

Behavioral Health Services

Mission

Compelled by the love and teachings of Jesus Christ, Catholic Charities of Southeast Michigan provides loving service to those in need in the Archdiocese of Detroit. Services are provided without regard to religion, race, gender, age or class.



Providing Help. Giving Hope.

1-855-88-CCSEM (22736)

info@ccsem.org

www.ccsem.org



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Counseling Locations

Lapeer County 700 South Main Street
Suite 211
Lapeer, MI 48446
810-664-4646

Macomb County 15945 Canal Road
Clinton Township, MI 48038
586-416-2300

Monroe County 1070 South Telegraph Road
Monroe, MI 48161
734-240-3850

Oakland County 715 North Lapeer Road
Lake Orion, MI 48362
248-693-7526

1424 East Eleven Mile Road
Royal Oak, MI 48067
248-548-4044

1370 North Oakland Boulevard
Suite 105
Waterford, MI 48327
248-666-8870

St. Clair County 2601 Thirteenth Street
Port Huron, MI 48060
810-987-9100

“The works of Catholic Charities of Southeast Michigan are works of mercy. We are an instrument of God’s love and mercy.”

— *The Most Reverend Allen H. Vigneron, Archbishop of Detroit*

Other Services

CCSEM is invested in families and in our community. Some of the other services we offer include:

Adoption and Foster Care

- Including special care adoptions

Senior and Volunteer Services

- Older adult day care
- Retired senior volunteer programs
- Senior companion
- Counseling for older adults

Family Preservation

- Project Hope and case management for expectant mothers
- Prenatal and parenting education
- Self-sufficiency and life skills programs
- Crisis navigation services

Hispanic Outreach Services

- Parenting
- Outreach
- Child mentoring
- After-school and summer programs
- Resettlement services

Immigration and Refugee Services

- Orientation and education
- Interpretation, transportation, referrals
- Legal consultations
- Basic needs support
- Advocacy

You may ask your therapist or the front desk staff for information about any of these programs.

Behavioral Health Services Client Handbook

Who We Are

Catholic Charities of Southeast Michigan (CCSEM) is a private, nonprofit organization that provides quality mental health and substance abuse services to children, adolescents and adults—individuals, couples and families—in a caring and professional environment. These services are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).

Through our services, projects and programs, CCSEM strives to be responsive to the needs of our clients and to our community. In addition to our services, CCSEM provides information about numerous community resources. Please ask your therapist if you have questions about job training, housing, emergency financial assistance, legal resources or other needs.

Person-centered Planning

CCSEM believes it is essential that you take an active role in all aspects of your treatment. Your right to have a person-centered plan relies on your being an active participant in your treatment. All of our services are aimed at assisting you to meet treatment goals that enable you to live a more satisfying life.

A plan of service will be developed by you and your therapist based on the goals you specify. You are welcome to invite family members or other individuals who you feel would be beneficial in developing your treatment plan. As part of your services, you will be asked to review this plan on a periodic basis. In addition, you have the right to obtain information regarding your progress in treatment at any time.

Outpatient Services

Behavioral health services are available at most CCSEM locations. These services are focused on treatment of psychiatric disorders and substance abuse issues. They are staffed by social workers, psychologists, counselors and psychiatrists. Treatment can include individual, group, family and couples therapy, and medication review. The treatment provided at CCSEM is short-term and solution-focused. Individuals who have co-occurring disorders may also be seen in this program.

Please be aware that drug testing is required for those in substance abuse treatment. There may be fees for this, and you should consult with your therapist about these fees.

A CCSEM intake specialist will provide you with information about all of our programs. You and the intake specialist will determine whether or not the services offered here are appropriate for you. The intake specialist will then assist you in making arrangements to begin treatment. You and your therapist will make all decisions regarding your treatment here (see page 5). The frequency of appointments is part of this decision-making process. Family members and friends are encouraged to be involved in your treatment if you feel that would be beneficial.

Please note that CCSEM does not use seclusion, restraint, or other intrusive treatment procedures.

Dispute Resolution

As a mental health and/or substance abuse client, you have the right to receive the services to help you in your recovery. Your individual plan of service or treatment plan, developed through the person-centered planning process, describes the services CCSEM will provide. If you do not agree with the scope, duration or intensity of the services and supports included in the treatment plan, CCSEM will attempt to resolve any concern you may have. Should you need assistance, any CCSEM staff member or the Office of Recipient Rights will be glad to provide the information you need to file your grievance. Grievance forms will be responded to within three business days. All complaints are confidential.

For Medicaid clients only: If you do not agree with the scope, duration or intensity of the services you receive, you may request a Michigan Department of Community Health administrative hearing before an administrative hearing law judge. The request must be in writing and signed by you and your authorized hearing representative. To request an administrative hearing, complete a “Hearing Request” form and mail to:

**Administrative Tribunal
Michigan Department of Community Health
P.O. Box 30195
Lansing, MI 48909-7695**

Call 517-335-9384 for more information.

Your Opinion Is Important

If you have a comment about our services, please let us know. We conduct periodic satisfaction surveys. By completing these, you can give us valuable information to improve our services. Please review the Code of Ethics required for all CCSEM staff posted in the lobby for additional information.

Discharge Planning

Clients may receive services for different lengths of time depending on their needs. Discharge planning begins in your first session so you can identify the criteria you would like to achieve to successfully complete treatment. The reasons for ending treatment differ for each person and will be determined by you and your therapist. If you move, obtain insurance which we do not accept, or have clinical needs we are unable to address, a transfer to another agency or mental health professional may be necessary. Other criteria for discharge are given to you at intake. In circumstances where a more specialized service may be beneficial, your therapist will discuss this recommendation with you.

In order to provide quality care, your cooperation is needed. If you frequently fail to keep appointments or do not schedule appointments for some time, you may be discharged from treatment. We will assist you in finding an alternative for treatment. If your situation changes, you may contact us at any time to resume treatment.

Privacy

All of the information you provide to CCSEM is confidential. Federal and state laws require us to protect all private health care information. Though we can listen to the concerns of family members, we cannot provide information to them without your written consent. The only exceptions are: (1) if we receive a court order; (2) if withholding the information would place you at risk; (3) if third-party payers request the information to process your claim; or (4) if we suspect abuse of a child or an at-risk adult.

We have provided you with the Health Insurance Portability Assurance Act information as found in the Privacy Notice.

We will request that you sign a release to anyone you feel is important for us to contact. You may decline to do this.

Starting Treatment

When you first come to CCSEM, you will meet with a qualified staff member to conduct an assessment. Their job is to gather information and to begin the planning process for your treatment.

You will be asked to complete forms that help us work with you more effectively. Also, you will be given information about your rights. We will discuss your eligibility for our programs at that time. The health information you provide will alert us to any health problems you may have. It is important that we obtain accurate information.

We will ask you for information about your insurance and your income. If you have an ability to pay, we will discuss this with you.

Many of our clients take psychiatric medications or may benefit from discussing the benefits of medication with a doctor. When clinically indicated, your therapist can refer you to a psychiatrist in your area.

Our Doctors

This section addresses psychiatric services where available.

The psychiatrists at CCSEM are fully licensed and board-certified physicians. They specialize in treating those who have difficulty with their moods and thoughts.

If needed, you may also meet with a staff psychiatrist for a complete evaluation. If the doctor recommends medication, you will need to see the doctor on a regular basis. Medication review appointments with the doctor are arranged by our support staff.

The doctor will need to know all of the medications you are currently taking. If your medications have changed since you and your therapist documented them in your chart, please be sure to alert the doctor to those changes. The doctor may also require lab tests such as blood work or a pregnancy test.

Side effects from medications are always a possibility. Your doctor will discuss these with you and advise you on the best ways to manage this. If you feel that side effects from medication are causing you great distress, contact CCSEM and we will have the doctor connect with you as soon as possible. You should contact the nearest urgent care facility if you believe you should be seen immediately.

Due to the limited hours doctors are immediately available, we request that if you are unable to keep your scheduled appointment that you provide at least 24 hours' notice. At the time you are finished with your treatment, your primary care physician will need to take over the prescription of any medications you have been prescribed by the CCSEM psychiatrist. Your consent to our communication with your primary care physician is critical for your ongoing medication management if medication becomes your primary need or if your prescription is working very well for you and no longer requires a psychiatrist's monitoring. We can give you referrals if you do not currently have a primary care physician.

Payment

CCSEM accepts insurance from many major providers as well as Medicaid HMOs and Medicare. You are responsible for paying any deductibles and co-pays required by your insurance provider. Individuals who have no mental health care coverage are assessed a fee based on their ability to pay. We are required to obtain information about your financial status to determine if you qualify for reduced costs for our services. At the time of intake you will be asked to fill out a fee determination that will be reviewed by the intake specialist. This should be updated on a regular basis.

If you have any questions regarding your fee, the support staff or your therapist will be glad to discuss this with you. **You must come to your appointments prepared to pay for services.** Clients who do not pay their fee for two or more sessions will have services postponed until a payment is made.

Good treatment requires clients to keep their scheduled appointments. If a client fails to provide 24 hours' notice for a cancellation or fails to show up for an appointment, a fee will be assessed to the client. Please review the Service Fee Agreement for these fees.

Rules and Responsibilities

It is important that programs at CCSEM be safe for everyone. Please be aware of the following:

- There is no smoking inside any CCSEM building.
- No weapons or drugs may be brought inside CCSEM buildings.
- Threatening other clients or CCSEM staff is not permitted.

Failure to abide by these rules may result in immediate involuntary discharge from services. If a client violates the program rules, conditions of treatment or responsibilities, the therapist may make a recommendation to the site manager that the client be involuntarily discharged. The site manager will review the charges and the client's file to make a final determination. Involuntary discharges may occur only at the discretion of the site manager or program director. You will receive written notification of that decision within seven working days, which will be sent to your last known address. If you have been involuntarily discharged, you may reapply for services within 60 days by contacting the site manager or program director. Threatening CCSEM staff will result in a discharge and referral to another agency.