Information signed by you, Taylor Life Center/Consumer Services, Inc. may not give information about you to a family member. Generally, for minor children under the age of 18 years, custodial parents and guardians receive information about their child and must sign a Release of Information to share with others.

If you are a minor who is 14 years of age or older, you are entitled to ask for, and receive outpatient mental health services (not including psychotropic medication or pregnancy termination referral services) without the consent or knowledge of your parent or guardian. These services are limited to twelve (12) sessions or four (4) months for each request. If you receive substance use disorder services, you have rights related to confidentiality specific to substance use disorder services.

Under the Health Insurance Portability and Accountability Act (HIPAA), you will be provided with an official Notice of Privacy Practices from Taylor Life Center/Consumer Services, Inc. This notice will tell you all the ways that information about you can be used or disclosed. It will also include a listing of your rights provided under HIPAA and the Michigan Mental Health Code and/or Public Health Code and how you can file a complaint if you feel your right to privacy has been violated.

Confidential information about you may be released:

- When you or your guardian (parent if you are a minor) signs a Release of Information.
- If needed to get benefits for you or to get paid for the cost of treatment.
- If the information is needed for research or statistical purposes—information that identifies you is still protected.
- If you die and your spouse or other close relative needs the information to apply for and receive benefits.
- If you are going to harm yourself and/or another person. In this case, staff may have to tell the police and the person you threaten to harm.
- If staff learns of or suspects that child abuse or neglect is happening. In this case, a report must be made to Children’s Protective Services or local law enforcement.
- If staff is contacted by Children’s Protective Services with Form 1163M regarding an open child abuse or neglect case.
- If staff learns of or suspects that a vulnerable adult is being abused or neglected. In this case, Adult Protective Services must be called.

If you feel your confidentiality rights have been violated, contact the Office of Recipient Rights at (866) 975-2995.

Accessing Your Records

Taylor Life Center/Consumer Services, Inc. keeps a record of the care you receive. You have the right to look at your own clinical records. You or your guardian (parent if you are a minor) can ask to see or get a copy of all or part of your record. Your request must be in writing. There may be a charge for the cost of copying. You may request an Application for Access to Case Record at your local program office.

If you or your legal representative believes your record contains incorrect information, you or she/he may request that your record be amended or corrected. You may not remove what is already in the record, but you have the right to add a formal statement. If you are denied access to your record, you, or someone on your behalf, may appeal the decision. You can do this by contacting Customer Services at (866) 975-2995.

Informal Complaint Process

If you have any questions or concerns regarding your services, please contact your local program listed in the Directory of Facilities on page 4 for assistance in filing a Missing Link. If you are not satisfied with the outcome of your informal complaint, please file a formal complaint/grievance form with your local program.

Formal Complaint/Grievance Processes

Formal Complaint/Grievances

We want you to feel comfortable talking to us; if you are unhappy with your services or supports, or the staff who provide them, we want to know. If you are unable to solve a problem, and the issue is not an “action,” you have the right to make a formal complaint/grievance. You may file a formal complaint/grievance in writing directly at your Taylor Life Center/Consumer Services, Inc. service location or by mailing the form to Recipient Rights. The staff or contract workers at your service location may assist you with the filing process, if necessary.

Attn: Recipient Rights
Taylor Life Center/Consumer Services, Inc.
P.O. Box 289
Mason, MI 48854

Appeals

An appeal is a formal request to review an “action” or decision related to your services. You will be given notice when a decision is made that denies your request for services, or reduces, suspends, or terminates the services you already receive. You have the right to file an appeal when you do not agree with such a decision. Below are the ways you can appeal these decisions. There are also time limits on when you can file an appeal once you receive a decision about your services.

To file an appeal, you may:

- Ask for a “Local Appeal” by contacting the corporate office at (866) 975-2995 or your local CMH. Appeals processes and forms are also available at all Taylor Life Center/Consumer Services, Inc. reception points, or directly through a consumer’s clinician or the clinician’s supervisor.
- After you have utilized the local appeal process, you may ask for a Medicaid Fair Hearing before an administrative law judge (a state appeal). You must have Medicaid coverage to file for a Medicaid Fair Hearing. Your appeal will be completed quickly, and you will have the chance to provide information or have someone speak for you regarding the appeal. You may ask for assistance from Customer Services to file an appeal.

Your request for an appeal must be within 45 calendar days of the date of the “action” notice and this request must be confirmed in writing. You will receive written notice of the results of the appeal within 45 calendar days from the date you filed it, unless you asked for an expedited appeal, in which case you will be told within three calendar days.

If you believe your life, health, or well-being is in danger, you can ask for an expedited appeal. This will tell staff you are concerned about your health and safety. Please note if your request for an expedited appeal is denied, we will call and/or write to you within three calendar days. Your appeal will be completed quickly, and you will have the chance to provide information or have someone speak for you regarding the appeal. You, or your legal representative, also have the right to review your appeal file before and during the appeals process.

Privacy Notice

This notice describes how Taylor Life Center/Consumer Services, Inc. may use and disclose your personal information for business, treatment and billing purposes and your rights in relation to these uses. Please review the following description carefully.

We understand that information about you and your mental health and/or substance use treatment is personal. We are committed to protecting mental health information about you. We create a record (paper and electronic) of the care and services you receive from us. It includes your date of birth, gender, ID number, other personal information, and documentation about the services and treatment provided to you by Taylor Life Center/Consumer Services, Inc. We also send or receive bills, reports from your doctor, and other data about your medical care. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records generated by Taylor Life Center/Consumer Services, Inc.

Our Privacy Commitment to You

We are required to give you a notice of our privacy practices. Only people who have both the need and the legal right may see your information. Unless you give us permission in writing, we will only disclose your information for purpose of treatment, payments, business operations—such as quality reviews—and to business associates who are performing services for you on our behalf. We also use and disclose this information when we are required by law to do so, such as, in order to avert a serious threat to health or safety, to workers compensation when applicable, and in response to court orders of any kind. Information may also be released to coroners, medical examiners and funeral directors.

- **Treatment:** We may disclose medical information about you to coordinate your health care between Taylor Life Center/Consumer Services, Inc. treatment sites that may serve you. For example, your psychiatrist we may notify your case manager about a change in your medications.
- **Payment:** We may use and disclose information so the care you receive may be properly billed and paid for. For example, we may provide documentation to your insurance company about the dates and types of services that we have provided to you.
- **Business:** We may use your personal information as a part of doing business. For example, we may use information about you and the treatment you receive to check the quality of the services provided and develop methods to improve our services.
- **Exceptions:** For certain kinds of records, your permission may be needed for release for treatment, payment and business operations. For example, Taylor Life Center/Consumer Services, Inc. may not use or disclose your personal health information for marketing or sales purposes without your written permission.
- **As required by law:** We will release information when we are required by law to do so. Examples of such release would be for criminal investigations by law enforcement or national security purposes, subpoenas or other court orders, communicable disease

reporting, disaster relief, review of our activities by government agencies, to avert a serious threat to health or safety or in other kinds of emergencies.

- With your permission: If you give us permission in writing, we may use and disclose your personal information. Other than the treatment, payment, and business operations uses described in this notice, Taylor Life Center/Consumer Services, Inc. must obtain your written permission for any use and/or disclosure of your personal health information. If you give us permission, you have the right to change your mind and revoke it. This must be in writing, also. We cannot take back any uses or disclosures already made with your permission.

Your Privacy Rights

- Your right to receive notification when there is a breach of your unsecured personal health information: If there is ever a time when your personal health information is disclosed to anyone without a need or right to know that information, Taylor Life Center/Consumer Services, Inc. will notify you of that breach.
- Your Right to Inspect and Copy: In most cases, you have the right to look at or get copies of your records. Usually, this includes medical and billing records but does not include psychotherapy notes. We may deny your request. If you are denied access to medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by Taylor Life Center/Consumer Services, Inc. will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review. You may be charged a fee for the cost of copying your records.
- Your Right to Amend: You may ask us to change your records if you feel that there is a mistake. We can deny your request for certain reasons. For example, if the information was not created by us; is not part of your medical information kept by or for Taylor Life Center/Consumer Services, Inc.; is not part of the information which you would be permitted to inspect or copy, or is inaccurate or incomplete. We must give you a written reason for our denial.
- Your Rights to Request Restrictions on Our Use or Disclosure of Information: You have the right to ask that we share information with you in a certain way or in a certain place. For example, you may ask us to send information to your work address instead of your home address. Your written request must specify how or where you wish to be contacted. You do not have to explain the basis for your request.
- Your right to privacy in psychotherapy: If you receive psychotherapy services from Taylor Life Center/Consumer Services, Inc., it is your right that any notes taken by the therapist during the session may not be further disclosed without your written permission.
- Your right to opt out of fundraising communications: Taylor Life Center/Consumer Services, Inc. does not raise funds through fundraising drives. However, you have the right to opt out of fundraising communications from Taylor Life Center/Consumer Services, Inc.
- Your right to restrict disclosures to your health plan: In cases where you (or somebody other than your health plan) pay Taylor Life Center/Consumer Services, Inc. for your services in full, you have the right to restrict disclosures of some of your personal health information to your health plan.

Changes To This Notice

We reserve the right to revise this notice. A revised notice will be effective for medical information we already have about you, as well as any information we may receive in the future. We are required by law to comply with whatever notice is currently in effect. This notice will contain the effective date. In addition, when you register to begin treatment at Taylor Life Center/Consumer Services, Inc., we will offer you a copy of the notice in effect at that time. You will be required to sign a notice that you received this notice.

How to Use Your Rights Under this Notice

If you want to exercise your rights under this notice, you may call us or write to us. All requests to us must be in writing, we will help you prepare your written request, if you wish.

- **Complaints to the Federal Government:** If you believe that your privacy rights have been violated, you have the right to file a complaint with the federal government. You may write to:

Office of Civil Rights
Department of Health and Human Services
200 Independence Avenue, S.W.
Washington D.C., 20201
Phone: (866) 627-7748
TTY: (886) 788-489
E-mail: ocrprivacy@hhs.gov

You will not be penalized for filing a complaint with the federal government.

- **Complaints and Communications to Taylor Life Center/Consumer Services, Inc.:** If you want to exercise your rights under this notice, or if you wish to communicate with us about privacy issues, or if you wish to file a complaint, you can write to:

Taylor Life Center/Consumer Services, Inc.
PO Box 289
Mason, MI 48854

Advocacy Organizations

Local

Adult Well-Being Services— www.awbs.org	(313) 924-7860
The Arc—Michigan— www.arcmi.org	(800) 292-7851
Association for Children’s Mental Health (ACMH)— www.acmh-mi.org	(888) 226-4543
Brain Injury Association of Michigan (BIAMI)— www.biami.org	(800) 444-6443
Michigan Protection & Advocacy Services, Inc (MPAS)— www.mpas.org	(800) 288-5923
National Alliance for Mental Illness—Michigan (NAMI)— www.namimi.org	(517) 485-4049

National

Judge David L. Bazelon Center for Mental Health Law— www.bazelon.org	(202) 467-5730
National Empowerment Center (NEC)— www.power2u.org	(800) 769-3728
Veteran’s Crisis Line— www.veteranscrisisline.net	(800) 273-8255 Text 838255

Additional Resources

MedlinePlus— www.medlineplus.gov
MentalHealth.gov— www.mentalhealth.gov
Mental Health America (NMAHA)— www.nmha.org
National Alliance for Mental Illness (NAMI)— www.nami.org
National Institute on Drug Abuse (NIDA)— www.drugabuse.gov/family-checkup
National Institute of Mental Health (NIMH)— www.nimh.nih.gov
Substance Abuse and Mental Health Services Administration (SAMHSA)— www.samhsa.gov

My Important Contact Information

Please fill this out and keep in a convenient place.

My Support Staff: (Case Manager/Support Coordinator/Therapist, etc.)

Name: _____

Phone Number: _____

Name: _____

Phone Number: _____

My Psychiatrist:

Name: _____

Phone Number: _____

My Medical Doctor: (Primary Care Physician or PCP)

Name: _____

Phone Number: _____

My Pharmacy:

Name: _____

Phone Number: _____

I am allergic to: _____

Emergency Contact:

Name: _____

Phone Number: _____

Name: _____

Phone Number: _____

Code of Ethics

Overview

The *Taylor Life Center/Consumer Services, Inc. Code of Ethics* is intended to serve as a guide to the everyday professional conduct of Taylor Life Center/Consumer Services, Inc. personnel.

Purpose of the Taylor Life Center/Consumer Services, Inc. Code of Ethics

Taylor Life Center/Consumer Services, Inc. has an obligation to articulate its basic values, ethical principles, and ethical standards. The *Taylor Life Center/Consumer Services, Inc. Code of Ethics* sets for these values, principles and standards to guide Taylor Life Center/Consumer Services, Inc. personnel conduct.

The *Code* is relevant to all Taylor Life Center/Consumer Services, Inc. personnel regardless of their professional functions, the settings in which they work, or the populations they serve. Ethical decision-making is a process. There are many instances at Taylor Life Center/Consumer Services, Inc. where simple answers are not available to resolve complex ethical issues. Taylor Life Center/Consumer Services, Inc. personnel should take into consideration all the values, principles, and standards in this *Code* that are relevant to any situation in which ethical judgment is warranted.

A code of ethics cannot guarantee ethical behavior. Moreover, a code of ethics cannot resolve all ethical issues or disputes or capture the richness and complexity involved in striving to make responsible choices within a moral community. Rather, a code of ethics sets forth values, ethical principles, and ethical standards to which personnel aspire and by which their actions can be judged. Taylor Life Center/Consumer Services, Inc. personnel's ethical behavior should result from their personal commitment to engage in ethical practice.

Taylor Life Center/Consumer Services, Inc.'s Personnel Ethical Responsibilities to Persons Receiving Services

Taylor Life Center/Consumer Services, Inc. personnel may not engage in dual/exploitative relationships with consumers, such as providing services to relatives and/or friends; engaging in sexual intimacy; borrowing or lending money.

Taylor Life Center/Consumer Services, Inc. personnel may not exploit the vulnerability of a consumer, including befriending, lending money, accepting money or other gifts, providing gifts or engage in personal social activities with current Taylor Life Center/Consumer Services, Inc. consumers. Personnel are advised to refrain from such relationship with former consumers prior to one (1) year post-discharge and are discouraged thereafter.

Taylor Life Center/Consumer Services, Inc. personnel may not use the power and influence inherent in his or her position to take advantage of a consumer for the profit or advantage of Taylor Life Center/Consumer Services, Inc. personnel.

In the event that a Taylor Life Center/Consumer Services, Inc. personnel has an established personal relationship with a consumer of Taylor Life Center/Consumer Services, Inc. services, that personnel must disclose the nature of the relationship to the program director/manager and assist the program director/manager to ensure that no professional or treatment relationship is established between the two parties. Such separation must be maintained even in the event the consumer requests the personnel to be a part of his/her treatment team.

When a consumer's condition indicates a clear and imminent danger to the consumer or others, the personnel shall take reasonable action to notify authorities.

Taylor Life Center/Consumer Services, Inc. Personnel Ethical Responsibilities to Colleagues

Taylor Life Center/Consumer Services, Inc. personnel must maintain professional working relationships.

Taylor Life Center/Consumer Services, Inc. personnel with supervisory responsibilities must not ask staff to carry out responsibilities outside those they are trained or licensed to perform.

Taylor Life Center/Consumer Services, Inc. Ethical Responsibilities in Practice Settings

Taylor Life Center/Consumer Services, Inc. personnel must report to work in an appropriate physical and mental condition to perform their work functions in a satisfactory manner. Personnel may not possess and/or use alcohol, medical marijuana, and/or illicit drugs while performing job functions. Personnel may not use any licit drug that may alter his or her ability to perform his or her job function.

Taylor Life Center/Consumer Services, Inc. personnel may not allow personal problems, psychosocial distress, substance use or health difficulties to interfere with professional judgment and performance nor allow such issues to jeopardize the best interests of consumers and/or colleagues.

Taylor Life Center/Consumer Services, Inc. personnel with responsibility to develop and/or present TLC/CSI marketing materials must accurately represent the agency's scope of services, performance, organizational structure and competencies, as well as descriptive information regarding the agency.

Taylor Life Center/Consumer Services, Inc. personnel must maintain professional conduct during work hours or while performing work functions for Taylor Life Center/Consumer Services, Inc., including:

- Thorough, accurate, and timely documentation of services performed;
- Accurate and timely documentation of the duration of services performed;
- Honest representation in the witnessing of the primary signature on a document;
- Maintain an environment that protects the health and safety of personnel and guests;
- Refrain from any and all activities that could alter one's state of consciousness, including but not limited to: drinking alcohol, using medical marijuana during work hours and/or the hour directly preceding work hours; talking illicit or licit drugs, and sleeping.
- Refrain from engaging in practices that are inhumane, illegal or discriminatory;
- Refrain from performing therapy techniques or procedures which are considered experimental;
- Protect the integrity of the clinical decisions made regarding consumers' treatment, independent of any financial compensation/risk.

Taylor Life Center/Consumer Services, Inc. personnel with billing responsibilities must ensure that claims submitted to payers are honest representations of the service provided and are not wasteful, abusive, or fraudulent.

Taylor Life Center/Consumer Services, Inc. personnel with an employment relationship with Taylor Life Center/Consumer Services, Inc. must present themselves ready for work at the time designated and work throughout their assigned shift unless otherwise pre-arranged with the personnel's supervisor. Personnel with an employment relationship with Taylor Life Center/Consumer Services, Inc. that cannot fulfill their obligation to present themselves ready for work must notify their supervisor/designee of such before their shift is to begin.

Taylor Life Center/Consumer Services, Inc. personnel shall fully inform consumers as to the

purpose, nature, scope and progress of treatment, seeking the consumer's full participation in the process

Taylor Life Center/Consumer Services, Inc. personnel shall complete work functions in good faith, understanding that they are representative of Taylor Life Center/Consumer Services, Inc. as an organization.

Taylor Life Center/Consumer Services, Inc. personnel with responsibilities for executing contracts or other business arrangements shall do so in good faith, honestly and accurately representing what the agency will and will not do during the course of the contract.

Taylor Life Center/Consumer Services, Inc. personnel with responsibilities for executing contracts shall not promise additional services or make verbal promises outside of the parameters of the contract. The written contract must always describe the complete and accurate understanding between the two parties.

Taylor Life Center/Consumer Services, Inc. personnel with human resources responsibilities must perform all duties in compliance with written policies and standards, including:

- Refraining from any form of discrimination in hiring, promotion, performance appraisal, laying off staff, disciplinary action and competency/licensure checks;
- Honoring and encouraging diversity within the agency's workforce;
- Maintaining personnel confidentiality;
- Ensuring a competent workforce.

Taylor Life Center/Consumer Services, Inc. personnel with fundraising responsibilities must perform all duties in compliance with ethical fundraising practices, including:

- All fundraising on behalf of Taylor Life Center/Consumer Services, Inc. and/or consumer of Taylor Life Center/Consumer Services, Inc. services must have the express written permission of the chief executive officer prior to implementation;
- All funds raised on behalf of Taylor Life Center/Consumer Services, Inc. and/or consumers of Taylor Life Center/Consumer Services, Inc. services must be submitted to Taylor Life Center/Consumer Services, Inc. financial office and are subject to Taylor Life Center/Consumer Services, Inc. control policies. Accounting must include the donation amount, the donor, the date of the gift/donation, and the value of any services, activities, or objects the donor received as a part of the fundraising event;
- Written and verbal fundraising advertisements and descriptions must accurately indicate the nature of the fundraising event, including the planned recipient(s) or cause(s) the fundraising event;
- Donors are to be informed of the organization's mission, the identity of those serving on Taylor Life Center/Consumer Services, Inc.'s Board of Directors, and to have access to Taylor Life Center/Consumer Services Inc.'s more recent financial statements.
- Donors have the right to be assured their gifts will be used for the purposes for which they were given and to receive appropriate acknowledgment and recognition for their gift(s);
- Persons fundraising on behalf of Taylor Life Center/Consumer Services, Inc. and/or consumers of Taylor Life Center/Consumer Services, Inc. services must handle information about donors and their donation(s) with respect and with confidentiality to the extent provided by law; Persons fundraising must also disclose to real or potential donors their relationship to the organization (employee, contract worker, volunteer, hired solicitor, etc.)
- Taylor Life Center/Consumer Services, Inc. will not sell or share any list of real or potential donors the organization might create.

Taylor Life Center/Consumer Services, Inc. Personnel Ethical Responsibilities as Professionals

Taylor Life Center/Consumer Services, Inc. personnel must treat colleagues, consumers and

their natural supports, as well as other visitors to a Taylor Life Center/Consumer Services, Inc. with dignity and respect for their rights regardless of age, ethnicity, gender, sexual orientation, color, religion, national origin, veteran status, disability, or any other status protected by state, federal or local law.

Taylor Life Center/Consumer Services, Inc. personnel must comply with current state and federal mental health and/or substance abuse treatment laws, regulations, confidentiality and privacy standards, and Taylor Life Center/Consumer Services, Inc. policies. Personnel must respect the confidentiality of information as defined in federal and state law and Taylor Life Center/Consumer Services, Inc. policies. Personnel may not access confidential information of relatives, friends, acquaintances, etc.

Taylor Life Center/Consumer Services, Inc. personnel must accurately represent their competence, education, training and experience.

Taylor Life Center/Consumer Services, Inc. personnel, who are professionals, shall adhere to the ethical guidelines as promulgated by the professional association related to their specific licensure and/or scope of practice.

Taylor Life Center/Consumer Services, Inc. personnel who have an employment relationship with Taylor Life Center/Consumer Services, Inc. shall make continuous effort to improve their professional skills by:

- Submitting to supervision, review and evaluation;
- Receive guiding by the findings of supervision, review and evaluation;
- Participating in in-service and/or training opportunities offered by Taylor Life Center/Consumer Services, Inc.;
- Seeking, obtaining and if necessary, paying for continuing education as required by their licensure/scope of duty;
- Seeking consultation/supervision when their skill level or personal objectivity is questionable or their scope of practice is exceeded.

Taylor Life Center/Consumer Services, Inc. personnel who have a contractual relationship with Taylor Life Center/Consumer Services, Inc. must make continuous effort to improve their professional skills by:

- Submitting to an annual contract review;
- Being guided by the findings of the annual contract review;
- Participating in in-service/training opportunities offered by Taylor Life Center/Consumer Services, Inc.;
- Seeking, obtaining, and paying for continuing education at the pace proscribed by their licensure/scope of duty.

Taylor Life Center/Consumer Services, Inc. personnel shall maintain cultural competency in the area of diverse ethnic groups and cultural groups as required by Taylor Life Center/Consumer Services, Inc. policy.

Taylor Life Center/Consumer Services, Inc. personnel are of good moral character.

Taylor Life Center/Consumer Services, Inc. personnel shall not use their Taylor Life Center/Consumer Services, Inc. affiliation to recruit consumers for a private practice, for church affiliation, or for political party membership.

Acceptance of a contract or employment with Taylor Life Center/Consumer Services, Inc. implies that the personnel is in agreement with the general policies, ethical standards, and work rules established by the Taylor Life Center/Consumer Services, Inc. Board of Directors. This

policy must be reviewed with personnel at orientation training. This policy must be reviewed with all personnel at least annually.

Any personnel failing to fully comply with these ethical standards and work rules is subject to disciplinary/contract action up to and including termination.

Mental Health Glossary

Access: The entry point to a community mental health (CMH), sometimes called an “access center,” where Medicaid beneficiaries and others can call or go to request mental health services.

Adult Benefits Waiver: Michigan health care program for certain low-income adults who are not eligible for the Medicaid program. Contact Customer Services for more information. This is a narrowly defined benefit that does not entitle you to all of the services and supports described in this handbook.

Amount, Duration, and Scope: How much, how long, and in what ways the Medicaid services that are listed in a person’s individual plan of service will be provided.

Beneficiary: An individual who is eligible for, and enrolled in, the Medicaid program in Michigan.

CA: An acronym for Substance Abuse Coordinating Agency. The CAs in Michigan manage services for people with substance use disorders.

CMHSP: An acronym for Community Mental Health Services Program. There are 46 CMHSPs in Michigan that provide services in their local areas to people with mental illness and developmental disabilities.

Co-occurring Disorder: is a term used when a person has both a mental health disorder and a substance use disorder. Both the mental health and the substance use disorders may create significant challenges but the interactions of these disorders require integrated treatment

Fair Hearing: A state-level review of a beneficiary’s disagreements with a health plans denial, reduction, suspension, or termination of Medicaid services. State administrative law judges who are independent of the Michigan Department of Community Health perform the reviews.

Deductible (or Spend-Down): A term used when individuals qualify for Medicaid coverage even though their countable incomes are higher than the usual Medicaid income standard. Under this process, the medical expenses that an individual incurs during a month are subtracted from the individual’s income during that month. Once the individual’s income has been reduced to a state-specified level, the individual qualifies for Medicaid benefits for the remainder of the month.

Developmental Disability: As defined by the Michigan Mental Health code: (a) If applied to a person older than five years, a severe chronic condition that is attributable to a mental or physical impairment or both, and is manifested before the age of 22 years; is likely to continue indefinitely; and results in substantial functional limitations in three or more areas of the following major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency.; and reflects the need for a combination and sequence of special, interdisciplinary, or generic care, treatment or other services that are of lifelong or extended durations; or (b) If applied to a minor from birth to age five, a substantial developmental delay or specific congenital or acquired condition with a high probability of resulting in a developmental disability.



Health Insurance Portability and Accountability Act of 1996 (HIPAA): This legislation is aimed, in part, at protecting the privacy and confidentiality of patient information. “Patient” means any recipient of public or private health care services, including mental health care.

MDCH: An acronym for the Michigan Department of Community Health. This state department, located in Lansing, oversees public-funded services provided in local communities and state facilities to people with mental illness, developmental disabilities, and substance use disorders.

Medically Necessary: A term used to describe one of the criteria that must be met in order for a beneficiary to receive Medicaid services. It means that the specific service is expected to help the beneficiary with his or her mental health, developmental disability, or substance use disorder (or any other medical) condition. Some services assess needs and some services help maintain or improve functioning.

Michigan Mental Health Code: The state law that governs public mental health services provided to adults and children with mental illness, serious emotional disturbance, and developmental disabilities by local community mental health services programs and in state facilities.

MIChild: A Michigan health care program for low-income children who are not eligible for the Medicaid program. This is a limited benefit. Contact Customer Services for more information.

Recovery: A journey of healing and change allowing a person to live a meaningful life in a community of his or her choice, while working toward his or her full potential.

Resiliency: The ability to “bounce back.” This is a characteristic important to nurture in children with serious emotional disturbance, and their families. It refers to the individual’s ability to become successful despite challenges he or she may face throughout his or her life.

Specialty Supports and Services: A term that means Medicaid-funded mental health, developmental disabilities, and substance use disorder supports and services that are managed by the Prepaid Inpatient Health Plans.

SED: An acronym for Serious Emotional Disturbance, and as defined by the Michigan Mental Health Code, means a diagnosable mental, behavioral, or emotional disorder affecting a child that exists or has existed during the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and has resulted in functional impairment that substantially interferes with or limits the child’s role or functioning in family, school, or community activities.

Serious Mental Illness: Is defined by Michigan Mental Health Code to mean a diagnosable mental, behavioral, or emotional disorder affecting an adult that exists or has existed within the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and that has resulted in function impairment that substantially interferes with or limits one or more major life activities.

Substance Use Disorder (or substance abuse): Is defined in the Michigan Public Health Code to mean the taking of alcohol or other drugs at dosages that place an individual’s social, economic, psychological, and physical welfare in potential hazard or to the extent that an individual loses the power of self-control as a result of the use of alcohol or drugs, or while habitually under the influence of alcohol or drugs, endangers public health, morals, safety, or welfare, or a combination thereof.

Trauma-Informed Care: Trauma-informed care is an approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives.