

**Client Handbook**  
**Revised January 2024**

Thank you for choosing Kanza Mental Health & Guidance Center, Inc. as your behavioral health care provider.

This handbook is your guide to understanding your rights and responsibilities as a client of Kanza Mental Health & Guidance Center, Inc. Please read the information carefully and save this handbook for questions or concerns you may have in the future.

**About Kanza Services:**

Kanza Mental Health & Guidance Center, Inc. is a non-profit Community Mental Health Center serving Brown, Doniphan, Jackson, & Nemaha counties. Kanza is licensed by the Kansas Department for Aging and Disabilities Services and has been established since 1963. Our mission is to offer hope for a healthier tomorrow. Kanza provides services to individuals of all ages, regardless of income, residence, or disability.

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**Kanza Locations and Hours:**

***Hiawatha Main Office***

**909 S 2<sup>nd</sup> St., Hiawatha, KS 66434**

Hours: Monday – Thurs 8:00am – 6:00pm

Fridays 8:00am – 4:00pm

Services: Full-service office

Phone: (785) 742-7113

24/7 crisis phone: (785) 742-3666

Fax: (785) 742-3085

***Holton Office***

**510 Kansas Ave., Holton, KS 66436**

Hours: Monday – Thursday 8:00am – 6:00pm

Fridays 8:00am – 4:00pm

Services: Full-service office

Phone: (785) 742-7113

24/7 crisis phone: (785) 742-3666

Fax: (785) 742-3085

Additional Locations by Appointment Only:

***Community Services***

**2291 Linden Rd., Hiawatha, KS 66434**

Hours: By appointment only

Phone: (785) 742-7113

24/7 crisis phone: (785) 742-3666

Fax: (785) 742-3085

***Seneca Office***

**711 Nemaha Street, Seneca, KS 66538**

Hours: By appointment only

Phone: (785) 742-7113

24/7 crisis phone: (785) 742-3666

Fax: (785) 742-3085

***Troy Office***

**117 N Main St., Troy, KS 66087**

Hours: By appointment only

Phone: (785) 742-7113

24/7 crisis phone: (785) 742-3666

Fax: (785) 742-3085

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### **Kanza Treatment Services:**

Kanza offers a wide range of behavioral health programs and services that may be recommended for you. Based on your initial assessment you may be referred to one or more of the following services and programs:

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Outpatient Mental Health Services <ul style="list-style-type: none"><li>• Individual and family therapy</li><li>• Psychiatric medication evaluations and management</li></ul>	Outpatient Substance Use Services <ul style="list-style-type: none"><li>• Individual, family, and group counseling</li><li>• Medication-assisted treatment</li></ul>
Targeted Case Management	Psychiatric Rehabilitation Services
Supported Housing Services	Supported Employment Services
Assertive Community Treatment	Peer and Family Supports Services
SED Waiver Services	Armed Forces/Veterans Mental Healthcare
<b>*Many of our services are available through telehealth</b>	
<b>**Not all services are provided at each location</b>	

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### **Agree to Treatment and Privacy:**

There are several steps to complete before and while participating in treatment services. Before our services are provided, clients and legal representatives must agree and give consent to treatment. This is to ensure understanding and agreement to receiving behavioral health care services. Kanza staff follow policies and procedures to ensure your confidentiality and privacy are protected. We maintain physical, electronic, and procedural safeguards to protect private health information, and these are compliant with all applicable state and federal laws.

### **Getting Started with Services:**

Call us or walk into our Hiawatha or Holton Office locations during business hours and our care coordinators can provide you with access information and paperwork to get started.

### **Intake Process:**

Your first appointment at Kanza is referred to as “the intake” and is completed by a behavioral health professional. They will collect information from you through questions and assessments to better understand you, your concerns, and how best to meet your needs. This information is used to make a mental health diagnosis and a person-centered treatment plan with recommended services to address your concerns and guide your care. The better we know you, the better we can help.

Before meeting with the behavioral health professional, you will speak with a support staff member to explain financial costs of treatment, client rights, and client responsibilities. You are encouraged to ask questions at any time and should expect your questions to be answered.

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 Handbook; and it documents your voluntary application for services here.

After your intake, you will have a personalized treatment plan and a treatment team assigned to you. You will be provided with agreed upon referrals and appointments for services. Your input into your treatment is highly encouraged as we seek to provide collaborative, person- and family-centered care.

The location and delivery of services varies. There are options for office visits, telehealth, home-based, community-based, and school-based service delivery, and the frequency of appointments and duration of treatment is based on level of needs for care. Talk to your provider about service delivery options and preferences.

Parents and legal guardians may make an application for services on behalf of their minor children. Minors aged 14 and older may make such an application on their own behalf. Following the minor's own application for treatment, the CEO will send a letter to the parent(s).

## **Overview of Kanza Services:**

### **Emergency Behavioral Health Services:**

Kanza provides 24-hour licensed staff to address emergency behavioral health needs across Brown, Doniphan, Jackson, and Nemaha counties. These services are available to anyone in need, of all ages, and not just Kanza clients. These services are accessed by calling our crisis line at (785) 742-3666, available 24/7, or by visiting our Hiawatha or Holton office locations during open business hours. Kanza's emergency behavioral health services may also be reached at your local community hospital or law enforcement center.

- **Screening and Risk Assessment:** A qualified mental health professional meets with you and anyone else involved to evaluate your current situation and to develop a plan based on your needs. This plan may include a referral to a psychiatric hospital for more intensive services or a follow-up safety plan in the community. This service may be conducted at the office, a local hospital or emergency room, or via tele-video.
- **Crisis Intervention Services:** The Kanza crisis team offers various services to stabilize adults and children in crisis. These services include:
  - ***Crisis Therapy and Intervention:*** Crisis therapy and intervention is a one-on-one service with a qualified mental health professional to help stabilize your situation and to develop a plan to help you be safe and well.
  - ***Crisis Case Management:*** A crisis case manager works with you one on one to help address any needs that may be interfering with your recovery. This may include a focus on food, housing, or connecting with community resources. Crisis case managers often provide follow up calls and contacts after a crisis incident to assure that you are doing well in the community.
  - ***Crisis Attendant Care:*** Crisis Attendant care is a one-on-one service to provide longer term support until a crisis is resolved. This may occur in the community or at a Kanza office.
  - ***Mobile Crisis Response:*** Kanza offers 24/7 Mobile Crisis Response services in which a team of behavioral health professionals provide support to individuals and

families in crisis in the community, school, or home setting of their choosing. Mobile Crisis Response can be accessed by calling our crisis line.

- **Crisis Stabilization Unit:** Kanza has access to a crisis stabilization center located in Leavenworth, Kansas. The crisis stabilization unit is for adults, aged 18 years and older. People who stay in this facility receive supportive services from a variety of staff. The typical length of stay is 12 hours but may be longer if needed. Kanza can assist with transportation needs to this center.

### **Outpatient Services at Kanza include:**

- **Outpatient therapy services** are provided in a safe and supportive environment for individuals seeking to address their behavioral health and well-being. Highly trained and qualified therapists use core evidence-based practice interventions including Cognitive Behavioral Therapy (CBT) and Motivational Interviewing. Cognitive Behavioral Therapy allows clients to develop coping skills, whereby they can learn to change their own thinking, problematic emotions, and behavior. Motivational Interviewing helps people resolve ambivalent feelings and insecurities to find the internal motivation they need to change their behavior.
- **Substance use counseling** helps clients overcome addiction and reclaim their lives. Our experienced counselors provide support and guidance in addressing addiction issues, developing coping strategies, and fostering a healthier, drug-free life. We also offer **Medication Assisted Treatment (MAT)** services: FDA-approved medications prescribed by our physicians to help aid you in your journey to recovery.
- **Psychiatric medication services** offer a path to improved health and overall well-being. Our experienced healthcare professionals work closely with you to determine the most effective medication options, tailored to your unique needs and conditions, and partner with **GeneSight**. We are committed to ensuring your journey towards better health is safe, comfortable, and successful.

### **Community Services Programs at Kanza include:**

- **Community Based Services** youth case managers provide personalized support for children and their families to encourage behavioral health growth at home, at school, and in the community. We believe in fostering resilience, building healthy coping skills, and building strong social connections to empower young individuals and guide them toward a brighter future.
- **Community Support Services** adult case managers are experienced, compassionate, and dedicated to helping you overcome life's challenges with a personalized, holistic approach in which appointments can be made outside of the office setting. We empower you to build resilience, work on your therapeutic goals, and create a strong support network while monitoring your progress every step of the way. We also have a **SOAR** specialist (SSI/SSDI Outreach, Access, and Recovery) who will guide you through the disability application process and help you obtain any Social Security benefits, such as SSI and SSDI, if you are eligible.

- **Supported Housing** offers a range of support, including finding and maintaining housing while also building daily and independent living skills and helping you succeed in independent living. At Supported Housing, we believe that everyone deserves a stable and supportive place to call home, and we offer a connection to our **Health and Wellness Life Coach**, who is dedicated to helping you reach your personal goals for a healthy lifestyle.
- **Supported Employment** is dedicated to helping individuals find and help maintain meaningful employment. With a personalized approach, we assist in job placement, skill development, and ongoing support to ensure success in the workforce. Whether you are navigating mental health challenges or other barriers to employment, we are here to empower you on your journey to a fulfilling and sustainable career.
- **Assertive Community Treatment (ACT)** program is a comprehensive and individualized approach to mental health support. Our dedicated team, including a variety of professionals, collaborates closely with individuals in their communities, providing tailored assistance with housing, employment, healthcare, and daily life skills. We focus on promoting independence and recovery, ensuring that each person can thrive in their unique way. ACT is your pathway to a brighter, more self-reliant future.

#### **Financial Responsibilities:**

During your first visit to Kanza, you will be asked to provide information about insurance and income to determine your payment rate. Fees vary according to the services provided and are comparable to or lower than the cost of similar services in private agencies. Kanza is an approved provider of mental health services for many insurance providers. Our staff files billing claims to private insurers, Medicaid (Kansas), and Medicare. We highly encourage you to confirm that Kanza is “in-network” for your coverage and if not, does your policy cover “out-of-network” benefits for Kanza.

Kanza ensures that no individual is denied behavioral health care services, including crisis management services, because of place of residence, homelessness, lack of a permanent address, or an ability to pay for such services. Clients living or working in Brown, Doniphan, Jackson, or Nemaha counties without insurance may qualify for sliding scale fees based on household income and size. All fees, including insurance cost shares, are due at the time of service. For your convenience, we accept Visa, MasterCard, American Express and Discover. You can pay your bill at the Hiawatha or Holton Offices, by phone, or by mail. Please speak to a member of our Medical Billing Team for questions about fees or payments associated with your care.

#### **Appointments:**

For best treatment outcomes, we strongly recommend that you attend all scheduled appointments with your providers. Appointment availability is limited and in high demand. If you cannot attend a scheduled appointment, please call us at (785) 742-7113 with 24-hour advance notice so that alternative arrangements can be made and to reschedule your appointment. Failure to give 24-hour advance notice is considered a missed appointment and will need to be discussed with your provider. Please note that if you miss a medication appointment, then your provider is

unlikely to be able to fill your next prescription and you could run out of medications. Multiple missed appointments without adequate cancellation will result in a disruption to your services.

### **Discharge from Treatment:**

Discharge planning is a collaborative process that begins at the beginning of services. Duration of treatment is specific to the individual needs and goals. As you progress through treatment, your behavioral health provider will develop a transition plan that will guide your recovery going forward. Upon leaving Kanza services, a discharge summary will be prepared along with recommendations for your continued recovery.

### **Client Rights and Responsibilities:**

#### **Client Rights:**

As a client/family of Kanza, you have rights related to your care and treatment. For any questions about your rights or responsibilities as a client, please ask your behavioral health care provider.

You have the right:

1. To receive treatment that is appropriate for your identified need(s).
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 participate in a periodic review and revision of your treatment plan.
7. To a safe, sanitary, and humane environment which provides privacy and promotes dignity.
8. 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 medication that are prescribed to you by us.
9. To know approximately how long treatment will take, if such an answer is possible.
10. 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 treatment in your treatment plan.
11. To request information about treatment methods, other than the one(s) prescribed, that are available. To request information about other clinically appropriate medication and alternative treatments, even if these medications or treatments are not the recommended choice of our provider staff.
12. To be an active participant in your discharge planning and to be provided answers to all questions about your plan of care including information about prescribed medications.
13. To be referred for prompt medical treatment if you become seriously ill on Kanza premises or while in contact with Kanza staff.
14. To express your opinions, recommendations, or grievances to us about our services without fear, prejudice, or penalty.

15. To receive services without discrimination in any manner prohibited by law or regulation, including discrimination based on your race, religion, ethnic origin, age, gender, disability, medical condition, or ability to pay for services.
16. To have privacy and confidentiality protected as defined by law or regulation.
17. To be treated in a courteous manner by Kanza staff. Kanza personnel are prohibited from using verbal abuse or physical violence against clients that is not self-defensive.
18. To be treated with dignity and respect, and free from abuse, neglect, and exploitation.
19. To not be photographed, or otherwise identified by any medium, without your consent, including fingerprinting and recording.
20. To not participate in research that would identify you as a client without your consent.
21. To not be videotaped or observed from a two-way mirror without your consent.
22. To have your bill, or charges for services, explained upon request and at the time of admission/intake.
23. To refuse all treatment prescribed or withdraw consent unless ordered by a court or necessary to save your life or physical health.
24. To receive an explanation of the possible consequences for failing to follow prescribed treatments if you are an involuntary client.
25. To have treatment in the least restrictive, but most appropriate manner.
26. To seek treatment from an independent behavioral health therapist or psychiatrist (while also receiving services from Kanza). However, Kanza is not responsible for the cost or consequences of your treatment from an independent provider. Kanza may establish certain other conditions related to this process, but only to assure coordination of treatment.
27. To receive a referral to another program if Kanza cannot provide a treatment service you request or is indicated in your assessment or treatment plan.
28. To receive treatment recommendations and referrals, if applicable, when you are to be discharged or transferred.
29. To be accompanied or represented by a person of your own choice during all contacts with Kanza, unless such accompaniment would interfere with treatment, or disrupt other Kanza operations.
30. To receive assistance from a family member, designated representative, or other individual in understanding, protecting, or exercising your rights.
31. 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.
32. 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.
33. To receive a response to a grievance in a timely and impartial manner.
34. To be free from retaliation for submitting a grievance to Kanza, KDADS, or another entity.
35. To exercise your civil rights at Kanza unless you have been declared legally incompetent.
36. To see and review your Kanza private health records.
37. 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.

38. To exercise your client rights by substitute means, including the use of advance directive, a living will, a durable power of attorney for healthcare decisions, or through springing powers provided for within a guardianship.
39. To prevent Kanza staff from disclosing to anyone that you have received, or are receiving, services from Kanza, 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.

### **Client Responsibilities:**

As a client/family of Kanza, it is your responsibility to help us create and maintain a safe and effective working relationship and environment.

We ask you:

1. To provide us with complete and accurate information that we need for us to provide services to you, including 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 scheduled appointments and notify Kanza staff of cancellation with 24-hour advanced notice.
5. To let us know of any special arrangements needed due to a disability or some special condition.
6. To arrange for care of children while receiving services.
7. To be an active participant in developing your treatment plan and work toward following it as agreed.
8. To respect the privacy and confidentiality of other clients.
9. To let us know of changes in any of the following: your name, address, telephone, insurance, or financial status.
10. To make payments for services as agreed to in a timely manner.
11. To treat Kanza staff with courtesy and respect.
12. To notify us if medications are discontinued, or if problems with medications develop.
13. To let us know if you are not satisfied with any part of our services.
14. To let us know if you do not plan to return for scheduled services.
15. To assist us in keeping our office and facilities safe and clean.
16. To let us know if a crisis or emergency exists.
17. To authorize our staff to talk with primary care providers (doctors) and other providers who are important to a coordinated plan of care.
18. To let your provider know about your behavioral health treatment needs.

### **Safety & Security:**



1. There is zero tolerance for any form of violence, threats, aggression, destruction of property, or sexual harassment. Violations of safety of others, or Kanza staff may result in a disruption to your services.
2. Kanza will, at its discretion, involve law enforcement as necessary to keep a safe and secure environment.
3. Restraint/seclusion is used only to protect the immediate physical safety of the patient, staff, or others. As a last resort, restraints or seclusion may be used to manage a patient's violent or self-destructive behavior. The behavior must be to the degree that it presents immediate, serious danger to their safety or that of others. Restraints/seclusion are not used as a disciplinary action, for staff convenience, or applied in a manner that causes undue physical discomfort or harm.
4. The possession or use of illegal substances, alcoholic beverages, and/or non-prescribed drugs is not allowed in Kanza facilities, vehicles, or on Kanza property.
5. Smoking is not allowed in any Kanza building or vehicle. Smoking is only allowed in designated smoking spaces away from entrances. Please speak to a member of your treatment team for Quit Smoking help and support.
6. Weapons, guns, knives, etc. are not allowed in any Kanza building or vehicle.

**Accommodations:**

Kanza encourages you to communicate in the language or method that works best for you. If you are limited in your understanding of the English language or need other assistance such as sign language, please let us know. An example of communication accommodation we can make is offering a qualified medical interpreter at no cost to the individual. If you or someone you care for is working with our team and needs accommodations to participate in services, please tell a Kanza team member, for example, a care coordinator at the front desk, or your provider.

**Service Animals:**

A service animal can accompany a person with a disability into a Center building or vehicle. Under the Americans with Disabilities 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 a service animal into the facility or vehicle what tasks the animal has been trained to perform. Kanza will comply with ADA requirements.

**No Discrimination:**

Kanza does not discriminate based on religion, gender, race, color, sexual orientation, national origin, disability, or age, in accordance with Title VI of the Civil Rights Act. Kanza staff will maintain professional and ethical conduct and promote the practice and delivery of quality care in a culturally sensitive environment.

Kanza is an equal opportunity service provider and employer.

**Suggestions, Concerns, or Complaints:**

Kanza is sincerely interested in the suggestions or comments by its clients and stakeholders. Client satisfaction surveys are sent out after appointments or clients may submit suggestions or feedback to a front desk or leadership team member.

If, at any time, you have a concern or a complaint, you may contact our Quality and Compliance Manager, or any member of our executive leadership team. Call our office at (785) 742-7113 and ask for the individual you wish to speak with or advise reception staff that you would like to discuss a concern or complaint and they will transfer you to the appropriate individual.

Kanza's licensing agency can assist you if you have a questions or concern about services provided by Kanza, simply call the Behavioral Health Central Office at 785-296-3471 or refer to their website at: <https://kdads.ks.gov/>. Although you are free to contact our Quality and Compliance Manager, or any member of our executive leadership team, as well as KDADS, we prefer that you first discuss your concern or complaint with your provider. You may also ask to speak with their supervisor. Most of the time, your concerns can be addressed by discussing them with your provider. They are very open to hearing what it is that you have to say, and no complaints will be used against you.

**Changing Providers:**

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 this first with your provider. Talking things out might help. However, if at any time, you want to switch to a different provider of our staff team, you can do one of two things: ask the provider directly or you can contact their supervisor. The supervisor will discuss this with you, and then, in most cases, assign you to a different provider.

**Notice of Privacy Practices and Disclosures:**

Kanza may use your health information for purposes of providing your treatment, obtaining payment for your care, and conducting health care operations unless you or your legal representee has provided the treatment personnel with a written waiver K.S.A. 65.5603. Kanza will only use and/or disclose your information with a valid authorization and/or when required by law to do so. Please see the Notice of Privacy Practices on the website at [www.kanzamhgc.org](http://www.kanzamhgc.org).

**Mandated Reporting:**

Kanza must disclose health information to the appropriate authority if we reasonably believe you and/or others are victims of abuse and/or neglect. Kanza will also release information in a medical emergency or to lessen a dangerous or life-threatening situation for you and/or others.

**Ineligibility for Services and Appeal Procedure:**

If you are found not eligible for services, then you will be provided the reasons verbally and in writing. At least three appropriate community resources, when available, will be provided to you to meet your needs. With the individual's consent, the family/support system and/or the referring entity is also informed of the ineligibility for service. When individuals are assessed as not being eligible for service, they have the right to appeal the decision by submitting a written request for a review by the Medical Officer or physician designee.

**Research Policy:**

Kanza at times participates in federal or state grant projects related to its services. Client consent to participate in the data collection process must be given before information is collected and shared. Kanza does not sponsor formal or controlled scholarly research projects. 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, as permissible by law. For more information, please see our Notice of Privacy Practices or contact our Privacy Officer or any member of the management team.

**Medication:**

If part of your treatment at Kanza involves medication, the main clinical effects of the medication should be explained to you by our medication prescribers. The side effects and possible interactions of your medication should also be explained to you. If you have questions about your medication(s), please ask your provider. To safely prescribe medications to clients, providers may access the state Prescription Drug Monitoring Program (PDMP) to determine what medications a client is currently being prescribed and potential adverse interactions with the recommended medication regimen.

**Alcohol/Drug Testing:**

Some clients participating in Medication-Assisted Treatment for opioid or alcohol use disorders may be asked to submit to a urinary analysis (UA) during treatment, which would be sent to a designated facility for testing. Such testing measures are to ensure proper treatment is provided, as substances have a high likelihood of interfering with prescribed medications and courses of treatment.

**Communicable Diseases:**

Kanza is required to educate clients on certain communicable diseases.

**HIV/AIDS:** Acquired immunodeficiency syndrome (AIDS) is a disease in which the body's immune system breaks down. AIDS is caused by a virus called the human immunodeficiency virus (HIV). You can become infected with HIV in two main ways: having sexual intercourse with an infected person and by sharing needles or syringes with an infected person. You cannot become infected through mosquitos, insects, clothes, toilet seats, coughs, or sneezes. If you have continued questions or concerns, you may contact the Kansas Health Department at (785) 296-1086.

**Viral Hepatitis:** Hepatitis is often caused by a virus. In the United States, the most common types of viral hepatitis are hepatitis A, hepatitis B, and hepatitis C. Many people with hepatitis do not have symptoms and do not know they are infected. If symptoms occur with an acute infection, they can appear anytime from 2 weeks to 6 months after exposure. Symptoms of acute hepatitis can include fever, fatigue, loss of appetite, nausea, vomiting, abdominal pain, dark urine, light-colored stools, joint pain, and jaundice. Symptoms of chronic viral hepatitis can take decades to develop. If you have continued questions or concerns, you may contact the Kansas Health Department at (785) 296-1086.

**Infectious Pulmonary Tuberculosis (TB):** Infectious Pulmonary Tuberculosis (TB) is a disease characterized by a bad cough lasting at least three weeks, pain in the chest, and coughing up blood or phlegm. You can become infected with TB through bacteria spread through the air from one person to another. This can occur when an infected person coughs or speaks, releasing bacteria, and nearby people breathe it in. You cannot become infected by shaking someone's hand or sharing food or drinks. Those infected are most likely to spread TB to those they spend time with every day, including family members, friends, and coworkers. If you have continued questions or concerns, you may contact the Kansas Health Department at (785) 296-1086.

### **Staff Credentials:**

Kanza behavioral healthcare providers are required to have certain training and credentials. Our providers and 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 clients in our center:

**Psychiatrist:** Psychiatrists must have obtained an 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):** APRNs 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. APRNs are authorized by law to prescribe medication.

**Physician Assistant (PA):** PAs must have obtained a master's degree and have completed coursework specific to the field of medicine. Must be certified nationally and licensed by the Kansas Board of Healing Arts of the State of Kansas. PAs are licensed clinicians who practice medicine in every specialty and setting.

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

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

**Licensed Master's Level Psychologist (LMLP):** LMLPs must have obtained a master's degree in psychology, usually clinical psychology, and pass an examination, to be licensed by the Behavioral Sciences Regulatory Board of the State of Kansas. They must have completed an internship as part of their master's degree. LMLPs 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 the 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 persons so qualified. These persons must also have completed at least two years of post-masters supervised clinical practice and must pass an examination. LCPs 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 master's degree in marriage and family therapy, and must pass an examination, to be licensed by the Behavioral Sciences Regulatory Board of the State of Kansas. They must have completed an internship as part of their master's degree. LMFT's are not authorized to prescribe medication, nor are they permitted to practice medicine.

**Licensed Clinical Marriage and Family Therapist (LCMFT):** LCMFTs 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 to be licensed as an LCMFT by the Behavioral Sciences Regulatory Board of the State of Kansas. LCMFTs are not authorized to prescribe medication, nor are they permitted to practice medicine.

**Licensed Professional Counselor (LPC):** The LPC has obtained at least a master's level degree and graduate training in the clinical field of professional mental health counseling and is licensed by the Behavioral Sciences Regulatory Board to practice mental health diagnosis and treatment under clinical supervision. LPCs are not authorized to prescribe medication, nor are they permitted to practice medicine.

**Licensed Clinical Professional Counselor (LCPC):** The LCPC is licensed to independently practice mental health counseling. The LCPC must have completed two years of post-masters supervised clinical practice in mental health counseling and passed an additional board exam to be independently licensed by the Behavioral Sciences Regulatory Board of the State of Kansas. LCPCs are not authorized to prescribe medication, nor are they permitted to practice medicine.

**Registered Nurse (RN):** RNs provide and coordinate patient care and educate clients and the public about various health conditions. Registered nurses usually take one of three education paths: a bachelor's degree in nursing, an associate degree in nursing, or a diploma from an approved nursing program. Registered nurses must be licensed by the Kansas State Board of Nursing or hold a compact license which allows them to work in states accepting compact licensure.

**Licensed Practical Nurse (LPN):** Licensed practical nurses (LPNs) provide basic medical care. Licensed practical nurses must complete a state-approved educational program, which typically takes about 1 year. They must be licensed by the Kansas State Board of Nursing or hold a compact license which allows them to work in states accepting compact licensure.

**Medical Assistant (MA):** This position works as a supportive staff member to Kanza's medical providers to prepare a client for their psychiatric consultation or medication follow up

appointment. MA'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 Addiction Counselor (LAC):** The LAC has obtained at least a baccalaureate degree in addiction counseling, or related field, and has passed the examination required by the Behavioral Sciences Regulatory Board for the State of Kansas. LACs are not authorized to prescribe medicine, nor are they permitted to practice medicine.

**Licensed Masters Addiction Counselor (LMAC):** The LMAC has obtained at least a master's level degree and training in the field of addiction counseling, as well as passed the examination required. They are licensed by the Behavioral Sciences Regulatory Board to practice addiction counseling under clinical supervision. LMACs are not authorized to prescribe medicine, nor are they permitted to practice medicine.

**Licensed Clinical Addiction Counselor (LCAC):** The LCAC is licensed to independently practice addiction counseling. The LCAC must have completed two years of post-masters supervised clinical practice in addiction counseling and passed an additional board exam to be independently licensed by the Behavioral Sciences Regulatory Board of the State of Kansas. LCACs are not authorized to prescribe medication, 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. They are required to go through a training and orientation course that prepares them to offer these services.

**Care Coordinator:** Care coordinators are required to have experience and/or education related to navigating the complex and diverse healthcare system. They assist clients in ensuring that their holistic needs are met, including not just behavioral or mental health needs but also social and medical needs. Some care coordinators 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 collaborating with people. They are required to go through a training and orientation course that prepares them to offer these services.

**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 the 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 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.

**Certified Peer Support Specialist:** Certified Peer Support Specialists collaborate with persons, adults, or 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 client of mental health services in their lifetime and has first-person experience with recovery. These individuals receive certified training by the state in addition to their personal recovery experience.

### **Emergency/Crisis Contacts**

Emergency Calls 911

National Suicide Prevention Lifeline 988

Poison Control 1-800-222-1222 or [poison.org](http://poison.org)

Kanza Crisis Line 785-742-3666

Client Information-packet January 2024