

# **KANZA MENTAL HEALTH AND GUIDANCE CENTER, INC.**

**785-742-7113**

## **CONSUMER INFORMATION PACKET REVISED April 2018**

**IN CASE OF CRISIS:** During business hours, please call 785-742-7113. After hours, please call 785-742-3666, which is the number of our after hours crisis service. When calling the after hours number, you will be connected with a qualified mental health professional who will address your concern. This information will be available to Kanza's crisis services.

The term "**Center**" refers to KANZA Mental Health and Guidance Center. "**Provider**", "**clinician**", and "**provider staff**" are terms that we use interchangeably to refer to psychiatrists, nurse practitioners, psychologists, social workers, case managers, substance abuse counselors, attendant care workers, and so on.

### **I. ADMISSION PROCEDURES:**

KANZA provides services to persons without regard to race, color, sex (gender), age, sexual orientation and national origin in accordance with the Title VI of the Civil Rights Act. An interpreter, paid by KANZA, will be provided to any individual who does not speak English well, or who has a limited ability to read, write, speak, or understand English, for any services at KANZA.

Your first appointment at the Center is referred to as the "initial evaluation". You will be asked background information on yourself or family members. This information is used to develop a treatment plan, and gives us a picture of your situation. The better we know you, the better we can help.

Prior to your initial evaluation, you will speak with a support staff person who will explain charges, procedures, and policies. (This is primarily done via telephone before your appointment.) This person will answer any questions you may have about our Center, our sliding fee scale, confidentiality, our policies, office hours, and so on, or they will put you in touch with someone here who can answer any questions you may have.

Each person seeking services at our Center will be asked to complete and sign a form called "Office & Financial Policy". This form gives us permission to bill your insurance/third party payer (if any); it verifies that you have received a copy of our Privacy Notice document and a Client Information Packet; and it documents your voluntary application for services here.

Parents and legal guardians may make application for services on behalf of their minor children. Minors aged 14 and older may make such application on their own behalf.

When you arrive for your initial evaluation, you will meet with a member of the support staff who will gather additional information and ask you to sign forms in preparation to begin your services. Following this meeting, you will meet with a licensed therapist to discuss your situation in private. The therapist will gather background information relating to your problem. The intake therapist is also available to answer questions you may have about the seriousness of your situation, possible diagnosis, what to expect from counseling, services we offer, whether services might be short-term or long-term, and so on.

Following your initial evaluation, you may be: a) given another appointment by the therapist who conducted the initial evaluation, b) given an appointment to meet with another therapist here, or c) our staffing team will review your case and assign you to a therapist (and then contact you with your appointment). Whichever occurs, you will be provided with an appointment so that you can continue services here, if further services are needed. Following each session, your provider will set up the next appointment with you by mutual agreement, if such is needed. Your input into the course of your treatment is encouraged.

Some consumers receive services only in our offices, the frequency based upon the need. However, this may vary depending on the nature of the problem and other factors. In addition to services here at our office, some consumers receive specialized services that may be home-based, community-based, or school-based, and may occur more often than once per week. Some of our consumers attend only a few sessions, while others receive services on a long-term basis, depending on their needs.

## **II. COSTS:**

**Kanza seeks to provide services to anyone who seeks mental health care. By working together with you, we will establish a sliding scale fee. However, due to the reduction of State funding for the mental health care of persons without health insurance, Kanza has instituted a managed care service plan and persons seeking routine/non-crisis care will be provided services based upon this plan. Kanza will provide services as needed and regardless of the status of payment for any persons who is identified as being at risk of harm, homelessness, or deterioration due to mental illness.**

Most likely, you will be informed by our financial and business staff of your fee (or whether or not insurance, Medicaid, Medicare, etc. will cover services) before you enter your initial assessment or begin services. Our standard charge is \$150.00 per hour. However, it is extremely rare that an individual or an insurance company pays that rate. Nearly all of our services are provided at a discounted rate, and no one who is eligible for services as a member of the target population is refused services because of an inability to pay. (Target population is minors or adults who meet the State’s criteria of adults experiencing a severe and persistent mental illness or children or adolescents experience a severe emotional disturbance.)

The term “sliding fee scale” (see below) means a fee that is based on family income and number of dependents and is based on the current Federal Poverty Guidelines. This scale is reviewed annually and approved by Kanza’s Governing Board. The term “**third party payer**” refers to health insurance, HealthWave, Medicaid, Medicare, etc.

Some consumers have a third party payer that pays for some or all of the cost of their treatment/services here. Each third party payer has a certain rate that they pay, if coverage is applicable. Persons with a third party payer will be assessed a co-pay amount of \$30 for each session that is due upon the delivery of services. This co-pay amount is due prior to the initial assessment and must be paid prior to the scheduling of the next service. When the third party payer begins paying the Center, the consumer’s business account will be reconciled for credit or payment for future services.

If your third party payer doesn’t cover mental health services, or certain types of mental health services, or certain types of mental health providers, you will be responsible for paying an affordable sliding fee scale worked out between you and our Business Department. Or, if your third party payer only pays for a portion of your services, you will be expected to pay a sliding scale fee for services not covered.

Unless other arrangements have been made with our Business Department, the following applies to those who pay an out-of-pocket fee: a) persons are scheduled for their next appointment upon payment for the previous session; b.) if a balance is carried, we ask that at least half of this balance be paid each month; c.) the whole balance must be paid off within 30 days following the end of treatment; d.) failure to follow agreed upon payment may result in your account being turned over to a collection agency or to the State Set-Off Program.

Medicaid and the Children’s Medicaid Waiver cover most or all of our services. Sometimes, a co-payment and/or a premium are required. Children meeting the criteria as severely emotionally disturbed (SED) and requesting community based services will be evaluated for qualification for the HCBS SED Waiver. Children not eligible will be assessed a sliding fee for such services.

Medicare will cover some of the services we provide, but there are some limitations on what they will pay for and for the type of provider they will approve for providing your services. Our Business Department will let you know if any restrictions apply. If your Medicare does not cover our services, you may have to pay your sliding scale fee. Persons paying for services with Medicare are responsible to pay for services covered by their deductible amount. Once this deductible is satisfied, Kanza accepts payments from Medicare as sufficient payment for covered services.

While the Center receives limited funds from various levels of government, you (and/or your third party payer) are required to pay for services rendered. **If you are having difficulty paying your sliding scale fee and believe that your fee is a significant financial hardship, please, discuss it with the Business Director or a member of our financial staff. We hope to make arrangements with you so that your services can continue. .**

Based upon available state and local funds, Kanza may waive all or part of any out-of-pocket fee(s) for certain persons at our sole discretion. We serve a wide range of persons; some with short-term problems and some with long-term problems (such as children who are seriously emotionally disturbed “SED” and adults with severe and persistent mental illness “SPMI”). It is possible that we might waive entirely any out-of-pocket fee (or significantly reduce such) for some children with SED and some adults with SPMI, depending on their individual circumstance.

Each month you will receive a statement of your account. If you have any questions about it, please contact the Center. Please note that you are responsible for paying the amount shown on the "Total Due from Patient" line approximately two-thirds of the way down your statement.

On occasion, you (or your third party payer) may be charged if your provider consults with another provider here about your case, or when one of our providers here confers with a provider outside of our agency (with your permission). These consults are usually brief and occur within the guidelines of confidentiality.

### **III. APPOINTMENTS AND CRISIS SERVICES:**

We strongly encourage you to regularly attend your appointments (this includes counseling appointments, medication appointments, meetings with case managers, and so on) so that you can get the treatment or services you need.

Appointment slots and the services of our provider staff are in high demand, and are very valuable to those who need our help. **If you can, please contact us at least 24 hours in advance (except in the case of an emergency), if you cannot keep your appointment** (if you can't give us 24 hours notice, then any notice that you cannot keep your appointment is better than no notice at all). Some clients will be placed on a call list to schedule based upon the client's clinical need, desire to be seen earlier and the availability of a provider's time.

**If you will call us when you know you can't make it to your appointment, then we can have time to work in someone else who needs our help.** Also, we are happy to reschedule your appointment when you cancel with at least 24 hours notice.

**Crisis services are** available during office hours by calling 785-742-7113. After hours, crisis services are available by calling 785-742-3666. **If, during business hours, you have a serious mental health emergency situation or crisis of which we are aware, we can work you into our schedule right away. Emergency and crisis services are also available after hours. Your provider can also give you more information. For some consumers, we develop an individualized crisis plan.**

### **IV. HOURS/LOCATIONS OF SERVICES:**

Our main office is open Monday through Thursday: 8am - 6pm, and Friday: 8am - 4pm. These hours are subject to change without notice. We offer services in: Brown, Doniphan, Jackson and Nemaha Counties. Please contact us at 785-742-7113 for information about locations, hours and services locations. Kanza provides psychiatric rehabilitation services in the home, school, and community.

### **V. INVASIVE PESTS:**

As a health care provider, Kanza Mental Health and Guidance Center is committed to providing a healthy and safe environment for all consumers and employees. The presence of an invasive pest (e.g., but not limited to: bed bugs, cockroaches, scabies, termites, head lice, fleas, etc.) will not result in the denial of services but may result in the delivery of services being revised. The location of the service or transportation may be changed or limited.

## **VI. SERVICE ANIMALS:**

Animals are not allowed in Center buildings or in Center vehicles. However, a service animal or emotional support animal (ESA) is allowed to accompany a person with a disability into a Center building or vehicle. Under the American's Disability Act, ADA, only dogs are allowed as service animals. Such animals must be under control and on a leash or harness when in a Center building or vehicle unless doing so interferes with the service animal's work or the individual's disability prevents using such.

Center staff may ask a person bringing an animal into the facility if the animal is a service or ESA animal or ask what tasks the animal has been trained to perform. If the animal is an ESA animal, Center staff may request to review the letter written by a licensed mental health provider describing the need for the animal. The service/ESA animal may accompany the person with a disability on Center premises unless the animal is out of control and the owner does not take action to manage it or the animal poses a direct threat to the health or safety of others. The Center will comply with ADA requirements.

## **VI. TERMINATING/ENDING TREATMENT:**

Some of our consumers attend only a few sessions while others may receive services for months or even longer. Whenever you and your provider(s) decide that your problems are resolved, or are under control, services will likely come to an end, or may be reduced to a supportive level. Any time that you are thinking about ending or cutting back on services; please share these thoughts with your provider. Even after you end services here, you are always welcome to come back at any time. A telephone call is all that is needed.

## **VII. CHANGING PROVIDERS:**

We employ psychiatrists, nurse practitioners, psychologists, social workers, marriage and family therapists, case managers, attendant care workers, psychosocial workers, substance abuse counselors, and other helpers. We want things to go well between you and your provider(s). If you ever feel the need to change providers, we prefer that you discuss your feelings with that person. Talking things out might help. However, if at any time, you want to switch to a different provider on our staff you can do one of two things: ask the provider to contact their supervisor, or you can contact their supervisor. The supervisor will then, in most cases, assign to you a different provider.

## **VIII. CONSUMER SUGGESTIONS/COMMENTS/COMPLAINT PROCEDURES:**

Kanza is sincerely interested in the suggestions or comments by its consumers and stakeholders. Suggestions and/or comments can be submitted in the boxes located in waiting rooms, to the receptionist, or any member of management.

If, at any time, you have a concern or a complaint, you can contact our CEO, or any other member of our executive leadership team. The CEO or member of Leadership can be reached at 785-742-7113. The State of Kansas also makes available a Field Staff Member who can assist you if you have a complaint or a concern (KDAD's mental health staff member's contact information is: Chris Bush – Behavioral Health Adult Program manager; Behavioral Health Services Commission; Kansas Department for Aging and Disability Services; 503 S. Kansas Avenue – 3<sup>rd</sup> Floor; Topeka, Kansas 66603-3404. His phone number is 785-296-2572). We also have a complaint form available, but such is not required, and is available upon request.

Although you are free to contact our CEO, any member of our executive leadership team, or the state's Field Staff Member at any time, we prefer that you first discuss your concern or complaint with your provider. You can also ask to speak with your provider's supervisor. Most of the time, your concerns can be addressed by visiting with your provider. They are very open to hearing what it is you have to say.

Please see our Privacy Notice for information on how to make a complaint about any concerns you may have regarding privacy or confidentiality.

**IV. RED FLAGS IDENTITY THEFT POLICY:** Kanza has in place a Red Flags Identity Theft Prevention Policy/Procedure in order to comply with the Federal Trade Commission’s Identity Theft Prevention Red Flags Rule (Part 681 of Title 16 of the Code of Federal Regulations implementing Sections 114 and 315 of the Fair and Accurate Credit Transactions Act (FACTA) of 2003.) This policy applies to all programs of Kanza.

**IX. TREATMENT RECORD POLICY AND CONFIDENTIALITY:**

We are required to keep certain information about our consumers in a confidential treatment record or chart. We keep information such as psychological testing, an intake summary, diagnosis, prognosis, progress notes, medications prescribed, social history, treatment plan, and so on.

Treatment records will be kept for each consumer admitted for treatment at the Center. Treatment records are the property of the Center. Treatment records shall be kept for the greater of ten (10) years after the date of last discharge of consumer, or one (1) year beyond the date the consumers who are minors reach the age of eighteen (18) for those minors no longer in treatment. When a treatment record has reached the 10 years post-discharge date, or the one year date past the minor’s 18th birthday for those minors no longer in treatment, that record will be destroyed by shredding. Such shredding shall be done to the degree that the remains of the record are absolutely unreadable. Shredded material will be disposed of by a professional shredding company or in accordance with approved Center procedures. Electronic health records are maintained in secure electronic storage indefinitely.

Your treatment record, and other confidential material, will be kept under lock and key when not under the direct supervision of our staff. Members of our staff who have a “need to know” will have access to your records. Each of our staff members are bound to follow laws and regulations concerning confidentiality. Each staff person strives to protect your privacy. In certain situations, persons not on our staff may have access to your records, as stated in our Privacy Notice, and the addendum to it, which has been (or will be) given to you. Confidential information is shared with State licensing agencies for research and data gathering purposes as allowed by state regulations.

If you request copies of your treatment record, there will be costs associated with that to include the cost of copying the material as well as staff time. The costs will be based upon the *Approved Charges for Medical Records from the Kansas Department of Labor*, which is published at the beginning of each year.

The confidentiality of information, including conversations between persons as well as treatment sessions, is of the highest priority. Therefore, the audio or video/audio recording of conversations by person at KANZA, including but not limited to telephone conversations, treatment sessions, or even casual conversations is strictly prohibited regardless of the consent of the persons involved, unless the recording is expressly approved by the CEO or his/her designee.

**X. RESEARCH POLICY:**

Our Center does not, at this time, sponsor formal or controlled scholarly research projects per se. However, we do conduct studies of our own internal data, and the state does conduct studies of our data, or sponsors such studies. At times, confidential information is used in these studies, which is permissible by law in certain instances. For more information, please see our Privacy Notice, or contact our CEO, or any member of the management team. If our Center should ever sponsor a formal, controlled study or experiment, we would first develop policies and procedures, and would, where necessary inform our consumers.

**XI. MEDICATION:**

If part of your treatment at the Center involves medication, the main clinical effects of the medication should be explained to you by our psychiatrists (M.D. or D.O.) or by our Advanced Practice Registered Nurse (APRN). The side effects and possible interaction effects of your medication should also be explained to you. If you have questions about your medication(s), please ask.

**XII. USE OF EMERGENCY BEHAVIORAL INTERVENTIONS:**

Kanza is concerned about the safety of its consumers, the public and its staff members. Also, the Center wishes to provide a healthy environment that promotes recovery and improvement in one's personal and family life. In the course of providing quality mental health care the staff members of Kanza are trained to recognize the signs of distress or agitation that can be a warning of potential problems. Kanza staff members are prepared to provide the right level of intervention to promote safety and professional care.

Kanza's policy is for staff members to use only behavioral intervention techniques for which they are trained and only in situations where non-behavioral techniques have been unsuccessful and the safety of a consumer or other person is at risk of harm. Our practices are in compliance with state laws and regulations that govern their use.

Kanza staff members will not use these behavioral interventions to humiliate, frighten or physically harm a consumer. The techniques are only used as long as necessary to control a threatening or aggressive behavior and only when verbal or other non-behavioral efforts have failed.

Kanza staff are trained in a nationally recognized program for nonviolent crisis intervention that is a safe, non-harmful behavioral management system designed specifically for human service professionals. Staff are trained to use prevention techniques that are verbal and serve to de-escalate behaviors. When necessary, staff are trained to use non-violent techniques to gain physical control, as needed, and keep persons safe. When it is necessary to utilize these techniques, the event is reviewed by quality safeguards developed by the agency.

Consumers, parents and/or guardians are encouraged to contact the Center with their questions about this part of Kanza's services by contacting the Department Director or the Chief Executive Officer. The Center's written policy is available upon request.

### **XIII. CONSUMER'S RIGHTS:**

Your rights as a consumer are listed below. You will be asked to sign a form at intake, acknowledging that you understand your rights as a consumer of mental health services. If you have any questions about your rights, please do not hesitate to ask. Any member of our staff can help you understand your rights. As a consumer at our Center, you have the following rights:

1. To receive treatment that is appropriate for your particular problem.
2. To have your own individualized treatment plan and to actively participate in its development.
3. To request changes in the treatment/services being provided to you, and to request a change in staff assigned to you.
4. To have your treatment plan clearly explained to you.
5. To know the name of the person in charge of your treatment.
6. To know what medication has been prescribed by us for you and why. To be told of the main effects (potential benefits) and possible side effects (and other risks) associated with all medications that are prescribed to you by us.
7. To know approximately how long treatment will take, if such an answer is possible.
8. To receive an explanation of the nature of the course of your treatment or proposed treatment, and any known risks associated with treatment. To receive an explanation of the potential benefits (as well as any known adverse consequences or risks) associated with the types of treatments in your treatment plan.
9. To request information about treatment methods, other than the one(s) prescribed, that are available. To request information about other clinically appropriate medications and alternative treatments, even if these medications or treatments are not the recommended choice of our provider staff.
10. To take part in planning for discharge from services.
11. To be referred for prompt medical treatment if you become seriously ill on Center premises or while in contact with Center staff.
12. To express your opinions, recommendations, or grievances to us about our services without fear of prejudice or penalty.
13. To receive services without discrimination in any manner prohibited by law or regulation.
14. To have your privacy and confidentiality protected as defined by law or regulation.
15. To be treated in a courteous manner by Center staff. Center personnel are prohibited from using verbal abuse or physical violence against consumers that is not self-defensive. To be treated with dignity and respect.
16. To not be photographed, or otherwise identified by any medium, without your consent.
17. To not participate in research that would identify you as a consumer without your consent.

18. To not be videotaped or observed from a two-way mirror without your consent.
19. To have your bill, or charges for services, explained upon request and at the time of admission/intake.
20. To refuse any and all treatments prescribed, if you are a voluntary consumer.
21. To receive an explanation of the possible consequences for failing to follow prescribed treatments, if you are an involuntary consumer.
22. To have treatment in the least restrictive, but most appropriate manner.
23. To seek treatment from an independent behavioral health therapist or psychiatrist (while also receiving services from the Center). However, the Center is not responsible for the cost or consequences of your treatment from an independent provider. The Center may establish certain other conditions related to this process, but only to assure coordination of treatment.
24. To be accompanied, or represented, by a person of your own choice during all contacts with the Center, unless such accompaniment would interfere with treatment, or disrupt other Center operations.
25. To refuse to take any experimental medication, or to participate in any experimental treatment or research project, and to not be forced or subjected to this medication or treatment with your knowledge and expressed consent.
26. To file a complaint or grievance as per our procedures for such, including filing a complaint about perceived violations of any of the rights listed here, and to be informed about the procedures for making a complaint.
27. To exercise your civil rights at the Center, unless you have been declared legally incompetent.
28. To see and review your records here at the Center, as long as such follows the procedures detailed above.
29. To not be subjected to the use of any type of treatment, technique, intervention, or practice, including the use of restraint or seclusion, done solely as a means of coercion, discipline, retaliation, or for convenience of staff, volunteers, or contractors.
30. To exercise your consumer rights by substitute means, including the use of advance directives, a living will, a durable power of attorney for healthcare decisions, or through springing powers provided for within a guardianship.
31. To prevent Center staff from disclosing to anyone that you have received, or are receiving, services from the Center, or from disclosing to anyone anything you have said (or information you provided) during any part of your services here. Our personnel will protect your privacy/confidentiality, unless you sign a written consent to release information. There are instances where we can release information without your consent. These instances are described in law, and are summarized above.

Our Privacy Notice, and the addendum to it, describes other rights you have concerning privacy and confidentiality.

#### **XIV. CONSUMER'S RESPONSIBILITIES:**

We ask that you be aware of your responsibilities as a consumer of services at our Center:

1. To provide us with information that we need in order for us to provide services to you, including adequate clinical, demographic and financial information.
2. To follow the plans and instructions for care that have been agreed upon.
3. To understand your behavioral health care problems, and to participate in developing treatment goals together with your provider.
4. To keep appointments in a timely manner, and to notify KANZA staff of cancellation in a timely manner.
5. To let us know of any special arrangements needed due to a disability or some special condition.
6. To arrange for the care of children while receiving services.
7. To work toward following the treatment plan established with KANZA staff.
8. To respect the privacy and confidentiality of other consumers.
9. To let us know of changes in any of the following: your name, address, telephone, insurance, financial status, etc.
10. To make payments for services as agreed to.
11. To treat KANZA staff with courtesy and respect.
12. To notify us if medications are discontinued, or if problems with medication develop.
13. To let us know if you are dissatisfied with our services, etc.
14. To let us know if you do not plan to return for scheduled services.
15. To assist us in keeping our offices and facilities safe.
16. To let us know if a crisis or emergency situation exists.
17. To authorize our staff to talk with primary care providers (doctors, etc.) and other providers who are important to a coordinated plan of care.

18. To let your provider know about your mental health treatment needs.

## **XV. DISCLOSURE OF STAFF CREDENTIALS:**

Staff members at the Center who provide services to consumers are required to have certain training and credentials. Our provider staff members are also required to undergo certain background checks and screenings. The following is a summary of the training and credentials required of those who provide direct services to consumers in a community mental health center.

Psychiatrist: Psychiatrists must have obtained the M.D. or D.O. degree, completed an appropriate internship in psychiatry, and be licensed to practice medicine by the Board of Healing Arts of the State of Kansas. Psychiatrists are authorized by law to prescribe medication.

Advanced Practice Registered Nurse (APRN): APRN's must have obtained a master's degree in nursing and have completed coursework specific to a field of nursing practice, such as psychiatric nursing. Must be licensed as an Advanced Practice Nurse Practitioner by the State Board of Nursing of the State of Kansas. APRN's are authorized by law to prescribe medication, as long as they do so under a written protocol approved by a physician.

Licensed Master of Social Work (LMSW): LMSW's must have obtained a masters degree in social work, and must have passed an examination in order to be licensed by the Behavioral Sciences Regulatory Board of the State of Kansas. They must have completed a social work internship as a part of their master's degree. LMSW's are not authorized to prescribe medication nor are they permitted to practice medicine.

Licensed Specialist in Clinical Social Work (LSCSW): LSCSW's must first meet the requirements of the LMSW (see just above). In addition, they must have completed at least two years of post-masters supervised clinical practice, and must pass an examination, in order to be licensed by the Behavioral Sciences Regulatory Board of the State of Kansas. LSCSW's are not authorized to prescribe medication nor are they permitted to practice medicine.

Licensed Masters Level Psychologist (LMLP): LMLP's must have obtained a masters degree in psychology, usually clinical psychology, and pass an examination, in order to be licensed by the Behavioral Sciences Regulatory Board of the State of Kansas. They must have completed an internship as a part of their masters degree. LMLP's are not authorized to prescribe medication nor are they permitted to practice medicine.

Licensed Clinical Psychotherapist (LCP): Persons who have obtained the LMLP (or any of several other types of behavioral health licenses) may apply for licensure as an LCP. The Behavioral Sciences Regulatory Board of the State of Kansas licenses person so qualified. These persons must also have completed at least two years of post-masters supervised clinical practice and must pass an examination. LCP's are not authorized to prescribe medication nor are they permitted to practice medicine.

Licensed Marriage and Family Therapist (LMFT): LMFT's must have obtained a masters degree in marriage and family therapy, and must pass an examination, in order to be licensed by the Behavioral Sciences Regulatory Board of the State of Kansas. They must have completed an internship as a part of their masters degree. LMFT's are not authorized to prescribe medicine nor are they permitted to practice medicine.

Licensed Clinical Marriage and Family Therapist (LCMFT): LCMFT's must first have obtained the LMFT (see above). In addition, they must have completed two years of post-masters supervised clinical practice in marriage and family therapy in order to be licensed as an LCMFT by the Behavioral Sciences Regulatory Board of the State of Kansas. LCMFT's are not authorized to prescribe medication nor are they permitted to practice medicine.

Licensed Practical Nurse (LPN): This position is the initial, entry level of credentialing by the Kansas Board of Nursing. As part of their work, LPNs take client vitals and record client activities. They clean and monitor medical equipment. LPNs also monitor their clients and report adverse reactions to medications or treatments. LPNs gather information from clients, including their health history and how they are currently feeling. They may use

this information to complete insurance forms, pre-authorizations, and referrals, and they share information with advanced practice registered nurses and doctors to help determine the best course of care for a client. LPNs often teach family members how to care for a relative or teach clients about good health habits.

Certified Medication Aide (CMA): This state certified position works as a supportive staff member to KANZA's medical providers to prepare a consumer for their psychiatric consultation or medication follow up appointment. CMA's take client vitals and record client activities. They clean and monitor medical equipment. They gather information from clients, including their health history and how they are currently feeling.

Licensed Professional Counselor (LPC): The LCP is a master's or doctoral level mental health professional whose graduate training is in the clinical field of professional counseling and licensed by the Behavioral Sciences Regulatory Board. This professional is licensed in the State of Kansas to diagnosis and treat mental disorders under the direction of a professional licensed to practice independently. LCP's are not authorized to prescribe medicine nor are they permitted to practice medicine.

Interns and Practicum Students: From time to time our Center may participate in training undergraduate or graduate students who are studying to enter the field of behavioral health. These persons are supervised by their university as well as by a licensed member of our staff.

Case Manager: Case managers are required to have experience and/or education related to providing "helping" services to people. Some case managers possess a college degree, while others may have a combination of experience and college training, or they may have no college, but have a solid background in working with people.

Attendant Care Worker and Psychosocial Worker: Attendant care workers and psychosocial workers are not required to have any specific college training or experience. They are required to go through a training and orientation course that prepares them to offer these services.

Respite Care Worker: We contract from time to time with responsible adults who may provide temporary personal supervision to certain children (those with SED). This is done only on rare occasions, and only with consent of the parents or guardians. Respite care is usually only provided to those SED children who are on the Children's Medicaid Waiver. These workers are not required to have any particular formal education.

Parent Support Worker: We may employ a person whose function is to provide parents and care-givers information about child-rearing, services available, resources for families, and so on. No formal education is required, but experience with children is required.

Peer Support Specialist: Peer Support Specialists work with persons, adults and older adolescents, who meet the requirements for the target population of SPMI or SED and are working on their recovery from mental illness. This staff person has self-identified as a consumer of mental health services in their lifetime and has a first-person experience with recovery. These individuals receive certified training by the State in addition to their personal recovery experience.

*Consumer information-packet April 12, 2018*