



Le ChrisTM
"All Things Are Possible"

CONSUMER HANDBOOK



**A GUIDE TO
OUR SERVICE
PARTICIPANTS**

WHO ARE WE?

Le'Chris is a faith-based, family owned private agency that has been providing quality services for children, adolescents, and adults with mental illness, behavior or emotional problems, developmental disabilities and/or substance abuse issues in eastern North Carolina since 1996.

It is through our commitment to deliver the highest quality services to you as the consumer, as well as continually improve our services that Le'Chris continues to be accredited by CARF (Commission on Accreditation of Rehabilitation Facilities), an international, independent, nonprofit accreditor of health and human services.

We believe that **"All Things Are Possible"** and strive to make sure that every person we serve is free to live their lives and pursue their dreams beyond the limitations of mental illness or developmental disability.



Our services are based on the needs of the persons served and their families. We have the experience, knowledge and personal commitment to create services that are respectful, empowering, and effective.

Our philosophy is that each individual we serve be afforded the right to maintain dignity, respect, and the highest quality of life.

OUR MISSION STATEMENT

Our Mission is to provide individualized, quality services that will promote positive outcomes and independence in the

individuals that we serve. Our mission further seeks to enhance the physical, mental and spiritual life of the individuals we serve.

WHAT INSURANCE DOES LE'CHRIS ACCEPT?

Most of the services offered by Le'Chris are covered by Medicaid; however, some offices accept Medicare, Blue Cross/Blue Shield, and TriCare for therapy and physician services. Le'Chris can also help those with no insurance apply for limited state funding for some services. Please call your local office for additional information.



WHO WILL WORK WITH YOU?

When possible, we will give you a choice of workers to work with you. Our workers include Case Managers (sometimes referred to as QPs), Community Support & Intensive In-home Team Leaders and other team members, IDD Coordinators and IDD Staff, Therapists, PSR Staff, and Psychologists. Much of our staff has gone to college and/or graduate school to become knowledgeable about the disabilities that we work with. Most of our staff has at least 2 years experience working with people with disabilities (many have 5 or more years).



All of our staff has undergone extensive background checks including local criminal checks, SBI checks, drug screens, DMV (driving) check, reference checks with previous employers, and checks with the Health Service Personnel Registry.

HOW LONG WILL I GET MY SERVICES?

The length of time you get services varies and depends on several factors:

- The type of service that you or your family member receives
- How many obstacles you have to overcome; these are things that interfere with healthy functioning. The more obstacles you have, the more time services might take.
- How motivated you are to make needed changes
- What the State will approve—all services we provide must be approved by a Managed Care Organization (MCO). They look at your goals and how you are doing and tell us how many hours of service you can receive per week and for how long.

Our goal is to help you to meet your goals so that you can live safely, independently and contentedly in your community.

WHAT SERVICES DO WE PROVIDE?

Diagnostic and Clinical Assessments: Performed by a licensed social worker and/or PhD psychologist, the Diagnostic Assessment is an evaluation of a client's symptoms, past medical and mental health treatment, educational and work history, social history including past trauma such as childhood abuse or domestic violence and the current distress that the client is feeling. From this information, the clinician can develop a mental health, developmental and/or substance use diagnosis. This assessment is usually the first step in getting services.

Community Support Team: Provides support and services to adults with mental health and substance abuse diagnoses who are in need of an intense level of service. The goal for the persons is to achieve and maintain stability in their mental health treatment and/or meet their sobriety and recovery goals. Individuals entering this service must have a mental health or substance abuse diagnosis and must have had difficulties with some of the following:

- Homelessness
- Multiple psychiatric hospitalizations
- Medication difficulties
- Non-compliance with psychiatric follow-up
- Educational, vocational, or legal issues
- Recent suicidal thoughts
- Threats to others
- Dual diagnoses of mental illness and substance abuse

Psychosocial Rehabilitation (PSR for short) provides support and education that helps attendees learn to make good decisions and sound choices; develop natural support systems; develop skills in educational and vocational areas; and, learn ways to better live independently within their community. Our PSR program is a Recovery Model designed to equip adults with severe and persistent mental illness (SMPI) in the following areas:

- Recovery strategies
- Education regarding their illness
- Building social support
- Reducing relapses
- Using medications effectively
- Strategies on coping with stress
- Coping with problems and symptoms
- Getting needs met in the mental health system

Intensive In-Home: This service is for our youth clients who are having difficulties getting along at home. The Intensive In Home Team Staff come to your home and work on things like:

- Helping the family solve conflict
- Helping the child and parent communicate better
- Teaching the parents some new parenting techniques
- Helping your child learn new ways to deal with anger, frustration and sadness

Therapy and Psychological Testing: Sometimes it is helpful to just sit and talk with one person about the struggles you are facing in your life. A therapist will listen and help you learn new ways to deal with things. We also have professionals available that can provide testing which measures things like depression, anger, anxiety and IQ — to obtain an idea of the person's intellectual potential.

NC Innovations Waiver Services: These services are provided to adults and children with intellectual/ developmental disabilities. You must be approved by the State for this service. The service is provided both in the home and in the community. If your family member has been approved for the NC Innovations Waiver, the following might be offered:

- Home and Community Supports—instruction and assistance to help build skills
- Personal Care Services—Support with eating, bathing, dressing, personal hygiene and other activities of daily living
- Respite—a care giving service that provides temporary relief for the family of the client
- Residential Supports—out of home living with an approved caretaker
- Caregiver Training—teaching the family member how to care for someone with a disability

- Specialized Consultative Services—evaluation and training by an expert trained in a certain area such as speech therapy, occupational therapy, behavior analysis, etc.
- Day Supports

Developmental Therapy: This service which is also for those with developmental disabilities provides many of the same type services as above but for someone who has not yet been approved for the NC Innovations Waiver. Developmental therapy can be for children or adults and might include:

- Development of positive social skills and behaviors
- Learning independent living skills such as bathing, dressing and other self care
- Learning prevocational skills such as staying on task, being on time, safety
- Learning how to access community programs and activities

Day Treatment: This service is designed to serve children who, as a result of their mental health and/or substance abuse treatment needs, are unable to benefit from participation in academic or vocational services at a developmentally appropriate level in a traditional school or work setting.

Supportive Employment: Individual Placement and Support-Supported Employment (IPS-SE) with Long Term Vocational Support (LTVS) is a person-centered, individualized support service that provides assistance in choosing, acquiring, and maintaining competitive paid employment in the community for individuals of working age and for whom employment has not been achieved or employment has been interrupted or is intermittent. The target populations for this model are

individuals with serious mental illness and co-occurring disorders. This service is provided by Employment Support Professionals (ESPs) and Employment Peer Mentors (EPMs) who are trained in national research standards that support the vocational needs of individuals and promote community connections and employment success.

Assertive Community Treatment Team (also referred to as ACTT) is delivered in a team approach designed to address the identified needs of specialized populations and/or the long term support of those with persistent Mental Health / substance abuse issues that require intensive interventions to remain stable in the community. Usually for individuals who receive multiple services, decompensate to the point of requiring hospitalization before seeking treatment, seek treatment only during a crisis, or unable to benefit from traditional forms of clinic based services. This population has access to a variety of interventions 24 hours a day, 7 days a week, by staff that will maintain contact and intervene as one organizational unit

Peer Support Services (PSS) is a community-based service for adults age eighteen (18) and older who have a mental illness or a substance abuse disorder. PSS is provided by a NC Certified Peer Support Specialist who has self-identified as a person in recovery from mental illness or substance abuse issues and is committed to his or her own recovery. It provides structured, scheduled activities that promote recovery, self-determination, self-advocacy, and enhancement of community living skills.

YOUR RIGHTS



When you receive services through Le'Chris, you have certain rights. You are given a brochure that describes all of the rights you have but here are just a few of them:

- You have the right to be treated with dignity and respect by our staff and to be free from abuse, neglect or from being taken advantage of.
- You have the right to live as you choose while receiving services from us
- You have the right to consent for service but also the right to decline services.
- You have the right to help write your Person Centered Plan, which is a document that lists what goals you want to achieve and how you can achieve them
- You have the right to confidentiality - we won't discuss your case with those that you don't want us to. There are a few exceptions we can talk with you about.
- You have the right to appeal a decision to reduce or terminate your services.



YOUR RESPONSIBILITIES

Our staff wants to be able to serve you and serve you well. However, in return, we ask that you:

- Be available and on time when you have an appointment with us. Call us ahead of time if you need to cancel services for a day.
- Treat our staff with the same respect as we give to you.
- Be prepared to work on your goals—the services we provide are not just for “fun” or to transport you around town. We can only continue services if we work on those goals that you set.
- Talk to us about how you are feeling about your goals, your plan, your illness
- Do not ask us to do something we are not allowed to do, such as work more hours than approved, babysit your children, have your child spend the night with their mentor, loan you money, etc.
- Let us know if you are not happy with our services
- As a team, anything is possible

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

We encourage you to talk to your Le'Chris therapist or worker if you have a complaint about our services. If this does not work for you, please feel free to call the phone number of your office and ask for the Director. The Director will listen to your complaint and investigate what you have told her/him. They will then call you back and let you know what they have found and how Le'Chris can solve the problem



YOUR HEALTH & WELL BEING

Le'Chris takes the health and well-being of our consumers and visitors very seriously and wants to ensure safe environment.



Evacuation plans and procedures are clearly posted in each of our sites. The procedures are practiced by Le'Chris staff on a regular basis and therefore you are in good hands just in case of an emergency. Each office also has basic first aid supplies that are accessible for use in the event they are needed.

Check out our Webpage for more Information: www.lechris.com