



## Information for You

Name: \_\_\_\_\_

Program: \_\_\_\_\_

A large graphic of a folded piece of paper, resembling a book cover or a banner. It has a blue front panel and a tan back panel. The text "Intake Handbook" is centered on the blue panel.

Intake Handbook





Your Main Contact is: \_\_\_\_\_

Program Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

After Hours Phone Number: \_\_\_\_\_

Days/Hours of Operation: \_\_\_\_\_

The Program Manager is: \_\_\_\_\_

The Clinical Supervisor is: \_\_\_\_\_

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**If you have any questions, please call your Main Contact.**

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## **I. WHO WE ARE?**

Founded in 1891, Fred Finch Youth & Family Services is a private, not-for-profit organization providing mental health treatment, social services, housing and educational services via programs that are strength-based, family centered, and culturally responsive.

Our Mission is to provide innovative, effective services supporting children, youth, young adults, and families to heal from trauma and lead healthier, productive lives.

## **II. USE OF THIS HANDBOOK**

The following Handbook will provide you with important information that will help you consent to treatment in an informed manner. The Handbook will also answer many questions and should be kept handy as a resource for information about our programs throughout the time that you receive services from the Agency.

## **III. OUR STAFF**

The Fred Finch Youth & Family Services staff is comprised of both professional and paraprofessional personnel. A professional staff has an advanced degree in the mental health field and may be licensed or working toward licensure. A paraprofessional staff has a variety of education and experiential backgrounds working with young people and families with special needs. All staff participate in ongoing staff development to ensure they are current with best practices and techniques. All staff works under policies and procedures, such as our Boundary Code of Ethics, Organizational Code of Ethics, and Practice Ethics, that guide practices always and provide outlets to report suspected unethical behavior. Should you observe such behavior, we encourage you to report it as instructed below.

## **IV. PARTICIPANT AND FAMILY PARTICIPATION**

We view you as a partner in developing plans related to the services you receive. Fred Finch Youth & Family Services also views the parents/guardians/family members in your life as partners in services, so we strive to include them, to the extent that is possible and appropriate. It's also important to realize that throughout the course of

care you may experience ups and downs in progress toward reaching your goals and that you may wish to modify your goals to help ensure the greatest possible benefit. As a part of that process, your staff will partner with you to choose the treatment and services options that are right for you, and they will provide you with information to help you make informed decisions about your care. This will include information on proposed therapeutic approaches, including the risks, benefits, alternatives, and likely effectiveness of each option available to you, as well as the potential consequences of not completing recommended treatment(s). This is normal and it is important to voice your comments, questions, or concerns with your care team throughout your work with us, to make sure that we can best support you in achieving the success you want for your life.

## **V. HEALING ENVIRONMENT**

FF recognizes that many individuals have experienced trauma in their lives or their families' lives. We strive to provide a healing environment that recognizes that trauma has an impact on how people feel about their lives and about getting services. Staff seek to assist participants and families to identify their strengths and recover from these experiences.

## **VI. HONORING YOUR CULTURE**

Fred Finch Youth & Family Services recognizes the importance of communicating with you and your family in a welcoming and culturally sensitive manner, including providing services in the language you and your family prefer. Because we also want to work in a way that honors and respects your culture; we will work closely together to learn more about what is important to you.

We welcome and invite people from all backgrounds to address life challenges in a safe and compassionate environment. We commit ourselves to working together with you to navigate complex challenges that may include traumatic experience, mental health concerns, drug and alcohol use, or other disabilities. We provide innovative, effective services to support you and your family to reach your goals.

## **VII. ELECTRONIC COMMUNICATION**

Federal regulations require that Fred Finch Youth & Family Services (FF) use a series of security protocols to keep personal information about you (sometimes called Protected Health Information or PHI) secure. We are also required to make that information available to you in a method of your choosing, including through electronic media such as e-mails and texts, and that you also be free to choose whether that method is secure (encrypted) or not. Your program staff will review a form that:

- Notifies you that there is risk involved in exchanging PHI electronically
- Provides you with information on how to help keep your PHI confidential
- Confirms your desire to exchange general information electronically with FF using unencrypted mediums;
- Allows you to tell us if you prefer to send and receive PHI using unencrypted mediums
- Provides you with the opportunity to rescind authorization, if you provide it.

You can authorize Fred Finch Youth & Family Services (FF) staff to exchange information with you via electronic media, including, but not necessarily limited to e-mail and text messaging.

FF staff will use precautions when using electronic media to avoid unintentional disclosure of Protected Health Information (PHI), including, but not limited to confirming your e-mail address and/or cell number is correct before sending electronic communications, and by using passcodes/passwords on FF cell phones and computers. Unless you decide differently, FF staff will not exchange treatment-related information with you via electronic media and will ensure that any transmission of electronic PHI is in compliance with all federal regulations. For example, staff will never use e-mail or texts to send you information about your sessions, to confirm confidential information such as Social Security or Medi-Cal Numbers, nor to ask you questions related to your treatment.

At any time, you and/or your parent/guardian have the right to rescind this authorization. Such a change in authorization must be received in writing (e-mail is acceptable). Once received, FF will discontinue using electronic media to communicate with you and/or your child and will instead use more traditional methods such as mail or telephone.

Please be aware that the expected response time for electronic communication may be as long as 3 business days, that these forms of communication are not to be used in an urgent or emergency situation, and that in such emergencies participants or their guardians should call 911 or another previously identified resource. Participants are also encouraged to utilize the phone or in-person communications for urgent or emergent situations, as per the emergency response practices for their program.

## **VIII. PERSONAL RIGHTS**

### **YOU HAVE THE RIGHT:**

1. To be treated with respect and dignity;
2. To be free from abuse (physical, verbal, sexual, emotional) and for intrusive procedures to be administered in a safe manner with consideration given to physical, developmental, and abuse history;
3. To humane treatment that affords reasonable protection from harm, exploitation, and coercion, regardless of culture, age, race, spiritual beliefs, sexual orientation, disability, language, or socioeconomic status;

4. To review and sign your own treatment/service plan. To receive a copy of your treatment/service plan upon request;
5. To be informed about plan of treatment/service and to participate in the planning and/or changes as able, to have expression of choice regarding service delivery, concurrent services, composition of service delivery team, and involvement in research projects;
6. To confidentiality of records, including access to and the release of information in sufficient time to facilitate decision making and to obtain necessary copies when needed upon completing a written request to staff (as per federal regulations/guidelines);
7. To participate in program development through feedback from satisfaction surveys;
8. To be informed of the program's complaint policy and procedures, including the right to submit complaints without fear of discrimination or retaliation and to have them investigated by the program and addressed within a reasonable amount of time; and
9. To contact county, state and federal authorities regarding violations of rights and to be free from threats or punishments for making complaints.
10. For additional information on rights for Foster Youth, you may obtain the Foster Youth Mental Health Bill of Rights by visiting: [www.cdss.ca.gov/cdssweb/entres/forms/English/PUB488.pdf](http://www.cdss.ca.gov/cdssweb/entres/forms/English/PUB488.pdf) and <https://fosteryouthhelp.ca.gov/foster-youth-rights/>

## **IX. FREEDOM OF CHOICE**

Local mental health programs shall inform individuals receiving services under the Rehabilitation Option and/or Targeted Case Management Option, including parents or guardians of children/adolescents, verbally or in writing that:

1. Acceptance and participation in the mental health system is voluntary and shall not be considered a prerequisite for access to other community services; and
2. They retain the right to access other Medi-Cal or SD/MC reimbursable services and have the right to request a change of provider, staff person, therapist, and/or case manager.

## **X. COMPLAINT AND GRIEVANCE PROCESS**



We hope that all conflicts with staff will be able to be solved by talking about the problem.

If you have a complaint/grievance, you should:

1. **Talk to Your Staff:** Discuss the issue. Provide and listen for feedback and suggestions. Staff may challenge you to look at your part in a given conflict. Talk with more than one staff if needed.
2. **Fill Out a Grievance Form:** If you were not able to resolve the problem by talking with staff, fill out a grievance form. These forms are available through your program. You may fill the form out yourself, or a staff can help you complete it. A supervisor from your program should respond to you about the complaint within 2-5 business days and will try to work out a solution with you as soon as possible. If you feel the issue is serious enough, you may fill out a grievance form.
3. **Go Up the Chain of Command:** If the grievance form and discussions with your staff or supervisor do not resolve the problem, you may fill out an appeal form and ask to talk with the Program Director. Remember, requests to address the grievance with these individuals will be honored after you have tried talking with your staff or supervisor. Again, you should receive an initial response within 2-5 business days.
4. **Speak with outside supports or advocacy groups (such as family members, social workers, housing or disability rights organizations).** Essentially all Fred Finch programs have an outside agency where you may also register grievances. The Program Director can advise you about other people who can assist you with your grievance.
5. The Designated Program Manager of Fred Finch Youth & Family Services receives and responds to complaints regarding the practice of psychotherapy by any unlicensed or unregistered practitioner providing services at Fred Finch Youth & Family Services. To file a complaint, go to our website at [www.fredfinch.org](http://www.fredfinch.org)
6. **The Board of Behavioral Sciences receives and responds to complaints regarding services**

**provided by individuals licensed and registered by the board. If you have a complaint and are unsure if your practitioner is licensed or registered, please contact the Board of Behavioral Sciences at 916-574-7830 for assistance or utilize the board's online verification feature by visiting [www.bbs.ca.gov](http://www.bbs.ca.gov)**

7. The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of (marriage and family therapist, licensed educational psychologist, clinical social workers, or professional clinical counselors). You may contact the board online at [www.bbs.ca.gov](http://www.bbs.ca.gov) or by calling 916-574-7830.

**You or your family will not be criticized or suffer barriers to service if you make a complaint or grievance.**

## **XI. UNDERSTANDING FRED FINCH'S SUBSTANCE USE POLICY**

Fred Finch Youth & Family Services is committed to working with participants and families to promote their overall health and well-being. We recognize that participants and families often struggle with both mental health and substance use issues and we will work together to address these issues by providing services that offer support and encouragement to meet your needs. We ask that you respect that all Fred Finch Youth & Family Services campuses are substance free, including cigarettes and other tobacco products.

## **XII. UNDERSTANDING FRED FINCH'S SMOKING POLICY**

To promote healthy behaviors, particularly for youth, smoking is restricted to a designated area, away from the public and out of view from most participants. Similarly, FF does not permit smoking in any of our buildings and vehicles. Our housing programs have designated smoking areas away from building ventilation systems. We encourage families and visitors to model healthy behavior as well and will provide community resources for anyone who would like to learn more about the impact of smoking or where to obtain assistance to stop smoking.

In Alameda County, complaints about smoking can be directed to the Alameda County Tobacco Control Program at 510-628-STOP.

### **XIII. HOUSING/RESIDENTIAL DISCIPLINARY PROCESS**

At Fred Finch Youth & Family Services, we believe that discipline consists of "natural and logical consequences to behavior." At our residential programs, consequences are the result of your choices. There are consequences for both positive and negative behaviors. We will help you make choices that increase your positive experiences with natural consequences. If you choose behaviors that result in negative consequences, we will try to help you to learn from those situations.

An example of natural and logical consequences would be: if you take something away from the community by hurting others, we will ask you to help give something positive back to the community by helping others. As another example, we may charge a youth partial or complete cost of damages should he or she be responsible for damaging or destroying property.

Discipline is NOT corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, interference with daily living functions, or other actions of a punitive nature.

#### **XIV. WHAT WE DO**

Fred Finch Youth & Family Services provides a wide variety of services to meet the mental health and other needs of our participants.

##### ***Family Services:*** **East Bay Wraparound**

The East Bay Wrap program is comprised of three wraparound programs: The Full Service Partnership San Mateo (EBW-FSP-SM) provides service to foster youth aged 6-21 years old living outside of San Mateo county; The East Bay Wrap Regional Center (EBW-RC) provides service to youth aged 6-22 years old with intellectual disabilities referred by the Regional Center of the East Bay; the Full Service Partnership Alameda County (EBW-FSP-AC) serves Alameda County youth aged 8-18 with mental health treatment needs.

All programs share a common core and approach to delivering team-oriented services to our families and youth in their community. Services are aimed at helping our youth strengthen safe and healthy relationships, develop coping strategies, and connect caregivers and youth to support in their communities (both formal programs and natural supports). The main goal of each program is to assist with “placement stability” and to help the youth better access services in their community. This is accomplished using strengths-based, trauma-informed, culturally mindful, individualized and family-driven plans of action that “wrap around” each youth/family. The EBW team consists of a combination of staff that may include a Care Coordinator, Behavior Specialist, Psychiatrist or Nurse Practitioner, Youth Partner and/or Parent Partner. Families have access to on-call clinician to help during a crisis.

### **San Diego Child and Family Meeting Facilitation Program**

The Child and Family Team (CFT) Meeting Facilitation program works closely with youth and families to promote their overall well-being through enhanced communication and collaboration with the persons most important in their lives. When a specific need surfaces, the CFT program takes the lead in organizing, scheduling, and facilitating a meeting. A CFT meeting is usually needed to respond to concerns that must be addressed by multiple parties, including problem solving, preparing for an upcoming court date, and/or if a change of placement is needed. Meetings are typically scheduled at times and locations that are convenient and accommodating to all participants such as the home, county offices, and/or community settings such as schools, or libraries.

The CFT Facilitator works with the youth and family to discuss who specifically needs to participate in the CFT meeting and may include Protective Social Workers (PSW's), Protective Social Worker Supervisors, Probation officers (PO), teachers, psychiatrists, therapists and any other formal provider of services. The Facilitator also convenes natural supports and participants important to the family and youth including but not limited to neighbors, relatives, family friends, religious leaders, and sports coaches.

### **San Diego Specialized Wrap**

Specialized Wraparound (Wrap) is a family-centered, community-based program designed to support youth and families referred through the San Diego Regional Center. Utilizing a strength-based, comprehensive approach, wrap team providers help families to address challenges related to caring for their child through a structured Wraparound planning process. Families are offered support in implementing new strategies and approaches to support their child's strengths and needs, to create sustainable safety and stability in the home and community settings.

Specialized Wraparound offers a myriad of services and support, including behavioral and mental health assessments and interventions, as well as psychiatric and medication support.

Fred Finch Specialized Wraparound promotes a team-based approach to support, which includes the family and system professionals such as Service Coordinator, school personnel, other service providers, Fred Finch Wrap staff, and any other supports invited by the family.

The team focuses on the strengths of the family and participant, identifies behavioral and emotional needs, and collaborates to identify strategies that could address those needs. With the goal of creating lasting stability, caregivers are at the center of change and skill building.

### **San Diego Wrap Connections**

Wrap Connections is a program designed to support youth and families using a high fidelity model that is family centered, culturally/linguistically responsive and community based.

The Wrap team works with families to learn effective tools and strategies to help create sustainable stability and progress in the home, school, and community, utilizing a comprehensive strength based approach. Our program offers a myriad of services and support including behavioral and mental health assessment and interventions as well as medication and psychiatric support. Participants include the child, youth and their family; a Care Coordinator, Behavior Counselor, and Parent/Youth Partner, school personnel, other service providers, and/or other family designates.

Wrap Connections is provided through a contract with San Diego County Behavioral Health Services (BHS). It is a high fidelity, intensive program consisting of meetings several times a week. Families indicate their preference for location of services, such as in the home, community or at a Fred Finch office.

### *Mental Health Services:*

#### Therapeutic Behavioral Services (TBS)

The Therapeutic Behavioral Services (TBS) Program offers individualized, one-to-one behavioral interventions in a youth's living situation, school or other setting toward the goal of stabilization. TBS is short term and is in addition to existing mental health services. The program aims to enhance stability and prevent higher level placement including hospitalization. The program also supports the transition to a lower level of care. TBS serves children and young adults under age 21, who have full-scope Medi-Cal, and are receiving mental health services. In Santa Clara County we also offer TBS-ID which is TBS targeted to youth with intellectual disabilities.

#### VTP

The Visiting Therapist Program (VTP) began providing mental health services in 2004 to dependent children who have had difficulty utilizing traditional office-based or clinic-based services. In 2005, the VTP was expanded to a new participant base, youth in the juvenile probation system and their families. The program was designed to reach participants in their place of residence, and to maintain continuity of services and provide a stable, therapeutic relationship, despite any placement disruptions. The program offers weekly individual and family therapy. VTP staff provide case management and crisis intervention as necessary. Additionally, Parent Partner services are also available to provide support to caregivers in their home or community. The Parent Partner is a parent who has personal experience utilizing and navigating local agencies and

experience utilizing and navigating local agencies and community resources, and who has been trained to utilize such experience in supporting families accessing these resources. Visiting Therapists use a variety of evidenced based and evidenced informed therapeutic approaches with a commitment to providing trauma-informed care. Trauma-informed services take into account knowledge about how the experience of trauma can impact the health and well-being of a person and a community. Our Visiting Therapists' treatment approaches may include Motivational Interviewing, narrative therapy, somatic therapy, cognitive behavioral therapy, family systems focus, and psychodynamic and relational approaches.

### **Alameda In-Home**

In-Home Stabilization Services are designed for youth in Alameda County who are in foster care, on probation, or have been hospitalized and need intensive services to maintain or achieve stability in their living situation. The program is based on wraparound philosophy and provides intensive, strength-based, culturally competent services.

Services may take many forms that are decided collaboratively by family and service providers together. The In-Home program focuses on crisis intervention and stabilization of families and youth experiencing serious psychiatric difficulties.

The program provides intensive in-home therapeutic and case management services for children and families for up to 6 months.

Services may include short-term individual and family counseling; crisis intervention; case management; and psycho-educational training. Absolute and unconditional



availability of support helps families through periods of emotional crisis, so the program provides 24-hour, 7-day-a-week on-call support. Youth and families are then referred, if needed, to address longer-term treatment needs. Clinicians utilize Co-Occurring Integrated Treatment, Trauma-Focused family interventions, Motivational Interviewing, CBT, and Solution-Focused and Strength-Based Behavioral interventions.

Additional services offered through the In-Home Program include Intensive Care coordinator (ICC) and Intensive Home-Based Services (IHBS). ICC providers coordinate teams of service providers and facilitate Child Family Team (CFT) Meetings to ensure that all team members are working towards family driven goals. These services are intended for youth who are involved in multiple systems and/or receiving multiple services to address various areas of need including mental health, education, child welfare, probation, etc. IHBS services are offered to participants during a CFT when the participant receiving ICC services needs focused skills building or behavioral supports.

### **Contra Costa Community Services**

Contra Costa Community Services through partnership and funding with John Muir Health, provides mental health services in a variety of community-based settings. Clinicians at Antioch High School and Deer Valley High School provide school-based services and accept referrals through each site's Care team. The clinician at the JMH Mobile Health Clinic in Brentwood provides clinical appointments on Saturday mornings. The community-based clinician works in partnership with One Day at a Time (ODAT) in Brentwood and Center for Human Development (CHD) in Central Costa Contra and serves participants impacted by violence and other trauma. Through the Cal VIP grant, JMH also funds a clinician for Live Oak and Bidwell High Schools in Antioch.

In addition, Antioch Unified School District funds one full-time clinician at Dozier Libbey High School and Mt. Diablo Unified School District funds four full-time clinicians to provide services at 5 schools (Bel Air, Delta View, Fair Oaks and Rio Vista Elementary and Riverview Middle) for the Focal Scholar program.

### *School & Educational:*

#### **Avalon Non-Public School**

Avalon Non-Public School is a specialized educational placement for students with Developmental Disabilities and Emotional Disturbances. Its purpose is to maximize the student's level of academic and community functioning, enabling them to engage in a pattern of everyday living like that of non-disabled peers. A key objective of the program is increasing the student's ability to succeed in less restrictive school environment, with reduced structure and increased independence.

In addition to the special education portion of the program, the FF non-public school has the capacity to provide mental health day for qualified students. The school provides a safe, stable, and highly structured environment by combining intensive staffing, a therapeutic milieu culture, mental health interventions, behavior modification, and a positive peer environment.

### **San Diego DD Non-Public School**

San Diego DD Non-Public School is a specialized educational placement for students with Developmental Disabilities and Serious Emotional Disturbance. Its purpose is to maximize the student's level of academic and community functioning, enabling them to engage in a pattern of everyday living like that of non-disabled peers.

A key objective of the program is increasing the student's ability to succeed in a less restrictive school environment, reduced structure and increased independence. In addition to the special education portion of the program, the FF non-public school has the capacity to provide mental health day treatment services for qualified students. mental health interventions, behavior modification, and a positive peer environment.

The school provides a safe, stable, and highly structured environment by combining intensive staffing, a therapeutic milieu culture, mental health interventions, behavior modification, and a positive peer environment.

### **Counseling Enriched Classrooms**

In coordination with the Oakland Unified School District, Fred Finch Youth & Family Services works with students identified through their Individualized Education Plan (IEP) as needing Mental Health services to assist with their education. Mental Health Therapists work in coordination with the Special Education teachers to identify social/emotional goals to support the success of the student as related to the student's IEP. Mental Health Therapists also work to provide consultation and support to school staff about Trauma- Informed practices to help support the school culture. Using a "wraparound" approach, a Family Partner works to support the family of the student with school and community engagement while a Psychiatrist or Psychiatric Nurse Practitioner support the student and family with medication management. The goal of the program is to support these marginalized students towards academic and social success in school.

**School Based Services (SBS)**

School based Services is an inclusive, integrated mental health program designed to help youth learn to succeed in school, and improve their grades, attendance, and interpersonal relationships.

School-Based Outpatient Services are available at:

<b>Alameda County:</b>	<b>Contra Costa County:</b>
Eden Garden Elementary	Bel Air Elementary
Fairview Elementary	Meadow Homes Elementary
Manzanita SEED Elementary	Shore Acres Elementary
Shafer Park Elementary	Wren Avenue Elementary
Brenkwitz High	Ygnacio Valley Elementary
Melrose Leadership Academy	El Dorado Middle
Anthony Ochoa Middle	Oak Grove Middle
Bret Harte Middle Oakland	Ygnacio Valley High
Bret Harte Middle Hayward	Concord High
Edna Brewer Middle	Mt. Diablo High
Montera Middle	
Madison Park Academy 6 <sup>th</sup> – 12 <sup>th</sup>	
Madison Park Academy Primary Campus (TK-5 <sup>th</sup> )	

### *Young Adult Services:* **Contra Costa Transition Age Youth (CCTAY)**

In line with FF core values of respect, compassion, and hope, CCTAY staff treat each participant with dignity, compassion, mutual respect, and unconditional high regard. The CCTAY program draws from evidence-based and evidence-informed best practices to provide comprehensive, individualized services: The Assertive Community Treatment (ACT) model informs how the multidisciplinary team operates and functions, while the Transition to Independence (TIP) model and Motivational Interviewing informs our interventions and treatment planning process. Individualized Placement and Support, an Evidenced Based Employment program, is the foundation for educational and vocational support services. Individually designed services support participants to gain the skills, knowledge, and abilities to move successfully into adult life.

Through their engagement in program services, participants learn to imagine and develop aspirations for the future. Our staff work with participants to establish a collaborative relationship and develop a service plan that centers around demonstrated needs, motivation, and attainable life goals. Staff provide a wide variety of supportive services designed to promote participant stability in their own community: mental health services; medication support; vocational/employment support and skills building; and educational and health linkages are all important elements of a comprehensive treatment. To support participants with gaining employment, CCTAY utilizes the Individual Placement and Supports (IPS) model to assist participants with accessing and maintaining competitive employment within their communities.

Data shows that participants in the program reach and maintain increased stability in their lives, including reduced hospitalizations and law enforcement contacts, as well as safe, stable housing options. As part of their recovery process, participants are encouraged to explore and discover meaningful life goals.

### **Supported Services for Transition Age Youth (STAY)**

The STAY program provides a comprehensive range of services in Northern and Central Alameda County for transition aged young adults 18 – 25 years old who have serious, complex mental health conditions and are unserved, underserved, or under-advocated for by the current system. STAY follows the Assertive Community Treatment model to address participants' complex needs. STAY's primary program goals are to: support participants in imagining aspirations for themselves, identifying their own goals, and working with them and their identified supports to achieve them; reduce hospitalization and incarceration; increase access to basic living resources, including sustainable housing, income, food, healthcare, and other services; increase stability and independence in the community.

STAY consists of a multidisciplinary treatment team, comprised of: master's- and bachelor's- level case managers, peer support, family support, employment and education specialists, registered nurse, and psychiatric nurse practitioner who work together to ensure the goals of the participants' chosen care plan are achieved. Participants are connected to additional community resources as needed, and receive comprehensive services to address complex situations impacting their day-to-day wellbeing and safety. Staff provide a wide variety of supportive services designed to promote participant stability in their own community: mental health services; medication support; vocational/employment support and skills building; substance use education and referral, and health-related linkages. To support participants with gaining employment and access to education, STAY utilizes the Individual Placement and Supports (IPS) model to assist participants with accessing and maintaining competitive employment within their communities.

### **Santa Clara Individual Placement and Support (IPS)**

Fred Finch Youth & Family Services provides Individual Placement and Support (IPS) services to young adults in Santa Clara County who are receiving services through Santa

Clara Behavioral Health who want to be gainfully employed.

IPS is designed to assist our program participants with finding and sustaining competitive employment.

IPS is an evidence-based approach to employment services that has been proven to help young adults build on their strengths to assist them with overcoming barriers to gaining employment, going to school and generally becoming more independent.

The IPS Employment Specialist and IPS Employment Supervisor provide job search and retention support, assists participants with setting vocational and educational goals, develops relationships with employers in the community and helps with developing skills that participants need to be successful with getting and keeping a job.

### **Transitions**

Transitions works in a strengths-based, culturally relevant, and co-occurring friendly manner with participants. The program utilizes many principles of the Transition Independent Program (TIP) model (see below) that engages youth in their own recovery process towards healthier expressions of their lives. Service delivery is a collaborative process, helping participants to co-create their short- and long-term goals.

We provide community-based services, meeting participants in environments where they feel most comfortable. Services are designed to meet TAY where they are, using modalities and interventions that TAY can relate to, including engaging youth in a nonjudgmental, conversational style of communication, and discussing topics that are relevant to TAY. Services place much emphasis on building a strong therapeutic alliance with our participants in order to foster the most effective outcomes.



### *Rising Harte Wellness Center:*

Rising Harte Wellness Center (RHWC), is a collaborative project of Fred Finch Youth & Family Services (FF) and Native American Health Center (NAHC). Rising Harte serves not only the students from Bret Harte Middle School, but also young adults from ages 16-25. Our main goal at RHWC is to provide free and confidential services to students, young adults, and families in our community. Our clinic is funded and sustained through reimbursements from Medi-Cal, State family planning programs, and grants from Alameda County Social Services and Health Care Services Agencies.

Services provided at RHWC include but are not limited to diagnosis and treatment of minor and acute illnesses, first aid for minor injuries, assistance with chronic (on-going) illnesses, physical examinations (general, sports, pre-employment), immunizations crisis intervention, mental health services, health and mental health education workshops, youth development activities and oral health screening and dental care. In addition to the medical, dental and behavioral health services offered at RHWC; the Center for Early Intervention with Deafness (CEID) is also co-located at RHWC, and operates a satellite audiology clinic to serve children, youth, adults, Bret Harte Middle School students, and the participants of FF programs. CEID provides hearing healthcare services that include diagnostic evaluations, hearing aid evaluation and dispensing to all age groups as well as provision of assistive listening devices.

## Housing:

### Coolidge Court

An 18-unit, permanent, supportive housing program designed to assist transitioning young adults age 18-24 obtain and maintain independent, permanent housing. The complex consists of individual studio apartments in a small housing complex comprised of three buildings, adjacent but separate from the Fred Finch Youth & Family Services campus. The setting is very suburban, on a quiet street in Oakland, CA.

Tenants pay 30% of their gross income towards rent. Any services tenants receive are voluntary. Nearly 40% of Coolidge Court tenants are enrolled in college with a vast majority of tenants working part-time (25 to 30 hours per week), in school part-time, or a combination of the two activities at any given time. Most jobs tend to be in mailroom settings or offices or doing baking or massage—employment areas with which the vocational rehabilitation department has significant experience. Of those participants in school, many are studying computer-related topics, the trades, or are in film school. There are 1 to 2 move-outs per year, with tenants having an average length of stay of 4 to 5 years.

### **Rising Oaks**

Rising Oaks is a transitional housing program for young adults, age 18-24, who have either emancipated from the foster care system or are participating in extended foster care. Along with 30 studio apartments set in a safe and welcoming community, Rising Oaks provides a comprehensive continuum of developmentally appropriate, culturally competent, co-located and integrated services in collaboration with Alameda County Social Services Agency. Services include case management, life skills training, health and wellness services, educational support, career development, individual and family therapy, support groups, housing and transportation assistance, and access to community resources. Rising Oaks works in partnership with youth to identify and build upon their strengths, and to lay the foundation from which they can launch successfully into their adult lives.

### **Residential Treatment:**

#### **Avalon**

Avalon is a 14-bed Short Term Residential Therapeutic Program (STRTP) with an on-site, non-public school which includes integrated intensive mental health services. The program provides a safe, stable, and highly structured environment by combining intensive staffing, a milieu culture, mental health interventions and behavior modification. Youth are assessed at intake and receive ongoing evaluation. Individual, group, family and milieu therapy are a part of everyday life. Youth also receive case management, medication support and monitoring, expressive arts, special education, crisis intervention,

behavior management and skill-building. The goal of the program is to maximize a resident's level of functioning to enable them to engage in a pattern of everyday living like that of non-disabled peers. We strive to increase a resident's abilities to live in a less restrictive environment with less intensive staffing, less formal structure, and more relaxed programming.

### **New Yosemite House**

The program serves male and female participants, ages 12 through 18, who are in crisis, are Regional Center or Kaiser participants, and are approved for placement by the Placement Coordinator at the Regional Center of the East Bay (RCEB) or the program's Kaiser liaison. The program has capacity to serve minors under age 12, but only by mutual agreement between FF and RCEB/Kaiser.

The program population derives from two sources: participants who are struggling to be maintained in out of home care and participants whose family systems are stressed beyond their capacity to maintain the child in their home.

The program offers crisis intervention, behavior stabilization, clinical assessment, brief treatment, individual and family therapy, and comprehensive discharge planning services for placed youth.

A range of integrated and culturally sensitive therapeutic and behavioral services are provided which incorporate the values of psychiatric rehabilitation and professional intervention with a child and family-centered, individualized treatment approach. This combination of services, provided up to ninety days, allows\_\_for the development of comprehensive treatment and appropriate after-care plans for each youth.

### **San Diego Dual Diagnosis**

This program is a 14-bed Short Term Residential Therapeutic Program (STRTP) located in Lemon Grove with a non-public school program that is designed to serve the same specific needs of the youth served. The program provides a safe, stable, and highly structured environment by combining intensive staffing, a milieu culture, mental health interventions and behavior modification.

Youth are assessed at intake and receive ongoing evaluation. Individual, group, family and milieu therapy are a part of everyday life. Youth also receive case management, medication support and monitoring, expressive arts, special education, crisis intervention, behavior management and skill-building. The goal of the program is to maximize a resident's level of functioning to enable them to engage in a pattern of everyday living like that of non-disabled peers. We strive to increase a resident's abilities to live in a less restrictive environment with less intensive staffing, less formal structure, and more relaxed programming.

## **XV. REQUIREMENTS FOR ENROLLING IN PROGRAMS**

Fred Finch Youth & Family Services works with many regulatory and oversight bodies including The Department of Social Services, Medi-Cal, Housing and Urban Development, and others. Because of this, there are different program-specific requirements that must be met to be eligible for receiving services. In general, individuals meet funding requirements based on program admission criteria.

## **XVI. CONFIDENTIALITY AND SHARING INFORMATION**

Information disclosed by you, your child, and your family while participating in services at Fred Finch Youth & Family Services is generally confidential. However, there are exceptions to confidentiality, including, but not limited to reporting suspected child abuse, expressed threats of violence towards an identifiable victim, danger to self or others, and in certain legal proceedings.

To provide integrated and comprehensive services, verbal and written information may be exchanged about your child and family within the collaborative treatment team on a need-to-know basis, and for supervision and consultation purposes. This team is comprised of Fred Finch Youth & Family Services staff and may also include participants from designated partner agencies and organizations who are involved in delivering these comprehensive services. A Release of Information Form will be required before any confidential information is shared outside the treatment team or with any person not covered by our Notice of Privacy Practices.

To provide additional protection of your Protected Health Information (PHI) and to enhance your safety and that of your children, Fred Finch complies with California State Senate Bill 24 (Calley's Law), which prohibits the release of information to persons named in restraining orders (also known as protective orders). If you have such an order, please inform your FF staff and provide them with a copy of that document at your earliest convenience. Calley's law requires that we receive a copy of the order to block access to PHI, and it is the guardian's responsibility to ensure that a copy is provided to Fred Finch as soon as possible and no later than 30 days from the start of services. Upon receipt of that document FF staff will place an alert on your/your child's record informing us not to release information to the

named persons. Whenever possible, we will also inform you if that person(s) attempts to access your/your child's records.

**This notice describes how protected health information (phi) about you, including mental health treatment information, may be used and disclosed, and how you can get access to this information. Please review it carefully.**

## **XVII. OUR NOTICE OF PRIVACY PRACTICES**

If you have any questions about this notice, please contact the Privacy Officer at 510-482-2244.

### **Who Will Follow This Notice?**

This notice describes Fred Finch Youth & Family Service's practices and that of:

- Any health care professional authorized to enter information into your chart.
- All departments and units of Fred Finch Youth & Family Services.
- Any member of a volunteer group FF allows to help you while you are at Fred Finch Youth & Family Services; and
- All employees, staff and other Fred Finch Youth & Family Services personnel.

### **Our Pledge Regarding Mental Health Treatment Information**

FF understands that treatment information about you and your health is personal. FF is committed to protecting treatment information about you. FF creates a record of the care and services you receive at Fred Finch Youth & Family Services. FF needs this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all the records of your care generated by Fred Finch Youth & Family Services, whether made by Fred Finch Youth & Family Services personnel or your personal doctor. Your personal doctor may have

different policies or notices regarding the doctor's use and disclosure of your treatment information created in the doctor's office or clinic.

This notice will tell you about the ways in which FF may use and disclose treatment information about you. It also describes your rights and certain obligations FF has regarding the use and disclosure of treatment information.

**FF is required by law to:**

- Ensure that treatment information that identifies you is kept private (with certain exceptions);
- Give you this notice of FF's legal duties and privacy practices with respect to treatment information about you; and
- Follow the terms of the notice currently in effect. (Last revision dated September 19, 2013).

**HOW FF MAY USE AND DISCLOSE TREATMENT INFORMATION ABOUT YOU**

We will not use or disclose your health information without your consent or authorization, except as described in this notice or otherwise required by law. These include most uses or disclosures of psychotherapy notes, marketing communications, and sales of PHI. Other uses and disclosures not described in this notice will be made only with your written authorization.

The following categories describe different ways in which FF uses and discloses treatment information. For most categories, you will find an explanation and examples of these uses and disclosures. Not every use or disclosure in a category will be listed. However, all the ways FF is permitted to use and disclose information will fall within one of the categories.

**For Treatment**

FF may use treatment information about you to provide you with treatment or services. FF may disclose treatment information about you to all clinical staff who are part of the treatment team (e.g. psychiatrist, program/clinical directors, clinical supervisors, counselors, therapists, school personnel, treatment students) or other FF personnel who are involved in taking care of you at Fred Finch Youth & Family Services.

For example, a therapist providing treatment to you may need to know if you have diabetes because diabetes may require a



special daily program. In addition, the therapist may need to tell school staff if you have diabetes, so that FF can arrange for appropriate meals. Different departments of FF may also share treatment information about you in order to coordinate the different services you need, such as prescriptions, lab work and x-rays. FF may also disclose treatment information about you to people outside Fred Finch Youth & Family Services who may be involved in your treatment care after you leave FF, such as new placements. FF may send specific treatment reports to the county on an ongoing basis to inform your county worker of your progress.

### **For Payment**

FF may use and disclose treatment information about you so that the treatment and services you receive at Fred Finch Youth & Family Services may be billed, and payment may be collected from you, an insurance company or a third party.

For example, FF may need to give your health plan information about treatment you received at Fred Finch Youth & Family Services so that your health plan will pay for your treatment. FF may also tell your health plan about a treatment you are going to receive in order to obtain prior approval, or to determine whether your plan will cover the treatment. FF may also send your participant records to the county review committee on an ongoing basis to receive payment.

### **For Health Care Operations**

FF may use and disclose treatment information about you for health care operations. These uses and disclosures are necessary to run Fred Finch Youth & Family Services, and make sure that all our participants receive quality care.

For example, FF may use treatment information to review treatment and services provided and to evaluate the performance of FF staff in caring for you. FF may also combine treatment information about many Fred Finch Youth & Family Services participants to decide what additional services FF should offer, what services are not needed, and whether certain new treatments are effective. FF may also disclose information to all clinical staff who are part of the treatment team (e.g. psychiatrist, program/clinical directors, clinical supervisors,

counselors, therapists, school personnel, and treatment students) or other FF personnel for review and learning purposes. FF may also combine the treatment information FF has with treatment information from other agencies to compare how FF is doing, and to see where FF can make improvements in the care, treatment and services FF offers. FF may remove information that identifies you from this set of treatment information so others may use it to study health care and health care delivery without learning who the specific participants are.

### **For Appointment Reminders**

FF may use and disclose treatment information to contact you as a reminder that you have an appointment for treatment at Fred Finch Youth & Family Services.

### **Treatment Alternatives**

FF may use and disclose treatment information to tell you about or recommend possible treatment options or alternatives that may be of interest to you.

### **Fundraising Activities**

FF may use your name to honor you or announce your participation in activities at fundraising activities.

### **Fred Finch Youth & Family Services Directory**

FF may include certain limited information about you in the Fred Finch Youth & Family Services directory while you are a participant at Fred Finch Youth & Family Services. This information may include your name, program location within FF, and pertinent information about you. Unless there is a specific written request from you to the contrary, this directory information may also be released to people who ask for you by name. Your religious affiliation may be given to a member of the clergy, such as a priest or rabbi, even if they don't ask for you by name. This information is released so your family, friends and clergy can visit you and generally know how you are doing.

### **For Residential Programs**

FF may send incident reports to Community Care Licensing (a regulatory body that oversees many FF services), for overall governance

and monitoring of our programs. FF also may include your name and picture in the FF yearbook.

### **For Outcome Studies**

FF is required to submit a report of outcome measurements, for participants under FF care, to certain counties that may fund your services. FF may release pertinent information to them as a part of this report. FF also collects outcomes its own use to analyze services, and to help constantly achieve optimal care, treatment and services. In this internal data collection, FF may ask for satisfaction surveys from you and/or your guardian three months following discharge from care. To do this, FF will mail surveys to your forwarding address or contact you by telephone.

### **Group Outings and Activities**

Your identity may be associated with FF when participating in group outings and activities.

### **Individuals Involved in Your Care or Payment for Your Care**

FF may release treatment information about you to any team member who is involved in your treatment. FF may also give information to someone who helps pay for your care. Unless there is a specific written request from you to the contrary, FF may also discuss your condition with your treatment team. In addition, FF may disclose treatment information about you to an entity assisting in a disaster relief effort so that your treatment team can be notified about your condition, status and location.

### **Securing of Placement**

During the course of treatment, if placement is needed, FF will send out applicable documentation to assist you in securing such placement.

For example, FF may send pertinent clinical information to a group home so that they can assess possible future placement.

### **For Turning Point Program Exclusively: Entry of data into Homeless Management Information System (HMIS)**

Demographic, assessment and other information will be collected and entered into the In-HOUSE database for purposes of providing a protected, efficient system to house your personal data. Data is restricted to the defined user group of agencies, and you will have

specific authority to grant various levels of authorization for viewing your data.

For example, FF staff may enter your assessment information into the In-HOUSE database, and you may restrict this data to be viewable only by Fred Finch Youth & Family Services Turning Point program staff.

### **For Workability (Vocational) Program Exclusively/Entry of data into Workability Database**

Demographic, assessment, and diagnostic categorical information will be collected and entered into the Workability System for purposes of grant requirements by the State, only for those individuals electively participating in the Workability (Vocational) program.

For example, FFUC Vocational staff may ask you or your primary therapist/social worker for grade level, vocational services provided, and level of impairment.

### **Research**

Under certain circumstances, FF may use and disclose treatment information about you for research purposes.

For example, a research project may involve comparing the health and recovery of all participants who received one medication to those who received another. All research projects, however, are subject to a special approval process. This process evaluates a proposed research project and its use of treatment information with the goal to balance the research needs with participants' need for privacy. Before FF uses or discloses treatment information for research, the project will have been approved through this research approval process. However, FF may disclose treatment information about you to people preparing to conduct a research project, for example, to help them look for participants with specific treatment needs, as long as the treatment information they review does not leave Fred Finch Youth & Family Services. FF will typically ask for your specific permission if the researcher will access to your name, address or other information that reveals who you are,

or will be involved in your care at the Fred Finch Youth & Family Services.

### **As Required by Law**

FF will disclose treatment information about you when required to do so by federal, state or local law.

For example, FF may release information about you if it receives a subpoena or court order.

### **To Avert a Serious Threat to Health or Safety**

FF may use and disclose treatment information about you when necessary to prevent a serious threat to your health and safety, or to the health and safety of the public or another person. However, such disclosures will only be to personnel able to help prevent the threat.

## **SPECIAL SITUATIONS**

### **Organ and Tissue Donation**

FF may release treatment information to organizations that handle organ procurement or organ, eye or tissue transplantation, or to an organ donation bank, as necessary to facilitate organ or tissue donation and transplantation.

### **Military and Veterans**

If you are a member of the armed forces, FF may release treatment information about you as required by military command authorities. FF may also release treatment information about foreign military personnel to the appropriate foreign military authority.

### **Workers' Compensation**

FF may release treatment information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

### **Public Health Risks**

FF may disclose treatment information about you for public health activities. These activities generally include:

- Preventing or controlling disease, injury or disability;
- Reporting births and deaths;

- Reporting the abuse or neglect of children, elders and dependent adults;
  - Reporting reactions to medications or problems with products;
  - Notifying people of recalls of products, they may be using;
  - Notifying a person who may have been exposed to a disease or who may be at risk for contracting or spreading a disease or condition;
  - Notifying the appropriate government authority if FF
- 
- believes a participant has been the victim of abuse, neglect or domestic violence. FF will only make this disclosure if you agree or when required or authorized by law.

### **Health Oversight Activities**

FF may disclose treatment information to a health oversight agency for activities authorized by law.

For example, FF may provide information about you for audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

### **NPP, Lawsuits and Disputes**

If you are involved in a lawsuit or a dispute, FF may disclose treatment information about you in response to a court or administrative order. FF may also disclose treatment information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute. This will only be done if efforts have been made to tell you about the request (which may include written notice to you), or to obtain an order protecting the information requested.

Our services are intended to help youth thrive in their living situation, not to make recommendations regarding placement or custody; if required by law to provide information for a court hearing, we limit information shared to a brief summary of the course of treatment and services provided.

### **Law Enforcement**

FF may release treatment information if asked to do so by a law enforcement official.

For example:

- In response to a court order, subpoena, warrant, summons or similar process;
- To identify or locate a suspect, fugitive, material witness, or missing person;
- About the victim of a crime if, under certain limited circumstances, FF is unable to obtain the person's agreement;
- About a death FF believes may be the result of criminal conduct;
- About criminal conduct at Fred Finch Youth & Family Services; and
- In emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.

### **Coroners, Treatment Examiners and Funeral Directors**

FF may release treatment information to a coroner or treatment examiner.

For example, FF may release information about you to identify a deceased person or determine the cause of death. FF may also release treatment information about participants of Fred Finch Youth & Family Services to funeral directors, as necessary to carry out their duties.

### **National Security and Intelligence Activities**

FF may release treatment information about you to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

### **Protective Services for the President and Others**

FF may disclose treatment information about you to authorized federal officials so they may provide protection to the President, other authorized persons, or foreign heads of state, or to conduct special investigations.

### **Inmates**

If you are an inmate of a correctional institution or under the custody of a law enforcement official, FF may release treatment information about you to the correctional institution or law enforcement official. This

release would be necessary (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.

### **Your Rights Regarding Treatment Information About You**

You have the following rights regarding treatment information FF maintain about you:

#### **To Inspect and Copy**

You have the right to inspect and copy treatment information that may be used to make decisions about your care, treatment or services. Usually, this includes treatment and billing records, but may not include some specific mental health information. To inspect and copy treatment information that may be used to make decisions about you, you must submit your request in writing to Fred Finch Youth & Family Service's Privacy Officer. If you request a copy of the information, FF may charge a reasonable fee for the costs of copying, mailing or other supplies associated with your request.

FF may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to treatment information, you may request that the denial be reviewed. Another licensed mental health professional chosen by Fred Finch Youth & Family Services will review your request and the denial. The person conducting the review will not be the person who denied your request. FF will comply with the outcome of the review.

#### **To Amend**

If you feel that treatment information FF has about you is incorrect or incomplete, you may ask that it be amended. You have the right to request such an amendment for as long as the information is kept by, or for, Fred Finch Youth & Family Services.

To request an amendment, your request must be made in writing and submitted to Fred Finch Youth & Family Service's Privacy Officer. In addition, you must provide a reason that supports your request.



FF may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, FF may deny your request if you ask to amend information that:

- Was not created by FF, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the treatment information kept by, or for, Fred Finch Youth & Family Services;
- Is not part of the information which you would be permitted to inspect and copy; or
- Is accurate and complete.

Even if FF denies your request for amendment, you have the right to submit a written addendum, not to exceed 250 words, with respect to any item or statement in your record which you believe to be incomplete or incorrect. If you clearly indicate in writing that you want an addendum to be made part of your treatment record, FF will attach it to your records and include it whenever FF makes a disclosure of that item or statement.

### **To an Accounting of Disclosures**

You have the right to request an “accounting of disclosures.” This is a list of the disclosures FF has made of treatment information about you other than our own uses for treatment, payment and health care operations, (as those functions are described above) and with other expectations pursuant to the law.

To request this list or accounting of disclosures, you must submit your request in writing to Fred Finch Youth & Family Service’s Privacy Officer. Your request must state a time period which may not be longer than six years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (for example, on paper, electronically). The first list you request within a 12-month period will be free. For additional lists, FF may charge you for the costs of providing the list. FF will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

### **To Request Restrictions**

You have the right to request a restriction or limitation on the treatment information FF uses or discloses about you for treatment, payment or health care operations. You also have the right to request a limit on the

treatment information FF discloses about you to someone who is involved in your care, or the payment for your care, such as a family member or friend.

For example, you can ask that FF not use or disclose information about a hospitalization you had.

Additionally, you specifically have the right to restrict disclosure of information to your health plan concerning mental health care items or services for which you paid for in full, out-of-pocket. We will abide by your request, unless we must disclose the information for treatment or legal reasons.

**FF is not required to agree to your request.** If FF does agree, FF will comply with your request, unless the information is needed to provide you emergency treatment.

To request restrictions, you must make your request in writing to Fred Finch Youth & Family Services' Privacy Officer. In your request, you must tell FF (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and (3) to whom you want the limits to apply (for example, disclosures to your siblings).

### **To Opt Out of Fundraising Communication**

FF may contact you as a part of a fundraising effort. You have the right to request not to receive subsequent fundraising materials or contact. To do so, contact the Privacy Officer at 510-482-2244.

### **To Request Confidential Communications**

You have the right to request that FF communicate with you about treatment matters in a certain way or at a certain location. For example, you can ask that FF only contact you at a certain telephone number.

To request confidential communications, you must make your request in writing to Fred Finch Youth & Family Services' Privacy Officer. FF will not ask you the reason for your request. FF will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

### **To a Paper Copy of This Notice**

You have the right to a paper copy of this notice. You may ask FF to give you a copy of this notice at any time. Even if you have agreed to

receive this notice electronically, you are still entitled to a paper copy of this notice.

To obtain a paper copy of this notice: Contact Fred Finch Youth & Family Services Privacy Officer, at 510-482-2244, or see the Intake/Admissions Personnel in your specific program.

### **To Breach Notification**

In the case of a breach of unsecured protected personal health information, FF will notify you as required by law. If you have provided a current email address, FF may use email to communicate information related to the breach. In some circumstances an FF business associate may provide the notification. FF may also provide notification by other methods as appropriate.

Note: E-mail notification will only be used if FF has obtained authorization from you in advance (see below) and it is certain that neither the e-mail communication nor the e-mail address contains PHI. For example, if your email address is "digestivediseaseassociates.com" an email sent with this address could, if intercepted, identify the participant and their condition. In this case, FF would not use e-mail with you as a communication tool.

### **CHANGES TO THIS NOTICE**

FF reserves the right to change this notice. FF also reserves the right to make the revised or changed notice effective for treatment information FF already has about you, as well as any information FF receives in the future. FF will post a copy of the current notice at Fred Finch Youth & Family Services. The notice will contain on the first page, in the top right-hand corner, the effective date. In addition, each time you are admitted to Fred Finch Youth & Family Services for treatment services, FF will offer you a copy of the current notice in effect.

### **COMPLAINTS**

If you believe your privacy rights have been violated, you may file a complaint with the Fred Finch Youth & Family Services or with the Secretary of the Department of Health and Human Services. To file a complaint with the Fred Finch Youth & Family Services, contact Fred Finch Youth & Family Services Privacy Officer, at 3800 Coolidge Avenue, Oakland, CA 94602. All complaints must be submitted in writing.

You will not be penalized for filing a complaint.

## **OTHER USES OF TREATMENT INFORMATION**

Other uses and disclosures of treatment information not covered by this notice or the laws that apply to FF will be made only with your written permission. If you provide permission to use or disclose treatment information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, this will stop any further use or disclosure of your treatment information for the purposes covered by your written authorization, unless FF has already acted in reliance on your permission. You understand that FF are unable to take back any disclosures FF has already made with your permission, and that FF is required to retain our records of the care that FF provided to you.

## **XVIII. EXCURSION/TRANSPORTATION**

Transportation to and from therapeutic services, excursions, and other generalized activities is part of many programs at Fred Finch Youth & Family Services. To this end, your permission is required for you or your child/youth to attend all therapeutic or other programmatic excursions as part of participation.

I understand that transportation to/from these activities/services/excursions may include walking, use of public transportation, or transportation in an agency vehicle driven by an approved staff member.

## **XIX. ADVANCE DIRECTIVES FOR PARTICIPANTS 18+**

Anyone 18 and older is entitled to complete advance medical and psychiatric care directives. This gives medical and psychiatric doctors instructions about how to care for you and appoints someone to make care decisions for you if you are not able to make decisions for yourself.

If you are interested in creating an advance directive, please ask your FF social worker for more information or contact the Office of Medi-Cal Ombudsman Services for Mental Health who can help you find someone nearby to answer questions and assist in writing Advance Directives. The telephone number for Ombudsman Services for Mental Health is (800) 896-4042. If you already have an advance directive, FF would like to have your permission to obtain a copy.

## **XX. County Resources**

You can find information, including but not limited to, Provider Directory, Guide to Medi-Cal Mental Health Services, Beneficiary Handbook, Grievance Forms at the following County Websites in your preferred language. Copies are available upon request from your Fred Finch staff:

### **Alameda County**

<https://www.acbhcs.org/>

### **Contra Costa County**

<https://cchealth.org/bhs/>

### **San Diego County**

<https://www.sandiegocounty.gov/hhsa/programs/bhs/>

### **San Mateo County**

<https://www.smchealth.org/bhrsservices>

### **Santa Clara County**

<https://bhsc.sccgov.org/>

### **Imperial County**

<https://bhs.imperialcounty.org/>



**WE WELCOME YOU  
TO OUR SERVICES**



*Our Mission*

*To provide innovative, effective services supporting children, youth, young adults, and families to heal from trauma and lead healthier, productive lives.*