



CLIENT HANDBOOK

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Welcome to CMMHC!

Welcome to Central Minnesota Mental Health Center (CMMHC)!

We understand that a variety of circumstances may have led you to choose us for your mental health and chemical health needs, and we thank you for putting your trust in us. Rest assured that we are committed to providing you excellent care, demonstrating our continual focus on fostering healing for the people and the communities we serve.

Whatever your reasons for seeking services from CMMHC, our focus is on a trauma-informed, integrated team approach to help you progress towards your recovery goals - offering the resources and assistance necessary to correspond with each individual's diversity and experience. Although the road to recovery can be challenging, our collaborative and individualized services will help to provide the groundwork for a healthier life.

CMMHC has been a trusted community resource for mental health since 1959, serving as a recognized leader in health, wellness, and recovery services. Over the years, we have grown and expanded to meet the ever-changing needs of our clients, always striving to provide the highest quality services to our community. Our compassionate, committed staff and clinical teams are exceptional professionals in their field, working hard to make a difference in the lives of all of our clients.

Thank you again for making CMMHC your treatment provider of choice. You are the reason we are here and why we love what we do!

We look forward to working with you.

Jessica Brandon, MBA, MS, CFRE
Chief Executive Officer

Who We Are

Open for business in 1959 and formally established as a 501(c)(3) private not-for-profit in 1964, Central Minnesota Mental Health Center was among the initial wave of community mental health centers in Minnesota. Since our modest beginnings 60+ years ago, CMMHC has grown to be an organization of nearly 300 staff and 17 service lines. We provide a robust continuum of behavioral health services and aim to provide any mental health or chemical health service our customers need or facilitate referral to another provider if we cannot.

Our Mission

CMMHC makes mental health *healthier* through treatment, training, education, and information.

Our Vision

Stigmas associated with mental health and its treatment *no longer exist*.

Our Values

- * Hope is present in everything we do.
- * Our passion drives us to never give up on Clients, the Community, or each other.
- * Our person-centered approach creates an environment for healing and recovery.
- * We're stronger together and see challenges as opportunities for collaboration and growth.

Our Philosophies

At CMMHC, we have core philosophies—Trauma Informed Care and Health Integration—that guide all our work at each site and in each service we provide.

Trauma Informed Care: Often, people seeking mental or chemical health services have experienced significant trauma at some point in their lives. This can have a ripple effect on a person's mental health, physical health, employment, and relationships. At CMMHC, we are proud to say that we have received national recognition for the successful implementation of a Trauma Informed Care (TIC) Learning Community through the National Council of Behavioral Health.

Through TIC, our staff seeks to create an environment of healing for our clients, staff, and broader community by:

- * Implement screening and assessment for trauma and trauma-informed best practices.
- * Increase community awareness of trauma impact and trauma-informed care.
- * Address secondary traumatic stress/compassion fatigue among staff.

CMMHC takes an integrated approach when working with clients of all ages. Integrated service delivery not only addresses mental and physical health concerns, but also co-occurring disorders, chemical services, and multi-generational services.

CMMHC provides an opportunity to have a variety of services accessed in one place. Providers within CMMHC communicate so that you do not have to share your story over and over. We also coordinate with community providers, when needed, to ensure the best possible care.

Every person has the right to access support when needed and to live their life to the fullest. We believe that these approaches will help our clients rebuild a sense of control and empowerment in their lives.

For additional information please check out our website at www.cmmhc.org.

CMMHC Client Promise

The staff at CMMHC is committed to providing you the best care possible. We will strive to assure that:

- * Your care team professional will listen carefully to you and clearly explain their findings and recommendations.
- * Your care team professional will seamlessly coordinate your care and treat you with respect and courtesy.
- * Your care team will actively engage you in your care or your family member's care.
- * Your care team will respect your needs and meet or exceed your expectations.
- * Information and services will be culturally responsive.
- * You will have the opportunity to provide feedback thru a client survey on how well we achieved these goals. Client Satisfaction Surveys are available in each program and available on our website: www.cmmhc.org.

Code of Conduct Policy

Central Minnesota Mental Health Center (CMMHC) is a community-based organization dedicated to providing comprehensive mental health and chemical health services in Benton, Sherburne, Stearns, and Wright Counties. Participation in the organization's programs is subject to the observance of the organization's rules and procedures. The activities outlined below are strictly prohibited. Any participant or staff member who violates this Code of Conduct is subject to discipline, up to and including removal from the program.

- * Abusive language towards a staff member, volunteer, or another client.
- * Possession or use of alcoholic beverages or illegal drugs on CMMHC's property or reporting to the program while under the influence of drugs or alcohol.
- * Smoking and the use of tobacco products is not allowed on CMMHC property. Residential programs may permit smoking in designated areas.
- * Bringing dangerous or unauthorized materials such as explosives, firearms, weapons, or other similar items onto CMMHC's property.

- * Discourtesy or rudeness to a fellow client, staff member or volunteer.
- * Verbal, physical, or visual harassment of another client, staff member or volunteer.
- * Actual or threatened violence toward any individual or group.
- * Conduct endangering the life, safety, health, or well-being of others.
- * Failure to follow any Agency policy or procedure.
- * Bullying or taking unfair advantage of any client.
- * Failing to cooperate with a fellow client, staff member or volunteer.

Client Rights and Responsibilities

CMMHC strives to provide clients with quality services that are both appropriate and individualized to meet a person's needs.

Every client has the right:

- * To nondiscrimination regarding access to treatment services based on race, color, creed, religion, sex, sexual orientation, national origin, marital status, age, disability, or public assistance status.
- * All clients, regardless of county of financial responsibility, are eligible for CCBHC services on a sliding fee scale if insurance coverage criteria and income eligibilities are met.
- * To considerate, respectful, and safe care; consideration of privacy and individuality is important.
- * To confidentiality, the reasons for a visit and the results of treatment programs are private information and cannot be revealed without a client's permission.
- * To information about their treatment program and any procedures; clients are encouraged to ask questions about any treatment they do not understand, that confuses them, or that causes them discomfort.
- * To accept, refuse or question any treatment.
- * To voice a grievance or appeal a decision relating to their admission, discharge, or delivery of services at CMMHC.
- * To have access to current fees for services provided by CMMHC.

Office Logistics

Consenting for Services

Parents sharing legal custody will occasionally disagree on consenting for services. This can lead to complications and one parent may cancel existing appointments scheduled by the other parent. Unfortunately, CMMHC is unable to provide services to the child during this time, there are two options that can be taken:

Option 1: If the parents come to an agreement outside of CMMHC, they can present it to the Manager or provider for review and possible re-engagement of services.

Option 2: The parent seeking services will need to resolve the issue in court before subsequent services can be scheduled at CMMHC.

If/when we learn that the individual consenting to services is not the client/parent/legal guardian CMMHC will request all legal documentation.

Cancellations

Since your appointment time has been reserved only for you, we expect you will put a priority on keeping appointments for your care. You have the option of being included on our appointment reminder call list or text list. Cancellation of appointments requires at least 24-hours-notice. If a personal emergency requires less than 24-hours cancellation notice, please inform your provider at the time of cancellation. A pattern of three or more missed appointments without 24-hour notice may result in services being discontinued and referral elsewhere for services.

Illness Policy

CMMHC uses the following guidelines as the basis for exclusion from appointments. These guidelines follow Minnesota Health Department minimum standards. Exclusion criteria include:

- * Fever over 101 degrees F: fever-free for 24 hours without the use of fever-reducing medication
- * Diarrhea: free of incidents for 24 hours
- * Vomiting: free of incidents for 24 hours
- * COVID-19:
 - Signs or symptoms of a respiratory infection, such as a fever over 100 degrees F, cough, and sore throat, short breath.
 - In the last 14 days, has had contact with someone with or under investigation for COVID-19, or are ill with respiratory illness.
 - International travel within the last 14 days to countries with sustained community transmission.

If a client becomes ill or otherwise meets exclusion criteria during programming, arrangements will be made for services to end for the day. This may include contacting a parent/guardian.

All communicable diseases must be reported to CMMHC so we can inform others who may have been exposed. Specific exclusion guidelines are listed or can be found via the link below: <https://www.health.state.mn.us/diseases/index.html>.

- * Strep throat: may return 24 hours after antibiotic treatment begins and fever is gone.
- * Lice: may return 24 hours after over-the-counter medication is used or immediately after professional treatment.
- * Pink eye: may return 24 hours after drops are first administered.

Illness in Intensive and Group Services

If a client becomes ill or otherwise meets exclusion criteria during service time, staff will be in contact immediately. If the client could infect others in the treatment room, s/he will wait to be picked up in an isolated space, supervised by a staff. A parent/guardian is expected to pick up the client as soon as possible, typically within an hour after being notified. If the parent/guardian cannot be reached within 30 minutes, staff will call your provided emergency contacts.

Illness and Safety for In-Home Services

CMMHC requires a responsible adult be present and available in the home during the entire scheduled appointment. The home must be free of safety hazards, including weapons, drugs, and drug paraphernalia.

If staff are serving a client in their home and the client incurs a communicable illness, they will not provide services until the proper exclusion time has been observed for that client. If there is another person in the home with an illness, staff will generally follow the same exclusion time to stay out of the home, unless there are special circumstances. In such instances, staff should consult with their supervisor and/or Health Services before returning to the home. A special circumstance example: an adult in the home has pink eye and it has not been 24 hours since they started antibacterial drops. This adult can stay away from the client and staff during the appointment, so CMMHC services will still be provided.

Participation in Planning

Clients shall have the right to participate in the planning of their health care. This right includes the opportunity to discuss treatment and alternatives with individual caregivers, the opportunity to request and participate in formal care conferences, and the right to include a family member or other chosen representative, or both.

Expectations Regarding Minors

At CMMHC we strive to ensure that we provide the best care and services for our clients and their families. As part of this care, we ask that children 8 and under are not left unattended in the waiting area.

For children of all ages, please consider your child's developmental level, maturity, safety, security, and comfort with being left unattended. Sessions may be interrupted if there are any concerns with a child who is left alone in the waiting area.

As part of our care, we work to collaborate with families to provide the best support network for children and adolescents. Parents and guardians are an important part of this process. For children receiving services:

- * We ask that a parent or guardian of a child 15 and under check-in at the front desk with your child for every appointment.
- * We also ask that a parent or guardian of a child ages 9-15 check-in with the provider prior to leaving the facility.
- * A parent or guardian of a child ages 16 or 17 must at minimum be available by phone in the event your child has an emergency or is in need of crisis services.

Cultural Competence & Interpreters

Cultural competence is a priority for CMMHC. We strive to provide services for you and your family that are sensitive to your cultural background. We are happy to provide interpreters during appointments, without charge. Let CMMHC staff know if you require an interpreter when your appointment is scheduled. If you have other interpretation needs, please let us know promptly so they can be addressed.

Treatment Privacy

Patients shall have the right to respectfulness and privacy as it relates to their medical and personal care program. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly. Privacy shall be respected during toileting, bathing, and other activities of personal hygiene, except as needed for patient safety or assistance.

Cell Phones and Electronic Devices

Clients may not take videos, pictures or audio recording of clients and staff in the program or lobby. Staff may request the recording be deleted if it occurs. For additional information, please request a copy of our Audio, Visual, and Photo Authorization Policy.

Treatment Alternatives

CMMHC has a listing of alternate treatment facilities in the area. Copies are available upon request.

Weather-Related Closures

Our goal is to provide consistent and reliable service to you. We review local weather forecasts and school closures before making a final determination to close a clinic during severe weather. If we do close, we will notify local radio and television stations, and provide notification on our Facebook and LinkedIn pages.

Please note that all residential programs will remain open 24-hours a day/ 7-days a week/ 365-days a year regardless of weather or emergency events.

If we remain open for services, use your discretion about participating in CMMHC services during inclement weather. If you decide not to participate, make sure to:

- * If applicable, contact the transportation company to cancel transportation services for that day.
- * Call our office to let us know you will not be attending that day.

Grievances

Clients shall be encouraged and assisted, throughout their stay in a facility or their course of treatment, to understand and exercise their rights as patients and citizens. Patients may voice grievances and recommend changes in policies and services to facility staff and others of their choice, free from restraint, interference, coercion, discrimination, or reprisal, including threat of discharge. Notice of the grievance procedure of the facility or program, as well as addresses and telephone numbers for the Office of Health Facility Complaints shall be posted in a conspicuous place.

A written internal grievance procedure sets forth the process to be followed: specifies time limits, including time limits for facility response; provides for the patient to have the assistance of an advocate; requires a written response to written grievances; and provides for a timely decision by an impartial decision-maker if the grievance is not otherwise resolved.

Of Importance...

The grievance procedure is posted in a visible location to clients and made available upon a client's or former client's request.

A Manager, Supervisor, or Director (staff member) will assist the client in developing and processing a grievance by completing the Grievance form.

Emergencies/ Crisis Services

If you have an emergency, such as thoughts of hurting yourself or someone else, you should call 911, the Crisis Response Team (320) 253-5555, or go to your local Emergency Department.

Crisis Residential

Located in St. Cloud, our nine bed Residential Adult Crisis Stabilization Unit provides a short-term, safe place for individuals to stay while working through a mental health crisis. The unit is staffed 24 hours a day, 7 days a week and provides individual and group counseling as well as education to assist clients in managing their mental health symptoms. All admissions are voluntary and based on bed availability.

The goal of Crisis Services is to support individuals in returning to their baseline level of functioning while remaining in their individual communities.

Our Crisis Services Include:

- * 24-hour crisis response phone line
- * Mobile outreach and crisis stabilization
- * Residential crisis triage and screening
- * Face-to-face assessment and intervention
- * Residential adult crisis stabilization
- * Suicide assessment and safety planning
- * Crisis screening
- * Crisis prevention planning

For more information, contact:

Phone: 320.253.5555

Fax: 320.257.6053

**Toll-free Mental Health Crisis Response Line (24 hours a day/ 365 days per year):
800.635.8008**

Crisis Response Team

The mobile Crisis Response Team (CRT) provides an array of community-based mental health crisis services to children and adults experiencing a mental health crisis. Our services are provided by mental health practitioners under the direct supervision of a mental health professional, to residents of Stearns, Benton, Sherburne, and Wright counties. The Crisis Response Team can travel to homes or community locations in the four-county area to help individuals in crisis cope with immediate stressors. The team

can do suicide assessments, safety planning, coping skills education and make appropriate referrals. They also offer follow up stabilization services.

St Cloud Area Child Response Initiative (CRI)

CRI provides a coordinated community response to children, birth to age 18, and their families who have been exposed to any type of trauma or violence. We work with our clients to build resilience after traumatic events and connect to services that will assist them in reducing the long-term effects of experiencing traumatic events. This program is available to residents of St. Cloud, Sartell, and Waite Park. Referrals are made by the local police departments.

St Cloud Area Co-Responder

A licensed Mental Health Professional who is embedded in a law enforcement setting to respond with crisis intervention trained officers to behavioral health related 911 calls. This duo of police officer and Mental Health Professional provide on scene behavioral health evaluations, problem identification, crisis interventions, and treatment planning. The Co-Responder also provides consultation to police officers while responding to mental health related calls.

Referrals are placed for clients when appropriate to link to services and resources such as primary care, housing, social services, mental health treatment, chemical health treatment etc. This position is collaborative with not only law enforcement, but also the emergency department, human services, and other community stakeholders.

Emergency Response Procedures

CMMHC has a crisis plan that includes written procedures for responses to a variety of emergency situations. CMMHC is mandated to practice all emergency drills on a routine basis. Staff will follow basic first-aid guidelines. If you have any questions regarding CMMHC emergency responses, please contact your clinician.

- ✧ If a client is experiencing a crisis while meeting with a CMMHC clinician, staff will remain calm and follow the strategies listed in the individual client's crisis plan to deescalate or minimize a crisis, or to prevent it. If a mental health crisis does occur, staff will ensure the person's safety and will not leave the person alone, if possible. CMMHC crisis response center will be contacted and will follow instructions of the crisis intervention team.
- ✧ If intervention is required by external resources, staff will follow the procedures as outlined in the individual client's crisis plan. If the client is experiencing a medical or mental health emergency and there is imminent risk of harm to self or others, staff will call 911. Staff will follow any instructions provided by the 911 operator.

Financial Responsibility/ Billing

Payment

Payment is expected at the time of service. If you are not able to pay at the time of service, a payment plan will need to be arranged. Statements will be sent monthly indicating the amount due on your account. Failure to make payments or arrange to settle your account may result in Central Minnesota Mental Health Center (CMMHC) discontinuing services.

Insurance Coverage

Many health insurance companies provide for mental health services. Insurance coverage varies so it is necessary to check the provision of your policy. To assist you in obtaining insurance payment, you must provide us with your insurance card at the time of visit along with a photo ID.

If your insurance company is to be billed for your services, it will be billed for the full cost of the services. If the insurance company pays less than what is charged, you will be billed at your determined fee percentage. The amount paid by the insurance company and the charge to you will not exceed the cost of the services provided.

Medical Assistance

If eligible, financial assistance may be available through your county Social Service Department. Arrangements for county financial assistance must be made with the County. If you are currently covered by Medical Assistance or General Assistance, we will bill the Minnesota Department of Human Services directly.

Reduced Fees

You may be eligible for a fee reduction based on CMMHC's requirements. Please contact our Billing Office for further information.

Other

At times, arrangements are made by people from other sources such as an employer, church, school, club, or other family members, to pay part of the services. This is welcomed and a letter would be needed describing the financial assistance they are providing.

We encourage you to contact the **Business Office at (320) 202-2000** with any questions you may have.

The Staff at CMMHC

CMMHC complies with all required background check procedures for staff.

Due to the nature of the services provided by staff, dual relationships are not recommended. For example, staff are not allowed to provide babysitting services for clients and are discouraged from participating on social media sites with clients.

Please visit www.cmmhc.org for additional information regarding our staff and programs.

Certified Peer Specialists

The Peer Specialist Certification Training Program is for self-identified current or former consumers of behavioral health services who can support other individuals diagnosed with a mental illness and/or substance use disorder. To be eligible for consideration, an applicant must be a District resident (except for waiver applicants) and at least 18 years of age with a high school diploma, GED or higher.

CMMHC is excited to employ Certified Peer Specialists in our agency. We believe these individuals are a positive example for our clients that you can overcome life's challenges.

Reporting Suspected Abuse

Any person may voluntarily report abuse or neglect. All staff, volunteers and students-in-training are mandated reporters. Upon being hired, staff receive training on reporting abuse and neglect and annually complete a refresher course. A complete policy, including definitions of physical abuse, neglect, and sexual abuse, is posted in a prominent location. A copy of this policy is available upon request.

Compliance and Health Information Management

Privacy Statement

Our Notice of Privacy Practices (NOPP) describes how medical information about you may be used and disclosed and how you can get access to this information.

- * The NOPP is posted in a visible location to clients and made available upon request.

- * The NOPP is also available on our website: www.cmmhc.org.

Releasing Records

All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without a client/parent/guardian's written permission except where disclosure is required by law. There are some situations in which CMMHC is required by law to disclose information to an outside source. These include:

- * When there is a reasonable suspicion of child, dependent or elder abuse or neglect.
- * When a client presents danger to self, other or property.
- * If there are certain legal proceedings in process by or against the client.
- * If you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain psychotherapy records and/or testimony.
- * If the U.S. Department of Health and Human Services asks for health information during an investigation.

If you have additional questions related to you/your child's medical records, contact **Health Information Management (HIM) directly at 320.703.4352 or email HIMDept@cmmhc.com.**

Requesting Records

- * A client or parent/ legal guardian of a child wishing to obtain a copy of their medical records or requests records be sent to an external agency will need to complete a Release of Information (ROI).
- * If requesting records, please allow 7-10 business days for processing of the Release of Information (ROI). In some cases, it can take up to 30 days (45 CFR 164.524(b)(2)(i)).
- * Our ROI is available online at www.cmmhc.org.

Types of Assessments and Evaluations

Comprehensive Evaluation

The Comprehensive Evaluation assesses an individual's mental, physical, and chemical health. It includes risk assessment, nature, severity, and impact of difficulties. The evaluation provides recommendations for treatment of any identified diagnosis and is the access point for various mental health services.

Psychiatric Evaluation

A psychiatric evaluation may be needed to diagnose emotional, behavioral, or developmental disorders. An evaluation of a child, adolescent, or adult is made based on behaviors present and in relation to physical, genetic, environmental, social, cognitive (thinking), emotional, and educational parts that may be affected as a result of these behaviors.

Chemical Health Evaluation

The first step to determine whether or which treatment is right for you is a chemical health evaluation by a qualified, licensed alcohol and drug addiction counselor (LADC). This evaluation may also be called a chemical health assessment or chemical dependency assessment. The purpose of the chemical health evaluation is to determine the level of risk you face due to alcohol and drug abuse.

If you have been encouraged to obtain a chemical health evaluation, or if you want to know what treatment options are best for you, please reach out. We strive to schedule chemical health evaluations promptly as possible, often within a few days of you contacting our clinic.

Donations

Central Minnesota Mental Health Center is a 501(c)3 nonprofit that operates from a variety of income sources, including community support. Financial and in-kind donations can be accepted and are considered tax-deductible to the extent allowed by law. Donations can be made by contacting the Development Department at CMMHC or online donations can be made on the website.

CMMHC Locations and Contact Information

Buffalo Campus 308 12th Avenue South, Buffalo, MN 55313 Phone: 763.682.4400 Fax: 763.682.1353	Elk River Campus 253 8th Street N.W, Elk River, MN 55330 Phone: 763.441.3770 Fax: 763.441.9057	Monticello Campus 407 Washington St Monticello, MN 55362 Phone: 763.888.9626 Fax: 763.295.5086	St Cloud Campus 1321 13th Street North, St. Cloud, MN 56303 Phone: 320.252.5010 Fax: 320.252.0908
Crisis Services 1350 14 th St North, St. Cloud, MN 56303 Phone: 320.253.5555 Crisis Line: 1.800.635.8008 Fax: 320.774.3080	Waite Park Campus 411 3 rd Street North, Waite Park, MN 56387 Phone: 320.230.0611 Fax: 320.251.4175	Billing Office 411 3rd Street North, Waite Park, MN 56387 Phone: 320.202.2000	Health Information Management (HIM) 1321 13th Street North, St. Cloud, MN 56303 Phone: 320.703.4352



CMMHC CLIENT HANDBOOK ACKNOWLEDGEMENT FORM

I have received and understand the information regarding CMMHC clinical services. I am aware of all policies, procedures and expectations related to CMMHC clinical services.

Client or Guardian Name

Client Name if Guardian is Signing

Client Date of Birth

Client or Guardian Signature

Date

For clinician/staff to fill out:

Client Identification Number