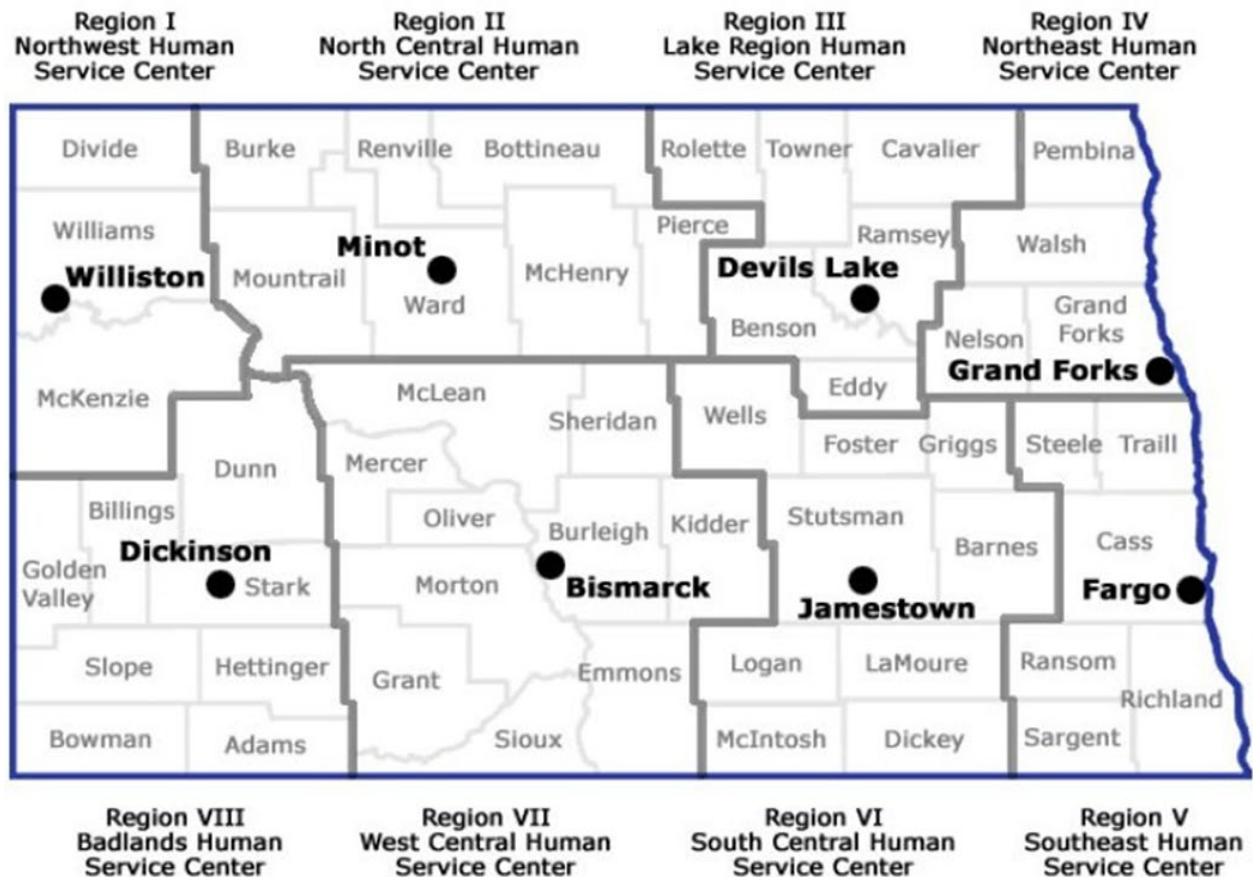


DEPARTMENT OF HEALTH AND HUMAN SERVICES

Human Service Center

CLIENT HANDBOOK



MISSION STATEMENT

To provide timely and effective behavioral health services to citizens of North Dakota to improve the quality of life through achieving and sustaining recovery.

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CORE VALUES

PERSON-CENTERED CARE

The unique characteristics, preferences, and goals of each client will be respected and at the center of all service planning and provision.

RECOVERY-ORIENTED

Recovery from Mental Health and Substance Use Disorders is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential (SAMHSA, 2011).

TRAUMA-INFORMED

A trauma-informed system is one in which all parties involved recognize and respond to the impact of traumatic stress on those who have contact with the system including clients, caregivers, and service providers.

INTEGRATED

It is recognized that quality care is integrative. Assessment and service planning include awareness of mental health, substance abuse, and physical health concerns. Necessary services are provided in a seamless and integrated manner.

TRANSPARENT

The Human Service Centers will strive always to be open and honest in business practices and clinical work. Individuals served are partners in service plans developed and services provided.

ACCOUNTABILITY

It is critical to demonstrate that quality and effective services are being provided to all served. Input will be sought from clients regarding their experience with services and adjustments will be made as necessary to meet identified needs.

EVIDENCE-BASED PRACTICE

The Human Service Centers shall provide high quality evidence-based practices across all areas of service provision.

DATA-DRIVEN

Data regarding key outcome and access areas is collected and reviewed in real-time to inform practice decisions to individually improve/individualize care for each client as well as inform agency level successes and quality improvement targets.

WELCOME STATEMENT

Welcome to the Department of Health and Human Services Regional Human Service Center. Thank you for choosing us for care and service. Your health, safety and well-being are our first priorities. It is our mission to foster health and healing for the people and the communities we serve. Our dedicated staff serve to provide outstanding quality care and superior service. We promise to provide you and your loved ones with exceptional care and compassion. We are your provider and your partner in your journey of recovery.

Dr. Daniel Cramer
HSC Statewide Clinical
Director

Alanna Zeller
Director of Clinic
Operations

Dr. Laura Kroetsch
HSC Statewide Medical
Director

SERVICE OVERVIEW

RESTORING HEALTH, HOME, AND COMMUNITY

The Department of Health and Human Services is dedicated to assisting all served in achieving wellness and the greatest overall quality of life including the restoration of health, home, and community. Services to assist with this are person-centered and rehabilitative in nature and include the provision of skills training, education, and community integration. This approach focuses on life functioning and has demonstrated long-term effectiveness for those with severe substance use disorders and/or serious mental illnesses/serious emotional disturbance.

SERVICE PROVISION

All services will begin with an assessment to determine recommendations for services. Services will be determined based on medical necessity and level of care necessary for you to attain recovery. HHS will align with your preference for provider and services, which may include HHS programming or alternative community providers, and will work with you on developing your person-centered treatment.

CRISIS SERVICES

24-hour Crisis Services are available to all residents of North Dakota through the eight (8) regional Human Service Centers. This may include telephone support, face-to-face screening, assessment, and crisis services. Human Service Centers are mandated under NDCC 25-03. Commitment Procedures to provide Risk Assessments as deemed necessary.

Individuals' from all regions may access crisis services by calling 988.

OPEN ACCESS

Each Regional Human Service Center has Open Access Monday through Friday from 8am to 5pm.

Open Access allows you to engage in services on the day you are ready. You will receive an initial assessment to match services to best meet your need. If services are recommended to be provided at the Human Service Center, a comprehensive assessment will be provided by a qualified professional.

COMPREHENSIVE ASSESSMENTS

A comprehensive assessment at the beginning of service delivery assesses for current level of functioning impacted by diagnosis of mental health and/or substance use. This allows for your needs to be identified with one evaluation.

INTEGRATED SERVICE PLANS

Based on your needs, you and your treatment provider(s) will develop a service plan identifying goals to assist and improve your quality of life.

OUTPATIENT SERVICES

Behavioral health programs for adults, youth and families are provided by multi-disciplinary teams with a combination of clinical interventions for both mental health and substance use. Services may include:

- a. Case Management
- b. Care Coordination
- c. Individual Therapy
- d. Group Therapy
- e. Peer Support
- f. Family Peer Support
- g. Skills Building
- h. Psychiatric Management and Educations
- i. Withdrawal Management
- j. Ongoing Recovery Support

Our approach is to make it easy and comfortable for you to access care with a goal to be accessible and responsive to your needs. These services may be provided in office, through a telehealth platform, community based, and/or home visits.

To help your team focus on your care, the following requests are made:

- If services are being provided in the community or at your home, please be sure any pets are placed in a location where it won't interfere with your session.
- It's important to have privacy during sessions. If you prefer to have others involved in your sessions, please let your team know.
- All guns, weapons, drug paraphernalia, and illicit substances need to be secured and not in the immediate area of a session location.

RESIDENTIAL SERVICES

1. Residential services for Crisis Stabilization, Substance Use Disorder Treatment, and/or Transitional Living are offered regionally.
2. Each residential facility has guidelines and program requirements that will be provided at the time of admission.

ATTENDANCE

All services are considered voluntary by this organization, even in cases where you are court-ordered to complete treatment services. By consenting to services you are encouraged to be an active participant in your care.

It is important that you keep all scheduled appointments. If you are unable to attend a scheduled appointment or will be late, please notify the agency as soon as possible.

We request that you maintain communication with your treatment provider(s). If there is a period of no contact or risks of safety identified, the human service center staff may attempt outreach you in the community.

If you are court ordered to attend evaluation and/or follow treatment recommendations and you fail to show for those appointments, the court will be notified as allowed.

YOUR RIGHTS AND RESPONSIBILITIES

The North Dakota Department of Health and Human Services is committed to providing a treatment experience that is respectful. Employees are expected to adhere to organization's standards of practice and uphold client rights.

CIVIL RIGHTS

Discrimination means treating someone differently because of a particular characteristic such as race, color, sex, age, disability, or religion. DHHS makes available all services and assistance without regard to the race, color, sex, age, disability, national origin, religion, political beliefs, or status with respect to marriage or public assistance. These laws must be followed by the states eight regional Human Service Centers and any providers contracted by DHHS. Information regarding civil rights concerns or complaints can be found at the end of this document, posted at your DHHS location, and are available upon request.

YOU HAVE THE RIGHT TO:

1. Be treated with dignity and respect.
2. Appropriate care based on individual needs to accommodate visual, auditory, linguistic, and motor abilities.
3. Receive complete and current information concerning your diagnosis, treatment, alternatives, risks, and prognosis as required. This information shall be in terms and language that is understandable.
4. Participate in the planning of your health care.

5. Refuse treatment based on the information provided.
6. Respect and privacy as it relates to your care. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly.
7. Confidential treatment of your personal and medical records, and the right to approve or refuse your release to any individual outside the facility.
8. Consideration of your privacy, individuality, and cultural identity related to your social, religious, and psychological well-being.
9. Voice grievances and recommend changes.
10. Prompt resolution of any grievance without retaliation.
11. Participate in development and implementation of your care plan.
12. Reasonable access to care.
13. Receive appropriate and prompt treatment of my psychiatric, substance abuse, and physical ailments.
14. Not be subject to physical, emotional, or sexual abuse or harassment by employees or another client.
15. Have services for all clients specific to gender needs.
16. Receive notice of federal confidentiality requirements.
17. The least restrictive conditions necessary to achieve treatment.
18. Freedom from discrimination because of race, age, sex, religion, sexual orientation, gender identity, disability, creed, color, national origin, or payment issues.
19. Request and receive an explanation of your bill.

IF YOU ARE RECEIVING SERVICES AT A RESIDENTIAL FACILITY

YOU HAVE THE RIGHT TO:

1. Communicate privately with persons of your choice.
2. Correspond with others in writing (at your expense).
3. Send and receive mail without interference.
4. Telephone correspondence.
5. Gender specific accommodations (sleeping, bathing quarters, etc.)

YOUR RESPONSIBILITIES

You have the responsibility to:

1. Be honest, direct, and respectful.
2. Respect other individuals right to privacy and dignity.
3. Know and follow the Human Service Center rules and regulations.
4. Cooperate with caregivers and follow your agreed upon treatment plan.

5. Notify the staff if you do not understand your diagnosis, treatment, or expected behaviors.
6. Understand not following instructions or treatment plan may result in an undesirable outcome.
7. Ask questions if you don't understand something.
8. Provide accurate and complete information about your symptoms, reasons for admission, past illnesses, past hospitalizations, and medication (including prescribed and non-prescribed medications and herbal remedies).
9. Provide the name of any contact person to whom information may be released.
10. Meet financial commitments related to your care.

YOUR FINANCIAL RESPONSIBILITIES

1. Our fees are assessed according to a sliding fee scale, which is determined by family size and proof of income. This information will be required on an annual basis. Failure to disclose this information will result in you being charged full fee for services.
2. It is your responsibility to inform the human service center of any changes in income, family size, marital status, mailing address, telephone number, responsible party, insurance coverage changes, etc.
3. If the human service center does not have your current mailing address and you have a balance due on your account, your address on the billing statement will be reflected as No Forwarding Address and will result in your account being sent directly to collection.
4. A statement for services received will be generated monthly. All inquiries regarding the statement, should be directed to the Regional Human Service Center Accounts Receivable Department at 1-866-275-2007 or 701-328-7050, and follow the prompts.
5. Routine monthly payment on your account is required. If you wish to make arrangements to set up monthly payments on an account that has not yet been turned over to the collection agency, please call 1-866-275-2007 or 701-328-7050, and follow the prompts.
6. Your insurance company information is required to enable us to submit claims for services you receive. If you fail to provide your insurance company information or necessary information needed to bill your insurance, (a copy of the insurance card or the name/address/telephone number/policy number, global consent, authorization to disclose) you will not be eligible for the sliding fee scale. It is your responsibility to comply with requirements from your insurance company, as

requested. This includes obtaining referrals as needed, as well as providing updated information your insurance may require.

7. You may restrict disclosure of protected health information to your insurance company (health plan) when you pay full fee for services, regardless of any sliding fee discount you may have qualified for, by filing SFN 1980, "Request to Restrict the Use and Disclosure of Protected Health Information (PHI)" with the Human Service Center.
8. There may be services you receive or services provided by a provider which may not be covered by your insurance. You will be billed for these non-covered services or services by a non-payable provider according to the sliding fee discount you may have qualified for.
9. If you receive payment directly from your insurance company for services received at the human service center, and the Regional Human Service Center Accounts Receivable Department is unable to secure a copy of the Explanation of Benefits from your insurance company, you will be billed full fee for those services regardless of any sliding fee discount you may have qualified for.
10. Medicaid/Medical Assistance requires the client be seen for a brief evaluation by one of our licensed independent practitioners in order for us to be able to request reimbursement from Medicaid/Medical Assistance for services you receive, in compliance with Federal requirements. Failure to comply with this requirement will result in you being charged full fee for services, regardless of any sliding fee discount you may have qualified for. NOTE: You are responsible for the full amount of any assessed Recipient Liability and/or Copay amounts as sliding fee scale discounts do not apply.
11. Medicaid/Medical Assistance is the payer of last resort. All other insurances you have must be billed first. Failure to provide us with this information will result in you being charged full fee for services.

ADVANCE DIRECTIVES

If you have concerns regarding your healthcare or mental health now or in the future, you are encouraged to consider completing an Advance Directive. The Advance Directive will assist you and your providers in meeting your medical or psychiatric needs.

At a time of medical or mental health crisis, you may not be able to make your wishes known. If you have an advance directive, your wishes will be clearer to others. Mental Health Advance Directives take effect only if and when you lack capacity to make decisions and your physician makes this conclusion in your medical record. Advance

Directives stops being in effect when your physician decides that you have recovered the capacity to make decisions.

If you are interested in additional information about advance directives, speak to your treatment team or access other useful resources below.

1. Bazelon Center for Mental Health Law
 - a. www.bazelon.org
2. North Dakota Protection and Advocacy
 - a. www.ndpanda.org
3. North Dakota Medical Association
 - a. www.ndmed.org
4. North Dakota Department of Human Services:
 - a. www.nd.gov/dhs/services
5. National Hospice and Palliative Care: Caring Connections
 - a. www.caringinfo.org
6. The National Alliance on Mental Illness
 - a. www.nami.org
7. Making Health Care Decisions in North Dakota:
 - a. www.departingdecisions.com/NDAdvancedDirective
8. SAMSHA:
 - a. https://www.samhsa.gov/sites/default/files/a_practical_guide_to_psychiatric_advance_directives.pdf
9. Psychiatric Advanced Directive App:
 - a. https://smiadviser.org/mymhcp?utm_source=SAMHSA_Release

GENERAL INFORMATION

CODE OF ETHICS

North Dakota Department of Health and Human Services is committed to providing services in a professional and ethical manner. Employees will protect your client rights and treat you with respect and dignity. If you ever feel that an employee is violating the organization's standard of ethical behavior, you may report this behavior by submitting a grievance to the agency director.

COMMUNICATION ASSISTANCE

North Dakota Department of Health and Human Services contracts with CTS Language Link for telephone interpretation services for people with Limited English Proficiency. A

quick phone call is all it takes to set up the services that are available 7 days per week, 24 hours per day. Please inform staff that you are requesting assistance, and this will be coordinated for you.

CONFIDENTIALITY

Your information will remain confidential. Policies and Procedures are designed to protect your information as well as information for others you may be with in programming.

ACCESS TO RECORDS

You have a right to review and/or request copies of your clinical records. A copy of the Notice of Private Practices is included in this handbook which tells you how to request this information. The policy also explains the circumstances under which information can be provided without authorization and tells you how to submit a grievance should you feel that your rights have been violated.

FEE/SLIDING FEE SCALE

North Dakota Department of Health and Human Services utilizes a sliding fee scale to assist those with an inability to pay for services based on income eligibility. This will be determined at the time of registration for services.

It is your responsibility to update any changes with the business office that may impact your responsibility to pay for services.

SERVICE ANIMALS

The North Dakota Department of Health and Human Services is committed to providing reasonable accommodations to persons with disabilities in fulfilling its responsibilities under Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA). Persons with disabilities may be accompanied by working service animals in the Human Service Centers and its department sites consistent with the provisions of the state policy. Review the state policy for further information or request information at your DHHS location.

HEALTH AND SAFETY INFORMATION

SAFETY AND SECURITY

The North Dakota Department of Health and Human Services (DHHS) is committed to providing safe Behavioral Health Care environment and workplaces for all. All DHHS facilities, contract facilities, and properties are weapons-free, including administrative offices and State Fleet Vehicles. Guns, knives, pepper spray, tasers or other weapons are no allowed in any DHHS Human Service Center. (With the exception of Law

Enforcement) Anyone who brings a weapon into a DHHS Human Service Center will be asked to remove them to their personal vehicle or residence.

It is prohibited to use, manufacture, solicit, trade, and/or offer for sale alcohol, illegal drugs, unauthorized prescription medication or intoxicants on or in the property of the Department of Health and Human Services.

In the event of an emergency safety protocols and procedures will be followed as directed.

It is the policy of the Human Service Center to utilize Therapeutic Options technics as a protective measure to manage safety. Human Service Centers do not utilize physical or chemical restraints and/or seclusion measures.

NICOTINE USE

All North Dakota Behavioral Health facilities, including contracted residential services, are nicotine free zones. The Human Service Center can provide medication assisted options if you need assistance to refrain from nicotine use while in programming.

USE OF CELL PHONES

To ensure safety and privacy for all, reasonable access to cell phones may be permitted with varying guidelines for cell phone usage. Each facility will provide cell phone usage guidelines. Misuse of cell phones will be addressed by treatment provider.

QUALITY OF CARE AND FORMAL GRIEVANCE

The North Dakota Department of Health and Human Services is committed to providing quality care and recovery-based services. You have the right to be free from discrimination, harm, sexual harassment, sexual abuse and retaliation by other individuals receiving services, staff members, contractors, or volunteers.

You have a right to express your dissatisfaction and/or grieve services without fear of retaliation or discrimination. We encourage you to express concerns to your treatment provider(s) directly. If you feel your concerns are not addressed, you may request a Grievance Form from any staff at the human service center. Your grievance will be reviewed and responded to by a member of local leadership, ensuring staff identified in the grievance will not lead the review.

If you feel your concerns regarding your civil rights were not addressed and satisfactorily resolved with your local provider, please see attached document for who you may contact to file a formal civil rights grievance.

PROTECTION AND ADVOCACY (P&A)

An independent state agency that protects and advocates for the rights of people with disabilities within established priorities. You may want to contact P&A to request assistance with a disabilities rights issue or to report abuse/neglect/exploitation. You may contact P&A by calling their centralized intake at 1-800-472-2670.

APPENDIX

Notice of Privacy Practices For Behavioral Health Clinics and NDSH (DN 908)
Civil Rights Complaint (SFN 143)