



Daybreak, Inc. Consumer Orientation Guide

For Consumers of Daybreak Incorporated

This Book will provide the consumer with information about Daybreak, Inc.. This includes what is expected from the consumer and what services Daybreak, Inc. provides. Contact information and the grievance procedure is also located in the book. 1/31/2017

Table of Contents

<u>Topic</u>	<u>Page Number</u>
Mission and Key Points.....	3
Agencies Daybreak, Inc. Works With.....	4
Definition of Consumers Served.....	4-5
Services Daybreak, Inc. Provides.....	5-6
When will Services start?.....	7
Discharge / Transfer Criteria.....	7-8
What Can You Expect?	8-9
Items Not Allowed While Working with Daybreak, Inc.....	9
Conflict of Interest Statement.....	10
Payment For Services.....	10

Confidentiality.....	10
Consumer Rights.....	11
Grievance Procedure.....	12
Hours of Service.....	13
How to Contact Daybreak, Inc.....	13
My list of contact numbers	14
Receipt of Orientation Guide.....	15

Mission:

The purpose of Daybreak, Inc. is to provide case management and to assist in developing life skills for people who experience a mental illness /mental illness and TBI. To provide a community in which their personal, physical, emotional and spiritual needs are met and their highest potentials and aspirations are encouraged.

Values:

“Daybreak, Inc.’s vision is to be the state leader in mental health case management, advocacy and related mental health services. We assist our consumers in finding “their keys to recovery” through respect and continuous improvement driven by the integrity, teamwork, and innovation of our staff”

Key Points

❖ Shared Responsibility

We value working together with the individual, the family and the community. We strive to honor the dignity of every individual. We see the journey to wellness being traveled in shared responsibility and partnership with those for whom we provide services.

❖ Commitment to Quality

We strive to provide the best services for individuals who have been diagnosed with a severe mental illness. We employ fully qualified staff in all positions, and we commit ourselves to recruiting and training staff to ensure longevity in the position. We structure our organization to optimize the skills and contribution of our staff.

❖ Family Wellness

We value the family as the heart of the community. We work to promote wellness that goes beyond absence of illness and prevention of disease. We encourage physical, mental, social, spiritual and economic wellness in the individual, the family, the community and the world in which we live.

Agencies & Individuals we collaborate with closely:

- Mat-Su Health Services
- Providence Behavioral Medicine
- Christy Hill, ANP
- Megha Hammaker, ANP
- Alaska Family Services
- Palmer Court System
- Office of Children’s Services
- Valley Residential Services
- Set Free Alaska
- Private physicians
- Division of Behavioral Health
- Alaska Brain Injury Network

Definition of the consumers we serve

✚ Serious Mental Illness (SMI) and SMI with Traumatic Brain Injury (TBI)

A recipient must be 18 years of age or older who:

- Has or at any time in the past year has a diagnosable mental, emotional, or behavioral disorder of sufficient duration to meet diagnostic criteria specified with the American Psychiatric Associations *Diagnostic and Statistical Manual of Mental Disorders* that has resulted in a functional impairment (a disorder that substantially interferes with or prevents functioning of episodic, recurrent, or continuous duration and **not** as a result of temporary, expected responses to stressful events in the recipients environment) which substantially interferes with or limits one or more life activities, including
 - Basic daily living skills, such as personal safety, eating, and person hygiene;
 - Instrumental living skills, such as managing money and negotiating transportation;
 - Functioning in social, family, or vocational/educational contexts

Daybreak ensures two things:

1. That the consumer is currently connected to a mental health provider:
 - a. Psychiatric Nurse
 - b. Psychiatrist
 - c. Medical provider prescribing psychiatric medications
2. That the consumer has a Mental Health diagnosis that meets the state definition.

Examples are:

- Schizophrenia
- Bi-polar disorder
- Major Depression
- PTSD
- Anxiety

Services we provide

Case Management

“Case management” means assistance to recipient and the recipient’s family in accessing and coordinating high quality needed services, including:

- a) Medical, psychiatric, and mental health services;
- b) Substance use treatment;
- c) Educational, vocational, and social supports; and
- d) Community-based services, related assessments, and post-discharge follow-up activities.

Medicaid will pay a case manager for case management only if it is for the following purposes:

1. Coordinating assessments and service deliver
2. Providing linkage between the recipient and other needed services
3. Providing advocacy and support for the recipient’s social, educational, legal, and treatment needs.

 **Comprehensive community support services for adults (skill building)**

Comprehensive community support services for adults are limited to:

- 1) Teaching life skills to restore the recipients functioning;
- 2) Counseling focused on functional improvement, recovery, and relapse prevention;
- 3) Encouraging and coaching.

Medicaid will pay the case manager/direct service provider if the services:

1. Promote wellness, recovery and resiliency
2. Improve the consumers' overall functioning
3. Assist the consumer to be successful with illness self-management
4. Restore the consumers' capacity for more effective daily functioning and reduce the likelihood of institutionalization or institutional based care
5. Help the consumer develop, maintain, or improve specific self-care, self-direction, communication and social behavior
6. Restore the consumers' ability to engage in normal age appropriate daily activities that may include the use of stores, restaurants, churches, recreational facilities, public transportation and workplaces
7. Restore the behavioral, emotional, or intellectual skills necessary to live, learn or work productively in the consumers' environment, including the following functions of daily living:
 - a. Obtaining and remembering to take prescription medications
 - b. Making appointments for health care and other needs
 - c. Arranging transportation
 - d. Budgeting, meal planning, and grocery shopping
 - e. Choosing safe friends
 - f. Developing appropriate social relationships
 - g. Other daily living responsibilities associated with being a fully functioning adult.

When will services start?

There are several tasks that need to be completed prior obtaining a case manager.

First, the referral is reviewed by the management team to decide if Daybreak is an appropriate “fit” for service delivery.

Second, the clinical director will set up an appointment to complete the intake/ behavioral health assessment. During the initial appoint the consumer will:

Complete the application/face sheet

- All information needs to be completed
- You must provide a photo copy of your ID
- Complete Release of Information forms
- Completion of the Alaska Screening tool and Client Status Review
- Completion of the behavioral health assessment

Third, the clinical director will present the information to the management team and the team will make a recommendation for the assignment of the case manager.

Fourth, the assigned case manager will contact you to set up a meeting to develop **your** treatment plan that will best meet your mental health recovery goals.

- *The treatment plan and a new CSR (Client Status Review) will be reviewed/ completed every three (3) months to measure progress.*

Discharge & transfer of a case

✚ Transition/Discharges

€ Consumer will be discharged from services if

- The case manager has had no contact with the consumer for more than three (3) months.
- The consumer leaves the service area (Mat-Su Valley and Anchorage).
- The consumer is incarcerated or in long term treatment for more than 3 months
- The consumer has made significant progress in their recovery goals.

✚ Transfers

- € Consumers may have part of their services transferred to another agency if the services are not available through Daybreak, Inc..
- € Consumers may also be transferred to another agency if Daybreak, Inc. and the consumer do not feel the services provided are effective.

What we expect from you (remember this is *YOUR* plan for recovery)

1. That you will be a motivated and active participant in the recovery process
 - We expect you will actively help to develop your treatment plans
 - We expect you will honestly review your treatment plans and make suggestions to ensure goals are met
 - We expect that you will work toward your recovery goals
2. That you will call the office / case manager to cancel your appointments
3. That you will attend all legally required appointments, sanctions or court notifications.
4. That you will treat the treatment staff will respect and be courteous

What you can expect from a case manager – (we will only work as hard as you do on your recovery goals)

What we do:

- Advocate for the consumer to meet their mental health recovery goals
- Broker for services with mental health, substance abuse and medical providers.
- Assist in locating services.
- Assist in developing individual treatment plans with the consumer.
- Set healthy professional boundaries with the consumer.
- Develop a relationship built on strengths rather than deficits.
- Ensure the consumer does attend their scheduled appointments.
- Respect the consumer.
- All case managers hold a Bachelor's degree and have worked in social work or human services.

- Case managers will assist you in developing a way to get your plan to get your prescriptions but they cannot be responsible for picking them up and delivering them to you.

What we can't do

1. We **DO NOT** provide transportation as the main service offered.
2. We **CANNOT** provide any medications (this includes but is not limited to pain relievers, cough drops, anti-biotic creams).
3. We **CANNOT** change records because the consumer does not like what was written.
4. We are unable to loan money or items to consumers.

Other things you should know

- We are a mandatory reporting agency, which means we have a duty to report dangerous behavior to the proper authorities (only when necessary).
- The working relationship can be ended by either the consumer or their case manager if there has been no significant progress on the recovery goals.
- If the case manager has not been able to contact you, a welfare check may occur.
- If the case manager has made more than 3 attempts (at a minimum 1 time per month) to contact you and there is no response the file will be reviewed for closure.
- Prescription medications are solely the responsibility of the consumer. Daybreak, Inc. staff will not pick up or deliver the medications to you.
- Daybreak, Inc. does not use seclusions or restraint. The AST or local police department will be called immediately if a consumer is presenting dangerous behavior.
- All consumers are required to wear their seatbelt as designed while riding in Daybreak vehicles.

Items not allowed while working with Daybreak, Inc.

- Smoking is not allowed at the Daybreak, Inc. offices or within 50 feet of the entrance.
- Smoking is not allowed in any of the vehicles used by Daybreak, Inc. staff or consumers.

- Weapons are not allowed on the premises of the Daybreak, Inc. offices or any of the vehicles used by Daybreak, Inc. staff and consumers (including but not limited to: knives, guns, stun guns, etc.)
- Illegal substances are not allowed on the premises of Daybreak, Inc. or the vehicles used by Daybreak, Inc..

Conflict of Interest

- ✚ To avoid the appearance of impropriety, we do not seek or accept cash in any amount, nor gifts, tips, or favors of substantial value provided in connection with the services we provide. Substantial value is defined as \$50.00 for a handmade item and \$20.00 for a purchased item. We acknowledge gifts are commonly exchanged as part of the culture and tradition of Alaska Native and American Indian people. As such, these gifts may be accepted on behalf of Daybreak, Inc. and should be used within Daybreak, Inc. as appropriate. If there are questions about the appropriateness of a gift a discussion will be held with the Executive Staff or Program Managers.

Payment for Services

- ✚ Daybreak, Inc. accepts the following sources of payment
 - Medicaid
 - Self-Pay
 - Staff will work with you to find the payment sources required for you to receive services. In addition, we may assist you in obtaining benefits through advocacy and referral.

Confidentiality Your privacy rights (protected health information)

- ✚ Daybreak, Inc. respects your privacy. We understand that your personal health information is very sensitive. We will not give out your health information to others unless you tell us to do so, or unless the law allows or requires us to do so.
- ✚ The law protects the privacy of the health information we create and obtain in providing our care and services to you. Protected Health Information means any information that is identifiable to you as your personal information, including your symptoms, test results, diagnoses, and treatment, health information from other providers, and billing and payment information relating to these services.
- ✚ Daybreak, Inc. cannot release health information received by another agency to a requesting agency.

Clients Rights

- The right to receive care from Daybreak, Inc. within our capacity and mission and in compliance with the law.
- The right to have your cultural, psychological, spiritual and personal values, beliefs and preferences respected.
- The right to personal dignity.
- The right to be informed about all forms of treatment available.
- The right to expression of choice regarding services.
- The right to view your own record with clinical staff supervision and to a timely response to the request for copies of your record.
- The right to confidentiality of services.
- The right of confidentiality of your records except when court ordered, or you sign a written release of information to share your specific information with specific people or organizations to assist with your care.
- The right to review your billing records and obtain a timely response to the request for copies of the record.
- The right to file a grievance or complaint without reprisal.
- The right to freedom from retaliation and/or humiliation.
- The right to refuse care in accordance with State laws and regulations.
- The right to be informed about the outcomes of provided treatment, including unanticipated outcomes.
- The right to be free of mental, physical, sexual, financial and verbal abuse, neglect and/or exploitation.
- The right to protective and advocacy services.
- The right to know the name, purpose and side effects/contradictions of medications prescribed.

Grievance Procedures

- ✚ During any working relationship there can be differences of opinion on how to best meet a goal. Questioning what is occurring is healthy and having guidelines on how to ask is important. Daybreak, Inc. has included the grievance procedure and the form used so that you can be prepared if questions or concerns arise.

The Process

- ✚ The consumer with the grievance (and/or designated representative) is encouraged to meet with the person(s) involved in the grievance (case manager, or skill builder) in an attempt to find a resolution to the problem. If a solution is reached which is satisfactory to the consumer, no further action is needed.
- ✚ If the grievance is not resolved, the consumer (and/or designated representative) may request a meeting with the supervisor of the program (or designated representative in which the grievance originated). The meeting will be held within five (5) business days of receipt of the grievance. The consumer and the supervisor will discuss the problem and attempt to reach a solution satisfactory to all parties. A written report of this meeting with corrective action will be completed and a copy given to the consumer.
- ✚ If a solution cannot be reached, a private meeting between the consumer (and/or designated representative) and the Chief Executive Officer will be scheduled within five (5) business days of the meeting with the supervisor. The Chief Executive Officer will be provided with notes from the previous meeting. A written summary of the formal grievance heard by the Chief Executive will be recorded including corrective action.
- ✚ If a resolution has not yet been accomplished, the consumer (and/or representative) is directed to contact the Division of Mental Health and Developmental Disabilities. A copy of the formal grievance will be forwarded to the Division of Mental Health and Developmental Disabilities. The phone number is Toll Free 1-800-465-4828 or 1-907-352-6301.

Hours of Service:

If you are experiencing a crisis please call: (907) 376-2411 or 911

- Daybreak, Inc. office hours are from 8:30am-4:30pm Monday through Friday. *Case managers are rarely in the Daybreak, Inc. office.*
- All case managers make their own schedules with their consumers and as such, may have different hours of operations.
- **All after hour emergencies are to be directed through Mat-Su Health Services or Mat-Su Regional Hospital.**

Communication:

How to contact us

- Address:
Daybreak Incorporated
550 South Alaska Street Suite 202
Palmer, AK 99645
- E-mail : daybreak@gci.net
- Fax: 907-745-7565
- Toll free: 1-888-933-0102
- Phone: 1-907-746-6019

Contact Case managers

- You can contact your case manager by using the Daybreak, Inc. phone number.

My Case Manager is: _____

My Case Manager's cell phone number is:

My Case Manager's email is:

My mental health provider is:

My pharmacy is:

My Property Manager is:

Orientation Guide Receipt

ON _____ I received and read the Daybreak, Inc. (DMHSC) Orientation Guide.

Name of staff who provided orientation: _____

Consumer Name

Date

Staff Name

Date