



Northeast Behavioral Health
Individual and Family Flexible Support Services

Welcome to you and your family. This packet has been created to provide you with an orientation to the services you have been referred to receive. Within this packet, you will find:

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SERVICE COMPONENTS:

Individual and Family Flexible Support Services (IFFSS) are services funded by the Department of Mental Health (DMH) providing individualized and targeted sets of interventions and services intended to prevent out-of-home placement and sustain children and adolescents with their families and community. IFFSS support ongoing development of age-appropriate social, emotional, academic, and pre-vocational skills. Through IFFSS, a youth and his or her family develop the skills, strategies, and supports needed to live successfully in the community. IFFSS are designed to be highly flexible and may include one or more of the following components. (The service(s) to which your child has been referred have been checked.)

 Family Systems Intervention (FSI):

FSI assists families and youth in developing the skills and supports that help them to get along with each other and to live successfully in the community. This service strengthens the family by engaging families in focused interventions and therapeutic behavioral supports that enhance communication, problem-solving, conflict resolution, and limit setting skills; reduce ineffective patterns of family interactions; and assist the family in developing natural supports and identifying and accessing community resources.

This service is best described as home-based family therapy that is provided by a Master's Level Mental Health Clinician and a Paraprofessional. While there are no set limits on the number of service hours per week that the child/adolescent and family may receive; an average weekly time per family is two hours of direct time with the Master's Level Clinician and two hours of paraprofessional time.

 Individual Youth Support (IYS):

IYS offers non-school-hour mentoring to assist children/adolescents in developing and practicing skills including ways to manage emotions, use of social skills to help with positive social interactions, communication skills, and pre-vocational/job preparation skills. The goal is to increase the self-confidence that is necessary for participation in age-appropriate activities with peers. Mentoring will usually take place in the community and may be activity-based and occur while the child/adolescent and mentor participate in recreational, cultural, or artistic activities. Time spent may vary from week to week based on needs, averaging approximately two hours per week.

 Youth Support Group (YSG):

YSG provides educational and therapeutic recreation activities to groups of four to twelve children/adolescents that focus on social and emotional skill building, community integration, and educational and vocational preparation. YSG may also provide resources and training for parents and guardians.

HOURS OF OPERATION AND CONTACT INFORMATION:

Families receiving IFFSS services through Northeast Behavioral Health (NBH) have access to staff 24 hours a day/seven days a week.

- You can contact the staff person(s) assigned to your family during usual business hours by calling:

Staff Name	Role	Telephone Number

- If you are experiencing **URGENT** issues, you may call our after hours on-call lines at:

Area	Urgent/On-Call Telephone Number
Beverly/Lynn	
North Essex; Haverhill/Lawrence	

- If you are experiencing an **EMERGENCY**, you should call 911 or the local Emergency Services Provider at:

NORTHEASTERN REGION		
North Essex/ Salem	Amesbury, Beverly, Boxford, Danvers, Essex, Georgetown, Gloucester, Groveland, Hamilton, Haverhill, Ipswich, Manchester by the Sea, Marblehead, Merrimac, Middleton, Newbury, Newburyport, Peabody, Rockport, Rowley, Salem, Salisbury, Topsfield, Wenham, West Newbury	Northeast Behavioral Health 24-hour access number: (866) 523-1216
Lawrence	Andover, Lawrence, Methuen, North Andover	Northeast Behavioral Health 24-hour access number: (877) 255-1261
Lowell	Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, Westford	Northeast Behavioral Health 24-hour access number: (800) 830-5177
Tri-City	Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Nahant, North Reading, Reading, Saugus, Stoneham, Swampscott, Wakefield	Eliot Community Services 24-hour access number: (800) 988-1111

CONFIDENTIALITY POLICY:

Northeast Behavioral Health (NBH) values and maintains confidentiality for each person who receives services from us. It is important for you to know that there are certain circumstances in which NBH is unable to maintain confidentiality. These include, but may not be limited to:

- In the event of possible suicide or homicide, professionals, family members, or other persons directly involved may be notified without the permission of the person, if the person receiving services or another person(s) is in life-threatening danger or crisis.
- A judicial order can demand access to a person's complete record.
- If a person reports being a perpetrator of physical, emotional, or sexual abuse towards a child, disabled person, or elderly person - or if a person reports immediate knowledge of such abuses by another person - the NBH staff person is a mandated reporter and must immediately report such information to the proper social service agency with or without the person's permission.
- An NBH staff person may discuss the services being provided to your family with a clinical supervisor and/or a clinical team.

INFORMED CONSENT POLICY

At the start of services with Northeast Behavioral Health (NBH), you will review and provide written consent for each service you or your child will receive. The written consent will include a description of the service as well as responsibilities of NBH and you and your family.

You will be requested to sign an Authorization to Obtain or Release Information form in order to give permission to share information and to discuss issues involving your treatment with any other person or agency.

There are certain protected categories and records may be protected under the Federal regulations governing Confidentiality of Alcohol and Drug Abuse Patient Records, 42 CFR Part 2, and cannot be disclosed without specific written consent unless otherwise provided for in these regulations.

NBH staff will discuss with you who you believe would be important for us to talk with. NBH staff can speak with other NBH staff regarding persons served when it is clinically indicated. We will often recommend that you allow us to communicate with your child's primary care physician or nurse; the psychiatrist or nurse specialist who is prescribing medicine, if applicable; other therapists or counselors who might be working with your child or family, your child's school, and any other individuals who you feel would assist in the delivery and coordination of services.

YOUR RIGHTS:

We, at Northeast Behavioral Health (NBH), emphasize to our staff the importance of respecting the rights of persons served. NBH shall make every effort to safeguard the legal and civil rights of each person at all times regarding the treatment process and discharge from the treatment process.

NBH implements policies and procedures to safeguard the rights of persons served. Your rights include:

- Consent for treatment
- Involvement in all aspects of your individual treatment plan
- Provision of services in a manner that is responsive to your unique characteristics, needs, and abilities
- Freedom from physical abuse, sexual abuse or harassment, and physical punishment
- Freedom from psychological abuse, including humiliating, threatening, and exploiting actions
- Access to your record in the presence of the administrator or designee
- Methods for obtaining authorizations for release of information
- The right to terminate/end treatment at any time
- Treatment without regard to race, ethnicity, creed, national origin, religion, and sexual orientation, age or disability
- Treatment in a manner sensitive to individual needs, which promotes dignity and self-respect
- Full disclosure regarding fees charged and the prohibition of fiduciary abuse
- Receipt of a copy of grievance procedures upon request to your clinician
- Mechanisms to facilitate access and referral to: guardians and conservators, self-help groups, advocacy services, and legal services
- The right to be provided with information to facilitate decision making
- The right to express your preferences regarding choice of counselor
- The use of crisis intervention procedures
- Written procedures governing the use of special treatment interventions and restrictions of rights
- The parameters of confidentiality
- The mechanisms to communicate these policies in an ongoing manner that is understandable

YOUR RESPONSIBILITIES:

To provide you with the best services possible, we want to partner with you every step along the way. You are a crucial part of the treatment team as you are the expert on you and your family. To help us, we ask that you communicate with us regularly and request the following:

- Please let us know as early as possible if you need to cancel or reschedule an appointment. This will help us to reschedule with you and also help us to adjust our schedules to best meet the needs of all of the families we work with.
- Please let us know if there are significant changes in your child or family's circumstances. This might include the following:
 - If you are planning to move or your living situation is going to change
 - If your child has been screened by Emergency Services
 - If your child has been hospitalized or placed at a treatment facility
 - If there is a shift in your child's ability to keep him or herself safe and/or if your child has attempted to hurt him or herself or someone else
 - If there has been an allegation of abuse or neglect (51 A) filed against a caregiver of your child
- Please let us know if you have any suggestions about how we can improve our services. In April and October, we will send out Satisfaction Surveys and want you to participate in sharing feedback.
- In addition, please let us know in an ongoing way about how effective the services are in meeting the needs of your child/family and whether or not the program is a good fit. Our goal is to partner with you to ensure your experience is a positive one.

FILING A COMPLAINT OR GRIEVANCE:

If you have a complaint or would like to file a grievance, you have the right to do so. You may share your complaint or grievance verbally or in writing with the staff person(s) working with your youth/family or ask to speak with their supervisor or Program Director.

HUMAN RIGHTS COMPLAINTS:

If you have a concern regarding mistreatment, physical restraint, or other limitations on movement, you can file a Human Rights complaint. It is our responsibility to ensure that individuals may exercise their Human Rights without harassment or reprisal, including the denial of appropriate and available treatment and services. A Human Rights Complaint can be made by contacting the designated Human Rights Officer for that site or program.

The designated Human Rights Officer for the North Essex (Haverhill/Lawrence Area) is: Colleen McKenna. She can be contacted at 978-373-1126 x.2023. The designated Human Rights Officer for the Beverly/Lynn Area is: Lorinda Blaisdell. She can be contacted at 978-998-3681.

REPORTING SUSPECTED ABUSE OR NEGLECT:

Northeast Behavioral Health staff are mandated reporters and must report suspected or alleged abuse or neglect against children, disabled persons, elders, and those individuals in long-term care facilities. Community members may also report suspected abuse by calling the following numbers:

Massachusetts Abuse Reporting Numbers

- **Department of Children and Families** (24 hours / 7 days a week)
Birth to age 17
1-800-792-5200
- **Disabled Persons Protection Commission** (24 hours / 7 days a week)
Ages 18 to 59
1-800-426-9009 or 1-888-822-0350 TTY
- **Executive Office of Elder Affairs** (24 hours / 7 days a week)
Ages 60 and over
1-800-922-2275
- **Department of Public Health**
All Ages residing in Long Term Care Facilities
1-800-462-5540

LEGAL, EDUCATIONAL, AND ADVOCACY RESOURCES:

Resource	Contact Information
Department of Mental Health Information and Referral Line	800-221-0053
Disability Law Center (DLC) <i>The Disability Law Center (DLC) is the Protection and Advocacy agency for Massachusetts. DLC provides free legal advocacy to individuals with disabilities. Areas of representation include: rights in inpatient facilities and community residences; right to community living; informed consent; access to DMH/DMR or assistive technology services; special education; and discrimination in employment, housing, transportation, medical care and other public accommodations.</i>	11 Beacon Street, Suite 925 Boston, MA 02108 Tel. (617) 723-8455 (800) 872-9992 (voice) TTY (617) 227-9464 TTY (800) 381-0577 Fax (617) 723-9125
Center for Public Representation (CPR) <i>CPR specializes in the legal rights of persons with mental illness and discrimination.</i>	22 Green Street and 246 Walnut St. Northampton, MA 01060 Newton, MA 02160 Tel. (413) 587-6265 Tel. (617) 965- 0776
Mental Health Legal Advisors Committee (MHLAC) <i>Intake Hours: Mondays and Wednesdays 10AM-1PM ONLY MHLAC specializes in the legal rights of persons with mental illness.</i>	399 Washington Street, 4th floor Boston, MA 02108 Tel. (617) 338-2345 1-800-342-9092

Resource	Contact Information
<p>Mental Health Unit of the Public Defender's Office</p> <p><i>Persons involved in commitment or Rogers proceedings have the right to an attorney, which is furnished by the Committee for Public Counsel Services.</i></p>	(617) 482-6212
<p>Legal Services Programs</p> <p><i>Local legal services programs provide free legal assistance to low-income persons in regard to housing, Social Security Disability and SSI issues, other welfare benefits, and (in some instances) domestic relations matters and mental health issues. To locate the legal services office nearest you, call the Legal Advocacy and Resource Center.</i></p>	(617) 742-9179
<p>Mass Association of Special Education/Parent Advisory Councils (MASSPAC)</p> <p><i>MassPAC at the Federation for Children with Special Needs is the statewide organization providing information, training, and networking opportunities to Massachusetts special education parent advisory councils (PACs) and the professionals who collaborate with them.</i></p>	(617) 962-4558 (508) 655-7999
<p>Children's Law Center</p> <p><i>The Children's Law Center Of Massachusetts is a private, non-profit, legal advocacy and resource center providing direct representation to low income children in Eastern Massachusetts, and technical assistance and training to lay and professional communities throughout New England on issues affecting children's education, civil rights, custody, health and welfare.</i></p>	(781) 581-1977
<p>Massachusetts Advocates for Children</p> <p><i>MAC's mission is to be an independent and effective voice for children who face significant barriers to equal educational and life opportunities. MAC works to overcome these barriers by changing conditions for many children, while also helping one child at a time. For 40 years, MAC has responded to the needs of children who are vulnerable because of poverty, race, limited English or disability.</i></p>	<p>25 Kingston Street, 2nd Floor Boston, MA 02111 Phone: 617-357-8431 Helpline: 617-357-8431 ext. 224 Email: info@massadvocates.org Fax: 617-357-8438</p>
<p>Professional Parent Advocacy League (PPAL)</p> <p><i>DMH funds Parent Coordinators throughout the state to provide information, advice and advocacy on children's mental health issues including accessing services and special education.</i></p>	<p>59 Temple Place Suite 664 Boston, MA 02111 Tel. (617) 542-7860</p>
<p>National Alliance for the Mentally Ill</p> <p><i>A grassroots, family-based advocacy, education and support organization dedicated to improving the quality of life for people affected by mental illness.</i></p>	<p>e-mail: namimass@aol.com Tel. (781) 938-4048 (800) 370-9085</p>

Resource	Contact Information
<p data-bbox="186 268 990 336">M-Power: (Massachusetts People/Patients Organized for Wellness, Empowerment and Rights)</p> <p data-bbox="186 373 974 499"><i>A member-run organization of mental health consumers and current and former psychiatric patients. M-Power advocates for political and social change within the mental health system and the community, city and state-wide.</i></p>	<p data-bbox="1024 268 1258 298">Tel. (617) 929-4111</p>

NORTHEAST AREA PARENT PARTNERS:

PROGRAM NAME	DIRECTOR	TOWNS SERVED	ADDRESS	PHONE/FAX
<i>PPAL (Parent/Professional Advocacy League)</i>	Krissie Burnham krissieburnham@aol.com	Beverly, Danvers, Essex, Gloucester, Hamilton, Ipswich, Manchester, Marblehead, Middleton, Peabody, Rockport, Salem, Topsfield, Wenham	120 Main Street Rockport MA 01966	978-283-0296 x732
<i>PPAL / MSPCC (Massachusetts Society for the Prevention of Cruelty to Children)</i>	Damaris Santiago dsantiago@mspcc.org	Andover, Lawrence, Methuen, North Andover	439 South Union Street Lawrence MA 01843	978 681 9581 (F) 978 681 9508
<i>PPAL /MSPCC</i>	Barbara Peters bpeters@mspcc.org	Amesbury, Boxford, Byfield, Georgetown, Groveland, Haverhill, Merrimac, Newbury, Newburyport, Rowley, Salisbury, West Newbury Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, Westford	175 Cabot Street Lowell MA	978 937 3087 (F)978 687 1597
<i>PPAL /MSPCC</i>	Dalene Basden ptahsw@verizon.net	Lynn, Lynnfield, Nahant, Saugus, Swampscott	319 Lynnway #307 Lynn MA 01901	781 599 9288
<i>PPAL</i>	Irene Olson olsonPAL@aol.com	Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield	27 Water Street Wakefield MA 01880	781 224 7938