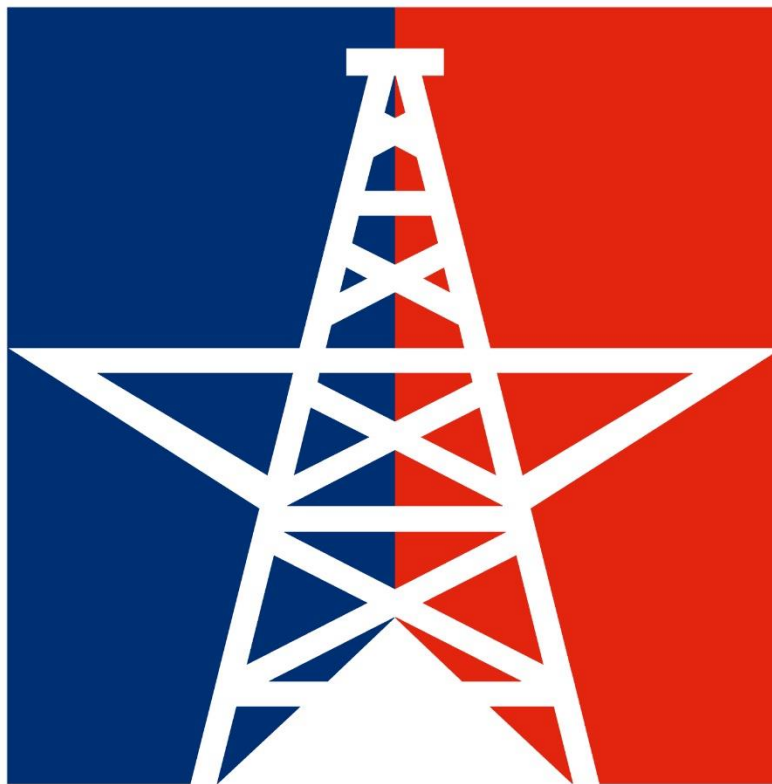

CLIENT HANDBOOK

SPINDLETOP



★ CENTER ★

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Greetings,

Welcome to Spindletop Center. I am your Rights Protection Officer.

Your rights are important to you and your services here at Spindletop Center. We proudly promote your civil and human rights. Providing the highest possibility for improvement in the least restrictive environment. As your advocate, I am always here to answer any questions you may have.

As you form relationships with service providers, effective communication, and a clear understanding of your rights are needed for success. Staff will help make sure you understand your services and your rights.

Thank you for choosing Spindletop Center to be your provider. If you have questions, please feel free to contact my office anytime at 409-784-5550.

Respectfully,

Patricia Allen
Rights Protection Officer
Spindletop Center

WELCOME to Spindletop Center. This handbook has been written to serve as a guide for clients and families of Spindletop Center. It has only general information and guidelines. It is not meant to be complete or to address all possible concerns. Procedures, practices, policies, and benefits described here may be changed or stopped from time to time. We will inform you of any changes as they occur.

Mission Statement

Our mission is to help people help themselves by providing resources and supports.

Vision Statement

Promoting healthy living in our community.

Values

- ◆ We value all people and treat them with dignity and respect.

- ◆ We develop services responsive to the needs, values, and desires of our community.
- ◆ We value and respect families for the important role they play in the effective treatment and delivery of services.
- ◆ We embrace self-advocacy and recovery as a means of independence.
- ◆ We measure our success by the outcomes of each person and our impact on the community.
- ◆ We educate, motivate, and empower staff to do their work with confidence and pride by valuing and respecting them.
- ◆ We recognize and celebrate best practices.
- ◆ We educate people to help our community.
- ◆ We use resources in the most efficient manner to minimize our impact on the environment.
- ◆ We accommodate and encourage our staff's community involvement.

CLIENT RIGHTS, GRIEVANCES AND APPEALS PROCESS

This handbook is provided to make you aware of the rights promised to you while you are receiving services at Spindletop Center. This listing is a sample of rights that you have -unless your rights have been limited under law or court order. The information in this handbook should not be considered as giving or denying any right promised under the law.

You have the right to be given a copy of these rights before you agree to accept services. If you wish, a copy will be given to the person of your choice. A copy will also be given to Guardians and parents of children under the age of 18.

Within 24 hours of being approved for services, your rights should be explained to you in a way you can understand. This same explanation must also be given to your guardian, parent, or conservator.

Your Right to Make a Complaint

You have the right to make a complaint and to be informed of who to call for help without any form of retaliation or barriers to service. If you have any questions, concerns, or complaints about your rights or your services , you may contact one or more of the following:

Spindletop Center
 Client Rights Officer (Patricia Allen)
 655 South 8th St.
 Beaumont, TX 77701
Patricia.allen@stctr.org
 Office: 409-754-5550
 Fax: 409-839-2246

- ◆ Health and Human Services Commission (HHSC)
 Office of the Ombudsman-Behavioral Health
 Mail Code H-700
 P.O. Box 13247
 Austin, TX 78711-3247
 1-800-252-8154
 Fax: 1-512-706-7337
 Online at: hhs.texas.gov/ombudsman
- ◆ Health and Human Services Commission (HHSC)
 Office of the Ombudsman – Intellectual Disability

Mail Code E-249
P.O. Box 149030
Austin, Texas 78714-9030
1-800-252-8154
Fax: 1-512-438-4302

- ◆ Disability Rights Texas
2222 West Braker Lane
Austin, TX 78758
1-512-454-4816
1-866-362-2851 (Statewide Videophone)
1-800-252-9108 (Intake Line)

If you believe that you have been abused or neglected, please call the phone numbers below:

**TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES
P.O. BOX 149030
AUSTIN, TEXAS 78714-9030
MAIL CODE E-561**

**1-800-647-7418
1-800-252-5400**

**Spindletop Center
Client Rights
(409)784-5550
1-800-317-5809 ext.5550**

Clients receiving Substance Abuse Treatment Services have the right to start communications with:

**TEXAS HEALTH AND HUMAN SERVICES
P.O. Box 80529
Austin, Texas 78708
1-800-832-9623**

Your Right to Appeal a Reduction, Denial or Termination of Services

If your services have been reduced, denied or stopped by Spindletop Center, you have the right to appeal. An appeal is a way for you to have a decision reviewed.

1. You may request an appeal verbally or in writing to your Service Coordinator or to the Client Rights Department, or:
2. A representative may request an appeal, in writing, on your behalf.

You may file an appeal up to 30 calendar days from the date you received written notice of the reduction, denial or termination. If you have any questions regarding your right to appeal or if you disagree with the outcome of an appeal, please call the Client Rights Officer at (409) 784-5550.

Basic Rights for All Persons Receiving Spindletop Center Services

1. As a citizen of the State of Texas and the United States of America, you have the rights to property, religious freedom, the right to register and vote, to sue and be sued, to sign contracts and all the rights relating to licenses, permits, and benefits under the law as well as have assistance with your financial affairs.
2. You have the right to be presumed mentally competent unless a court has ruled otherwise.

3. You should not be treated differently due to your race, religion, color, sex, ethnicity, nationality, age, sexual orientation, gender identity, disability (physical or mental), or medical conditions, including HIV diagnosis.
4. You have the right to a clean and safe environment free from harm. To have privacy and visitors. To be treated with respect and dignity including the right to make individual choices and take part in activities.
5. You have the right to join in appropriate personalized treatment and action plan in the least restrictive place.
6. You have the right to communicate and receive information in a way and language you understand best.
7. You have the right to have access to public accommodation.
8. You have the right to be free from harm, shame, abuse, neglect, corporal punishment, financial or other exploitation.
9. You have the right to protect your personal property from theft or loss.
10. You have the right to be told of likely charges, including the cost of services, program's reimbursement, and any limits on length of services. Upon asking, you should be given a detailed bill of services, the name of someone to call for any billing questions. You may not be denied services due to an inability to pay for them.
11. You have the right to fair pay for work performed in agreement with the Fair Labor Standards Act.
12. Before you are admitted you have the right to be informed of all rules concerning your conduct and course of treatment.
13. You have the right to review the information contained in your medical record. If your doctor says you shouldn't see parts of your record, you have the right to have the decision reviewed.
14. You have the right to have your records kept private and to be told about the conditions under which information about you can be released without your approval. (Further details can be found in your Notice of Privacy Practices).
15. You have the right to be informed of the current and future use of watching or listening products, such as one-way vision mirrors, tape recorders, television, movies, or photographs.
16. You have the right to agree or refuse to any of the following, except in certain circumstances which must be explained to you:
 - ◆ behavior therapy, when a right otherwise guaranteed to you is restricted,
 - ◆ audiovisual equipment, and
 - ◆ other procedures for which your permission is required by law.
17. You have the right to give or to withhold consent to take psychoactive medications
18. You have the right to agree to or to refuse to take part in research.
19. You have the right to withdraw your permission or discharge from voluntary services at any time.
20. You have the right to have a treatment plan that is solely for you. You have the right to choose a provider, as well as the treatment plan personalized to you after you leave the program. Your parent, guardian or conservator (if you are a minor) has the right to take part in making the treatment plan. You have the right to ask that another person of your choosing (e.g., spouse, friend, relative, etc.) take part in making the treatment plan. Staff must document in your medical record who helped in making your treatment plan.
21. You have the right not to be given too much medication and the right not to be given medication, which you don't need.
22. You have the right to be told about the care, services, and treatment you will be given. Including the risks, side effects, and benefits of all medications and treatments you will receive.
23. You have the right to refuse treatment without losing access to other treatments or services because of the refusal.

24. You have the right to meet with the staff responsible for your care and to be told of their background such as job titles, education, and responsibilities. In addition, you have the right to know about any change in staff responsible for your care.
25. You have the right to request the opinion of another professional provider at your own expense. You have the right to be granted a review of your treatment plan or a specific procedure by in-house staff.
26. You have the right to be told why you are being transferred to any program within or outside of the agency.

Additional Rights of Persons Admitted to Residential Programs

1. You have the right to exercise religious freedom. No one can force you to attend or engage in any religious activity.
2. You have the right to ask to be moved to another room if another person in your room is disturbing you.
3. You have the right to talk and write to people outside the residential program. You have the right to have visitors in private. You can make private phone calls. You can send and receive sealed and uncensored mail. These rights include a prohibition on communication barriers imposed by an inpatient program, such as:
 - ◆ rigid and restrictive visiting hours,
 - ◆ limited access to telephones, and
 - ◆ failure to help patients who wish to mail a letter.
4. In no case may your right to contact an attorney or an attorney's right to contact you be limited. You also have the right to have unrestricted visits with the Rights Protection Officer. You can talk with advocacy agency representatives, private physicians, and other mental health professionals at reasonable times and places.
6. You have the right to keep and use your personal belongings, including the right to wear your own clothing and religious or other meaningful items.
7. You have the right to have time for physical exercise and for going outdoors, with or without supervision, at least daily.
8. You have the right to have time to meet with persons of the opposite sex, with or without supervision, as your treatment team considers right for you.

Clients are asked to visit the Spindletop Center Facebook page and to "Like" and "Follow" it to get information, news and updates about the Center.

QUALITY ASSURANCE

Spindletop Center is committed to providing excellent, quality services. We welcome your feedback and ask you to complete a client satisfaction survey. Additionally, we seek input from our stakeholders and community to help us improve our services.

CLIENT RESPONSIBILITIES

You play an important role as a member of your treatment team, The following is a list of your responsibilities while in services at Spindletop Center:

- To be on time for scheduled appointments. If you cannot make it to your appointment, please call at least 24 hours before your appointment time.
- You are responsible for updating any changes to address, telephone, emergency contact, income, insurance coverage and medical history information.
- You are responsible for asking questions about anything you do not understand from your provider or service coordinator/case manager.
- You have the responsibility to develop and follow your treatment/service plan.
- You are responsible for actively taking part in all treatment sessions.

- You have the responsibility not to behave in a way that is dangerous to yourself or others.
- You are responsible for telling your service coordinator verbally or in writing if you are unable to follow the plan or choose to leave services.
- You have the responsibility to follow the rules of any program in which you take part.
- You have the responsibility to tell your provider or service coordinator/case manager of any requests you may have.
- You have the responsibility to tell Spindletop Center about any medication(s) you are taking.
- You have the responsibility to bring all medications you are taking to your doctor's appointments.
- You are responsible for reporting any problems and/or side effects to your treatment team.
- You are responsible for paying for services based on your financial assessment. This includes payment of any copays or deductibles at the time of service.
- You have the responsibility not to verbally abuse, physically abuse, or harass any client or staff at Spindletop Center.
- You are asked to bring no more than two (2) people with you to your family member's appointment. Spindletop Center is not responsible for childcare during clinic visits.
- Any client of Spindletop Center, who also works as an employee at Spindletop Center, will be held responsible for his/her actions as outlined in the Spindletop Center Employee Handbook.

No Show and Cancellation Process for Mental Health Clinic Appointments: Your full participation in your person-centered recovery plan is the most important part of successfully reaching your goals. For this reason, it is your responsibility to attend all scheduled appointments or cancel them, when needed, at least 24 hours in advance. If you miss two (2) scheduled, consecutive medical appointments without giving 24-hour notice, you will be placed on Walk-In status. This means you will have to come to the clinic as a Walk-in and wait to be worked into a cancellation or missed appointment slot that day with the understanding that you may not be seen depending on availability. Once you have successfully attended a Walk-In medical appointment, your next medical appointments will be scheduled.

SPINDLETOP CENTER OPERATIONS OVERVIEW

Spindletop Center offers a wide array of services to eligible individuals. Spindletop Center services individuals of all ages. Services are provided in Jefferson, Orange, Hardin Chambers, Jasper Counties. No individual will be refused due to place of residence. Services may be provided directly by Spindletop Center or by subcontracted providers.

Treatment is individually planned to meet the specific strengths, needs, abilities, likes, cultural, and linguistic preferences of each client while promoting independence.

BEHAVIORAL HEALTH (BH) SERVICES

Location of Operation

The following are Spindletop Center Outpatient Clinics:

BH Outpatient Clinic (South Campus)
2750 S. 8th Street
Beaumont, TX 77701
(409) 839-1032

(409) 839-1063 (Intake)

Orange County Outpatient Clinic
4305 N. Tejas Pkway
Orange, TX 77630
(409) 883-7074

South County Outpatient Clinic
3407 57th Street
Port Arthur, TX 77642
(409) 813-8300

Hardin County Outpatient Clinic
222 E. Durdin
Silsbee, TX 77656
(409) 880-4600

Our toll-free number for information and services is 1-800-317-5809

Our 24-hour crisis hotline is available to help you in times of behavioral health crisis:

1-800-937-8097

Available Services

Intake and Assessment

Full assessment and evaluation are provided on an emergency and scheduled basis to decide eligibility for and admission to needed services.

Consumer Benefits

The Consumer Benefits program helps Spindletop Center clients find financial resources by deciding potential eligibility for disability benefits through the Social Security Administration and other financial benefits. The program helps clients fill out forms for benefits and follows the process through to resolution.

Case Management

Case Management helps clients and families by finding unmet needs. They help in resolving problems, negotiating services, and linking clients with available resources. Case Managers help in accessing medical, social, educational and other needed services

Co-Occurring Psychiatric Substance use Disorder (COPSD)

Individual Substance Abuse Education and Skills Training is provided by COPSD staff to find patterns of use and abuse. They help clients set goals to learn the skills necessary to live without substance use.

Case Management Services can also be provided by COPSD staff. COPSD staff encourage clients to support their mental health by attending all appointments, taking medication as prescribed. COPSD staff can also help begin a dual recovery 12-Step Program run by peers.

Counseling

Group and individual counseling provide problem resolution, stress management, and coping strategies. Counseling is intended to be brief, time-limited, and problem-focused.

Mobile Crisis Outreach Team (MCOT)

The MCOT program helps people in mental health crisis. MCOT can respond anywhere within our five-county area to meet clients in crisis where they are. This may include home, school, ER, or any other location in the community. MCOT services are designed to provide screening in response to the mental health crisis, including evaluation of needs and development of an intervention plan to ensure the safety of the client and others.

Crisis intervention services include:

- Toll-free Hotline 1-800-937-8097
 - Triage Screening and Risk Assessment
 - Mobile Screening
 - Psychiatric Evaluation
 - Brief Skills Training
 - Referral to Crisis Respite and Residential
 - Suicide prevention Services
- Inpatient authorization services

Assistance, Stabilization and Prevention (ASAP)

Spindletop Center ASAP program helps people in mental health crisis who may become involved with law enforcement. It is the goal of the ASAP program to divert individuals with mental health and/or developmental disabilities from the criminal justice system, when appropriate, and connect them with necessary treatment services.

ASAP program works alongside the Mobile Crisis Outreach Teams (MCOT), providing crisis prevention services so clients can remain in the least restrictive environment, decrease jail and hospital admissions, and succeed with outpatient services. ASAP works in collaboration with other emergency healthcare agencies.

Medication Management

Individuals needing medication support receive a first psychiatric evaluation to determine diagnosis and appropriate treatment. Progress monitoring, client education, and laboratory services are also provided to help in controlling and reducing symptoms.

Medication Training and Support

Spindletop Center uses Patient and Family Education materials to help clients and families learn about their mental health disorders, medications, symptoms, and side effects. Nursing services are also provided including monitoring of vital signs and weight, injection administration, etc.

Peer Services

A Peer is an individual with a mental health diagnosis who has been trained to share their experience in the mental health system to help others. Peers work with an individual's team (which can include a case manager, a doctor, a nurse, and a supervisor) to help that individual work towards recovery.

Pharmacy

Spindletop Center offers pharmacy services to help clients gain the highest quality medication at the most reasonable cost. Pharmacy services are available to clients who have no insurance coverage.

Psychosocial Rehabilitation

Psychosocial rehabilitative services are community-based social, educational, vocational and behavioral interventions. This support addresses problems in the client's ability to develop and keep social relationships, job-related or educational success, and independent living skills that are the result of a severe and persistent mental illness. Psychosocial rehabilitative services may also address the impact of co-occurring disorders upon the client's ability to reduce symptoms and improve daily functioning. Psychosocial rehabilitative services consist of the following services:

- independent living skills;
- coordination of services;
- employment-related services;
- housing-related services;
- medication-related services; and
- crisis services

Skills-Training

Structured learning activities offer the support needed to encourage growth and independence. Services include individual training in everyday living and community skills, recreational group activities, stress management, and socialization experiences.

Employment and Placement

Individuals receive help in choosing and keeping employment at integrated worksites in jobs of the client's choice. Supports are provided to help individuals in maintaining employment and/or finding new employment as necessary.

Supported Housing

Individuals receive help in choosing, obtaining, and keeping integrated housing in the community of their choice. Support is provided in obtaining and keeping housing and finding new housing as necessary. Time-limited financial aid is available on a limited basis.

Substance Use

Spindletop Center provides a variety of substance use disorder treatments for adults and youth prevention programs in outpatient settings. Services may include; individual case management, along with aftercare, relapse prevention, education, Therapeutic Community-Probation and Parole outpatient counseling, and specialized COPSD for clients with co-occurring disorders.

Texas Council on Offenders with Mental and Medical Impairments (TCOOMMI)

TCOOMMI is an intensive highly specialized program aimed at providing mental health services for adult offenders. Services are provided to those who are diagnosed with serious mental illness within the Special Needs Offenders Program. This program works in collaboration with local probation offices and parole officers to provide a coordinated approach to community-based services and intervention.

Project Assistance Transition from Homelessness (PATH)

The grant-funded PATH program is an outreach to find homeless individuals who may be affected by a serious mental illness. The program coordinates assessment and enrollment into needed services and helps clients in securing safe housing when available.

Assertive Community Treatment

Assertive Community Treatment (ACT) is a community-based wraparound treatment program that provides rehabilitation, nursing, and medication and support services to adults with serious mental illnesses who have a history of multiple hospitalizations, involvement with the judicial system, homeless shelters or community residential homes.

Early Onset Program (EOP)

The Early Onset Program is designed to engage people ages 15 to 30 who are experiencing psychosis for the first time or within the first two years of onset of symptoms. The staff work with agencies, schools, universities and other providers to educate and provide outreach for individuals who may be eligible.

INTELLECTUAL AND DEVELOPMENTAL DISABILITIES (IDD) SERVICES

Location and Hours of Operation

The following IDD service sites:

IDD Administration
655 S. 8th Street
Beaumont, TX 77701
(409) 784-5400

IDD Intake Admission
655 S. 8th Street
Beaumont, TX 77701
(409) 784-5481

Early Childhood Intervention (ECI) Intake Admission
655 S.8th Street
Beaumont, TX 77701
(409) 784-5435 or (888) 837-8687

Port Arthur IDD
3419 57th Street
Port Arthur, TX 77640
(409) 813-8350

Hardin County IDD
222 E. Durdin
Silsbee, TX 77656
(409) 880-4600

Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. Our toll-free number for information and services is 1-800-317-5809.

Our 24-hour crisis hotline is available to help you in times of behavioral health crisis:

1-800-937-8097

Available Services

Screening

Spindletop Center gathers information to decide a need for services at client's first contact. Screening includes the process of documenting clients' first and updated choices for services and the Local

Intellectual and Developmental Disability Authority's (LIDDA) annual contact for the IDD Services Interest List.

Eligibility Determination

Spindletop Center completes an interview and assessment to determine if an individual has IDD and/or is a member of the IDD priority population.

Service Coordination

Service coordination helps clients and families by finding unmet needs. They help in resolving problems, negotiating services and linking people with available resources. Service Coordinators help in accessing medical, social, educational and other needed services.

IDD Crisis Services

IDD Crisis Services informs community members about IDD programs and engages in creating strategies to address crisis events experienced by those with intellectual and developmental disabilities. Training and supports through joint efforts help individuals in continued community living or successful reintegration. IDD Crisis Services are available 24 hours a day, 7 days a week to provide help and support.

IDD Community Services

Services are provided to help a client who is not receiving residential services to take part in age-appropriate community activities and services. These services are listed in an individual's Plan of Services and Supports.

Community Supports

Community Supports are activities consistent with the individual's person-directed plan and provided in the individual's home and community. Supports include:

- Habilitation and support activities that foster improvement in the individual's ability to perform functional and daily living skills;
- Activities for the individual's family that help keep the family unit and prevent or limit out-of-home placement of the individual;
- Transportation for the individual between home and the individual's community employment site or day habilitation site; and
- Transportation to improve the individual's job opportunities and participation in community activities.

Respite

Respite is either planned or emergency relief that is provided to the individual's unpaid caregiver on a short-term basis. Respite can occur in the individual's home or other location.

Employment Assistance

Job assistance helps an individual find paid, individualized, competitive work in the community, and includes:

- Helping the individual find employment likes, job skills, work requirements and conditions; and
- Future employers offering employment compatible with the individual's identified likes, skills, work requirements and conditions.

Supported Employment

Supported employment is provided to an individual who already has a job in the community. The goal is to help the individual keep their job. It includes individualized support services consistent with the individual's person-directed plan.

Nursing

Nursing is provided to an individual who requires treatment and monitoring of health care procedures that are:

- Prescribed by a physician or medical practitioner; or
- Required by standards of professional practice or state law to be performed by licensed nursing personnel.

Behavioral Support

Behavioral supports are specialized services by licensed professionals to help an individual to increase adaptive skills and to replace or limit problem behaviors. These behaviors prevent or interfere with the individual's inclusion in home and family or community life. Supports include:

- Assessing and studying assessment findings so that an appropriate behavior support plan can be designed;
- Creating an individualized behavior support plan;
- Training and consulting with family members or other providers and, as appropriate, the individual; and
- Monitoring and evaluating the success of the behavioral support plan and changing the plan as necessary.

Specialized Therapies

Specialized therapies consist of:

- Assessment and treatment by licensed or certified professionals for social work services, counseling services, occupational therapy, physical therapy, speech and language therapy, audiology services, dietary services, and behavioral health services other than those provided by a local mental health authority; and
- Training and consulting with family members or other providers.

Individualized Skills and Socialization Individualized Skills and Socialization (ISS)

Provides person-centered activities related to gaining, improving self-help skills and adaptive skills needed to live in the community for individuals served through the Home and Community-Based (HCS) and Texas Home Living (TxHmL) Waiver programs. ISS is provided both on-site and at a variety of community locations (offsite). Activities are based on an individual's likes as named in the Person Directed Plan (PDP). Increasing independence through decision-making and community integration is main focus of ISS.

Residential Services (Home Community-Base Services)

Twenty-four-hour services are provided to a client who does not live independently or with his or her natural family. These services are provided by employees or contractors of LIDDA who regularly stay overnight in the client's home.

ACCESSIBILITY

The Center is committed to following all rules of the Americans with Disabilities Act (ADA). Services and information are provided to clients in English, Spanish, and Braille for the visually impaired as best practices

for cultural diversity. Staff also have 24/7 access to translators in order to better serve any individual whose primary language is not English. For the hearing impaired, toll-free numbers have also been set up in order to access our resources.

7-1-1
TDY: 1-800-735-2988
TDD: 1-800-735-2989

Service animals are allowed in Spindletop Center facilities. The service animal is allowed to go with the handler to any place in the building or facility where clients are allowed. The service animal must be properly leashed and under the handler's control at all times. When a person with a service animal enters Spindletop Center, the person may be asked these two questions:

1. Is the Animal needed because of a disability? And,
2. What work or task has the animal been trained to perform?

Spindletop Center will not ask about the nature or extent of his/her disability.

For the safety of clients and families, ***animals not trained as service animals are not allowed. This includes emotional support animals***

CONFIDENTIALITY AND PRIVACY

Spindletop Center is trusted with confidential client information. This information is referred to as Protected Health Information (PHI). PHI includes any information that Spindletop Center creates, receives and maintains in any form that relates to the past, present or future condition of a client. This includes payment for services provided to the client; and that identifies or can be used to identify the client.

Health Insurance Portability and Accountability Act (HIPAA) is the federal law that rules governs privacy and confidentiality rules. Spindletop Center follows all aspects of this law. Employees receive HIPPA training when hired and annually thereafter. Spindletop Center staff only access PHI concerning clients for valid clinical and administrative purposes while performing job duties and responsibilities.

Your medical information will be kept in a safe and secure location. It will not be released without your consent unless otherwise allowed by law. You will be provided a notice of Spindletop Center privacy practices, and it is important that you review this notice thoroughly.

If you believe that Spindletop Center has violated your (or someone else's) privacy rights, you have the right to file a complaint. Spindletop Center will not retaliate against you if you file a complaint. The Privacy Rule under HIPAA does not allow the alleged person in the wrong to retaliate against anyone for filing a complaint. Your complaint must:

- Be filed in writing;
- Be filed within 180 days of when you knew the act complained of occurred;
- Name the agency/staff that is the subject of the complaint and describe the acts believed to be in violation of the Privacy Rule.

In agreement with Family Code, confidential information may be shared for the purposes of (1) identifying a multi-system youth; (2) coordinating and monitoring care for a multi-system youth; and (3) improving the quality of juvenile services provided to a multisystem youth.

This information may be shared with the following agencies; state and local juvenile justice agencies; health and human service agencies, Department of State Health Services (DSHS); Department of Public Safety (DPS); Texas Education Agency (TEA); independent school districts; juvenile justice alternative education programs; charter schools; other local mental health or intellectual and developmental disability authorities; courts; district and county attorney's offices; and children's advocacy centers.

You may file a complaint by contacting:

The Privacy Officer for Spindletop Center (Bryan Gauthier)
2750 S. 8th Street
Beaumont, TX 77701
Office 409-839-1014

If you are not satisfied with our response, you may also file a complaint with:

Office for Civil Rights-Department of Health & Human Services
1301 Young Street - Suite 1169
Dallas, TX 75202
(214) 767-4056; (214) 767-8940 (TDD)
(214) 767-0432 FAX

For complaints against alcohol or drug abuse treatment programs, call HHSC Substance Use Disorder Complaint line at 1-888-973-0022 or CII.SA@hhsc.state.tx.us.

ADVANCE DIRECTIVES

An Advance Directive is a set of instructions given by a client to a care provider about the level and extent of care he or she wishes to receive. The intent is to help capable adults and their families to plan and communicate in advance their decisions about medical treatment and the use of artificial life support. Included is the right to accept or refuse medical or surgical treatment. Psychiatric Advance Directives are included where allowed by law.

At your request, Spindletop Center staff can give you information about Advance Directives.

FINANCIAL OBLIGATIONS AND FEES

Spindletop Center staff conduct and document a financial assessment for each person within the first 30 days of services. The financial assessment is updated at least annually. When requested by Spindletop Center staff, clients must provide the following financial documentation:

- annual or monthly gross income/earnings, if any;
- extraordinary expenses paid during the past 12 months or projected for the next 12 months;
- number of family members; and
- proof of any third-party coverage.

A client's highest monthly fee is based on the financial assessment and worked out using the Monthly Ability-To-Pay Fee Schedule. A person with insurance coverage that will pay for the services needed is found to have an ability to pay for those services.

Spindletop Center staff will help clients in finding available funding sources to pay for services. Available funding sources may include insurance coverage, state and/or local governmental agency funds, Qualified Medicare Beneficiary (QMB) Program, indigent pharmaceutical programs, or a trust that provides for the person's healthcare and rehabilitative needs.

Clients who are eligible are encouraged to enroll in income-based public insurance. Clients who may be eligible for Medicaid or the Children's Health Insurance Program (CHIP) are encouraged to enroll in those programs. We ask that clients provide documentation that they have been denied benefits or that their Medicaid or CHIP enrollment is pending. Spindletop Center staff will provide help as needed to simplify the enrollment process.

People with third-party coverage must authorize billing of services received at Spindletop Center to their third-party coverage. Clients who have insurance must pay any insurance copays or deductibles at the time of service.

Failure to give necessary documentation for the financial assessment and/or failure to enroll in available benefit programs may result in Spindletop Center charging full fees for services. The only exception would be,

unless a determination is made that failure to comply is related to the client's mental illness or IDD. If the administrator finds that the non-payment is not related to the person's mental illness or IDD a proposal to reduce services or termination may occur.

In accordance with the No Surprise Act, all uninsured and self-paying people, who request a Good Faith Estimate (GFE) of the likely charges for scheduled services no less than three business days before the date of the service will be furnished with a GFE in writing.

SERVICE DELIVERY

All individuals seeking Spindletop Center services will be evaluated through a screening and assessment process designed to maximize opportunities for the client to gain access to Spindletop Center programs and services.

Every client served by Spindletop Center will be told the name of their assigned care coordinator/service coordinator. Whenever a new care coordinator/service coordinator is assigned, notification will be renewed. You will be told how to request a change in care coordinator/service coordinator.

Every client served by Spindletop Center will be an active participant in the development of their individualized treatment plan or person directed plan. The individualized plan will be developed based on client/family input, assessments and narrative summaries. The assigned care coordinator/service coordinator will review services, outcomes and satisfaction with clients at least once every 90 days, or more frequently if needed. Clients may take this opportunity to notify staff of any desired changes.

Spindletop Center staff will work to ensure coordination of services to the person served, to include but not limited to; placement on inactive status, movement to a different level of service or intensity of contact, movement between internal and external providers including a re-entry program in a criminal justice system.

Spindletop Center staff will complete appropriate documentation when a client discontinues services for any reason such as, but not limited to service completion, client choice, chronic treatment non-compliance, infringement of program rules, etc. Spindletop Center will contact all clients after discharge for any reason to follow-up on client satisfaction, outcomes and current status.

Every attempt will be made to address identified needs of the client. In the event that Spindletop Center cannot meet these needs Spindletop Center will identify and refer clients to community resources and information.

Spindletop Center does not use motivational incentives.

CODE OF CONDUCT/ETHICS

Spindletop Center has adopted a Code of Conduct/Ethics to provide guidance to Spindletop Center employees, volunteers and contract providers. This Code related to service delivery, documentation, billing and adherence to legal and ethical standards. This Code promotes Spindletop Center's Mission, Vision and Goals and is always required of all staff. All employees, volunteers and contract providers are responsible to ensure their behavior and activities are consistent with this Code. If you wish to view the Spindletop Center Code of Conduct/Ethics, you may obtain a copy from:

Spindletop Center Compliance Officer (Creslyn Davis)
409-784-5592 / 1-833-382-6655

EMERGENCY PREPAREDNESS PLAN

Spindletop Center has a response plan which tells how the Center will act or proceed in the event a disaster occurs. The plan tells the duties of Center management, and coordination plans with staff and the public. Disaster Command Staff exist to meet the requirements key to disaster readiness and response. For the

purposes of this plan a disaster and/or emergency are defined as a natural disaster or expected natural disaster, threat to public safety, or national security emergency.

EMERGENCY INTERVENTION

Seclusion and restraints will not be used by any staff working for Spindletop Center behavioral health or substance program. Spindletop Center is committed to providing quality, compassionate behavioral health services and will make every effort to reduce the need for emergency intervention. We ensure least restrictive alternatives are first tried. Emergency interventions will only be used as a last resort following intervention attempts of a less restrictive, less invasive manner.

DRUG AND ALCOHOL USE

Manufacture, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance while on Center grounds is banned. These activities are serious violations of Center rules. It puts the Center at risk and can create situations that are unsafe. Drugs and alcohol found on Spindletop Center grounds will be removed and turned over to the Spindletop Center Risk Management Department.

PROHIBITION AGAINST VIOLENCE

Spindletop Center staff will treat all clients with dignity and respect, and we expect the same respect in return. Acts of aggression or violence of any kind will not be tolerated. Any act of aggressive behavior or violence must be reported to the Program Manager, the Human Resources Director or the Risk Management Department.

The Center will respond promptly to any incident of aggression or violence using law enforcement, as necessary.

HEALTH AND SAFETY

Maintaining a healthy and safe service environment requires the ongoing help of all clients. The Center strongly encourages clients to communicate health and safety concerns with any staff person. Emergency exits, fire suppression equipment and first aid kits are clearly marked and handy at each Spindletop Center location. In an emergency, any staff member may access necessary equipment. We strongly encourage clients to use preventative standard precautions such as hand washing, hand sanitizing, and the use of masks when you are feeling ill to minimize the spread of infections. See CDC link under Quick Resource Links for more information.

PROHIBITION AGAINST VIDEO AUDIO RECORDING

Clients, family, volunteers, or guests are banned from video and/or audio recording on Center grounds without prior approval of the chief executive officer.

PROHIBITION AGAINST FIREARMS AND OTHER WEAPONS

For the safety and comfort of all, visitors, including those licensed to carry, all visitors are strongly discouraged from bringing firearms or other weapons onto/into Spindletop Center property. Visitors who bring firearms or other weapons may be asked to secure them in their personal car while on grounds. Employees are banned from carrying firearms on center grounds, in any center vehicle, or personal vehicle while doing center business. Law enforcement officials may carry firearms as a business necessity to perform their job duties.

TOBACCO USE

In order to comply with government and health safety rules, Spindletop Center has banned tobacco use in all Center buildings and vehicles. The use of tobacco products is also banned in personal vehicles when being used for Center business to transport other employees or clients. Tobacco use is allowed only in designated sites on Spindletop Center premises.

Tobacco products include all forms of smoking and chewing tobacco.

QUICK REFERENCE RESOURCE LIST

Poison Control 1-800-222-1222 www.poison.org

Spindletop Center, Main Business Line (409) 839-1000, 1-800-317-5809, www.spindletopcenter.org

Spindletop Center, Crisis Helpline 1-800-937-8097

Spindletop Center, Rights Protection Officer, Office (409) 784-5550, Mobile (409) 550-7499

Spindletop Center, Compliance Number 1-800-382-6655

Spindletop Center, Central Records (409) 784-5623, Records@stctr.org

HHSC Office of the Ombudsman, Behavioral Health, 1-800-252-8154

HHSC Office of the Ombudsman, Intellectual Disability, 1-800-252-8154

HHSC Consumer Services and Rights Protection, CRSComplaints@hhsc.state.tx.us

HHSC, Complaints concerning Texas Home Living, Home and Community Based Services or Local Authority ombudsmanidd@hhsc.state.tx.us

Department of Family and Protective Services, 1-800-252-5400, 1-800-647-7418

Department of Aging and Disability Services, Consumer Rights, 1-800-458-9858

Texas Workforce Commission, 1-800-628-5115, customers@twc.state.tx.us

Disability Rights Texas, 1-800-880-0821, www.DRTx.org, intake@drtx.org

If you are hearing impaired and need TDD, call Relay Texas 1-800-735-2988 (voice), 1-800-735-2989 (TDD), or 711

Center for Disease Control and Prevention, www.cdc.gov

Veteran Crisis Line 1-800-273-8255, Press 1; or send a text message to 838255

Rape/Suicide Hotline (local) (409) 835-3355

National Suicide Line 988, For people who are hard of hearing, 800-799-4889

Crisis Text Line: text TX to 741741 for free, 24/7 crisis support in the US

The Trevor Project, crisis intervention/suicide prevention services to LGBTQ+ 866-488-7386 or text START to 678678

NAMI Golden Triangle, (409) 833-6022, www.nami.org

The Arc of Greater Beaumont, (409) 838-9012, www.arcofbmt.org

Salvation Army of Beaumont, (409) 896-2361, www.salvationarmytexas.org/beaumont

Some Other Place, (409) 832-7976, www.someotherplacebeaumont.com