

# **School Based Mental Health Services**

## **25.26 School Year**

### The Warren ESC Mental Health Services The School-Based Mental Health Program

#### Main Office

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.

Additional information (layout of the building, program or school rules and expectations and program or school health and safety policies) can be found in your school packet for your student.

Board Approval:

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## **Mental Health Services Mission**

The Mental Health Team provides comprehensive support systems to our programs, districts and within the community that promote education and awareness of mental health. By working on interdisciplinary teams and within a PBIS framework, mental health staff seek to find effective evidence-based practices that are applicable to our diverse student population.

## **The Warren ESC Mission**

At the Warren County Educational Service Center, we believe in being a resource to our community partnerships through a holistic life span approach by:

- Collaborating with school districts and communities to develop customized programming for at-risk individuals and families
- Delivering high-quality services in a cost-effective manner
- Establishing a supportive environment that promotes growth opportunities, encourages leadership and embraces diversity and inclusion
- Providing safe learning environments for the community we serve
- Enhancing the quality of life for a diverse population of learners with opportunities for growth and transformation

## **Mental Health Services Vision**

WCESC-MHS envisions a community in which students have access to mental health services regardless of school placements and are able to develop skills to breed resiliency within themselves and educate others.

## **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.

## **Input Regarding Services**

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 with 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 an 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 measure.

Recommendations can be submitted to the Mental Health Director:

Jessica Woody

513.695.2900

[Jessica.Woody@warrencountyesc.com](mailto:Jessica.Woody@warrencountyesc.com)

Additionally there is a link on the Warren County ESC website for a suggestion box.

## **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

### **Mental Health Administrative Assistant**

Amy Kistler

[Amy.Kistler@warrencountyesc.com](mailto:Amy.Kistler@warrencountyesc.com)

Phone: 513.695.2900

### **Director of Mental Health**

Jessica Woody

[Jessica.Woody@warrencountyesc.com](mailto:Jessica.Woody@warrencountyesc.com)

Phone: 513.695.2900

### **Senior Executive Director of Social Emotional Learning**

Mike Bidwell, LPCC-S

[mike.bidwell@warrencountyesc.com](mailto:mike.bidwell@warrencountyesc.com)

Cell: 513.310.4135

### **Assistant Superintendent (Student Programs and Services)**

Christy Even, M.A., CCC/SLP

[christina.even@warrencountyesc.com](mailto:christina.even@warrencountyesc.com)

Cell: 513.884.1587

### **Student Rights and Diversity Officer**

Jessica Woody

[Jessica.Woody@warrencountyesc.com](mailto:Jessica.Woody@warrencountyesc.com)

Phone: 513.695.2900

### **Health and Safety Officer**

Jason Byrge

[Jason.Byrge@warrencountyesc.com](mailto:Jason.Byrge@warrencountyesc.com)

513-305-0215

### **24 Hour Mental Health Crisis/Suicide Hotline**

877.695.6333

988

### **Life-Threatening Emergency**

911

## 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 Person-Centered 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 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. When the assessment identifies that the person served uses nicotine and/or other related products, the student will receive education regarding health risks, impact on student and long term health concerns.

The types of therapies are:

### **Individual**

Each student, unless otherwise directed by the parent/guardian or school, participates in individual counseling and/or case management (CPST services). This occurs weekly for most students. Your child meets with their assigned therapist and/or mental health staff member 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.

<b><u>Transition Criteria &amp; Procedures:</u></b> Following the completion of treatment goals, a meeting will be set to discuss transition from current level of care.
<b><u>Discharge Criteria:</u></b> Following the completion of treatment goals, a meeting will be set to discuss discharge from Mental Health Services.

## **Risks & Benefits**

You have the right to an explanation of the risks and benefits of choosing or not choosing mental health services provided by the WCESC. Treatment can produce both positive and negative effects. If you choose to follow treatment recommendations, you are encouraged to discuss potential effects with your child's counselor.

The following are possible benefits of participating in treatment: improvement of symptoms, positive change in relationships, increased problem-solving skills, improved communications, increased interest in life, fewer problems in school, improvement in health (sleeping, eating, concentration) and prevention of need for more intensive/costly services.

The following are possible risks of participating in treatment: unexpected changes in relationships, new patterns of behaviors, initial worsening of symptoms, recalling past painful experiences.

The following are possible benefits of not participating in treatment: avoid added stress that change can bring, no unwanted changes at home or school, save time otherwise devoted to treatment, less conflict about child attending treatment, initial cost savings.

The following are possible risks of not participating in treatment: no improvement or worsening of symptoms, no change in situation, added school problems, need for more intensive/costly services.

## Student Rights and Responsibilities

As you begin Mental Health Services through the Warren County Educational Service Center (ESC), it is important you understand your rights and responsibilities as a student. This brochure will help you gain that understanding. Please read it carefully.

### **Student Rights**

#### Confidentiality

As you enter treatment, a student record is started which includes information about your personal history, service plan and progress. This information is shared only with those involved with your treatment. You must provide written consent for anyone outside our agency to have access to your record. However, Warren County ESC Mental Health Services may release information without your consent when a court order is received, if there is an emergency or life-threatening situation, if there is evidence to suggest child abuse, or as otherwise require by law. Records may also be examined by auditors and evaluators to assure quality of services or to substantiate claims for payment (e.g., insurance, Medicaid). SEE "Limits of Confidentiality" on PAGE 23 for details.

All student records are kept in locked files and are seen only by authorized staff with the above exceptions. You may request to see your student record or to have a copy for which there may be a charge. A professional staff member will review it with you. Except for students receiving forensic evaluation services as defined in paragraph (D) (9) of Rule 5122:2-1-01 of the Administrative Code, from a certified forensic center, each student has all of the following rights as listed in paragraphs (D) (1) to (D) (22) of this rule.

- a) The right to be treated with consideration and respect for personal dignity, autonomy and privacy;
- b) The right to service in a humane setting that is the least restrictive feasible as defined in the treatment plan;
- c) The right to be verbally informed of all client rights, and to receive a written copy upon request
- d) The right of the student to have access to information pertinent to the student in sufficient time to facilitate the student's decision making
- e) The right to informed consent, refusal or expression of choice regarding composition of the service delivery team
- f) The right to be informed of one's own condition, of proposed or current services, treatment or therapies, and of the alternatives;
- g) The right to consent to or refuse any service, treatment or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor student;
- h) The right to current, written individualized service plan that addresses one's own mental health, physical health, social and economic needs and that specifies the provision of appropriate and adequate services as available, either directly or by referral;
- i) The right to active and informed participation in the establishment, periodic review and reassessment of the service plan;
- j) The right to freedom from unnecessary or excessive medication, restraint or seclusion;
- k) The right to participate in any appropriate and available agency service, regardless of refusal of one or more services, treatments or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity
- l) The right to be informed of and refuse any unusual or hazardous treatment procedures;
- m) The right to be advised of and refuse observation by techniques such as one-way mirrors, tape recorders, televisions, movies, or photographs;

- n) The right to be evaluated in a physical environment affording as much privacy as feasible.
- o) The right to be involved or decline to be involved in research projects and staff's adherence to research guidelines and ethics when students are involved, if applicable
- p) The right to referrals to self-help support services and advocacy support services
- q) The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense;
- r) The right to confidentiality of communications of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal status, unless release of information is specially authorized by the student or parent or legal guardian of minor student or court-appointed guardian of an adult student in accordance with Rule 5122:2-3-11 of the Administrative Code;
- s) The right to have access to one's own psychiatric, medical, or other treatment records, unless access to particular identified items of information is specifically restricted for the individual student for clear treatment reasons in the student's treatment plan. "Clear Treatment Reasons" shall be understood to mean only severe emotional damage to the student such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the student and other person authorized by the student the factual information about the individual student that necessitates the restriction. The restriction must be reviewed at least annually to retain validity. Any person authorized by the student has unrestricted access to all information. students shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records;
- t) The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event;
- u) The right to receive an explanation of the reasons for denial of service
- v) The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, development disability, inability to pay, or humiliation due to any of these;
- w) The right to know the cost of services;
- x) The right to be fully informed of all rights;
- y) The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service;
- z) The right to file a grievance and the right to have oral and written instructions for filing a grievance;
  - aa) The right to reasonable accommodation to the known physical or mental limitations.
  - bb) The right to freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect.

### **Student Responsibilities**

#### *Funding Sources*

School-based mental health services provided by the Warren County ESC are currently funded through our association with the Ohio Department of Jobs and Family Services, and your respective Warren County school district. Any additional questions regarding funding sources should be directed to Jessica Woody, LPCC-S, Director of Mental Health ([jessica.woody@warrencountyesc.com](mailto:jessica.woody@warrencountyesc.com); 513.695.2900)

### **Other Responsibilities**

A trained mental health therapist will assist you in completing this packet and answer any

questions you may have.

Warren County ESC Mental Health Services is a private not-for-profit corporation and complies with the standards set forth by the Ohio Department of Mental Health and Addiction Services, the Americans with Disabilities Act, and the Rehabilitation Act of 1973.

Our mission is to support school-age youth and their 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.

**Student Rights and Diversity Officer**

Jessica Woody

[Jessica.Woody@warrencountyesc.com](mailto:Jessica.Woody@warrencountyesc.com)

Phone: 513.695.2900

**Health and Safety Officer**

Jason Byrge

[Jason.Byrge@warrencountyesc.com](mailto:Jason.Byrge@warrencountyesc.com)

513-305-0215

## **Fees and Payments**

School-based mental health services provided by the Warren County ESC are currently funded through our association with the Ohio Department of Jobs and Family Services, Warren and Clinton County Mental Health Recover Board and your respective Warren County school district.

The Warren County ESC Mental Health Services policy states that all fees for services will be covered by Medicaid or the contracted position through the district or program. The parent/guardians of students enrolled in programming will not receive bills or statements from the ESC. They may receive EOB documentation regarding the Medicaid billing that has been provided to the managed care organization for reimbursement.

## **Mental Health Grievance Procedure**

Warren County ESC Mental Health Services staff will explain to you any aspects of Client Rights and Grievance procedure upon request. For information, assistance, or to file a grievance, contact the Client Rights Officer:

Jessica Woody, LPCC-S, Director of Mental Health  
Warren County ESC Mental Health Services  
Phone: 513.695.2900  
8:00 a.m. - 4:00 p.m., Monday through Friday

The Client Rights Officer of the ESC is responsible for assisting in the filing of a grievance if needed, receiving grievances on behalf of the agency, investigating grievances, and representing the grievor at agency hearings on the grievance, if desired by the grievor. All clients will have prompt accessibility to the Client Rights Officer.

In a crisis or emergency situation, the client or applicant is verbally advised of at least the immediate pertinent rights, such as the right to consent or refuse the offered treatment and the consequences of that agreement or refusal. Written copy and full verbal explanation of the Client Rights may be delayed to a subsequent meeting. Clients or recipients of the type of services specified as "community services" (information and referral, consultation, mental health education, prevention, training service as described in Rule 5122:2-1-02 of the Administrative Code) may have a copy and explanation of the Client Rights policy upon request.

Any client who feels his/her rights have been violated or who feels he/she has not received proper treatment in any aspect of the Warren County ESC Mental Health Services may use this procedure:

The grievor is to bring the grievance, verbally or in writing, to the Client Rights Officer of ESC, or to the attention of any staff member. If the client brings the grievance to a staff member, that staff person becomes responsible for ensuring that the grievance is promptly given to the Client Rights Officer. Upon receiving a grievance, the Client Rights Officer will notify the designated ESC Administrator in writing that a grievance has been initiated, and will notify the client, also in writing, that the initial written investigation and a proposed resolution—both done by the Client Rights Officer and the designated ESC Administrator will be completed within ten (10) days. Additionally, the client shall be informed that he/she or his/her designated representative may have access, upon request, to an impartial decision-maker within twenty (20) days of filing a grievance. The impartial decision-maker shall be the Grievance Committee, meeting as a whole. Time from grievance filing date to grievance resolution may not exceed twenty (20) days. In sum, the flow of a grievance would be as follows: The grievance is filed with the Client Rights Officer who investigates and suggests a resolution within ten (10) days. If the suggested resolution is not satisfactory to the client, he/she or his/her designated representative may request a hearing before the Grievance Committee as a whole. Such a meeting before the Committee and the committee's decision must occur within twenty (20) days of the grievance was filed. The investigation and proposed resolutions shall be documented in full and sent to the ESC Administrator and the Program Coordinator.

The Client Rights Officer of the ESC will advise the grievor of outside entities at the time the grievance is submitted. He/she will inform the grievor to file with the agencies listed below if desired, or if not satisfied with the agency's investigation and proposed resolutions:

Warren County Educational Service Center  
1879 Deerfield Road  
Lebanon, Ohio 45036

Ohio Department of Mental Health & Addiction Services  
30 East Broad Street, 33<sup>rd</sup> fl  
Columbus, Ohio 43215

Disability Rights Ohio  
200 Civic Center Dr. Suite 300  
Columbus, Ohio 43215

Attorney General's Office, Medicaid Fraud Control Section  
30 East Broad Street, 17th floor  
Columbus, Ohio 43266-0410

Governor's Office for Advocacy for People with Disabilities  
8 E. Long Street, 7th Floor  
Columbus, Ohio 43266-0400

US Department of Health & Human Services  
233 N. Michigan Ave, Suite 240  
Chicago, Illinois 60601

State of Ohio Counselor, Social Worker, Marriage & Family Therapist Board  
77 S. High St, 24<sup>th</sup> Floor, Room 2468  
Columbus, Ohio 43215

Ohio Association of County Behavioral health Authorities  
175 S. Third St, Suite 900  
Columbus, Ohio 43215

Ohio Attorney General's Office  
30 E. Broad St., 14<sup>th</sup> Floor  
Columbus, Ohio 43215

A written notification and explanation of the resolutions will be provided to the client, or to the griever if other than the client, with the client's written permission. All such written notifications must be provided within twenty (20) days of the filing of the grievance. In addition, a copy will be provided, upon written request, to the Warren County ESC Mental Health Services Associate grieved against.

If the grievance is filed against the Client Rights Officer of Warren County ESC, a Conciliatory Officer will be appointed by the Superintendent or designee to make the initial investigation and proposed resolution.

If the griever is not satisfied with the findings or decision of the Grievance Committee, he/she may appeal the grievance, in writing, to the Executive Committee of the Board of Education within five (5) working days.

The ESC Administrator and the Program Coordinator of Warren County ESC Mental Health Services will provide, upon request and a signed release of information form, all relevant

information about the grievance to one or more of the specified organizations to which the grievor has initiated a complaint.

If a staff member has a concern regarding a client rights issue but is unsure whether it warrants a grievance, he or she may attend a Grievance Committee meeting to discuss the concern. At that point the Committee will decide whether a grievance should be filed.

The agency pledges full support of the ESC Administrator and Program Coordinator of Mental Health Services for both whatever provisions must be made to provide for prompt accessibility to the grievor, and whatever steps may be necessary to assure compliance with the grievance procedure.

Copies of this Grievance procedure shall be posted in a conspicuous location in the building, and written copies shall be distributed to each applicant or each client upon request.

The Client Rights Officer will be responsible to keep records of all grievances. Agency records will be available for review by the Mental Health Recovery Services of Warren & Clinton Counties and by OMHAS.

An annual summary of all grievances and their resolution is submitted to the above Mental Health Recovery Services for their review.

A written analysis of all formal complaints will be conducted annually, and analyzed by QA/PI committee to determine trends, identify areas in need of improvement and describe any actions to be taken.

## Privacy and Confidentiality Policy

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.

### 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.

### 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.

### **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: 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.

### 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.

## **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:

### **Director of Mental Health**

Jessica Woody, LPCC-S

[jessica.woody@warrencountyesc.com](mailto:jessica.woody@warrencountyesc.com)

Office: 513.695.2900

A formal complaint is dissatisfaction, displeasure, disapproval, or discontent expressed about the services being rendered by the mental health department. The formal complaint should be submitted in writing or electronically via a link that can be sent by all staff. Students or parent/guardians may submit formal complaints to the mental health department within the program or district that they are served. Forms can be found within each office building and are available on the [warrencountyesc.com](http://warrencountyesc.com) website. They may submit formal complaints additionally to Jessica Woody at [jessica.woody@warrencountyesc.com](mailto:jessica.woody@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.

### **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.

## 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 teams want to collaborate 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 person-centered treatment plan at the onset of counseling and for plan review/updates as needed.

### Contacts:

Please feel free to contact your child's therapist for details on how to involve yourself in your child's treatment, or contact Jessica Woody, LPCC-S, Director of Mental Health, 513.695.2900 for questions or comments. **We welcome your ideas and suggestions.**

## **Health and 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**

Jason Byrge

[jason.byrge@warrencountyesc.com](mailto:jason.byrge@warrencountyesc.com)

**Code of Ethics and Conduct**  
**The Warren County Educational Service Center**  
**Mental Health Services**

The Warren County Educational Service Center - Mental Health Services is committed to complying with all legal, professional, and ethical obligations that apply to business, marketing, service delivery, professional responsibilities, prohibition of waste, fraud, and abuse and 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.

**1. 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.

**2. Marketing**

The Board shall not permit the collection, disclosure, or use of personal information collected from students for the purpose of marketing or for selling that information (or otherwise providing that information to others for that purpose). ESC Policy 8330

**3. Contractual Relationships**

The Governing Board prohibits discrimination against any employee or applicant based upon his/her disability. As such, the Board will not engage in employment practices or adopt policies that discriminate on the basis of disability, or otherwise discriminate against qualified individuals with disabilities in regard to job application procedures, the hiring, advancement or discharge of employees, employee compensation, job training, or other terms, conditions and privileges of employment. The Board further will not limit, segregate or classify applicants or employees in any way that adversely affects their opportunities or status because of disability. Additionally, the Board will not participate in any contractual or other relationships that have the effect of subjecting qualified individuals with disabilities who are applicants or employees to discrimination on the basis of disability. ESC Policy 1623

**4. 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.

**5. Use of Social Media**

Social media shall be defined as internet-based applications (such as Facebook, MySpace, Twitter, et cetera) that turn communication into interactive dialogue between users. The Board authorizes the instructional staff to access social media from the Center's network, provided such access has an educational purpose for which the instructional staff member has the prior approval of the Principal. However, personal access and use of social media, blogs, or chat

rooms from the Center's network is expressly prohibited and shall subject students to discipline in accordance with Board policy. The Board authorizes the access and use of social media from the Center's network to increase awareness of Center programs and activities, as well as to promote achievements of staff and students, provided such access and use is approved in advance by the Superintendent. ESC Policy 7540

## **6. Service Delivery**

### **a. Exchange of Gifts, Money, or Gratuities**

Staff members shall not accept any form of compensation from vendors that might influence their recommendations on the eventual purchase of equipment, supplies, or services. Furthermore, professional staff members shall not accept any compensation from a vendor after a decision has been made to purchase equipment, supplies, or services from said vendor. In addition, professional staff members who recommend purchases shall not enter into a contractual arrangement with a vendor seeking to do business with the Educational Service Center, or a vendor with whom the Center is doing business, whereby an individual professional staff member receives compensation in any form for services rendered. Such compensation includes, but is not limited to, cash, checks, stocks, or any other form of securities, and gifts such as televisions, microwave ovens, computers, discount certificates, travel vouchers, tickets, passes, and other such things of value. In the event that a professional staff member receives such compensation, albeit unsolicited, from a vendor, the professional staff member shall notify the Treasurer, in writing, that s/he received such compensation and shall thereafter promptly transmit said compensation to the Treasurer. ESC Policy 3024

### **b. Personal Fundraising**

Any request from civic institutions, charitable organizations, or special interest groups which involve such activities as patriotic functions, contests, exhibits, sales of products to and by students, sending promotional materials home with students, graduation prizes, fundraising, and free teaching materials must be carefully reviewed to ensure that such activities promote student interests. ESC Policy 9700

### **c. Personal Property**

Staff may wish to bring personal property to school either for reasons associated with administrative responsibilities or for use during off-duty time. This practice is permitted provided it is understood that the Board is not responsible for any loss, damage, or misuse of said property. ESC Policy 1481

### **d. Setting Boundaries**

Professional staff members shall maintain a standard of care for the supervision, control, and protection of students commensurate with their assigned duties and responsibilities and are expected to establish and maintain professional staff/student boundaries that are consistent with their legal, professional and ethical duty of care for students. The Superintendent shall maintain and enforce the following standards: A professional staff member shall report immediately to a building administrator any accident, safety hazard, or other potentially harmful condition or situation s/he detects. A professional staff member shall provide proper instruction in safety matters as presented in assigned course guides. Each professional staff member shall immediately report to a building administrator knowledge of threats of violence by students. A professional staff member shall not send students on any personal errands. A professional staff member shall not associate or fraternize with students at any time in a manner that may give the appearance of impropriety, including, but not limited to, the creation or participation in any

situation or activity that could be considered abusive or sexually suggestive or involve harmful substances such as illegal drugs, alcohol or tobacco. Any sexual or other inappropriate conduct with a student by any staff member will subject the offender to potential criminal prosecution and disciplinary action by the Board up to and including termination of employment. If a student approaches a staff member to seek advice or to ask questions regarding a personal problem related to sexual behavior, substance abuse, mental or physical health, and/or family relationships, etc., the staff member may attempt to assist the student by facilitating contact with certified or licensed individuals in the Educational Service Center or community who specialize in the assessment, diagnosis, and treatment of the student's stated problem. However, under no circumstances should a staff member attempt, unless properly licensed and authorized to do so, to counsel, assess, diagnose, or treat the student's problem or behavior, nor should such staff member inappropriately disclose personally identifiable information concerning the student to third persons not specifically authorized by law. A professional staff member shall not transport students in a private vehicle without the approval of the principal/supervisor. A student shall not be required to perform work or services that may be detrimental to his/her health. Staff members shall only engage in electronic communication with students via email, texting, social media and/or online networking media, such as Facebook, Twitter, YouTube, MySpace, Skype, blogs, etc., when such communication is directly related to curricular matters or co-curricular/extracurricular events or activities with prior approval of the principal. Since most information concerning a child in school, other than directory information described in Policy 8330, is confidential under Federal and State laws, any staff member who shares confidential information with another person not authorized to receive the information may be subject to discipline and/or civil liability. This includes, but is not limited to, information concerning assessments, grades, behavior, family background, and alleged child abuse. ESC Policy 3213

#### **e. Witnessing of Legal Documents**

Staff may be served with legal documents (1) requesting not only public records (such as employees' personnel files), but also student education records and other documents and electronically stored information maintained by the Educational Service Center, or (2) directing them to testify at a deposition or hearing concerning issues that fall within the employees' employment responsibilities. An employee served with legal documents in his/her official capacity as a Board employee shall immediately provide copies of those legal documents to his/her Principal or site administrator. The Principal or site administrator shall immediately furnish copies to the Superintendent and shall follow his/her directives. Generally, confidential personnel records, student records, or personal observations or opinions about student behavior/academic performance do not have to be disclosed. The law makes an exception for a subpoena or court order. Board policy requires the Principal or a site administrator to release only the documents specifically identified in the subpoena or order. In circumstances where, in responding to a subpoena or order, information is developed or summarized from the student's education records, a copy of that information and a statement of the purpose for which it was prepared shall be filed in the student's cumulative folder. If doing so is in the Board's best interest, the Principal or site administrator or Board attorney may accompany the employee to the deposition or hearing. ESC Policy 8325

### **7. 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 members 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 cultural competency.

## **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.

## **9. Organizational Fundraising**

No person or organization may solicit funds in any WCESC program without the permission of the superintendent. WCESC facilities may not be used for private sales or fundraising. All approved vendors will either make a donation back to WCESC or have some value to employees. ESC Policy 9700

## **10. Prohibition of Waste, Fraud, Abuse, and Any Other Wrongdoing**

In order to provide reasonable assurance that all assets, including Federal, State, and local funds, are safeguarded against waste, loss, unauthorized use, or misappropriation, the Treasurer shall implement internal controls in the area of cash management. ESC Policy 6112

Any person may openly or anonymously report any ethical concern or question, or any potential or actual legal or financial violation including fraud, waste, and misuse of resources, or accounting, auditing or record-keeping matters to the Compliance Officer. For reports that are not made anonymously, confidentiality will be maintained to the extent possible while permitting an appropriate investigation.

## **11. 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.

## **12. 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 students, and the public.

## **13. 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.

#### **14. 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 to be directed to him at 513.310.4135. 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.

#### **15. 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 training 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.

#### **16. Education on Ethical Codes**

Ethical Codes are written and reviewed by the QAPI team within the MHS Department. These codes are reviewed at the beginning of every school year and at time of hire. They are printed in our orientation packet in order to ensure that they are shared with families, clients and stakeholders during the course of the school year.

#### **17. Corporate Citizenship**

WCESC-MHS strives to be educated on the issues pertaining to caregivers of students served. By participating in local community groups and collaborating with other mental health providers in the area, their involvement with this process is active and responsive.

## 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
- 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

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 the Pediatric Symptom Checklist (PSC-17) to help gauge outcomes in mental health services. This evidence-based tool as well as satisfaction surveys assist in monitoring progress and experience in services. We strive 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.

## Cultural Compliance, Diversity and Inclusion 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 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
- 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

We actively engage youth and families in all aspects of service delivery. The Person-Centered 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 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.

## **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**

Director of Mental Health

Jessica Woody

[jessica.woody@warrencountyesc.com](mailto:jessica.woody@warrencountyesc.com)

Cell: 513.310.4135

## What is a Crisis?

<b>Situation:</b>	<b>Response:</b>	<b>Contact Numbers:</b>
My child is SUICIDAL or HOMICIDAL and has OVERDOSED or has said they have OVERDOSED or have CUT on themselves or done other HARM.	Call 9.1.1. and seek IMMEDIATE assistance from trained medical professionals. Call your child's mental health staff member the next day to provide updates.	9.1.1. -or- The Nearest ER/Hospital
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 -or- Call the contact numbers for crisis	877-695-6333  988
My child is NOT SUICIDAL but is CUTTING on themselves and has made actual cuts into skin and these cuts ARE <b>NOT</b> LIFE THREATENING.	Take your child to the nearest ER for a Medical Psychiatric Evaluation.	Cincinnati Children's Psychiatric Intake Response Center (PIRC): 513-636-4124 -or- The Nearest ER/Hospital
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 <b>UNKNOWN</b> .	Call your local POLICE and make the necessary reports.	Your Local Police
My child has RUNAWAY and his/her whereabouts ARE <b>KNOWN</b> .	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.	Call your child's therapist and leave a voice mail message -or- Bring your child to school the next school day and talk directly with your child's therapist.	
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.	Warren County Crisis 24-hr Mental Health & Suicide Hotline Daytime/Weekends: 877-695-6333 After Hours Hotline 5:00 p.m. – 8:00 a.m. & Weekends
My child is OUT OF MEDICATIONS.	Call the prescribing physician for a refill prescription.	Your Doctor or Pharmacy

## HOMELESS/HOUSING

Family Promise of Warren County: 513-934-5250  
Warren Metropolitan Housing Authority (subsidized):  
513-695-3380  
Bernie's Place Shelter: 513-494-2307  
Haven House Shelter (Specific Eligibility): 513-863-8866  
Hope House Center for Men Shelter: 513-424-4673  
Hope House Center for Women & Children Shelter:  
513-217-5056  
New Housing Ohio: 513-554-4567  
Habitat For Humanity: 513-621-4147

## TRANSPORTATION

Franklin Township Senior Bus: 937-743-8100  
Metro to Cincinnati: 513-621-4455  
Warren County Transit: 888-297-0990  
WCCS Senior Transport (Medical/Non-Medical):  
513-695-2222  
Universal Transit Service: 800-339-0323  
Non-Emergency Transportation (Medicaid): 513-695-1450

## UTILITY/EMERGENCY ASSISTANCE

Home Energy Assistance Program: 513-970-6737  
Home Weatherization Assistance Program: 800-617-2673  
St Vincent DePaul Social Services: 513-421-0602  
Salvation Army (WCCS): 513-695-2238  
Salvation Army (Franklin Area Community Services):  
937-746-7791  
Warren County Job & Family Services – PRC:  
513-695-1420

## EMPLOYMENT

LEAD Training: 513-441-0027  
Ohio Means Jobs: 513-695-1130  
Warren County Career Center Adult Program:  
513-932-8145

## EMERGENCY CONTACT NUMBERS

American Red Cross: 1-800-733-2767  
Crisis/Suicide Hotline: 9-8-8 or 877-695-6333  
Developmental Disabilities Emergency Line: 800-800-6847  
Domestic Violence & Rape Crisis Hotline: 888-860-4084  
Heroin Hotline: 844-427-4747  
Women Helping Women 24/7 Crisis Line: 513-381-5610

## WARREN COUNTY GOVT. OFFICES

MAIN number for Warren County Offices: 513-695-1000  
Children Services (Warren County): 513-695-1546  
Clerk of Courts: 513-695-1120  
Division of Human Services: 513-695-1420  
IVR-Benefit Status Information: 844-640-6446  
Warren County Sheriff's Office: 513-695-1280  
Veteran's Services Office: 513-695-2717

## ABUSE/DOMESTIC VIOLENCE

Safe on Main: 513-695-1107  
Adult Protective Services & Elder Abuse (60+):  
513-695-1423  
Child Abuse Reporting: 513-695-1546

## CLOTHING NEEDS

Goodwill Easter Seals: 513-228-1017  
Lebanon Free Store: 513-932-1614  
Lebanon Goodwill Store: 513-932-6856  
Salvation Army Family Stores: 800-728-7825  
St Vincent DePaul / Mason Thrift Store: 513-492-7940  
Tabitha's Closet (Maineville): 513-800-1295  
Vineyard Downtown Help Center (Franklin): 937-746-1435

## GENERAL COUNSELING SERVICES

Butler Behavioral Health: 513-896-7887  
Cancer Family Care: 513-298-7794  
New Reflections Counseling: 937-396-7077

## RESOURCES PROVIDED BY UNITED WAY OF WARREN COUNTY



Provides our community with a free prescription discount card. The SingleCare card can lower the cost of medicine by an average of 30% or more for individuals without insurance or who take medication that is not covered by their plan. Scan the QR code below to get your prescription discount card and present it to your local participating pharmacy.

SCAN HERE TO GET YOUR PRESCRIPTION DISCOUNT CARD:



2-1-1

Get Connected. Get Help.™

Need help? Call 2-1-1 to get connected to expert, caring help right away. Every call is completely confidential.

## CONNECT WITH US!



## SUBSTANCE USE COUNSELING

Alcoholics Anonymous: 513-351-0422  
Narcotics Anonymous: 800-587-4232  
SAMHSA: 800-662-4357  
Solutions Community Counseling & Recovery:  
Lebanon: 513-228-7800  
Springboro: 937-746-1154

## LEGAL COUNSELING

Legal Aid Society: 513-241-9400  
ProSeniors: 513-345-4160

## MENTAL HEALTH COUNSELING

Community First Solutions: 513-868-3210  
Lindner Center of Hope: 513-536-4673  
Talbert House, Franklin: 937-723-0883  
Talbert House, Lebanon: 513-932-4337  
Solutions Community Counseling: 513-228-7800

## FAMILY SUPPORTS

Big Brothers/Big Sisters: 513-421-4120  
Beech Acres Parenting Center: 513-231-6630  
Child Advocacy Center: 513-695-3100  
Kinship Care Program: 513-695-1546  
People Working Cooperatively: 513-351-7921  
WIC Program: 513-695-1217  
Home For Life: 513-423-5433  
4C For Children: 513-221-0033  
Job and Family Services: 513-695-1420

## SENIOR SUPPORTS

Community First Solutions: 513-868-3210  
Council on Aging of Southwest Ohio: 513-721-1025  
Ohio Living - Home Health/Hospice: 614-888-7800  
WCCS - Elderly Services: 513-695-2271  
(Aging Services Programs, Care Management, Housing, Transportation, Support services, 743 Senior Center, Congregate Meals, Nutrition)  
Meals on Wheels: 513-695-2256  
TriHealth Senior Health: 513-569-6111



# FIRST CALL FOR HELP

WARREN COUNTY RESOURCE DIRECTORY

This community resource is made possible through the support of your local United Way of Warren County.

WELCOME TO WARREN COUNTY, OHIO

## FOOD SUPPORTS

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  
Shared Harvest Foodbank: 513-874-0114  
SNAP: 513-695-1420  
WIC Program: 513-695-1217  
Meals on Wheels: 513-695-2256

## HEALTH SUPPORTS

Centerpoint Health: 513-318-1188  
Help Me Grow (Birth - 3yrs): 513-695-2900  
Medicaid: 1-800-633-4227  
Medicaid: 513-695-1420  
Ohio Medicaid Consumer Hotline: 800-324-8680  
Warren County Combined Health District: 513-695-1228  
Women's Center of Ohio (Pregnancy): 513-934-1777

## DISABILITIES

Abilities First: 513-423-9496  
Opp. for Ohioans with Disabilities: 800-686-3323  
Social Security Office: 800-772-1213  
WC Board of Development Disabilities: 513-228-6400

## 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 Blind & Visually Impaired: 513-221-8558

## VETERANS

Veterans Service Office: 513-695-2717