



Hughes Behavioral and MH Services
Moving In the Right Direction

Consumer Handbook

Mission Statement

Consumer Services

HBMHS is committed to providing services and supports aligned with evidenced based best practices. These practices are designed to assist each consumer served in achieving individually determined goals and objectives that promote growth, life satisfaction, and significant roles and connections to the community.

We would again like to thank you for choosing HBMHS to be your service provider. We are dedicated to providing the best services possible. If you have any suggestions, comments or questions regarding our services or supports, please do not hesitate to contact us.

3816-5 South New Hope Rd.
Gastonia, NC 28056
(P) 704-661-9833 (F) 562-286-5236
www.hbmhs.com

1455-C East Marion St.
Shelby, NC 28150
(P) 704-661-9835 (F) 562-286-5236
www.hbmhs.com

1620-C Davie Ave.
Statesville, NC 28677
www.hbmhs.com

HBMHS' Consumer Handbook was developed to give our consumers important information about our agency. If you have any questions about the contents of this handbook, please let a staff member know and they will assist you by answering your questions, or by directing you to someone who can provide you with answers.

Emergency Contact Numbers

CONCERNS/COMPLAINTS:

Eddy Hughes, Executive Director, 704-661-9833
Tammy Harrell, Compliance Officer, 704-460-3399
Disability Rights NC, 877-235-4518
TDD calls from persons who are deaf or hearing impaired at (toll free) 1-888-268-5535.
Fax number is 1-919-856-2244.

Pathways Complaint Line, 800-646-4518

EMERGENCY/EMERGENCIA

Police/Policia	911
Ambulance/Ambulancia	911
Fire/Bomberos	911
Sheriff/Alquacil	911

POISON- ENVENENAMIENTO	1-800-222-1222
SUICIDE HOTLINE	1-800-SUICIDE
	1-800-TALK

NON-EMERGENCY NUMBERS

COUNTY SHERIFF

Gaston County Sheriff	(704) 869-6880
Lincoln County Sheriff	(704) 732-9050
Cleveland County Sheriff	(704) 484-4888
Iredell County Sheriff	(704) 878-3180

CITY	POLICE	FIRE
Belmont	(704) 825-3792	(704) 825-5586
Bessemer City	(704) 629-2235	(704) 629-5396
Cherryville	(704) 435-1717	(704) 435-1730
Dallas	(704) 922-3116	(704) 922-7736
Gastonia	(704) 866-6890	(704) 866-6740
Kings Mountain	(704) 734-0444	(704) 734-0555
Lincolnton	(704) 736-8900	(704) 736-8920
Mount Holly	(704) 827-4343	(704) 827-6611
Shelby	(704) 484-6845	(704) 484-4841
Stanley	(704) 263-4778	(704) 263-4777
Statesville	(704) 878-3583	(704) 878-3583

HEALTH DEPARTMENT

Gaston County	(704) 853-5000
Lincoln County	(704) 735-3001
Cleveland	(704) 484-5100
Iredell	(704) 878-5300

PATHWAYS LME

Administration	(704) 884-2501
Access Line	1-800-898-5898
Concern & Complaint	1-877-864-1454

DEPARTMENT OF SOCIAL SERVICES

Gaston County	(704) 862-7500
Lincoln	(704) 732-0738
Cleveland	(704) 487-0661
Iredell	(704) 873-5631

CRISIS ASSISTANCE MINISTRY	(704) 867-8901
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DUKE POWER	(800) 769-3766
PNC GAS	(877) 776-2427

INTERPRETING SERVICES

HBMHS has the capacity to provide access to interpreting services to consumers of the agency at no cost to the individual served. HBMHS can provide spoken language interpreting services via a phone call or in-person interpretation. American Sign Language interpreters are also available to provide services as needed.

AGENCY HOURS OF OPERATION

HBMHS maintains business hours Monday through Friday 9:00 am to 5:00 pm excluding the following Holidays:

- New Years Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas Eve and Christmas Day (December 24-25)

AFTER HOURS SERVICES

After hour services are available on an emergency basis 24 hours a day 7 days per week, with the capacity for 24 hour face-to-face services. HBMHS has an after hours crisis number that is monitored by qualified staff. The 24-hour on call number is 704-661-9833.

SERVICES

HBMHS offers the following services:

- Innovation Waiver Services:
 - In Home Skill Building
 - Respite Care
 - Personal Care
 - In Home Intensive Supports
 - Supported Employment
 - Community Networking
 - Residential Supports/AFL
 - Specialized Consultative Services
 - Crisis Services

CONSUMER RIGHTS

North Carolina has many laws that protect the rights of individuals receiving Mental Health/Developmental Disabilities/Substance Abuse treatment services. These laws can be found in Chapter 122 C of N.C. General Statutes and in Title 10 of N.C.

Administrative Code. One of these laws specifies that a provider of services must inform you of your rights within the first three visits. Since HBMHS is committed to complying with all regulations, we make every attempt possible to discuss your rights with you when (or before) your services begin. Our Consumer Handbook is one way in which we inform you of your rights. You are also encouraged to ask a HBMHS staff member any questions you may have about your rights.

It is the policy of HBMHS to assure basic rights to all individuals served. These rights include the right to dignity, privacy, humane care and freedom from mental, physical, and financial abuse, neglect and exploitation.

All clients served by HBMHS are afforded the following rights:

Confidentiality of all personal and treatment related information.

The right to privacy, security, and respect of property

The right for protection from abuse, neglect, retaliation, humiliation, exploitation.

Be informed of the cost of service.

The right to have access, review, and obtain copies of pertinent information needed to make decision regarding treatment in a timely manner.

The rights to informed consent or refusal or expression of choice regarding participation in all aspects of care/services and planning of care/services to the extent permitted by law including: 1) Service delivery, 2) Release of Information, 3) Concurrent services, 4) Composition of the service team, 5) Medication. This includes instituting due process to terminate relations with HBMHS.

The right to access or referral to legal entities for appropriate representation.

The right to access to self-help and advocacy support services. Contact the Disability Rights North Carolina Protection and Advocacy for Persons with Disabilities at 1-877-235-4210. This is the Agency designated under federal and state law to protect and advocate the rights of persons with disabilities.

The right to investigation and resolution of alleged infringements of rights.

The right to provision of care in the least restrictive environment.

The right to adequate and humane care.

The right to have access to evidence-based information about alternative treatments, medications, and modalities.

The right to have access to the cost of services.

The value or purpose of any technical procedure that will be performed, including the benefits, risks, and who will perform the task/procedure.

The right to protection from the behavioral disruptions of other person served.

The right to 24-hour crisis intervention

- The right to equal access to treatment for all persons in need regardless of race, ethnicity, gender, age, sexual orientation, nature of mental health challenges, level/type of developmental disability, or source of payment.
- The right to a grievance procedure that includes the rights to: be informed of appeal procedures, initiate appeals, have access to the grievance procedures posted in a conspicuous place, receive a decision in writing, and appeal to an unbiased source.
- The right to be fully informed about the benefits and risks of services provided.
- The right to revoke consent for treatment at any time.
- The right to be provided timely and accurate information to assist in making sound decisions about services/supports.
- The right to be fully involved as an active participant in decisions pertaining to services and supports provided by Hughes BMHS
- The right to request a change in provider agency, if you so desire
- The right to receive services in an environment that is free of all forms of abuse, including, but not limited to, (a) financial abuse, neglect, or exploitation, (b) physical abuse and punishment, (c) sexual abuse and exploitation, (d) psychological abuse including humiliation, neglect, retaliation, threats and exploitation, and (e) all forms of seclusion and mechanical restraint
- The right to have information about your treatment and your confidentiality protected to the greatest extent allowed by federal and state confidentiality laws and regulations.
- The right to have family members, friends or others involved in your services with your consent and approval.
- The right to receive services that comply with all relevant federal/state laws, rules, and regulations.

In addition to be assured the rights noted above, you are encouraged to actively participate in your services and share responsibility for the success of your treatment. Cooperation with regard to your responsibilities, as outline below, serves to increase the potential of achieving your goals. Your responsibilities while being a consumer of services from Hughes BMHS include:

- Be on time for scheduled services and notify your QP of any changes as they arise.
- Follow the rules/guidelines of services and your agency as outlined in your ISP, in the NC Innovations Waiver, and Consumer Handbook.
- Respect the confidentiality and privacy of other consumers.
- Treat staff with consideration and respect in all settings.
- Participate in team meetings and in reviewing and developing your individual support plan.
- Actively participate in the services and goals as outlined in your plan of care.
- Let team members know of any changes in your needs or behaviors, if you are experiencing problems, or if there is a change in preferences or goals.
- Notify your QP of any information received that may affect your services (appeal/denial letters, use of one waiver service per month notification, etc.).
- Notify your QP of any changes in address or contact information
- Notify your QP if you decide to discontinue services

If you are on a Medicaid spend-down, you will pay your bill in a timely manner. Let your QP know if you are having difficulty making payments.

If you are unable to meet your responsibilities consistently, you could be discharged from services through Hughes Behavioral and Mental Health Services. At the time a decision is made regarding discharge by the agency, you, your legally responsible person, and your care coordinator will be notified. You will be provided with a 60 day notice for the transition process to another provider of your choice. An exception to this is, Per NC Innovation Waiver guidelines, if at least one waiver service a month is not utilized (this does not include Respite services), then you jeopardize your eligibility for the NC Innovations Waiver Services. Your care coordinator will notify you in writing of compliance issues and you will have 30 days from the date of the notification to utilize services or you may be terminated from the waiver and then discharged from Hughes Behavioral and Mental Health Services.

GRIEVANCES & COMPLAINTS

If, at any time, you feel dissatisfied with the services you are receiving, or if you feel that one of your rights has been violated, you are encouraged to discuss this with your HBMHS staff member, his or her supervisor, or Eddy Hughes, HBMHS Executive Director. Mr. Hughes can be reached at 704-661-9833. If you feel that a staff member, his or her supervisor, or the Executive Director cannot provide you with a satisfactory solution, you are encouraged to contact the HBMHS Corporate Compliance Officer, Ms. Tammy Harrell (704-460-3399) and/or to utilize the agency grievance procedure. The grievance process can be initiated by completing a Grievance Form, which can be found in the suggestion box at the HBMHS administrative offices, online at the agency website, or by requesting a copy from a HBMHS staff and submitting this form to the Executive Director. If you file a grievance with the Executive Director, the Director will meet with you and attempt to resolve the issue collaboratively. Upon completion of the meeting and any necessary investigation the Executive Director will issue a written response. If you are dissatisfied with the response, you can appeal the decision to the HBMHS Corporate Compliance Officer. Upon completion of an investigation, the Corporate Compliance Officer will issue written findings and recommendations. If you are still dissatisfied, further action can be taken by contacting the Partners BHM Concern and Complaint Line (877-864-1454) or NC Disability Rights (877-235-4210). Materials related to HBMHS' Grievance and Complaint process are available on the agency's website at www.hbmhs.com.

INPUT REGARDING QUALITY OF SERVICES

HBMHS desires the input of all persons served on the quality of services that are being provided. HBMHS provides a consumer/family satisfaction survey to each individual/family annually. This survey provides HBMHS a means of measuring the quality of services being delivered as well as collecting suggestions for the improvement of services. Comments on the quality of services provided and recommendations for

improvement may be provided verbally to HBMHS staff at any time, or may be made anonymously by placing a suggestion card in the HBMHS Suggestion Box at either of the HBMHS administrative offices. HBMHS also receives ongoing feedback regarding the quality of services provided via stakeholder and staff surveys, as well as from various agency committees (e.g., Human Rights Committee, CFAC).

CODE OF CONDUCT

It is the policy of HBMHS that all full and part-time employees, contractors, students, volunteers (collectively referred to as “staff”), and members of the governing authority are expected to perform their designated functions in a manner that reflects the highest standards of ethical behavior. HBMHS’ Code of Conduct shapes the culture and norms of HBMHS’ administrative operations and clinical practices, and both staff and members of the governing authority are held fully accountable to these standards. The Code of Conduct of HBMHS exists to ensure that all employees’ actions reflect a competent, respectful, and professional approach when serving our consumers, their families and/or representatives, working with other providers of services, and interacting within the communities we serve. It is expected that staff will perform their duties in compliance with all federal, state, and local regulations. Violation of guidelines within the Code of Conduct Policy can lead to disciplinary actions, including termination of employment. If you feel a HBMHS staff has violated the agency Code of Conduct, you may file a complaint with the agency Corporate Compliance Officer.

A copy of the HBMHS’ Code of Conduct can be found on the agency website, or you may request a copy from any HBMHS staff.

CONFIDENTIALITY

All information, written and verbal, regarding your care or services will be treated as confidential information in accordance with local, state and federal guidelines. The information in your record is inaccessible to all except authorized staff of HBMHS and any contracted organizations or individuals. Your information is to be discussed only with those individuals participating in your care, and only as necessary to meet an identified need. In most circumstances, we will get your written permission before we release or disclose any information about you to anyone outside of HBMHS. However, there are situations in which we may be required to share information about you without your consent. These situations include:

1. To report suspected abuse, neglect or exploitation to the Department of Social Services.
2. If a court issues an order compelling disclosure or a valid subpoena is issued.
3. Whenever there is a reason to believe you may be eligible for financial benefits through a governmental agency, but only to the degree necessary to establish benefits.
4. For the purposes of filing a petition for involuntary commitment proceedings or a

- petition for adjudication of incompetence.
5. If emergency treatment is required. In this case, the information that is released will be limited to only the information that is needed to provide the emergency treatment.
 6. If a professional staff member believes there is an imminent danger to you or another person or if there is a likelihood of the commission of a felony or violent misdemeanor.
 7. Information about you may be shared among employees of HBMHS who have a need to know for reason of shared treatment, supervision, quality assurance or billing.
 8. Information may be shared with the referring Area Program or State Facilities only when it is determined that such disclosure is necessary to coordinate appropriate and effective treatment.
 9. Information may be shared to ensure payment for services. This information will be limited to the minimum necessary.
 10. Records will be made available for review by licensing, regulatory and/or accrediting bodies as well as for Quality Assurance reviews. All information documented in Quality Assurance reports will use coding systems in order to protect the confidentiality of client information.

In addition to your right to confidentiality, you also have the right to access your records. If you wish to request access to your records, you are asked to submit a written request to the Executive Director. Release will be granted based upon legitimate need and benefit to you or your family. A qualified professional shall be made available to interpret and explain information released. If you wish to have copies of your record, HBMHS may charge a small fee to cover copying costs.

A copy of HBMHS Privacy Practices may be found on the agency website. Copies are also available at all agency offices.

FUNDS MANAGEMENT

Based on the scope of practice of the agency, HBMHS does not manage client funds on behalf of any consumer, nor does the agency serve as representative payee for any consumer.

RESTRICTIVE INTERVENTIONS

HBMHS does not utilize seclusion. Upon consent of the individual or legally responsible person, HBMHS does utilize physical restraint when absolutely necessary to protect or control inappropriate behaviors that present an imminent threat of harm to the individual or others. Physical restraints are used only when non-physical interventions have proven ineffective and when the individual's behavior poses a threat of imminent, serious physical harm to self and/or others. Restraint will only take place in an environment that can safely and humanely accommodate the practice of restraint. Legal

representatives/caregivers/guardians will be informed of any use of restraint as soon as possible, and must give consent prior to HBMHS staff's use of any such procedures.

MEDICATION MANAGEMENT

It is the policy of HBMHS to not allow staff to administer medications to periodic service consumers, with the exception that medication administration is allowed in agency operated AFLs. In exceptional circumstances, an exception to the agency prohibition against the administration of medications may be granted by the Executive Director.

SERVICE COORDINATION

Although HBMHS staff will make every effort to assist you in locating the most appropriate supports and services, your Case Manager is the individual with the primary responsibility for providing service coordination activities (e.g., person centered plan development).

INDIVIDUAL SUPPORT PLAN

It is the policy of HBMHS to assist all persons served in the development of an Individual Support Plan, which serves to guide all aspects of the individual's behavioral health care/habilitative needs. The ISP seeks to assist persons with maximizing their strengths and abilities, addresses their behavioral health goals, documents specific goals and objectives, outlines the criteria for achieving specified interventions, and documents individual progress in meeting specified goals and objectives. Although HBMHS is an active participant in the development of the ISP, your Care Coordinator is the individual who is responsible for writing the plan and submitting the plan to Medicaid for approval.

TRANSITION/DISCHARGE PLANNING

It is the policy of HBMHS to discharge consumers from service upon the consumer's request, upon a change in the consumer's service needs to a type of service not offered, a significant change in consumer's level of care, agency discontinuation of the specific service being provided, discontinuation of facility operations, and inadequate funding. HBMHS reserves the right to discharge/transition a consumer from service for reasons other than those mentioned. Within this process, transition/discharge planning will fully involve the persons served, will be integrated within individual plans, and will result in a written transition plan when exiting the agency.

ABUSE AND NEGLECT

HBMHS recognizes and accepts the legal, ethical, and professional responsibility to report physical, mental, or financial abuse, neglect, or exploitation to the proper authorities (e.g., Department of Social Services, Law Enforcement) in an expedient manner. HBMHS staff suspected of committing abuse, neglect, or exploitation are placed on administrative leave until a final determination is rendered by involved investigative agencies.

FEEES FOR SERVICES

HBMHS does not charge waiver recipients or their families additional payment for services, supports, and/or equipment billed to the Innovations waiver. HBMHS accepts the Medicaid payment as payment in full for services rendered.

TOBACCO USE

In keeping with HBMHS' intent to provide a safe and healthy work environment, smoking or tobacco use in the workplace is prohibited except in those locations that have been specifically designated as smoking/tobacco areas. Tobacco use in the presence of persons served is prohibited. HBMHS staff who use tobacco products will make use of regular break times for tobacco use. In situations where the preferences of tobacco users and HBMHS consumers are in direct conflict, the preferences of the consumer will prevail.

WEAPONS

It is the policy of Hughes Behavioral and Mental Health Services, Inc. to ensure the safety of persons served, staff members, and visitors through the prohibition of weapons within any of the organization's facilities by anyone other than law enforcement acting in an official capacity. In addition, employees and consumers of HBMHS are prohibited from possessing weapons during times when services are provided.

