

School Based Mental Health Services 20.21 School Year

The Warren ESC Mental Health Services
The School-based Mental Health Program

**1879 Deerfield Road
Lebanon, OH 45036
513.695.2900, ext. 2311
FAX 513.695.2961**

This information is designed to help you become familiar with the Mental Health Services offered by the Warren County School-based Mental Health Program.

Please review all pages and keep this booklet for future reference.

A trained mental health therapist will assist you in reviewing this packet and answer any questions you may have.

Mental Health Services Mission

Our mission is to support youth and families in maximizing their potential and enhancing their wellness in the natural environments of school, family, and community through advocacy, mental health services, and education.

Mental Health Services Vision

WCESC-MHS envisions a community in which the mental illnesses that impact our children, teens and families are prevented and cured.

Philosophy of the Program

Our emphasis in providing effective school-based mental health services is on accessibility and advocacy for youth and their families. Comprehensive and preventative services are key features of our system of care. We encourage active participation of youth and their families in our programs and collaboration with community agencies. Our proactive approach promotes healthy youth development by building upon a youth's unique strengths and competencies.

The Warren ESC Mission

The mission of the Warren County Educational Service Center is:

To promote excellence in education through quality services;

To provide the most efficient and economical means to deliver specialized services;

To promote innovation and education change;

To meet established mandates required in providing services to local school districts.

Input From Stakeholders

The Warren ESC Mental Health Services' core purpose is developed through an ongoing assessment of the environment. Understanding the needs and preferences of all stakeholders, including persons served, their families, school districts, teachers, staff and other community providers, allows us to map the best direction to take. Assessing our agency capabilities in meeting the needs of the stakeholders provides leadership the data necessary for enhancing service delivery and business practices through the strategic planning process. QA/PI committee analyzes the data gathered from environmental assessments to make changes and enhancements to the agency's strategies for fulfilling its mission, minimally on annual basis. The input is used in program planning, performance improvement, strategic planning, organizational advocacy, financial planning, and resource planning. The following methods are ways we gather input from our stakeholders: Parent & Student Satisfaction Surveys, Educator Satisfaction Surveys, Feedback Surveys from MHS staff and Community Providers, Suggestion Box, Complaint & Grievance Procedures, and Outcome Measures.

Core Values

- Dignity, Worth, and Respect for All Individuals and Cultures Freedom from Suffering
- Empowerment and Self Determination
- Child Centered, Family Driven, and Community Based Collaboration and Inclusion
- Early Intervention Excellence and Continuous Improvement
- Access Advocacy
- Scientifically Sound and Effective Clinical Practices Fiscally Accountable and Sustainable Business Practices

Our Staff & Numbers

DIRECTOR OF SOCIAL EMOTIONAL LEARNING

- ☐ Mike Bidwell, LPCC-S
 - mike.bidwell@warrencountyesc.com
 - Cell: 513.310.4135

SENIOR EXECUTIVE DIRECTOR OF STUDENT SERVICES

- ☐ Christy Even, M.A., CCC/SLP
 - christina.even@warrencountyesc.com
 - Cell: 513.884.1587

STUDENT RIGHTS, DIVERSITY & HEALTH/SAFETY OFFICER

Mike Bidwell, 513.310.4135

24 HOUR MENTAL HEALTH CRISIS/SUICIDE HOTLINE

877.695.6333

LIFE-THREATENING

Call 9-1-1

SERVICES OFFERED

Your child will be participating in mental health services provided by the Warren County Educational Service Center Mental Health Services and will be involved in different types of therapy throughout the week.

Assessment and Individualized Service Planning

Warren County ESC Mental Health Services provides to each person served a comprehensive diagnostic mental health assessment at the onset of treatment, and ongoing, to guide service planning and service delivery. Assessments are conducted by qualified mental health professionals who are knowledgeable and trained to perform children and adolescents assessments, following a signed consent by parent/guardian. Assessments are based on face-to-face clinical interviews with the person served, parent/guardian, family members when applicable, and other collateral sources, such as a teacher, when applicable and permitted. A person-centered individualized service plan, based on the assessment, is developed with person-served, parent/guardian, family members when applicable, and other collateral sources to guide treatment course and outcomes.

The types of therapies are:

Individual

Each student, unless otherwise directed by the parent/guardian or school, participates in individual counseling. This occurs weekly for most students. Your child meets with their assigned therapist to work on issues related to school, home, self and community.

Group Therapy

Students may participate in a weekly group session with the other students in their class. The group provides the opportunity for discussion and feedback with their peers on pro-social skills.

Family Therapy

Your child's therapist is trained to provide Family Therapy as well. These sessions can focus on issues related to you, your child and other involved family members. It is up to you, the parent/guardian, to initiate Family Therapy by contacting your child's therapist.

Crisis Intervention

The mental health staff is available M-TH, 8-4:30 and Friday 8-4. Mental Health Staff will respond immediately to identification of potential risk to persons served. Due to our legal limitations, there are some types of crisis that mandate other types of interventions. Please refer to the attached handout, "What Is A Crisis?" for suggestions.

<p><u>Transition Criteria & Procedures:</u> Following the completion of treatment goals, a meeting will be set to discuss transition from current level of care.</p>

<p><u>Discharge Criteria:</u> Following the completion of treatment goals, a meeting will be set to discuss discharge from Mental Health Services.</p>

PARENT INVOLVEMENT

We highly value parent involvement here at the Warren County Educational Service Center. We aim to help children and teens succeed, not only in school but in all areas of life. Success depends on participation from parents and caregivers. You as parents are the experts in your children's lives and our counselors want to team with you to have the most beneficial impact. Family therapy provides the opportunity to work out issues between the student and members of their family. These issues can be significant or just an opportunity to "work things out". The staff working with your child strongly recommends that families take advantage of our free family therapy services. We know you are busy; we will be willing to work around your schedule.

Benefits of parental involvement:

- ☐ Kids succeed quicker and better when parents participate.
- ☐ Kids whose parents participate feel better understood and supported.
- ☐ Parents who participate experience improved communication with their children, and less conflict at home.
- ☐ Parents who involve themselves in their children's counseling experience increased confidence, patience, and control as caregivers.

Types of parent involvement:

- ☐ We offer *family therapy* to help improve communication, develop problem-solving strategies and enhance family harmony.
- ☐ We offer *parent training and support* to help you better make sense of your child's behaviors and improve parent effectiveness.
- ☐ We work closely with you and your child to develop as a *team* the plan for improving success.
- ☐ We strive to keep you constantly aware of your child's progress through *updates* and ongoing communications, either via phone, face-to-face, e-mail, and letters.

Requirements:

- ☐ We understand you are busy and that it is not easy to find the time. However, there are minimal expectations that our accrediting agencies require of us and therefore we require of you.
- ☐ We require parent involvement in the development of the treatment plan at the onset of counseling and for plan review/updates as needed.
- ☐ We will not be able to provide mental health services to your child if you are unable to meet the minimum level of required parent participation. Your signature below acknowledges receipt of policy and agreement of such.

Contacts:

Please feel free to contact your child's therapist for details on how to involve yourself in your child's treatment, or contact Mike Bidewell, LPCC-S, Director of Social Emotional Learning, 513.310.4135 for questions or comments. **We welcome your ideas and suggestions.**

Parent Signature: _____ **Date:** _____

HEALTH & SAFETY

We are committed to keeping your child safe and healthy while in our care.

Safety and Evacuation

Services through the School-based Program are delivered at your child's school. Each building and office has EMERGENCY EXITS posted. School-based therapists participate in drills and are trained in safety and evaluation procedures. When you accompany your child to appointments, please pay close attention to these safety signs. They are designed to protect you and your child's safety.

Tornado, Fire and other Emergency Drills are routinely scheduled throughout the school year and fire exits are clearly marked.

WCESC Mental Health Services staff members are PROHIBITED from using restraint or seclusion. Use of tobacco products is prohibited in WCESC property. Illegal substances and weapons are prohibited on WCESC property. WCESC Mental Health staff are prohibited from handling, managing, storing, and administering medications to persons served. Please refer to your child's school building student handbook for health and safety policies that apply to non-mental health staff, including use of restraint or seclusion, use of tobacco products, illegal or over-the-counter medications brought into the building, prescription medications brought into the building, and weapons brought into the building.

Please refer to your child's school building student handbook for details related school/program rules, restrictions, expectations for behaviors/attitudes/events, consequences, and means by which students may regain privileges that have been restricted.

Any health and safety questions, concerns or comments please contact:

HEALTH & SAFETY OFFICER

Mike Bidwell

**Director of Social Emotional Learning
Warren County Educational Services Center
1879 Deerfield Road
Lebanon, OH 45036**

Phone: 513.310.4135

E-mail address: mike.bidwell@warrencountyesc.com

The Warren County Educational Service Center Mental Health Services

CODE OF CONDUCT

1. Observance of the Law

The Warren County Educational Service Center-Mental Health Services (WCESC-MHS) is committed to complying with all legal, professional, and ethical obligations that apply to business, marketing, service delivery, professional responsibilities, prohibition of waste, fraud, abuse & other wrongdoing, procedures for addressing alleged violations of ethics codes, education on ethical codes of conduct, human resources, contractual relationships, advocacy efforts for persons served, and corporate citizenship.

2. Professional Responsibility

Our professional staff are all licensed by the State of Ohio Board of Social Work, Counseling, and Marriage and Family, or the Ohio State Board of Psychology. Licensed staff member are required to abide by the appropriate and applicable Code of Ethics by their respective licensing board. Areas covered by licensing boards, include but are not limited to: scope of practice, clinical competencies, welfare of the student, negligence, remuneration, improper arrangements, multiple relationships, conflict of interest, confidentiality, and culturally competency.

3. Services

WCESC-MHS strives to create an environment in which dignity, worth, and respect for individual differences permeate all aspects of service delivery. Our services are person and family centered, culturally sensitive, and based on the strengths, needs, abilities, preferences, and desired outcomes of the person and family served. Services are anchored to individualized service plans that are based on input from the persons and families served. Clinical interventions are empirically based, safe, and effective. We are fully committed to ensuring student rights.

4. Business Practices

WCESC-MHS is fully committed to fiscal accountability and transparency regarding financial arrangements. We are vigilant to any possible improper or fraudulent activity, including but not limited to inaccurate billing/claims (over-billing, duplicate billing, false claims, improper coding), cost report falsification, misrepresentation, inadequate documentation (not meeting Medical Necessity requirements), and inaccurate or misleading marketing.

5. Conflict of Interest

WCESC-MHS staff members shall not engage in nor have a financial interest, directly or indirectly, in any activity that conflicts (or raises reasonable question of conflict) with their duties and responsibilities. Each licensed staff member abides by not only the Warren ESC policies related to conflict of interest, but also related rules dictated by their respective professional licensing boards. When there is a conflict, or the possibility of one, between the person served and the Warren County ESC-MHS staff member, the staff member will clarify the nature and direction of the staff member's responsibilities, and keep all parties concerned informed of the staff member's obligations, commitments, and loyalties.

6. Confidentiality

Each WCESC-MHS staff member is required to maintain the utmost confidentiality concerning treatment, care, and conditions of all persons served. We abide by all policies/procedures, laws, regulations, and requirements regarding confidentiality, including HIPAA (Health Insurance Portability and Accountability Act of 1996). We are fully committed to maintaining confidentiality safeguards regarding, but not limited to, assessment, counseling, collaboration, record security, and electronic security. We are careful to ensure student care conversations do not take place in areas where they may be overheard by teachers, family members, other student, and the public.

7. Health & Safety

We are fully committed to maintaining safe, healthy, and clean environments that support quality services, and minimize risk of harm to persons served, employees, and other stakeholders. Each WCESC-MHS staff member is required to comply with all ESC and MHS policies/procedures, federal, state, regulatory bodies, and licensing boards that pertain to health and safety, including rules and regulations of the Occupational Safety and Health Administration (OSHA). Thorough background checks are conducted on all new staff hired, and throughout employment. All employees are to maintain full compliance with laws pertaining to reporting alleged abuse or neglect. Staff members are trained annually on health and safety procedures.

8. Human Resources and Workplace Environment

We are fully committed to creating and maintaining a healthy and safe work environment in which each staff member is treated with respect, valued for his or her individual differences and diversity, and provided with opportunities for professional development. Employees are hired, promoted, and compensated according to their qualifications, and performance. All hiring practices are nondiscriminatory. WCESC-MHS does not tolerate any form of harassment by anyone, including but not limited to, sexual harassment, degrading or humiliating slurs, intimidation, or conduct based on cultural backgrounds, ethnicity, or sexual preference.

Procedures

WCESC-MHS Code of Ethics is reflected and amplified in ESC and MHS policies and procedures, state licensing boards laws, regulatory bodies standards, federal and state laws and regulations, student orientation packet, student handbooks, staff orientation packet. We have clear, written, and easy-to-understand procedures for dealing with allegations of wrongdoing. The MHS Compliance Officer is Mike Bidwell, LPCC-S, Director of Social Emotional Learning, and any allegations are do be directed to her at (513) 695-2900, ext. 2311. All staff members receive ongoing training regarding the Code of Conduct and Corporate Compliance. We are committed to ensuring that there are no reprisals for staff members who report suspected incidents of wrongdoing, as reflected and outlined in ESC policies and procedures.

Advocacy

WCESC-MHS strives in all aspects to be an effective advocate for youth and families in Warren County. Our mission statement, vision statement, and core values reflect our commitment to help create a healthy, compassionate, informed, culturally sensitive, and thriving community. Our Strategic Action Plan outlines our specific efforts to reach out and positively impact our community, including but not limited to trainings for staff, educators, and parents, consultation and collaboration with school and other community stakeholders to create environments that support healthy development, and participation on youth advisory committees. Specific public awareness campaigns and trainings that we currently offer include Prevention of Youth Suicide,

Safety & Violence Prevention for Educators, Youth Mental Health First Aid and Trauma Training.

WCESC-MHS Mission

Our mission is to support youth and families in maximizing their potential and enhancing their wellness in the natural environments of school, family, and community through advocacy, mental health services, and education.

WCESC-MHS Vision

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WCESC-MHS Core Values

- *Dignity, Worth, and Respect for All Individuals and Cultures*
- *Freedom from Suffering*
- *Empowerment and Self Determination*
- *Child Centered, Family Driven, and Community Based*
- *Collaboration and Inclusion*
- *Early Intervention*
- *Excellence and Continuous Improvement*
- *Access*
- *Advocacy*
- *Scientifically Sound and Effective Clinical Practices*
- *Fiscally Accountable and Sustainable Business Practices*

WCESC-MHS Corporate Compliance Officer

Mike Bidwell, Director of Social Emotional Learning

mike.bidwell@warrencountyesc.com

Cell: 513.310.4135

The Warren County ESC Mental Health Services

PERSON and FAMILY CENTERED SERVICES STATEMENT

The Warren County Educational Service Center – Mental Health Services provides services that are person and family centered. Our services are based on the unique strengths, needs, abilities, preferences, desired outcomes, and cultural backgrounds of the youth and families served. We emphasize the power of therapeutic relationships and positive nurturing environments to empower persons served to manage their own behavior. We believe that it is impossible to achieve and sustain success, not only at the student level but also as an organization, without the active and ongoing engagement with the people we serve. Our person and family centered services always reflect our Core Values:

- Dignity, Worth, and Respect for All Individuals and Cultures
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We actively engage youth and families in all aspects of service delivery. The Treatment Plan is developed in collaboration with the youth and family, and is based on input from persons served at the onset of treatment and throughout service delivery. The Treatment Plan is expressed in the youth and parents' words, and is reflective of the informed choice of the persons served. We use a state-of-the-art empirically-based student-centered outcome measure, "Greenspace" to guide treatment. We strive to employ multiple outcome measures to assess effectiveness of services, and work collaboratively with youth and families to gather and share ongoing input on goal achievement.

We strive to gather and analyze input from youth, families and other key stakeholders on an ongoing basis, and use the input to make decisions related to program planning, performance improvement, strategic planning, organizational advocacy, financial planning, and resource planning.

The Warren County ESC Mental Health Services

CULTURAL COMPETENCE and LINGUISTIC APPROPRIATENESS STATEMENT

The Warren County Educational Service Center – Mental Health Services provides services that are person and family centered. Our services are based on the strengths, needs, abilities, preferences, desired outcomes, and cultural backgrounds of the youth and family served. Provision of linguistically appropriate and culturally competent services is a key factor in developing effective person and family centered programming. WCESC-MHS is committed to continuous evaluation and improvement of service delivery structures and methods that may inadvertently reduce access to care or create barriers to effective services. Many of the procedures and policies inherent in delivering mental health services may provoke a defensive and protective posture in culturally diverse families. WCESC-MHS works to build awareness and sensitivity to the values, norms and cultural complexities of the prominent cultures in the service community. Student and family centered care, which focuses on increasing family and caregiver participation in the treatment process, ensures respect and integration of cultural values, roles and norms as part of improving service delivery.

We believe that it is impossible to achieve and sustain success, not only at the student level but also as an organization, without the active and ongoing engagement with the people we serve. Our person and family centered services always reflect our Core Values:

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**The Warren County Educational Service Center
Mental Health Services**

CORPORATE COMPLIANCE STATEMENT

It is the policy of the Warren County Educational Service Center-Mental Health Services to deliver services in accordance with all legal, professional, regulatory, and ethical obligations, and to create an environment that is characterized by strict adherence to the highest standards of accountability for administration, programs, business, marketing, service delivery, professional responsibilities, human resources, and financial management.

The leadership of the Warren County Educational Service Center-Mental Health Services is fully committed to a corporate compliance program that ensures ongoing monitoring and conformance with all legal and regulatory requirements. The corporate compliance program establishes an atmosphere that prompts: (1) prevention and early detection of any wrongdoing, including fraud, fiscal mismanagement, waste, abuse, conflicts of interest, and criminal conduct; (2) immediate reporting, investigation, and corrective actions of questionable activities without consequences to the reporting party; and (3) continual monitoring, reporting, and correcting of any situation that puts the Warren County Educational Service Center-Mental Health Services, its leadership, staff, funding sources, and consumers at risk. The Warren County Educational Service Center-Mental Health Services is committed to maintaining well-informed personnel through ongoing trainings on corporate compliance, code of conduct, role of compliance officer, and the organization's procedures for allegations of fraud, waste, abuse and other wrongdoing.

The Warren County Educational Service Center-Mental Health Services Corporate Compliance Program is anchored to pertaining federal and state laws, state professional licensing boards, the Warren County ESC policies, Mental Health Services policies, codes of conduct, Mental Health Services Risk Management Plan, and Mental Health Services Strategic Action Plan.

Corporate Compliance Officer

Mike Bidwell, Director of Social Emotional Learning

mike.bidwell@warrencountyesc.com

Cell: 513.310.4135

What Is A Crisis?

Situation:	Response:	Contact Numbers:
My child is SUICIDAL or HOMICIDAL and has OVERDOSED or has said they have OVERDOSED or have CUT on themselves or done other HARM.	<ul style="list-style-type: none"> ▪ Call 9.1.1. and seek IMMEDIATE assistance from trained medical professionals. ▪ Call your child’s therapist the next day to provide updates. 	<p>9.1.1.</p> <p>Main Number: 513-695-2900, ext. 2311</p>
My child is TELLING ME they are feeling suicidal. I am not sure how to handle this.	During business hours, call your child’s therapist. The therapist will call you back to help you assess and discuss options. However if this is after hours or you are unable to reach your child’s therapist, call the <i>24-Hour Mental Health, Substance Abuse & Suicide Crisis Line</i> .	<p><u>24-Hr Mental Health, Substance Abuse & Suicide Crisis Line:</u> 877-695-6333</p> <p>or</p> <p>Your Child’s Therapist (during business hours)</p>
My child is NOT SUICIDAL but is CUTTING on themselves and has made actual cuts into skin and these cuts ARE NOT LIFE THREATENING.	Take your child to the nearest ER for a Medical Psychiatric Evaluation.	<p>Cincinnati Children’s Psychiatric Intake Response Center (PIRC): 513-636-4124</p> <p>Kettering Behavioral Medicine Center: 937-534-4600</p> <p>-or-</p> <p>The Nearest ER/Hospital</p>
My child is NOT SUICIDAL but is CUTTING on themselves and has made actual cuts into skin and these cuts ARE LIFE THREATENING.	Call 9.1.1. and seek IMMEDIATE assistance from trained medical professionals.	9.1.1.
My child has RUNAWAY and his/her whereabouts ARE UNKNOWN .	Call your local POLICE and make the necessary reports.	Your Local Police
My child has RUNAWAY and his/her whereabouts ARE KNOWN .	Call your local POLICE and ask for assistance.	Your Local Police
I have just had a FIGHT with my child and I want his/her therapist to be aware of what happened.	<p><u>You have TWO choices:</u></p> <ul style="list-style-type: none"> ○ Call your child’s therapist and leave a voice mail message. ○ Bring your child to school the next school day and talk directly with your child’s therapist. 	<p>Contact Numbers:</p> <p>Amy Anderson: 513-804-8045 Josie Muterspaw: 513-649-7344 Tiffany Viel: 513-649-7298 Mike Bidwell: 513.310.4135</p>
My child has a friend who has told them they are SUICIDAL or wants to hurt someone else.	In a situation like this, the actual community crisis response team needs to be brought in to assess the situation and make contact with that child and their family.	<p>Warren County Crisis 24-hr Mental Health & Suicide Hotline</p> <p>Daytime/Weekends: 877-695-6333</p> <p>After Hours Hotline 5:00 p.m. – 8:00 a.m. & Weekends</p>
My child is OUT OF MEDICATIONS.	Call the prescribing physician for a refill prescription.	Your Doctor or Pharmacy

WARREN COUNTY COMMUNITY RESOURCES

*Dial 9-1-1 for LIFE THREATENING
EMERGENCIES*

EMERGENCY CONTACT NUMBERS

Crisis/Suicide Hotline.....	877-695-6333
<i>24-hr Mental Health, Substance Abuse & Suicide Crisis Line</i>	
Developmental Disabilities Emergency Line	800-800-6847
Domestic Violence & Rape Crisis Hotline	888-860-4084
Heroin Hopeline.....	844-427-4747
National Human Trafficking Hotline.....	888-373-7888

WARREN COUNTY GOVERNMENT OFFICES

<i>MAIN</i> number for County Offices.....	513-695-1000
Children Services	513-695-1546
Child Support Enforcement Agency	513-695-1580
Clerk of Courts (Common Pleas)	513-695-1120
Department of Job & Family Services.....	513-695-1420
Juvenile Detention Center	513-695-1392
Sheriff's Office	513-695-1280
Veteran's Services Office	513-695-2717

ABUSE / DOMESTIC VIOLENCE

Abuse & Rape Crisis Shelter	513-695-1107
Adult Protective Services & Elder Abuse (60+)	513-695-1423
Child Abuse Reporting.....	513-695-1546

CLOTHING

Lebanon Free Store.....	513-932-1614
Salvation Army Extension Services	513-494-1911
Salvation Army Family Stores.....	800-726-7825
St Vincent DePaul Mason Thrift Store	513-492-7940
Vineyard Downtown Help Center, Franklin	937-746-1435

COUNSELING SERVICES:

GENERAL

Cancer Family Care.....	513-298-7794
Lifespan Credit Counseling.....	513-868-3210
New Reflections Counseling.....	513-878-3070

MENTAL HEALTH

Lindner Center of Hope	513-536-4673
Talbert House, Franklin	937-723-0883
Talbert House, Lebanon	513-932-4337
Solutions Community Counseling	800-932-3366
Beech Acres, Lebanon	513-231-6630

SUBSTANCE USE

Alcoholics Anonymous	513-351-0422
Narcotics Anonymous.....	800-587-4232
SAMHSA	800-662-4357
<i>Substance Abuse Mental Health Treatment Referral</i>	
Solutions Community Counseling & Recovery	800-932-3366

LEGAL COUNSELING

Civil Protection Order Assistance	513-695-1886
Legal Aid Society.....	513-241-9400
Pro-Seniors, Inc.....	513-345-4160

DISABLED

Opportunities for Ohioans with Disabilities	800-686-3323
Social Security Office	800-772-1213
WC Board of Development Disabilities	513-228-6400

EDUCATION

Aspire Programs (Adult Education/GED).....	513-695-2987
Ohio State University Extension	513-695-1311
Warren County Adult New Readers	513-932-2323

EMPLOYMENT

Ohio Means Jobs	513-695-1130
Production Services Unlimited - WCBDD.....	513-228-6403
Warren County Career Center Adult Program.....	513-932-8145
WCCS - S.T.E.P.....	513-695-2238

FAMILY SUPPORTS

4C for Children	800-256-1296
Aging Services Program	513-508-0860
Beech Acres Parenting Center	513-231-6630
Early Learning Centers	513-695-2215
Elderly Services Program (ESP)	513-695-2271
Kinship Cares Program (<i>Grandparents' support</i>)	513-233-4806
Lifespan (<i>Guardianship</i>)	513-868-3210
Ohio Benefit Bank	513-934-5250
People Working Cooperatively	513-351-7921
Social Security Office	800-772-1213
WIC Program – Women, Infants & Children	513-695-1217

FOOD PANTRIES

Financial Assistance by Appointment

Franklin Area Community Services	937-746-7791
Kings Local Food Pantry	513-494-2692
Lebanon Area Food Pantry	513-932-3617
Little Miami Food Pantry	513-899-4802
Mason Food Pantry	513-229-3191
Springboro Community Assistance Center	937-572-6488
Waynesville Food Pantry	513-897-2435
Salvation Army Extension Services	513-494-1911

HEALTH SERVICES

Abilities First	513-423-9496
Centerpoint Health	513-318-1188
Help Me Grow (Birth-3yrs)	513-695-2900
Medicaid	513-695-1420
Ohio Medicaid Consumer Hotline	800-324-8680
Warren County Combined Health District	513-695-1228
Women's Center	513-934-1777

NATIONAL HEALTH ASSOCIATIONS

American Cancer Society	800-227-2345
Alzheimer's Association Helpline	800-272-3900
American Heart Association	513-281-4048
Arthritis Foundation Helpline	844-571-4357
Cinti Assn for the Blind & Visually Impaired	513-221-8558

HOMELESS / HOUSING

Bernie's Place <i>Shelter</i>	513-494-2307
Haven House <i>Shelter (Specific Eligibility)</i>	513-863-8666
Hope House Center for Men <i>Shelter</i>	513-424-4673
Hope House Center for Women & Children <i>Shelter</i>	513-217-5056
New Housing Ohio	513-554-4567
Interfaith Hospitality Network	513-934-5250
Shalom <i>Shelter (Seasonal)</i>	513-423-7821
Warren Metropolitan Housing Authority	513-695-3380

TRANSPORTATION

Elderly Services Medical Transportation <i>Intake</i>	513-695-2271
Franklin Township Senior Bus	937-743-8100
Metro to Cincinnati	513-621-4455
Warren County Transit	888-297-0990
WCCS Senior Transportation	513-695-2222
Universal Transit Service	800-339-0323
Non-Emergency Transportation, JFS	513-695-1450

UTILITY / EMERGENCY ASSISTANCE

F.A.I.T.H. Emergencies Services	513-459-8509
HEAP – Home Energy Assistance Program	866-747-1042
St Vincent DePaul Social Services	513-421-0602
Salvation Army, <i>Warren, County Community Services</i>	513-695-2258
Salvation Army, <i>Franklin Area Community Services</i>	937-746-7791
Warren County Job & Family Services – PRC	513-695-1420

Warren County Community Services, Inc Information & Referral

513-695-2100

A comprehensive directory may be accessed at
www.co.warren.oh.us

Warren County's First Call for Help

Updated 5/2017

**Warren County Educational Services Center Mental
Health Services**

NOTICE OF PRIVACY PRACTICES

Notice of Privacy Practices: Effective: July 1, 2018

**THIS NOTICE DESCRIBES HOW OBTAINED MENTAL HEALTH
INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS
TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

At the WARREN COUNTY EDUCATIONAL SERVICE CENTER - MENTAL HEALTH SERVICES (WCESC), we are committed to protecting your health information and safeguarding that information against unauthorized use or disclosure. This Notice will tell you how we may use and disclose your health information. It also describes your rights and the obligations we have regarding the use and disclosure of your health information.

We are required by law to: 1) maintain the privacy of your health information; 2) provide you Notice of our legal duties and privacy practices with respect to your health information; 3) to abide by the terms of the Notice that is currently in effect; and 4) to notify you if there is a breach of your unsecured health information.

I. Uses and Disclosures for Treatment, Payment, and Health Care Operations

Warren County Educational Services Center may *use or disclose* your *protected health information (PHI)*, for *treatment, payment, and health care operations* purposes with your *consent*. To help clarify these terms, here are some definitions:

- *“PHI”* refers to information in your mental health record that could identify you.
- *“Treatment, Payment and Health Care Operations”*
 - *Treatment* is what is provided, coordinated or managed related to your child’s mental health care and other services related to this care in a school-based setting. An example of treatment would be a consultation with another provider outside of the school setting, such as your family physician. It is also related to the information disclosed to the educators responsible for you child.
 - *Payment* is when reimbursement is obtained for the mental health services provided. In the school setting, payment sources could be and but not limited to the school district you are attending,
 - *Mental Health Care Operations* are activities that relate to the performance and operation of this program. Examples of health care operations are quality assessment and improvement activities, business-related matters such as audits and administrative services, and case management and care coordination.
- *“Use”* applies only to activities within the scope of the school-based mental health services program of the WCESC such as sharing, employing, applying, utilizing, examining, and analyzing information that identifies you.

- “*Disclosure*” applies to activities outside of the school-based mental health services program at the WCESC, such as releasing, transferring, or providing access to information about you to other parties.

II. Uses and Disclosures Requiring Authorization

WCESC may use or disclose PHI for purposes outside of treatment, payment, and health care operations when your appropriate authorization is obtained. An “*authorization*” is written permission above and beyond the general consent that permits only specific disclosures. In those instances when WCESC is asked for information for purposes outside of treatment, payment and health care operations, authorization will be obtained from you before releasing this information. Authorization will also be obtained before releasing any psychotherapy notes.

“*Psychotherapy notes*” are notes made about our conversation during a private, group, joint, or family counseling session, which are kept separate from the rest of your child’s record. These notes are given a greater degree of protection than PHI.

You may revoke all such authorizations (of PHI or psychotherapy notes) at any time to stop future uses /disclosures except to the extent that WCESC have already undertaken an action in reliance upon your authorization. Each revocation must be in writing.

III. Uses and Disclosures with Neither Consent nor Authorization: “Limits of Confidentiality”

The law provides that WCESC may use/disclose PHI from mental health records without consent or authorization under the following circumstances:

- **Child Abuse:** It is known or suspected that a child under 18 years of age or intellectually disabled, developmentally disabled, or physically impaired child under 21 years of age has suffered or faces a threat of suffering any physical or mental wound, injury, disability, or condition of a nature that reasonably indicates abuse or neglect, WCESC is required by law to immediately report that knowledge or suspicion to the Ohio Public Children Services Agency, or a municipal or county peace officer.
- **Adult and Domestic Abuse:** If there is reasonable cause to believe that an adult is being abused, neglected, or exploited, or is in a condition which is the result of abuse, neglect, or exploitation, WCESC is required by law to immediately report such information to the County Department of Job and Family Services.
- **Judicial or Administrative Proceedings:** If you are involved in a court proceeding and a request is made for information about your evaluation, diagnosis and treatment and the records thereof, such information is privileged under state law and it will not be released without written authorization from you or your persona or legally-appointed representative, or a court order. The privilege does not apply when you are being evaluated for a third party or where the evaluation is court ordered. You will be informed in advance if this is the case.

Serious Threat to Health or Safety: If it is believed that a student poses a clear and substantial risk of imminent serious harm to self or another person, the WCESC will disclose relevant confidential information to public authorities, the potential victim, other professionals, and/or your family in order to protect against such harm. If an explicit threat of inflicting imminent and serious physical harm or

causing the death of one or more clearly identifiable victims, and it is believed that the student has the intent and ability to carry out the threat, then WCESC is required by law to take one or more of the following actions in a timely manner: 1) take steps to hospitalize the student on an emergency basis, 2) establish and undertake a treatment plan calculated to eliminate the possibility that the student will carry out the threat, and initiate arrangements for a second opinion risk assessment with another mental health professional, 3) communicate to a law enforcement agency and, if feasible, to the potential victim(s), or victim's parent or guardian if a minor, all of the following information:

a) the nature of the threat, b) your identity, and c) the identity of the potential victim(s).

- **Government Functions:** PHI may be disclosed to a government benefit program relating to eligibility and enrollment and for national security reasons.

IV. Patient's Rights

Patient's Rights:

- *Right to Request Restrictions* –the student has the right to request restrictions on certain uses and disclosures of protected health information about you. WCESC will consider your request, but are not legally bound to agree to the restriction.
- *Right to Receive Confidential Communications by Alternative Means and at Alternative Locations* –the student has the right to request and receive confidential communications of PHI at an alternative address or by an alternative means.
- *Right to Inspect and Copy* –the student has the right to inspect or obtain a copy (or both) of PHI and psychotherapy notes in the mental health and/or billing records used to make decisions as long as the PHI is maintained in the record. Access may be denied under certain circumstances, but in some cases this decision can be reviewed. Upon request, the details of the request process can be discussed according to the policies and procedures of the WCESC.
- *Right to Amend* – the student has the right to request an amendment of PHI for as long as the PHI is maintained in the record. Under certain circumstances your request may be denied. On request, the details of the amendment process can be discussed according to the policies and procedures of the WCESC.
- *Right to an Accounting of Disclosure* – You have the right to request an accounting of the disclosures we make of your health information, except for those made with your permission and those related to treatment, payment, our health care operations, and certain other purposes. Your request must include a timeframe for the accounting, which must be within the six years prior to your request. The first accounting is free but a fee will apply if more than one request is made in a 12-month period.
- *Right to a Paper Copy* – the student has the right to obtain a paper and /or e-mail copy of this notice upon request.

VI. Questions and Complaints

If you have questions about this notice, disagree with a decision made about access to records, or have other concerns about privacy rights, please contact:

Mike Bidwell
Director of Social Emotional Learning
Warren County Educational Services Center
1879 Deerfield Road
Lebanon, OH 45036
Phone: 513.310.4135
E-mail address: mike.bidwell@warrencountyesc.com

You may also send a written complaint to the Secretary of the U.S. Department of Health and Human Services Office for Civil Rights U.S. Department of Health and Human Services Attn: Regional Manager 233 N. Michigan Ave., Suite 240 Chicago, IL 60601.

You have specific rights under the Privacy Rule. No one will take retaliatory action against you if a complaint is filed.

VII. Effective Date, Restrictions and Changes to Privacy Policy

This notice will go into effect on JULY 1, 2018. This notice will be included as part of the enrollment process to received school-based mental health services. This notice will be included in the year-end reviews of the status of those currently enrolled in the WCESC mental health services program. This notice will be reviewed and discussed annually with all open cases.

Risks/Benefits/Alternatives to Treatment

In accordance with state regulations, you have the right to an explanation of risks and benefits of treatment services, information about alternatives to treatment, and the risks and benefits of choosing not to receive treatment services. Treatment can produce both positive and negative effects. If you choose to follow the treatment recommendations, you will want to discuss the effects experienced in treatment with your child's provider. The following are *possible* risks/benefits you, your family or your child might experience.

Treatment Modality

Diagnostic Assessment	Crisis Intervention
Individual Counseling	Community Support Services
Family Counseling	Consultation/Education
Group Counseling	Intensive Outpatient Counseling/Learning Center

Participating in Recommended Services

Benefits

Improvement of symptoms	Increased interest in life
Positive change in relationships others	Fewer problems with school, legal authorities, family and others
Increased problem solving skills	Prevention of need for more intensive/costly services
Improved communication/Communication	Improvement in health, sleep, eating

Risks

Initial worsening of symptoms	Confusion of family dynamics
Medication side effects	Unexpected changes in relations with others
Recalling past painful events	New patterns of behavior unfamiliar to family

Not Participating in Recommended Services

Benefits

Initial cost savings	Save the time otherwise devoted to treatment
Increase in alternative supportive	Avoid added stress that change can bring
Less conflict with child about attending school	No unwanted changes at home, school or community

Risks

No improvement of symptoms	Added problems with school, legal authorities, family and others
No change in situation	Increased sense of helplessness/hopelessness
Worsening of symptoms	Need for more intensive/costly services later

Alternatives to Treatment

Possible alternatives to treatment include: self-help/support groups, self-help books and readings, spiritual guidance, involvement in exercise or sports activities, service groups, clubs, hobbies, seeking additional family support/respite.