



THE
GUIDANCE
CENTER

**CERTIFIED COMMUNITY
BEHAVIORAL HEALTH
CLINIC (CCBHC)
Member Handbook**

The Guidance Center
13101 Allen Road, Southgate, MI 48195

734-785-7700 • www.guidance-center.org

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The Guidance Center

Since 1958, The Guidance Center has worked to support people in our community. Our mission is simple: *Nurture development. Foster resilience. Cultivate well-being.*

For almost seventy years, we have partnered with local communities and schools to help children and adults facing mental health challenges and other difficulties. In 1958, a group of caring residents and teachers saw a need for mental health services in the area. They came together to help create The Guidance Center. Since then, we have continued working as a team to support children, adults, and families in southeast Michigan.

Today, the agency offers many programs and services across 18 locations. Our work includes mental health and wellness, early childhood education, intellectual and developmental disability support, mentoring, substance-use services, the Kids-TALK Children’s Advocacy Center, the Certified Community Behavioral Health Clinic (CCBHC), Nurture the Future, and research and evaluation. Each year, we help more than 18,000 children and adults reach their own personal goals.

In October 2021, the Michigan Department of Health and Human Services chose The Guidance Center to take part in a six-year CCBHC demonstration pilot. We were the first CCBHC in Wayne County and one of the original thirteen in the state. Those numbers have since grown to six CCBHCs in Wayne County and thirty-two statewide. During the strict certification process, we met all 125 national standards set by the U.S. Substance Abuse and Mental Health Services Administration.

OUR MISSION

Nurture development. Foster resilience. Cultivate well-being.

OUR VISION

The Guidance Center is an innovative leader in programs, community engagement, and collaboration to create a vibrant future for those we serve.

CORE VALUES

These values guide our culture, our decisions, and our commitment to our mission:

- Welcoming and Accessible
- Respect and Dignity
- Innovation and Creativity
- Excellence and Quality
- Teamwork and Collaboration
- Accountability and Reliability
- Stewardship and Integrity

The Guidance Center as a Certified Community Behavioral Health Clinic (CCBHC)

In 2021, the Michigan Department of Health and Human Services (MDHHS) chose The Guidance Center as the first mental health and substance use provider in Wayne County to take part in its Certified Community Behavioral Health Clinic (CCBHC) program. Today, The Guidance Center is fully certified as a CCBHC in Michigan. This means it can offer a wide range of mental health and substance use services to people across Michigan.

As a CCBHC, The Guidance Center must meet more than 125 national quality standards. These standards cover areas like care coordination, crisis response, service delivery, and quality evaluation. The Guidance Center must provide, or work with partner organizations (called designated collaborating organizations, or DCOs), to offer the following services:

- Crisis mental health services, including 24-hour mobile crisis teams, emergency intervention, and crisis stabilization
- Screening, assessment, and diagnosis, including risk assessments
- Patient-centered treatment planning, including crisis planning
- Outpatient mental health and substance use treatment
- Primary care screening and monitoring of key health indicators and risks
- Targeted case management
- Psychiatric rehabilitation
- Peer support, counseling, and family supports
- Intensive, community-based mental health care for military members and veterans, especially those in rural areas

As a CCBHC, The Guidance Center works to make services easier to access. It offers programs that follow proven evidence-based practices, provides longer service hours, and has 24/7 crisis support. Services are person-centered and family-centered.

Eligibility has expanded so that no one is turned away because of ability to pay, insurance status, symptom severity, or county of residence. Anyone with a mental health or substance use diagnosis can usually receive CCBHC services at The Guidance Center, even if they also have other conditions or intellectual or developmental disabilities.

The goal is to meet all of a person's needs—not only mental health or substance use needs, but also physical, behavioral, social, and other needs. This is done through a collaborative team approach. Services may be provided directly by The Guidance Center, by a DCO, or through referrals with coordinated care. Individuals served by a DCO will receive the same service options, quality of care, and rights protections as those served directly by The Guidance Center. All agency materials, including this handbook, apply to everyone.

The Guidance Center also works closely with MDHHS on care coordination, oversight, billing, payment, quality reporting, and all other service-related functions.

Purpose of the CCBHC Member Handbook

People who receive CCBHC services will get the same high-quality care that The Guidance Center has always offered. They will also have the same rights and responsibilities under the Michigan Mental Health Code and the Public Health Code as anyone else receiving mental health or substance use treatment.

While many things have stayed the same, the CCBHC model has brought more focus to certain parts of our services and improved others. This handbook explains the main ideas of the CCBHC model at The Guidance Center and the services we offer. We encourage everyone taking part in CCBHC services to read this handbook and ask any questions they may have. Changes will be made to this handbook any time that the Michigan Department of Health & Human Services updates their CCBHC handbook, so that they will match. You can also find more information about The Guidance Center—our history, mission, vision, values, and services—on our website www.guidance-center.org

Non-Discrimination and Accessibility

The Guidance Center does not allow discrimination or harassment of any kind. Everyone gets equal services, treatment, and inclusion. This is true no matter a person's race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, where they come from, disability, genetic information, veteran status, or any other trait protected by law. These rules apply to all business done between The Guidance Center, its staff, and the people it serves. The Guidance Center believes that all people should be treated with dignity and respect. Discrimination and intolerance can hurt individuals, families, and the whole community. TGC is committed to creating a safe place where people can find support and feel accepted without judgment.

The Guidance Center follows all federal, state, and local laws about safety, cleanliness, and accessibility for clients and staff. Service locations and business hours are set up to meet the community's needs and to make sure people can get services at different times of the day. See the *Service Array* section for more details. To support accessibility and prevent discrimination, The Guidance Center offers free aids and services. These help all people take part in programs even if they have trouble with communication, speaking English, seeing, moving, or have other disabilities or barriers. The Guidance Center's policies say that accommodations or changes will be made to:

- Meet each person's needs
- Provide access to the building, work site, and any areas used by clients
- Help individuals take part in all important program functions
- Follow the Americans with Disabilities Act of 1990
- Make accommodations at the expense of The Guidance Center or its subcontractor, as required to meet the client's needs
- Provide communication aids or alternative communication, including help from an augmentative communication specialist when needed by clients, families, or others involved
- Make sure that getting accommodations does not depend on the client having to ask
- Provide screen reader software, large print, braille, or other helpful tools for people who are blind or have low vision
- Provide qualified readers, taped text, or audio recordings when needed



You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <https://hhs.gov/ocr/office/file/index.html> or via the QR code. You can also file a complaint through the Office for Civil Rights Complaint Portal, or by mail or phone:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Toll Free: 800-368-1019

Language Assistance & Accommodations

The Guidance Center wants to make sure that people with limited English or language-based disabilities can fully use our services. We provide reasonable accommodations at no cost.

For example, people who are Deaf, hard of hearing, or who have other communication needs can use the Michigan Relay Service, Video Remote Interpreting (VRI), teletype devices (TTY), or other tools to communicate with us. People who need an interpreter or translation services can meet with bilingual staff, onsite interpreters, or use language phone lines to help them understand information. If someone cannot read or understand our written materials, we will explain them in a way that makes sense. Our materials are available in paper and electronic formats and in languages that are common in our community. We can also offer other formats, such as large print, Braille, or easier-to-read versions, when asked.

If you would like any of the following services at no cost, please ask your Guidance Center staff member, call 734-785-7700 (TTY: 711), or send a written request through our website:

- Qualified sign-language interpreter
- Qualified language interpreter
- Written information in other formats (large print, audio, electronic, Braille)
- Written information in other languages
- TTY or other communication devices

ACCESSIBILITY AND ACCOMMODATIONS

The Guidance Center follows all federal and state laws to make sure our buildings and programs are physically accessible to people with disabilities. If you need an accommodation for yourself or a family member, please ask any staff member.

If you believe The Guidance Center did not provide the services listed above, or if you believe you were discriminated against because of your race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability, genetic information, veteran status, or any other protected status, you may file a complaint with the Customer Service Department at 844-820-4819.

Tag Lines

You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

ATTENTION: If you do not speak English, language assistance services are available to you, free of charge. Call 734-785-7700 (TTY: 771)

Albanian

KINI PARASYSH: Nëse nuk flisni anglisht, ka shërbime për ndihmë gjuhësore janë në dispozicion për ju, falas. Telefononi 734-785-7700 (TTY: 771)

Arabic

تنبيه: إذا كنت لا تتحدث الإنجليزية، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل بالرقم 7700-785-734 (الهاتف النصي: 771)

Bengali

দ্রষ্টব্য: আপনি যদি ইংরেজি না জানেন, তবে বিনামূল্যে ভাষা সহায়তা পরিষেবা নিতে পারেন। 734-785-7700 (টিটিটিওয়াই: 771) নম্বরে কল করুন

Chinese

請注意：如果你不懂英語，可以使用免費的語言協助服務。請致電734-785-7700（文字電話：771）

German

ACHTUNG: Wenn Sie kein Englisch sprechen, stehen Ihnen kostenfreie Sprachunterstützungsdienste zur Verfügung. Bitte rufen Sie die Nummer 734-785-7700 an (TTY: 771)

Italian

ATTENZIONE: se non parli inglese, sono disponibili servizi di assistenza linguistica gratuiti. Chiama il numero 734-785-7700 (TTY: 771)

Japan

注意：英語が話せない場合は、言語アシスタンスサービスを無料でご利用いただけます。734-785-7700（TTY：771）までお電話ください。

Korean

알림: 영어가 익숙하지 않으시다면, 언어 지원 서비스를 무료로 제공해 드립니다. 734-785-7700번(TTY: 771)으로 전화하세요.

Polish

UWAGA: Jeśli nie mówisz po angielsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 734-785-7700 (TTY: 771)

Russian

ВНИМАНИЕ: Если вы не говорите по-английски, языковая помощь предоставляется вам бесплатно. Позвоните по телефону 734-785-7700 (TTY: 71)

Serbian

PAŽNJA: Ako ne govorite engleski jezik, usluge pomoći za jezike su dostupne bez naknade. Pozovite 734-785-7700 (TTY: 771)

Mental Health Code, Public Health Code & Recipient Rights

As a person receiving behavioral health or substance use services from a CCBHC, you have certain rights under the Michigan Mental Health Code and the Public Health Code. Some of these rights include:

- The right to keep your information private (confidentiality)
- The right to be treated with dignity and respect
- The right to help create your service plan and include people you choose, such as family, friends, advocates, or professionals
- The right to get treatment that fits your needs in the least restrictive setting
- The right to see your treatment record if you ask
- The right to give informed consent for treatment
- The right to a fair process for settling problems or complaints about your services
- The right to be free from abuse and neglect
- The right to a safe, clean, and humane environment

You will get a “Your Rights” booklet and a “Know Your Rights” pamphlet when you start services, once a year, or anytime you request them. These materials explain your rights as a behavioral health or substance use treatment recipient under Michigan law.

Michigan law also explains how complaints about rights violations must be investigated and resolved. The Guidance Center is committed to protecting your rights. If you ever believe that staff have violated your rights, you may file a Recipient Rights Complaint at any time.

You can file a complaint with the Detroit Wayne Integrated Health Network’s Office of Recipient Rights by phone at 888-339-5595, TTY: 711, or by mail at:

707 West Milwaukee
Detroit, MI 48202

If your concern is about substance use services, you may contact the Recipient Rights Consultant assigned to SUD Treatment at 313-344-9099.

Staff at The Guidance Center can help you file a complaint, or you may do it yourself. Filing a complaint is one of your rights. Doing so will not affect your access to services, the services you receive now, or how you are treated.

FREEDOM FROM RETALIATION

If you use public behavioral health services, you are free to exercise your rights without fear of retaliation, harassment, or discrimination. The public behavioral health system may never use seclusion or restraint as punishment, convenience, or retaliation.

Directory of Services



Serving 21 Downriver communities and all of Wayne County
www.guidance-center.org



Early Childhood

Education Services

Early Head Start For children birth—3 years old and for expectant mothers promoting prenatal education, growth & health information, and parenting education. **Head Start** For children 3—4 years old promoting school readiness by enhancing social and cognitive development.

Early Childhood Prevention Services

Community Resource Centers Provide a variety of services to the community including Clothing Closet, Diaper Depot, Home Decor, Toy Chest, and much more, allowing families the opportunity to shop independently for their needs.

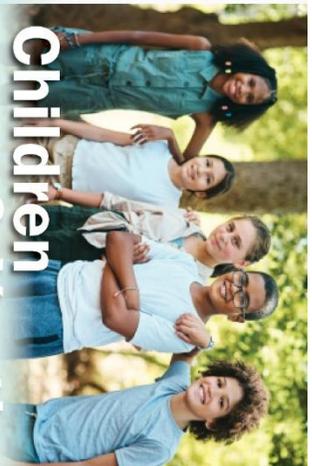
Family Literacy Events Promote literacy in young children, with a feature book and tailored activities for families. These quarterly events provide entertainment, resources, and helpful information to encourage reading.

Infant & Early Childhood Mental Health Services

Home-based support and therapeutic services for infants, toddlers, and preschoolers birth through 5 and their caregivers. Our goal is to support the parent-child relationship and the child's optimal development at home, school, and in the community.

Nurture the Future

Free workshops for parents and caregivers of children from birth through young adulthood with access to a variety of tools including support groups, family-centered activities, and informational resources.



Children & Youth

Behavioral Health Services

Children's Outpatient Program Office-based individual, family and group therapy, case management, nursing & psychiatric services, Youth in Transition.

Home-Based Program Intensive therapeutic and case management services provided in the home or community as well as office-based nursing and psychiatric services. **Wraparound Services** for children & youth who are involved in child-serving systems.

Treatment Foster Care Oregon (TFCO) Serving youth ages 7-11 in a therapeutic home with severe emotional and behavioral disorders.

Kids-TALK Children's Advocacy Center (CAC)

Forensic interviewing, advocacy, medical evaluations, and mental health services for child victims of alleged abuse, neglect, or trauma. Child abuse prevention and education.

Positive Youth Development

Juvenile Justice Services Home-based intensive case management, substance abuse, mental health services.

Prevention and Diversion Substance abuse prevention, Healthy Downriver Coalition, and programs for at-risk youth.



Adult Services

Behavioral Health Services

Intake and assessment

Mental health treatment Outpatient individual, group & family therapy, peer support.

Substance use treatment Outpatient individual, group and family therapy, or intensive outpatient treatment, and recovery coaching services.

Co-occurring treatment Mental health and substance use treatment services.

Recovery support Peer support specialists and recovery coaches with lived recovery experience help strengthen and sustain recovery.

Case management Community resources to meet basic needs and help to access these resources independently.

Psychiatry & medication management Specialized Programs

Assertive Community Treatment

Dialectic Behavioral Therapy

Cognitive Enhancement Therapy

Individual Placement and Support

Trauma Recovery & Empowerment Model Groups

Medication Assisted Treatment

Substance Use Disorder Health Home Services

Integrated Dual Disorder Treatment Services

Health and Wellness Groups

Behavioral Health Home Program



Intellectual & Developmental Disabilities

Services for all ages

Support Coordination Linking and monitoring of varying services provided through Medicaid. Advocates for person within their school and community. Defines medically necessary services and monitors the person's needs and use of these services.

Psychiatric services Psychiatric evaluation, medication monitoring, and nursing services.

Psychology/Therapy Individual, family, and group therapy services provided based on individual's need. Positive behavior supports plans are also available for caregivers to help build coping skills and improve social interaction.

Speech, Occupational, and Physical Therapy Provided by referral.

Community Living Supports & Respite Services Provided by referral.

Monitoring of services provided through Supports Coordination.

Vocational & Skill Building services Provided by referral. Includes vocational skill building, job readiness training, and assistance with job placement and retention.



Behavioral Health Urgent Care

The Guidance Center's Behavioral Health Urgent Care (BHUC) provides specialized services for adults and children 6+ who need assistance with mental health and/or substance use, regardless of insurance. Whether you are experiencing mental health symptoms for the first time or managing a long-standing mental health condition, we are here to assist you.

In 2021, the Michigan Department of Health and Human Services selected The Guidance Center as the first mental health and substance use service provider in Wayne County to participate in its **Certified Community Behavioral Health Clinic (CCBHC)** demonstration. CCBHCs provide a comprehensive array of services for people of all ages with mental health and substance use disorders, regardless of insurance coverage, their ability to pay, or the severity of their needs. CCBHC demonstration sites must meet more than 125 national quality of care standards.

Community Partnerships: The Guidance Center collaborates with local drug treatment and sobriety courts, veterans courts and mental health courts, the Wayne County Probate Court, Western Wayne Family Health Centers, Genoa Pharmacy and local police departments.

Sliding Fee Scale: For people who are uninsured or are eligible for services that are not covered by their insurance, The Guidance Center has a sliding fee scale that is based on based on income, federal poverty guidelines, and other factors.

24-Hour Crisis Support: If you are receiving mental health or substance use disorder services at The Guidance Center and are experiencing a personal crisis at any time of the day or night, a member of our team is available to assist you. Please call 734-785-7700.

Services for Veterans, Members of the Armed Forces and Their Families: We are proud to serve veterans, members of the Armed Forces and their families, who have provided dedicated service to our country. We accept Tricare insurance as well as commercial insurances, Medicaid and Medicare, and also serve people who are uninsured.

Translation Services: We want everyone in the community to feel welcome and have access to our services. We have several bilingual staff and also provide translation services at no cost in all languages, including American Sign Language.

A Welcoming Environment: We welcome members of the LGBTQ+ community as well as people of all ages, races, ethnicities, and abilities. Our facilities are conveniently located and fully accessible for people with physical challenges. We have a diverse team of staff in order to provide the best, most holistic care possible to the people we serve.

Schedule an Appointment: To schedule an appointment at The Guidance Center please call 734-785-7700.

Customer Service Phone Number: To reach our Toll-Free Customer Service phone line please call 844-820-4819 | Monday - Friday 8:30 - 5:00 p.m.



13101 Allen Rd. Southgate, MI 48195
www.guidance-center.org
734-785-7700

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Coordination of Care

Designated Collaborating Organizations (DCOs) and Referrals

As a Certified Community Behavioral Health Clinic (CCBHC), The Guidance Center must make sure people can get many different services. These services may be provided by The Guidance Center, by a Designated Collaborating Organization (DCO), or by referral to another agency. For example, The Guidance Center provides therapy, case management, psychiatric care, group therapy, and other services. DCOs may offer therapy in other locations, respite care, supported employment, skill building, and more. The Guidance Center may also refer people to agencies that help with housing, medical care, food, clothing, and other needs. The Guidance Center acts as a hub, bringing these services together to treat the whole person. Any DCO working with The Guidance Center must follow the same standards and go through the same quality checks. People who receive services from a DCO have the same rights, including access to grievances, appeals, and other ways to resolve problems.

The Guidance Center also coordinates care with your medical provider, such as your Primary Care Physician, and any other professionals involved in your physical health, mental health, or substance use treatment. The Guidance Center works closely with Federally Qualified Health Centers (FQHCs) to help everyone get full medical care. The Guidance Center believes that working with all providers in your life increases your success. You will be asked to sign a Release of Information or similar forms so we can share the information needed to coordinate your care.

Care Coordination may include, but is not limited to:

- Organizing all parts of a person's care
- Managing primary care, specialty medical care, behavioral health care, and social, educational, vocational, housing, and community services
- Sharing information with providers, the enrollee, authorized representatives, and family
- Managing resources and advocating for the person
- Helping with appointments, including transportation
- Developing and carrying out a care plan
- Monitoring medication use
- Tracking referrals
- Using patient care team huddles (short daily meetings to discuss needs and solve problems)
- Holding case conferences
- Tracking test results
- Educating and supporting patients and families
- Connecting people to helpful resources (such as smoking cessation, substance use treatment, nutrition counseling, weight management, and disease-specific education)

How to Access Services

If you want mental health, substance use, or co-occurring treatment through the CCBHC program, you can call The Guidance Center at 734-785-7700 for an eligibility screening. If you have mild, moderate, or severe symptoms, or if you already have a diagnosis, you may be able to get some of the services listed in the Directory of Services. CCBHC services are available to everyone, no matter your insurance, ability to pay, how serious your symptoms are, or where you live in Michigan. If you do not qualify for CCBHC services at The Guidance Center, or if another place can serve you better, staff will give you referrals to other community resources. If you want treatment for mental health, substance use, or co-occurring needs but **do not** want to come to The Guidance Center, you can contact Detroit Wayne Integrated Health Network's 24-hour Access/Crisis Helpline at 800-241-4949 (TTY: 711) or visit their website at DWIHN.org.

CCBHC services at The Guidance Center are trauma-informed, evidence-based, and focused on recovery. Staff receive training to support these values and to create a safe and respectful environment. Staff who provide CCBHC services also get special training to work with current military members and veterans. The CCBHC model is designed to reach more people and offer more services than traditional mental health or substance use treatment programs.

When you make an appointment at The Guidance Center, you are expected to attend it or cancel at least 24 hours ahead of time. The Guidance Center also asks that you arrive on time for all appointments so your services are not delayed.

Adult Behavioral Health at Superior Place

20300 Superior Road, Suite 250
Taylor, MI 48180
734-785-7700

Adult Behavioral Health at Horizon Bldg.

20600 Eureka Road, Suite 900
Taylor, MI 48180
734-785-7700

Adult Behavioral Health

13101 Allen Road, Building 4
Southgate, MI 48195
734-785-7700

Behavioral Health Urgent Care

19291 Northline Road, Building 6
Southgate, MI 48195
734-785-7726

Children's & Adult Intake Services

19291 Northline Road, Building 6
Southgate MI 48195
734-785-7700

Children's Outpatient

13101 Allen Road, Building 4, Entrance B
Southgate, MI 48195
734-785-7700

Early Childhood Prevention & Intervention

20600 Eureka Road, Suite 800
Taylor, MI 48180
734-785-7705 x7211

Intellectual & Developmental Disabilities

19401 Northline Road, Building 5
Southgate, MI 48195
734-785-7700

Psychiatric Services (all ages)

13101 Allen Road, Building 4
Southgate, MI 48195
734-785-7700

Children's Home-Based, Multi-Systemic Therapy (MST) & Crisis Screening Programs

26300 Outer Drive
Lincoln Park, MI 48146
313-388-4630

Kids-TALK Children's Advocacy Center

40 East Ferry Street
Detroit, MI 48202
313-833-2970

Children's Wraparound

19401 Northline Road, Building 5
Southgate, MI 48195
734-785-7705 x7691

Client Responsibilities

The Guidance Center wants your time in services to be a partnership. To get the most out of treatment, we ask that you take an active role in your care by doing the following:

- ✓ Follow The Guidance Center's rules and procedures.
- ✓ Treat everyone at The Guidance Center with respect.
- ✓ Tell staff about any changes to your insurance or income.
- ✓ Tell staff if your phone number, address, or other contact information changes.
- ✓ Keep other clients' information private. This includes anything you see or hear while you are here.
- ✓ Take part in creating your service and treatment plan.
- ✓ Allow coordination with other providers involved in your care, such as your doctor, specialists, school, court, or natural supports.
- ✓ Come to your appointments on time, or call ahead if you need to cancel.
- ✓ Stay in the waiting room until a staff member takes you to another area.
- ✓ Report any medication side effects to your psychiatrist.
- ✓ Tell staff right away if there is an urgent or emergency situation.
- ✓ Review the materials given to you at orientation, each year, or during treatment.

Confidentiality/Privacy & Family Access

The Guidance Center cares about your privacy and works hard to protect your information. All staff are trained to follow privacy and confidentiality rules. These rules include HIPAA, 42 CFR Part 2, and other federal and state laws. There are also extra privacy rules for children and teens. If you receive substance use services, you have special privacy rights for those services.

You have the right to keep your treatment information private. No one can get information about you unless you give permission by signing a Release of Information form. Family and friends may share information with us, but we cannot share information about you without your consent. If you are under 18, your parent or guardian will receive information about your care. They must also sign a Release of Information form before your information can be shared with anyone else. The Guidance Center makes sure you and your family are in control of your information and that your choices are written clearly in your record.

You have the right to look at your clinical records. You may also ask for a copy of your records. If you feel something is wrong in your record, you may ask us to correct it. Please remember that changes can only be made if the law allows it. Most of the time, we can only share your information with your permission. But sometimes we must share information to help coordinate your care or because the law requires it.

Everyone receiving CCBHC services will get a “Notice of Privacy Practices.” This notice explains your rights and how your health information may be used or shared. If you think your privacy rights have been violated, you may contact the Office of Recipient Rights to file a complaint. See the *Mental Health Code, Public Health Code & Recipient Rights* section.

— Person-Centered and Family-Centered Planning —

The Guidance Center uses a process called *Person-Centered Planning* or *Family-Centered Planning* to help you design your treatment plan. This process helps create a plan for your behavioral health or substance use services. As a CCBHC, The Guidance Center must follow the rules of the Michigan Department of Health and Human Services. Our agency also has its own policies to make sure every service—from screening and assessment to treatment and discharge—follows a person- and family-centered approach. Person-centered and family-centered care means the services you receive match your needs. This includes your culture, race, ethnicity, sexual orientation, and gender identity. Staff at The Guidance Center are trained to support this kind of care.

The Michigan Mental Health Code says that everyone receiving services has the right to an Individual Plan of Service. This plan must be created through person-centered planning. You will be asked questions to help build your plan, such as:

- What are your hopes and goals?
- Who would you like to join your planning meetings (family, friends, supports, staff)?
- Do you want an Independent Facilitator?
- Where would you like your meetings to happen?
- Do you need help understanding or taking part in the meetings?
- What goals do you want to work toward?
- What services, supports, or treatment do you think you may need?

Your IPOS will be updated based on your needs and reviewed at least every 90 days. The plan supports your right to make choices about your life. It is also updated when your needs, progress, or goals change. This process helps people move to higher or lower levels of care without disrupting treatment. During person-centered planning, you will learn about psychiatric advance directives, crisis plans, and self-determination. You may choose to do any of these—or none.

PSYCHIATRIC ADVANCE DIRECTIVE

Adults in Michigan can create a psychiatric advance directive. This document explains what treatment you want—or do not want—if you are ever unable to make decisions during a mental health crisis. It helps others understand your wishes.

CRISIS PLAN

A crisis plan explains what should happen if you start having trouble managing your daily life. It guides others on what to do in a crisis, such as who to call, what medicines you prefer, and how to care for children, pets, or bills.

SELF-DETERMINATION

Self-determination is an option for adults receiving behavioral health services. It allows you to have more control over your life and the services you receive. You help plan how a set amount of money—your “individual budget”—is used for your approved supports and services. You may also choose and manage your own providers.

— Crisis/Emergency After-Hours Access to Services —

If you are experiencing a life-threatening or medical emergency, call 911 right away.

A behavioral health emergency happens when someone is having symptoms or behaviors that could soon cause harm to themselves or others. It may also mean the person cannot meet their basic needs or cannot understand that they need treatment. If you are having a behavioral health emergency or any mental health crisis, it is important to get help right away.

At the CCBHC, many programs have flexible hours, but your assigned staff may not be available 24/7. For this reason, The Guidance Center has created several options to support you during emergencies or crises that happen after hours. You are never alone. Besides normal business-hour services, you can access telephone crisis lines, mobile crisis teams, stabilization services, evaluations for hospital admission, walk-in crisis centers, and behavioral health urgent care. If none of these are available or right for your situation, you can always go to a hospital emergency department. Crisis and emergency services through The Guidance Center and other contracted providers do not require pre-authorization. No one will be turned away because of ability to pay, insurance, or county of residence.

24-Hour Crisis Information & Referral Help Line: Provides crisis support, suicide prevention help, and referrals for behavioral health or other services in Wayne County, Michigan.

Local: 313-224-7000

Toll Free: 800-241-4949

TTY: 711

Mobile Crisis Unit: A team that can come to your location for an in-person screening.

Detroit Wayne Integrated Health Network: 844-462-7474

Walk-In Crisis Centers: In-person screening for emergency services

- The Children’s Center Crisis Care (children/adolescents), Detroit – 313-324-8557
- Community Outreach for Psychiatric Emergencies (COPE) (adults), Livonia – 844-296-2673
- Team Wellness Center (adults), Detroit – 313-331-3435

Intensive Crisis Stabilization: Short-term treatment and support as an alternative to psychiatric hospitalization.

- New Oakland Child/Adolescent Family Center – 877-800-1650
- Detroit Wayne Integrated Health Network Crisis Center – 707 W. Milwaukee Street,, Detroit – 313-989-9444

Urgent Psychiatric Care: Same-day access for urgent assessment or crisis services as an alternative to hospital emergency departments.

- Hegira, Lincoln Park – 313-389-7500
- CNS Healthcare, Detroit – 313-824-5623
- The Children’s Center, Detroit – 313-831-5535

Behavioral Health Urgent Care



The Guidance Center's Behavioral Health Urgent Care (BHUC) provides specialized services for adults and children 6+ who need assistance with mental health and/or substance use.

Whether you are experiencing mental health symptoms for the first time or managing a long-standing mental health condition, we are here to assist you.

The Guidance Center's Behavioral Health Urgent Care (Building 6)
19291 Northline Rd, Southgate, MI 48195

Hours: Mon–Thurs 4pm–11pm, Fri 4–9pm
No appointment necessary.

734-785-7726
734-643-1310 (fax)

guidance-center.org/bhuc



WHO WE CAN HELP

Children ages 6+ and adults experiencing a non-life threatening behavioral health crisis, regardless of insurance

WHO WE WOULD REFER OUT

Anyone experiencing a life-threatening behavioral health emergency

Anyone experiencing a medical emergency or seeking medical intervention for overdose, detox, withdrawal symptoms, stroke, chest pain, cuts/bleeding

Anyone seeking new medications or refills



If you need medical intervention for overdose, detox, withdrawal symptoms, stroke, chest pain, cuts/bleeding, etc.,

please call 911

or go to the nearest emergency room.

Services offered:

- Crisis intervention (*not requiring hospitalization*)
- Screening for treatment services
- Referrals to treatment providers
- Coordination of next-day services
- Connections to community resources
- Safety planning

All children & adolescents must be accompanied by a legal guardian.



— Options for Deaf or Hard of Hearing TTY Users —

Use your preferred relay service or dial 988, then press 711. For help in Spanish: Para ayuda en español contacta a 988.

After you receive emergency behavioral health care and your condition is stable, please contact your assigned staff at The Guidance Center. They will help you continue your care and support your recovery through post-stabilization services.

Safety Information

The Guidance Center wants every visitor to feel safe and welcome. When you come to our buildings, please take a moment to look around. Notice where the exits are and review any posted safety signs. These signs may show evacuation routes, what to do in an emergency, and where the closest automated external defibrillator (AED) is located. To help keep everyone safe, we ask that you follow The Guidance Center's rules below:

Weapons or Firearms

Weapons and firearms are **not allowed** on any part of The Guidance Center's property. Bringing these items may affect our ability to safely continue providing services to you.

Alcohol, Marijuana, or Illegal Drugs

Alcohol, marijuana, and illegal drugs are **not allowed** on our property. Having these items with you may lead to a review of rules and whether we can safely continue services.

Non-Violence Policy

The Guidance Center does **not allow** violence or threats toward staff or visitors. Any violent actions or threats may affect your ability to continue receiving services.

No Smoking Policy

The Guidance Center is a **smoke-free** environment. Smoking is not allowed inside our buildings or anywhere on our outside property, including sidewalks, parking lots, recreation areas, or agency vehicles. You may be asked to stop if you smoke on our grounds.

Supervision of Children

Parents or guardians must stay with their children during appointments. The Guidance Center does not offer child care or supervise children for you. Please talk with your clinician ahead of time if you need help planning for supervision.

If you see any of the behaviors listed above or feel unsafe in any way, please tell a staff member right away. We all work together to keep everyone safe.

Service Authorization & Payment

Assessments are done as part of the person-centered planning process. These assessments help create your Individual Plan of Service (IPOS), also called a treatment plan, and help decide what services you should be authorized to receive. Services listed in your plan must be “medically necessary.” This means they must fit your health needs, your behavioral health or substance use diagnosis, your treatment goals, and the clinical judgment of staff. Services that are part of the CCBHC model will be available through The Guidance Center, another provider, or by referral. You and your treatment team will work together to decide how much service you need, what type, and for how long. The signed IPOS is your guide to what you are approved to receive. You will always get a notice about any decisions made on your service requests, and you may file a grievance or appeal if you disagree. See Customer Service: *Grievances and Appeals* section below.

As a CCBHC recipient, The Guidance Center is paid a standard daily rate meant to cover all services under the CCBHC model. You will also be checked for your ability to pay. If you have Medicaid, you will not pay anything for Medicaid-covered services. If you have Medicare or private insurance, you may have co-pays or deductibles. If you do not have insurance, you may pay a small fee based on a sliding fee scale. No one will ever be denied services because they cannot pay. The sliding fee scale is posted in the lobbies, on the website, given at intake and yearly, and available if you ask.

If your Medicaid or other insurance changes, The Guidance Center may need to look again at what you pay. Different rules may apply if your services are paid for by other funding sources like General Fund, Block Grant, or a third-party payer. If Medicare is your main insurance, the PIHP will pay your Medicare cost-sharing following coordination of benefit rules.

Customer Service

Grievance, Appeals & Other Due Process Needs

The Guidance Center has a Customer Service Department that is part of the Quality Improvement team. This department handles any concerns you may have about CCBHC services. You can share a concern by talking to your staff, their supervisor, or by contacting Customer Service. You may also write down your concern. Forms are available in all lobbies, but you can use any paper if you prefer.

Customer Service can help you with questions about your services and explain your rights, including grievances, appeals, State Fair Hearings, and other ways to solve problems. Everyone receiving CCBHC services has the right to a fair process when resolving complaints. If you receive some non-CCBHC services from another provider, the grievance or appeal will follow the provider where the issue happened. Staff at The Guidance Center can help you find the correct process. You can reach the Customer Service Department at 844-820-4819.

Grievance

You have the right to file a grievance if you are unhappy with a CCBHC service or with the staff providing the service. When you tell a staff member or Customer Service about your concern, they will listen and offer you the option to file a grievance. Filing a grievance will not affect the services you receive. Staff can help you complete and submit your grievance. The Customer Service Department tracks all grievances and works with everyone involved to find a fair solution. Grievances may be about things like the quality of care, how staff treat you, or if you feel your rights were not respected. A grievance can be filed by the person receiving services, a parent of a minor child, a guardian, or an authorized representative. You may file a grievance at any time.

Appeals

You have the right to appeal when a decision is made to deny, reduce, suspend, or stop (terminate) a service you receive. You should receive a written “Adverse Benefit Determination” that explains the decision and how to file an appeal. Staff can help you complete and submit your appeal. Appeals can be filed by the person receiving services, a parent of a minor child, a guardian, or an authorized representative. Appeals for Medicaid or MI Health Link services must be filed within 60 days from the date on the notice. If you do not have Medicaid, you may request a Local Dispute Resolution instead (see below). The Customer Service Department tracks all appeals and sends responses. If your appeal is about reducing, stopping (terminating), or suspending services, your services will stay the same until you receive a decision.

There are two kinds of appeals:

- Standard appeal: decision within 30 days
- Expedited appeal: decision within 72 hours (used when waiting longer could seriously harm your behavioral health)

Local Dispute Resolution

If you are uninsured or underinsured, you may request a Local Dispute Resolution. You must request this within 30 days of receiving an Adverse Benefit Determination about a denied, reduced, suspended, or stopped (terminated) service. This process works like the appeal process but is for people who do not have Medicaid.

Further Appeal Levels

If you still disagree with a decision after the appeal, you may request a higher-level review. Each level has its own deadlines. Customer Service can provide details.

For Medicare services, you may use all five appeal levels:

1. Medicare Administrative Contractor
2. Independent Review Organization
3. Administrative Law Judge (OMHA)
4. Medicare Appeals Council
5. Judicial Review

For Medicaid services, there are three levels:

1. Local Appeal
2. State Fair Hearing / Administrative Hearing
3. Third Judicial Circuit Court

State Fair Hearing

You must finish the local appeal before requesting a State Fair Hearing. You may ask for a hearing after receiving the decision from your appeal, or if you did not receive your decision within the required time. There are specific deadlines for asking for a hearing.

Benefit Continuation

If you receive Medicaid services and your service is reduced, stopped (terminated), or suspended, you may keep receiving the same service while your appeal is reviewed—but only if you file the appeal within 10 days of the Adverse Benefit Determination. You must clearly state that you want your services to continue during the review.

If your service continues during the appeal:

- You may also ask for continued services during the State Fair Hearing (again, within 10 days).
- Your services can continue until you withdraw your request or all appeal levels agree to deny the request.

Important: If the final decision upholds the denial, you may have to repay the cost of the services you received during the appeal. State policy decides when repayment is required.

Mediation

Anyone receiving behavioral health services has the right to ask for mediation. Mediation may be used for concerns about services, treatment planning, or staff. You may request mediation at the same time as a grievance or appeal. To request mediation, call 1-844-3MEDIATE or email behavioralhealth@mediation-omc.org. If your concern is appropriate for mediation, a meeting will be scheduled with a trained mediator at the nearest location.