

Services We Offer, based upon eligibility

- Medication-Related Services
- Case Management (Service Coordination)
- Psychosocial Rehabilitation and/or Skills Training
- Crisis Services
- Crisis Hospitalization
- Family Support Services, Including Respite Assessments
- Other Services Funded by DSHS and/or DADS

Questions or Concerns?

If you have any questions or need additional information, contact:

Texoma Community Center

Your Contact's Name & Title:

Contact's Address & Phone #:

You may also contact Lori Marshall,
Texoma Community Center's Rights
Officer at:

P. O. Box 1087
Sherman, TX 75091-1087
Phone: 903-957-4874

Visit our web site at: www.texomacc.org

What Every Consumer Needs To Know

Charges For Community Services

TEXOMA COMMUNITY CENTER



Texas Department of State Health Services
(DSHS)
and
Texas Department of Disability Services
(DADS)

2002 (revised 2016 by csmith)

The services we offer are funded by the State of Texas, local government and consumers who have the ability to pay.

How We Charge for Services

We will not turn you away from services just because you cannot pay for them. The amount we charge for services is based upon your ability to pay. The way we decide your ability to pay is fair and is the same for every one. We will show you the way we did it and answer any questions.

What We Need From You

To decide if you are able to pay for services, we will ask you to tell us, and bring in proof of:

- A form of Identification (ID, Driver's License, etc...)
- Your Income (Pay stub, W2 forms, Tax forms)
- Any extraordinary expenses (major medical expenses, child care expenses, major property loss or damage, etc.)
- Insurance cards (Medicaid, Medicare, private)
- The number of people in your family
- Guardianship papers (if applicable)

What You Will Pay

Your income (minus any extraordinary expenses) and the number of people in your family will be applied to a fee schedule to get your maximum monthly fee. We will tell you the amount of your maximum monthly fee and give you the fee schedule we used. We will give you the form used to decide your maximum monthly fee. If your fee is more

than zero, then you will receive a bill for services. You may pay more than your maximum monthly fee, if you want.

If You Have Medicare or Medicaid Benefits

Medicaid covered services will be billed directly to Medicaid. You will not receive a bill for any services paid by Medicaid. If you have Medicare, you are responsible for expenses and/or deductibles, up to your maximum monthly fee. If your services are not covered by Medicaid or Medicare, they you may be charged, up to your maximum monthly fee.

If You Have Private Health Insurance

If you have private health insurance and complete an "assignment of benefits" then we will bill your insurance directly for covered services. You are responsible for charges that insurance does not pay for. If you have insurance and do not complete an "assignment of benefits", then we may charge you the full standard rate for services. If we are not a provider for your insurance plan, we will assist you in locating a provider who accepts your insurance.

Trusts and Charges for Community Services

Some individuals or their family members set up trusts to provide for their own or their loved ones' care and treatment. Trusts may be subject to claims for some or all TCC services. Anyone concerned about protecting trusts from liability should consult with his or her own attorney. For example, a statute in the Texas Health and Safety Code §534.0175

protects a trust from liability for the individual's support including TCC services, if the trust's assets do not exceed \$250,000 and certain criteria of the trust are met.

Financial Hardship

If it is difficult to pay all charges owed, we may be able to arrange for you to temporarily pay a lesser amount each month. If you have private health insurance and financial hardship prevents you from paying your full co-insurance, co-pay, or deductible, we will make arrangements with you to pay no more than your maximum monthly fee (or \$5.00 a month if your maximum monthly fee is zero).

Reduction or Termination of Services for Non-Payment

It is our goal to work with you to get the services your physicians and treatment team believes are best for you (with your agreement, of course). If charges remain unpaid and non-payment is not due to illness, disability, or financial hardships, we may propose to reduce or stop your services. You have the right to appeal the decision. Instructions for appeal are in the written notification. You may request that the appeal decision be reviewed by the Office of Consumer Services and Rights Protection – Ombudsman, 1-800-252-8154 (MH) or 1-800-458-9858 (IDD)

Note: If we do not accept your private health insurance and refer you to another provider to receive services, you may appeal this decision as a denial of services.

TEXOMA COMMUNITY CENTER NOTICE OF PRIVACY PRACTICES

PLEASE REVIEW THIS INFORMATION CAREFULLY.

Your Rights Regarding Your Protected Health Information:

Although your health record is the physical property of Texoma Community Center (TCC), the information belongs to you. You have the following rights:

To inspect and copy your PHI: You can look at or get a copy of the health information that we have about you. There are some reasons why we will not let you see or get a copy of your health information, and if we deny your request, we will tell you why. You can appeal our decision in some situations. You can choose to get a summary of your health information instead of a copy. You will be charged a reasonable fee for the summary or copy of your health information. We will respond to your request within 15 days. If your health information is maintained electronically, you have the right to request that information in electronic format. We may charge a reasonable fee to cover our expenses.

To request an amendment of your PHI: You can ask us to correct information in your records if you think the information is wrong. We will not destroy or change our records, but we will add the correct information to your records and make a note in your records that you have provided the information. You will be notified if we cannot correct your information as requested.

To find out what disclosures have been made: You can get a list of when we have given health information about you to others in the last six years. The list will not include disclosures for treatment, payment, health care operations, national security, law enforcement, or disclosures where you gave your permission. There will be no charge for one list per year.

To request restrictions on use/disclosures: You can ask us to limit some of the ways we use or share your health information. We will consider your request, but the law does not require us to agree to it. If we do agree, we will put the agreement in writing and follow it, except in the case of emergency. We cannot agree to limit the uses or sharing of information that are required by law.

To choose how we contact you: You can ask us to contact you at a different place or in some other way. We will agree to your request as long as it is reasonable. You can ask that health information not be disclosed to health insurance companies/health plans for items or services that you paid for out-of-pocket in full (not billed to your insurance or health plan.) If we intend to contact you to raise funds, you have the right to opt out and ask that you not receive such communications.

Breach Notification: You have the right to receive notice of a breach – we will notify you if your unsecured protected health information has been breached.

You can get a copy of this notice any time you ask for it.

Our Responsibilities and Duty to Safeguard Your

Protected Health Information: The law requires us to protect the privacy of your health information. The means that we will not use or let other people see your health information without your permission except in ways we tell you in this notice. We will not tell anyone if you sought, are receiving, or have ever received services from TCC, unless the law allows us to disclose that information. We are required to give you this

notice of our legal duties and privacy practices, and we must do what this notice says. We can change the contents of this notice and, if we do, we will have copies of the revised notice available to you at our facilities or on our website:

www.texomacc.org We are required to notify you if we are unable to agree to a requested restriction. We are required to accommodate reasonable requests you may have to communicate health information by alternative means and alternative locations. We will not disclose information about you related to HIV/AIDS without your specific written permission.

Disclosure for Treatment, Payment, and Health

Operations: We may use and disclose your PHI for a variety of reasons. We have a limited right to use and/or disclose your PHI for purposes of treatment, payment or our health care operations. For uses beyond that, we must have your written authorization unless the law permits or requires us to make the use or disclosure without it.

We will use your health information for treatment: We may use health information about you to provide you with medical treatment or services. This includes providing care to you, consulting with another health care provider about you and referring you to another health care provider. For example, we can use your health information to prescribe medications for you. Unless you ask us not to, we may also contact you to remind you of an appointment or to offer treatment alternatives or other health-related information that may interest you.

We will use your health information for payment: We can use or disclose your health information to obtain payment for providing health care to you or to provide benefits to you under health plans such as the Medicaid program.

We will use your health information for regular health operations: We can also use your health information for health care operations; for activities to improve health care, evaluating programs, and developing procedures; reviewing competence, qualifications, performance of health care professional and others; conducting accreditation, certification, licensing, or credentialing activities; providing medical review, legal services, or audit functions; and engaging in business planning and management or general administration.

We will make sure to verify identity before releasing information: Although you are entitled to a copy of your Protected Health Information, we will execute due diligence in making sure that your, or authorized agents, identity is verified, and have a right to access the record.

UNLESS YOU ARE RECEIVING TREATMENT FOR ALCOHOL OR DRUG ABUSE, TCC IS PERMITTED TO USE OR DISCLOSE YOUR HEALTH INFORMATION WITHOUT YOUR PERMISSION FOR THE FOLLOWING PURPOSES:

Business Associates: There are some services provided in our organization through contracts with business associates. Examples include inpatient mental health services at certain hospitals, certain clinical laboratories, and private providers of medication management. When these services are contracted, we may disclose your health information to our business associate so that they can perform the job we've asked them to

do and bill for services rendered. To protect your health information, we require the business associate to appropriately safeguard your information.

Research: When required by law – we may disclose information to researchers when their research has been approved by our institutional review board that has reviewed the research proposal and established rules to ensure the privacy of your health information.

Medical Examiners/Coroners: We may disclose health information to Medical Examiners or Coroners consistent with applicable law to carry out their duties.

Workers Compensation: We may disclose health information to the extent authorized by and to the extent necessary to comply with law relating to workers compensation or other similar programs established by law.

Reporting Suspected Abuse or Neglect: To a government authority – If we think that you are a victim of abuse: We may disclose your health information to a person legally authorized to investigate a report that you have been abused, neglected, or denied your rights.

Public Health: As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

To address a serious threat to health and safety: We may use or disclose your health information to medical or law enforcement personnel if you or others are in danger and the information is necessary to prevent physical harm.

Correctional Institution: Should you be an inmate of a correctional institution; we may disclose to the institution or agents thereof health information necessary for your health and the health and safety of other individuals.

Judicial and Administrative Proceedings/Law

Enforcement: We may disclose your health information if a court or administrative judge has issued an order or subpoena that requires us to disclose it. We may disclose health information for law enforcement purposes as required by law or in response to a valid court order.

National Security: We will disclose your health information if necessary, for national security and intelligence activities; and to protect the president of the United States.

Government Benefits Program: We may use or disclose your health information needed to operate a government benefit program, such as Medicaid.

Your Legally Authorized Representative (LAR): We may share your health information with a person the law allows to represent your interests. If you are receiving IDD services: We may give health information about your current physical and mental condition to your parent, guardian, relative, or friend, in accordance with the law.

The Secretary of Health and Human Services: When requested in order to enforce the privacy laws.

NOTICE FOR ALCOHOL/DRUG PATIENT RECORDS:

Confidentiality of Alcohol and Drug Abuse Patients Records – The confidentiality of alcohol and drug abuse patient records maintained by this program is protected by federal law and regulations (42 CFR Part 2). Generally, the program may not say to a person outside the program that a patient attends the program, or disclose any information identifying a patient as a drug or alcohol abuser unless one of the following conditions is met:

1. The patient consents in writing
2. The disclosure is allowed by a court order.
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Violation of federal law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with federal regulations. Federal law and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program or about any threat to commit such a crime. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

For More Information or To Report a Problem:

If you have questions or would like additional information, you may contact the TCC Rights Protection Officer at (903)957-4874 or toll-free at 877-530-2228.

If you believe your privacy rights have been violated, you can file a complaint with the TCC Rights Protection Officer or with the federal Office for Civil Rights.

There will be no retaliation for filing a complaint.

Lori Marshall, Rights Protection Officer, TCC: (903)957-4874 or toll-free 877-530-2228

You may also file a complaint with: State Consumer Services and Rights Protection (800)252-8154 PO Box 13247 Austin, TX 78711 or U.S. Department of Health and Human Services 200 Independence Avenue, S.W. Washington, D.C. 20201 (877)696-6775.

You must file your complaint within 180 days of when you knew or should have known about the event that you think violated your privacy rights.



Texoma Community Center

315 West McLain Street, Sherman, TX 75090

P.O. Box 1087, Sherman, TX 75091-1087

Phone: (903) 957-4701

FAX: (903) 957-3415

If you do not have a primary physician, you are free to contact ANY primary care physician of your choice. However, you may wish to contact one of the following resources for help. *Inclusion on this list does not guarantee they will accept you as a patient.*

Medical Assistance

Grayson County Health Department

515 North Walnut, Sherman, TX

903-893-0131

Well Woman & Family Planning / Immunizations.

Grayson County Health Department

205 North Houston, Denison, TX

903-465-2878

Immunizations.

Bruce Maniet, DO

101 South Broadway, Bells, TX

903-965-7700

319 South Highway 69, Whitewright, TX

903-364-2022

Medicare.

Sherman Medical

2500 North Travis Street, Sherman, TX

903-868-8900

Cash Only, Does not accept Medicaid.

Lions Club

2105 Jason Circle, Sherman, TX

903-868-2537 (leave message)

Eyeglasses.

Muenster Memorial Hospital

605 North Maple, Muenster, TX

940-759-2271

WNJ WellCare Medical Group

600 N. Highland Ave, Ste 10, Sherman, TX 75092

903-957-2100

Medicaid, Medicare, Private Pay, Insurance.

Bonham Community Health Center

920 North Center Street, Bonham, TX

903-583-6155

Callie Clinic

1521 Baker Road, Sherman TX

903-891-1972

Family Care Clinic

308 Charlie Drive, Whitesboro, TX

903-564-9090

Greater Texoma Health Clinic

900 North Armstrong Ave, Denison, TX

903-465-2440

By application only- Please call for appointment.

TexomaCare- Bonham

2201 North Highway 121, Bonham, TX

903-583-3111

Medicaid 2yrs-17years old only.

TexomaCare- Denison

5012 S US Hwy 75, Ste 225, Denison, TX

903-416-6025

Fannin County Indigent Health Care

1203 E. Sam Rayburn, Bonham, TX

903-583-2915

Primary Care Associates

600 North Highland Ave, Sherman, TX

903-892-8112

Discounted Rate/Private Pay or uninsured only.

North Texas Medical Center

1900 Hospital BLVD, Gainesville, TX

940-665-1751

Indigent Health, Medicaid, Sliding Scale.

Four Rivers Outreach- Dental

333 West Jones Street, Sherman, TX

Open by Appointment

903-870-4000

Grayson County Indigent Health

1111 Gallagher Drive, Sherman, TX

903-771-2851

Sliding Scale/Application.

Texoma Community Center

315 West McLain Street, Sherman, TX 75090

P.O. Box 1087, Sherman, TX 75091-1087

Phone: (903) 957-4701

FAX: (903) 957-3415

These are a few Outpatient Counseling Services in the Cooke, Fannin and Grayson County areas. Their placement on this list does not constitute an endorsement of their services. *Inclusion on this list does not guarantee services.*

Counseling

Cooke County

Michael Anne Bryson Counseling

207 S. Dixon, Gainesville, TX

940-665-8056

Medicaid, Insurance, Private Pay.

Breakthrough Christian Counseling

1001 E Broadway Street, Gainesville, TX

940-612-0049

Abigail's Arms

P.O. Box 1221, Gainesville, TX

24 hour Hotline 940-665-2873

Victims of Domestic Violence.

Avery Behavioral Health

202 S. Dixon Street, Gainesville, TX

940-612-2445

Medicaid, Medicare.

Texoma Community Center

319 N. Dixon, Gainesville, TX

940-665-3962

Robert E. Hanson, PH

209 W. California, Gainesville, TX

972-345-1789

Medicaid, Medicare, Insurance.

Fannin County

Faye Wedell, LPC, LMFT

112 W. 5th St., Bonham, TX

903-640-3868

Texoma Community Center

1221 E 6th Street, Bonham, TX

903-583-8583

Jan D Snow, LPC

112 West 5th Street, Bonham, TX

903-815-6791

Michelle Griffith

112 W. 5th St., Bonham, TX

903-436-2406

Fannin County Family Crisis Center

Address not provided for safety precautions

903-583-7694

Victims of Domestic Violence.

Erin Holt, LPC

1212 N. Center Street, Bonham, TX

469-964-2297

Counseling (Continued)

Grayson County

Robert M. Cross, PhD

200 N. Travis Street, Ste. 303, Sherman, TX
903-819-8888

Tanya Brown-Davis, LPC

100 N. Travis Street, Ste. 406, Sherman, TX
903-893-4884

Stonebridge Family Counseling

3400 East FM 691, Sherman, TX
903-337-0343

*Marriage, Family & Relationship Counseling.
Anger & Stress Management
Trauma, Grief, Illness, Abuse, Adolescent Issues.
Eating & Mood Disorders.
Assertiveness & Self-Esteem issues.*

Child Guidance Clinic of Texoma

804 E. Pecan Grove, Sherman, TX
903-893-7768

Individual & Family Counseling, Parenting.

Grayson County Counseling Service

2009 Texoma Parkway, Ste. 3, Sherman, TX
903-892-2874

John Kasper, LPC

2007 Texoma Parkway, Ste. 195, Sherman, TX
903-892-8901

Dan McCaig and Associates

402 West Lamar, Sherman, TX
903-891-3831

Women's Crisis Center

Address not provided for safety precautions
903-893-3909
Victims of Domestic Violence.

Center for Psychological Development

1105 Memorial Drive, Ste. 202, Denison, TX
903-337-0343

Applied Psychology Group

600 E. Taylor, Ste. 4011, Sherman, TX
903-893-0298

Texoma Community Center

315 W. McLain, Sherman, TX
903-957-4700

Lakes Behavioral Health

421 North Sam Rayburn Drive, Sherman, TX
903-892-8185
Substance Abuse Counseling.

Steps 2 Strides

2300 West Morton Street, Ste. 114, Sherman, TX
903-462-4085
*Outpatient Pediatric Rehabilitation, Birth to 21 years.
Speech, Physical, & Occupational Therapy.
Dietician, Behavioral Counseling, Social Services.
Crime victims & crisis intervention.*

Trinity Counseling

416 E Main, Denison, TX
903-465-6344
Sliding Scale.

Compassion and Support

505 W Center, Sherman, TX
903-868-9315
Grief Counseling.

Texoma Community Center

315 West McLain Street, Sherman, TX 75090

P.O. Box 1087, Sherman, TX 75091-1087

Phone: (903) 957-4701

FAX: (903) 957-3415

These are few psychiatrists in the Cooke, Fannin and Grayson County areas. Their placement on this list does not constitute an endorsement of their services. *Inclusion on this list does not guarantee services.*

Local Psychiatrists

Deepika Bhargava, MD

600 E Taylor, Ste 4001, Sherman, TX

903-892-0751

Medicaid, Medicare, & Private Insurance.

Gary Watts, PA

2925 Country Club Rd, Ste. 102, Denton, TX

940-382-1120

No Medicaid.

Dante Burgos, MD

2704 Washington St, Greenville, TX

903-454-7200

Medicaid, Medicare, & Private Insurance.

Jawad Riaz, MD

115 W. Lamberth, Suite A, Sherman, TX

903-892-6700

Vernon Johnson, MD

302 E. Brockett, Sherman, TX

903-893-1400

Children only, 6yo-12th grade.

Gayatri Singh, MD

2300 W. White Ave, Ste 106, McKinney, TX

972-562-4755

Tri Med Behavioral and Sleep Medical

Oluyemi Aina, MD and Aaron A. Brown, DO

1601 N. Travis, Sherman, TX

903-328-6556

Bryan County Oklahoma Services

Mental Health & Substance Services of OK

1001 W. Main Street

Durant, OK 74701

580-924-7330

800-522-1090

Medicaid, Medicare, Income based.

Mental Health Services of Southern Oklahoma

1001 W Main Street

Durant, OK

580-924-7330

Medicare & Private Insurance.

Sequel Care of Oklahoma

103 N. 3rd Street

Durant, OK

580-298-2830

Mental health and substance abuse services.

Alcoholics Anonymous- Turning Point Group

St. John's Church

515 W Beech

Durant, OK

Mon, Tue, Thu, Sat at 7pm

Narcotics Anonymous- Key To Life

East Side Presbyterian Church

501 NE 4th Avenue

Durant, OK

Tue-Sun at 8pm & Monday at 12pm

New Vision

1600 W University

Durant, OK

1-800-939-2273

Detox, Inpatient, Medicaid/Medicare

Texoma Community Center

315 West McLain Street, Sherman, TX 75090

P.O. Box 1087, Sherman, TX 75091-1087

Phone: (903) 957-4701

FAX: (903) 957-3415

There are a few shelters in different areas. Their placement on this list does not constitute an endorsement of their services. *Inclusion on this list does not guarantee services.*

Shelters

Grayson County Shelter

331 W. Morton, Denison, TX

903-465-6041

Women 23 and older, Men 45 and older, Families.

Surrender House for Men

521 W. Morgan St., Denison, TX

903-463-4840

\$80/Week For men

Salvation Army

5700 Texoma Pkwy, Sherman, TX

903-868-9602

Dallas Life Foundation

1100 Cadiz, Dallas, TX

214-421-1380

Men, Women, & Children

New Bridge Family Shelter

79 Gillis St, San Angelo, TX

325-655-5774

Samaritan Inn

1710 N. McDonald, McKinney, TX

972-542-5302

Presbyterian Night Shelter

2400 Cypress Ft. Worth, TX

817-632-7400

Single men and women & women and children

Union Gospel-Men's Center

1321 E. Lancaster Ft. Worth, TX

817-332-3019

Men Only.

Abigail's Arms

P.O. Box 1221, Gainesville, TX

24 Hotline 940-665-2873

Victims of domestic violence. Women and Children.

Dragonfly House

Van Alstyne, TX

903-213-2218

dragonflyhousetx@gmail.com

Sober living – females only

Women's Crisis Center

Address not provided for safety reasons

903-892-8595

Domestic Violence.

Fannin County Family Crisis Center

Address not provided for safety reasons

903-583-7694 or 903-583-7000-Hotline

Domestic Violence.

North Texas Youth Connection

1602 E. Lamar St., Sherman, TX

903-893-4717

Shelter for Young Teens.

The Bridge

1818 Corsicana, Dallas, TX

214-670-1100

Men, women, & children.

Union Gospel Women's Center

1321 E. Lancaster, Ft. Worth, TX

817-332-7531 or 817-332-6908

Men, women, & children

Austin Street Shelter

2929 Hickory St, Dallas, TX

214-428-4242

Men 45+ & women 18+, no children.

House of Eli

123 S. Ricketts, Sherman, TX

903-815-9792

Transitional living Boys 17-21

My Brother's House-Sober Living

711 W Division, Muenster, TX

940-634-3996

Sober living home. Males only.

Mary Pat's

3818 Hwy 82 West, Gainesville, TX

940-736-6787

Cost \$80 per week

Sober living – females only

Texoma Community Center

315 West McLain Street, Sherman, TX 75090

P.O. Box 1087, Sherman, TX 75091-1087

Phone: (903) 957-4701

FAX: (903) 957-3415

Food, Utility, and Medical Assistance

Please call ahead to make sure locations are open and times that they are available.

Cooke County

Visto Clinic

1401 Southland Dr, Gainesville, TX 76240

940-668-6403

Medication, food, utility assistance. -serving Cook Co.

Living Word Food Pantry

302 S Dixon St, Gainesville, TX

940-665-1191

Food assistance

TCOG Energy Assistance

903-813-3541

Utility assistance serving Cooke, Fannin, and Grayson Counties.

Sacred Heart Food Pantry and Outreach

120 N Mesquite St, Muenster

940-759-4730 or 940-759-3074

Food assistance

LITE-UP Texas

888-782-8477 or 866-454-8387

www.liteuptexas.org

Phone and utility assistance – Texas residents

Fannin County

TCOG Energy Assistance

903-813-3541

Utility assistance serving Cooke, Fannin, and Grayson Counties.

LITE-UP Texas

888-782-8477 or 866-454-8387

www.liteuptexas.org

phone and utility assistance – Texas residents

Leap Thrift Store

116 Collins St, Leonard TX

903-587-2288

Basic Food Pantry

1100 W 5th Street, Bonham TX

903-583-9150

Food assistance.

Fannin County Residents who meet TEXCAP income guidelines

Bonham Community Health Services

920 N Center St, Bonham, TX

903-583-8611

Medication assistance.

Fannin County Indigent Health

1203 E Sam Rayburn Dr, Bonham TX

903-583-2915

Medication assistance.

Fannin County Community Ministry

1022 FM 273, Bonham, TX

903-583-3663

Food assistance.

Manna House

914 S 5th Street, Bonham TX

903-449-0466

Food assistance

Food, Utility, and Medical Assistance (Continued)

Please call ahead to make sure locations are open and times that they are available.

Grayson County

Park Avenue Church of Christ

3000 Park Ave, Denison TX

903-465-1288

Medication/food pantry- serving Denison.

Lakeway Samaritan

512 E. FM 120, Pottsboro, TX

903-786-4331

Medication, food, and utility assistance.

Salvation Army

All applicants must be employed or employable

5700 Texoma Parkway, Sherman, TX

903-868-9602

TCOG Energy Assistance

903-813-3541

Utility assistance serving Cooke, Fannin, and Grayson Counties.

Tom Bean Ministerial Alliance

903-546-6231

Medication/food assistance if living within Tom Bean ISD.

Denison Helping Hands

418 W Chestnut, Denison, TX

903-465-5101

Food assistance for Denison residents.

St. Luke's Food Pantry and Soup Kitchen

306 N Fannin St, Denison TX

903-465-2630

Food assistance

Harmony Baptist Church Food Pantry

2111 E Tuck St, Sherman TX

903-892-2044

Food assistance, Sherman Residents only

The Callie Clinic

1521 Baker Road, Sherman, TX

903-891-1972

Medication & medical assistance, food pantry, transportation, mental health, dental, and STD testing.

Your Neighbor's House

201 S. Union St, Whitesboro, TX

903-564-4400

Food assistance.

Share Ministries Food Bank

820 E. Houston St, Sherman, TX

903-893-7097

Food assistance.

Grand Central Station – The Dining Car

110 Throckmorton, Sherman, TX

903-957-0264

Food assistance, education, community service opportunities, showers & laundry.

LITE-UP Texas

888-782-8477 or 866-454-8387

www.liteuptexas.org

phone and utility assistance – Texas residents

Bells – Savoy Community Care Center Food Pantry

210 S Broadway St, Bells TX

903-965-4861 – Tues 9am-5pm only

Food assistance

Karekeys Food Assistance

209 S Heritage Pkwy, Sherman TX

903-771-2816

Food assistance

Key Care Mission

921 E Houston St, Sherman TX

903-868-2604

Food assistance.

Texoma Community Center

315 West McLain Street, Sherman, TX 75090

P.O. Box 1087, Sherman, TX 75091-1087

Phone: (903) 957-4701

FAX: (903) 957-3415

Income-Based Apartments

Hilltop Village Apartments

4919 Timberview, Sherman TX

903-892-3171

Norwegian Woods Apartments

220 Archer Dr., Sherman TX

903-893-1594

David Catching Apartments

311 N. Collins Freeway, Howe, TX

903-532-6538

Glenbrook Apartments

420 W. Young St., Howe TX

903-532-6538

Steeplechase Apartments

3621 Steeplechase Dr. (Hwy 1417)

903-771-1410

www.rentourspace.com

Williamsburg Apartments

100 W. Williams St., Pottsboro, TX

903-786-3093

Diamond Place Apartments

1600 LaSalle Dr., Sherman, TX

903-892-2999

Hunnington Apartments

2300 W. Taylor St., Sherman TX

903-868-2000

Section 8 Housing / TCOG

1117 Gallagher Rd, Sherman TX

903-813-3558

www.texashousingcounselor.org

Sherman Housing Authority

2001 N. Hoard, Sherman, TX

903-893-3139

Denison Housing Authority

330 N. 8th Avenue, Denison, TX

903-465-2650

Affordable Apartments

Parkview Apartments

1200 W. Taylor St, Sherman TX

903-813-4050

Sherman Oaks

415 Archer Dr, Sherman TX

903-893-0344

Easton Parc Apartments

1600 La Salle Drive, Sherman TX

903-892-2999

Camelot Apartments

2700 S. Travis St, Sherman TX

903-893-6102

Highland Park Village

1925 W Taylor St, Sherman, TX

903-892-0188

Lakewood Apartments

303 S. FM 1417, Sherman TX

903-893-9551

St. James Apartment Homes

1225 Park Place, Sherman, TX

903-892-8358

Texoma Community Center

315 West McLain Street, Sherman, TX 75090

P.O. Box 1087, Sherman, TX 75091-1087

Phone: (903) 957-4701

FAX: (903) 957-3415

Substance Use Disorder Resources

Outreach Screening Assessment & Referral

Texoma Community Center

315 W. McLain Street, Sherman, TX

903-957-4803

Narcotics Anonymous Hotline

888-851-1246

NA meeting & events search in southern OK and northern TX

Alcoholics Anonymous Hotline

214-887-6699

Marijuana Anonymous Hotline

1-800-766-6779

Support group search and information services.

DSHS Offender Education

Certified Locations Search & Information

www.dshs.state.tx.us/offendered/

Substance Abuse Helpline Toll-Free

1-800-246-HOPE (4673)

M-F 8am-5pm.

Substance Abuse Council

201 S. Travis St, Sherman, TX

903-892-9911 or 940-668-7463

Prevention and education programs.

Greater Dallas Council on Drug & Alcohol Abuse

1349 Empire Central Drive, Ste 800, Dallas, TX

214-522-8600

Call for additional resources and information.

Department of State Health Services

1-800-963-7111

<http://www.dshs.state.tx.us/>

Alcoholic Services of Texoma

2415 Texoma Pkwy, Sherman, TX

903-868-2123

Recovery Resource Council

2700 Airport Freeway, Ft. Worth, TX

817-332-6329

Substance abuse screening, Education, Outpatient, Counseling.

Outpatient Treatment for Substance Use Disorder

Texoma Community Center

315 W. McLain, Sherman, TX

903-957-4803

No Cost. Outpatient, Drug Offender Education.

Homeward Bound

315 Sunset Ave, Dallas, TX

214-941-3500

First Come, First serve Mon-Fri. 7:30am-1pm

Lena Pope Home Inc

3200 Sanguinet Street

817-255-2652

Tarrant County residents only.

Medmark Treatment Centers of Texas Inc.

5201 McCart Ave, Fort Worth, TX

817-207-8700

House of Hope

2415 Texoma Parkway, Sherman, TX

903-868-2123

DWI & Drug Offender education/intervention.

Lakes Behavioral Health Center- Sherman

421 Sam Rayburn Fwy, Sherman, TX

903-892-8185

Low or no-cost.

Lakes Behavioral Health Center- Bonham

410 W. Sam Rayburn, Bonham, TX

903-583-0060

Low or no-cost.

Lakes Behavioral Health Center- Greenville

4200 Stuart, Greenville, TX

903-455-3987 x1312

Low or no-cost.

Lakes Behavioral Health Center- Terrell

400 Airport Rd, Terrell, TX

972-524-4159

Volunteers of America Texas Inc.

4700 S. Riverside Dr, Fort Worth, TX

817-529-7300

Outpatient & Inpatient treatment.

Outpatient Treatment for Substance Use Disorder (Continued)

MHMR of Tarrant County

1518 E. Lancaster Avenue, Fort Worth, TX

817-335-3022 or 1-800-866-2465

Adult & Adolescent Outpatient, Detoxification, Residential Treatment, Spanish Speaking Outpatient, Smoking Cessation, HIV Services, Veterans Services.

North Texas Addiction Counseling and Education Inc.

124 W Pioneer Parkway, Ste. 120, Arlington, TX

817-765-8278

Inpatient/Residential Treatment for Substance Use Disorder

Billy Gregory Detox

1501 E. El Paso St, Fort Worth, TX

817-569-4600

Accepts unfunded. Inpatient and chemical detox.

Homeward Bound

5300 University Hills Blvd., Dallas, TX

214-941-3500

Accepts unfunded. First Come, First serve Mon-Fri. 7:30am-1pm

Nexus Recovery Center Inc.

8733 La Prada Dr, Dallas, TX

214-321-0156

Inpatient for adolescence, women & children

The Recovery Center

2501 Taylor St, Wichita Falls, TX

940-761-3034 or 866-937-7772

\$9,800 for 28 days, Private Insurance

Lena Pope Home Inc.

3800 Hullen St, Fort Worth, TX

817-255-2652

Tarrant County residents only.

Cenikor-North TX Residential Facility

2209 S. Main St., Ft. Worth, TX

817-921-2771

18-24mo program

Christian Farms-Treehouse Inc.

3804 Riverside Trail, Temple, TX

254-933-9400

30-90 day program, no detox, Medicaid, \$4500/month

Salvation Army Rehab Center

2901 Northeast 28th St, Fort Worth, TX

817-834-6271

Men Only

Magdallen House

1302 Redwood Circle, Dallas, TX

214-324-9261

Women only, non-medical alcohol detox, no cost.

New Vision

1600 W University, Durant, OK

1-800-939-2273

Detox, Inpatient, Medicaid/Medicare

Serenity House Drug & Alcohol Rehab

1546 N 2nd Street, Abilene, TX

325-673-6489

Scholarships available. Residential and Outpatient.

Solutions of North Texas in Denton

2216 Bolivar, Denton, TX

940-898-6202

90 day Residential and Outpatient. Financial assistance.

Medication Assisted Treatment Providers for Substance Use Disorder

Dr. Robert Hernandez, MD

Primary Medicine of North Texas

140 W. Lamberth Road, Sherman TX

903-868-0808

Dr. John E. Galewaler, DO

Whitesboro Family Clinic

304 Charlie Drive, Whitesboro, TX

903-564-3506

Dr. Sullivan Bryant, MD

Axcel Treatment and Recovery Clinic

1105 Memorial Dr, Denison

903-337-0208

Dr. Olyuenmi Aina, MD

1601 N. Travis, Sherman, TX

903-328-6556

Dr. Dante Burgos

BHG Denison Treatment Center

1105 Memorial Dr, Suite A, Denison, TX

903-464-0727

Dr. Randal Unsell, MD

177 Angel Ridge Lane, Sherman,

214-735-8259

Dr. Jawad Riaz, MD

115 W Lamberth, Suite A, Sherman, TX

903-892-6700

Narcotics Anonymous

Cooke County

Narcotics Anonymous

216 S. Commerce St, Gainesville, TX

Mon, Tue, Wed, Fri, Sat, & Sun at 8pm. Thu at 12pm & 7pm

Grayson County

Full Circle 1st United Methodist Church

301 W Maple St, Whitewright, TX

Mon, Wed, Sat at 7:30pm

Refinishing at Saint Episcopal Church

314A North Walnut, Sherman, TX

Sun, Mon, Tues, Thurs and Sat at 7pm. Wed at Noon.

Surrender Group at Price United Methodist Church

410 N. York Ave, Denison, TX

Sun-Thu at 7:30pm

Something Different at Covenant Presbyterian Church

322 W. Pecan St, Sherman, TX

Mon-Fri at Noon

Fannin County

Primary Purpose

1308 E Sam Rayburn Dr, Bonham, TX

Nightly at 7pm. Women's Monday at 8:15pm

Celebrate Recovery

3000 Park Ave, Denison, TX

903-465-1288

800 Baker Park Drive, Sherman, TX

903-892-9635

Joshua's Crossing, 7201 FM 691, Denison, TX

903-870-8048

Friday Night from 6pm to 9pm

Crystal Meth Anonymous - Crossroads Group

212 C N. Crockett, Sherman, TX

903-893-3910

6pm (open)

Keep it Simple at Trinity Lighthouse

2915 Spur 503, Denison, TX

Fri & Sat at 8pm

Alcoholics Anonymous

Cooke County

Al Anon

606 N. Taylor St, Gainesville, TX

903-429-6673

Anchor Group

1608 N. Commerce, Gainesville, TX

940-612-2016

Mon-Sat at 12pm. Mon, Wed-Fri at 6pm. Wed & Thu at 7:30.

Sun at 10am and 8pm

Fannin County

Al-Anon

818 N. Main St, Bonham, TX

Mon at 7pm

Twinkle Group

112 Kennedy Dr., Bonham, TX

Mon-Sun at 8pm

New Beginnings Group

1308 N. Sam Rayburn Freeway, Bonham, TX

903-640-8916

Mon-Sat at 12pm. Sun at 1pm & 6pm

Grayson County

Sherman Serenity

106 S. Elm St, Sherman, TX

903-868-2734

Mon-Sun 8am, 12pm, and 8pm. Sun 10am

www.dallasintergroupassociation.com

Texoma #1 Group

300 W. Morgan, Denison, TX

903-465-4430

Mon-Sun 12pm & 8pm. Mon-Friday 7am & 6pm.

Sat & Sun 8am & 10am. Fri & Sat 10pm

Van Alstyne Al-Anon

301 S. Preston St, Van Alstyne, TX

Tue, Thu, Fri, & Sun 6pm

Social Service Organizations

And Other Helpful Numbers

National Alliance on Mental Illness; Grayson, Fannin, and Cooke County (NAMI GFC) Meeting

815 S. Dewey Hwy 11, Sherman, TX
903-814-7121

*Mental illness support group.
3rd Thursday monthly 6-8pm.*

Community Services Network

320 King Avenue, Denison, TX
903-786-5899

Grand Central Station Dining Car

110 S. Throckmorton, Sherman, TX
903-957-3910

*M-F open 9 a.m.-1 p.m./Sat open 10 a.m.-12
p.m. They provide free lunches, showers,
washers/dryers, limited health care and
dental services, clothing available.*

Four Rivers Outreach

210 South Rusk Street, Sherman, TX
903-870-4000

Job & life skills, GED & literacy.

Pregnancy Care Center

105 West Pecan Street, Sherman, TX
903-893-9099

Sherman SNAP Center

1500 Broughton Street, Sherman, TX
903-892-3733

Senior nutrition.

SNAP of Whitesboro

105 Mineral Street, Whitesboro, TX
903-564-6021

Senior nutrition.

Compassion and Support

First United Methodist Church
401 N. Elm Street, RM 110, Sherman, TX
903-868-9315

Grief Support Counseling/Group

You're Not Alone Support Group

St. Luke's - 427 W Woodard, Denison
Tuesdays - Refs 5:30-6p, Group 6-7pm
*Support for all genders who have experienced
any traumatic event including abuse as well
as substance abuse. 903-465-2630*

Assure Wireless

1-888-898-4888
Free wireless phone and 200 minutes.

Adult Probation-Cooke County: 940-668-5540

Adult Probation-Fannin County: 903-583-7446

Adult Probation-Grayson County: 903-813-4207

Adult Protective Services: 1-800-252-5400

Child and Family Guidance Center: 903-893-7768

Child Protective Services: 1-800-252-5400

Clinical Pathology Laboratories: 903-891-8797

Crisis Center: 903-893-5615

Department of Assistive and Rehabilitative Services: 903-813-8200

District Parole Office: 903-868-2616

Health Department-Denison: 903-465-2878

Health Department-Fannin County: 903-583-7495

Health Department-Sherman: 903-893-0131

Housing Authority of Cooke County-Gainesville: 940-665-1747

Housing Authority of Grayson County: 903-892-8717

Housing Authority-Bonham: 903-583-3336

Housing Authority-Denison: 903-465-2650

Housing Authority-Sherman: 903-893-3139

Jail-Fannin County: 903-640-4171

Jail-Grayson County: 903-892-8443

Juvenile Probation-Fannin County: 903-378-7890

Juvenile Probation-Grayson County: 903-786-6326

Medicaid/Food Stamps-Cooke County: 940-665-9315

Medicaid/Food Stamps-Fannin County: 903-583-5535

Medicaid/Food Stamps-Grayson County: 903-892-0581

North Texas State Hospital: 940-552-9901

North Texas Youth Connection: 903-893-4717

Police Department-Bonham: 903-583-2141

Police Department-Denison: 903-465-2422

Police Department-Gainesville: 940-668-7777

Police Department-Sherman: 903-892-7281

Sheriff-Cooke County: 940-665-3471

Sheriff-Fannin County: 903-583-2143

Sheriff-Grayson County: 903-813-4408

Social Security Office: 903-893-4654

TAPS Bus: 1-800-256-0911

Texas Highway Patrol: 903-813-3400

Texoma Council of Governments 903-893-2161

Texoma Council on Alcoholism & Drug Abuse: 903-892-9911

Texoma Medical Center Hospital: 903-416-4000

TMC Behavioral Health Center: 903-416-3000

VA North Texas-Bonham: 903-583-2111

Wilson N. Jones Regional Medical Center: 903-870-4611

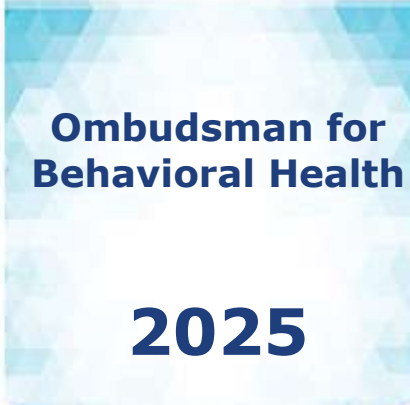
WNJ Behavioral Health Services: 903-870-7322

Workforce Solutions Texoma-Bonham: 903-640-0222

Workforce Solutions Texoma-Denison: 903-463-9997

Workforce Solutions Texoma-Gainesville: 940-665-1121

Workforce Solutions Texoma-Sherman: 903-957-7408



**Ombudsman for
Behavioral Health**

2025

Consumer Bill of Rights Handbook



Cindy Smith
Rights Protection Officer
903-957-4874



TEXAS
Health and Human
Services

25D0476C

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Consumer Rights Handbook

This handbook is provided to make you aware of the rights guaranteed to you while receiving services within the Texas Health and Human Services system and community centers.

Note About Your Rights

This listing of rights is not complete because you keep your rights as a citizen unless there is a specific reason to restrict them under law or a court order.

The information in this handbook should not be considered the granting or denying of any right guaranteed under law.

In addition to your rights, you may also have responsibilities as a consumer of mental health services. These may include but are not limited to:

- Active participation in treatment.
- Attending scheduled appointments.
- Taking medications as prescribed.
- Following through on treatment recommendations.

If you have a question or concern about your rights and responsibilities, contact the Rights Protection Officer at the facility or community My Health My Resources (MHMR) center where you are being served.

Under law, the state facility or community mental health center is responsible for making sure that you have been informed of your rights. The Texas Health and Human Services Commission (HHSC) is required to respect and provide for your rights.

To help you understand which rights in this handbook apply to you, you will need to know:

- The type of treatment program you are in, such as outpatient, inpatient, or other residential.
- Your legal status, such as competent adult, adult or minor with a guardian, emancipated minor, or minor with a conservator.

- Your admission status, such as voluntary, emergency detention, order of protective custody, court order for temporary or extended services, or forensic commitment.

If you're not sure about this information, ask your treatment provider or ask for assistance from your rights protection officer.

Important Words and Definitions

Abuse is the intentional, knowing or reckless act or omission that causes or may cause death, physical injury or substantial emotional harm to a person.

An **adult** is a person who is 18 or older who has had his or her disabilities of minority legal designation removed.

Capacity is a person's ability to understand what is involved with a proposed treatment and what could happen because of the treatment, including the benefits, risks and alternatives to the proposed treatment.

Competency is a legal status determined by a court. Adults are presumed competent unless determined otherwise by a court.

Exploitation is the illegal or improper use of a person or the person's resources for monetary or personal benefit, profit or gain.

Informed consent is the knowing written consent of a person with capacity, or the person's legally authorized representative (LAR), when that person or LAR is able to exercise free power of choice without undue inducement or any element of force, fraud, deceit, duress or other form of constraint or coercion.

Neglect is a negligent act or omission that causes or may cause death, physical injury or substantial emotional harm to someone.

An **ombudsman** receives complaints from people about their rights when receiving services at Texas Health and Human Services Commission (HHSC) facilities, local behavioral health authorities (LBHAs), local mental health authorities (LMHAs), and HHSC contractors. The Ombudsman for Behavioral Health Access to Care, established by Texas Government Code Section 531.02251, serves as a neutral party to help individuals with protecting their rights and to navigate and resolve issues related to access to behavioral health care, including care for mental health conditions and substance use disorders.

Your Right to Be Informed of Your Rights

You have the right to be given a copy of these rights before you agree to accept voluntary services or when you are admitted to involuntary services. A copy can also be given to the person of your choice. If a guardian has been appointed for you, or you are less than 18 years old (or less than 16 years old if you have been admitted voluntarily to inpatient services), another copy will be given to your guardian, parent or conservator.

You also have the right to have these rights explained to you aloud in a language you can understand within 24 hours of being admitted for services. This same explanation must also be given to your guardian, parent or conservator, as appropriate.

How to Make a Complaint

You have the right to make a complaint and to be informed of who to call for help. Addresses and phone numbers of people who can help are listed below. You have the right to make a complaint without any form of retaliation.

If you believe any of your rights have been violated, or you have other questions, concerns or complaints about your rights or your care, contact one or more of the following:

Texas Health and Human Services Commission

Ombudsman for Behavioral Health

P.O. Box 13247

Austin, TX 78711-3247

800-252-8154, 8 a.m. to 5 p.m. Central time, Monday through Friday

You may also report complaints or violations of your rights by emailing OmbudsmanBehavioralHealth@hhsc.state.tx.us.

You have the right to be told about Disability Rights Texas when you first enter an inpatient unit and when you leave. Disability Rights Texas is independent of HHSC, and its purpose is to protect and speak up for your rights.

Disability Rights Texas

2222 West Braker Ln.

Austin, TX 78758

800-252-9108 (voice and TDD)

To contact Disability Rights Texas for general purposes, call a regional office Monday through Friday, 8 a.m. to 5 p.m. Central time. The locations and phone numbers of the offices are listed below.

- Headquarters, Central Texas: 512-454-4816
- North Texas: 214-630-0916
- West Texas: 806-765-7794
- East Texas: 713-974-7691
- El Paso Area: 915-542-0585
- South Texas: 210-737-0499

Making a complaint at a private psychiatric hospital

You can call **800-458-9858** to report complaints about the care or treatment of someone served by a regulatory services provider, including allegations of abuse, neglect or exploitation. Access a list of provider types so you can file a complaint with Complaint and Incident Intake.

Agents answer calls Monday through Friday from 7 a.m. to 7 p.m. Central time. If you call outside those hours, leave a message, and an employee will call you back by the next workday. You can also [file a complaint online^a](#) or by [emailing Complaint and Incident Intake^b](#).

You can send documents by mail to:

Texas Health and Human Services Commission

Complaint and Incident Intake

Mail Code E249

P.O. Box 149030

Austin, TX 78714-9030

^a <https://txhhs.my.site.com/complaint/s/>

^b ciicomplaints@hhs.texas.gov

If you believe you have been abused or neglected, you can send a complaint to:

Texas Department of Family and Protective Services

P.O. Box 149030
Austin, TX 78714-9030
Mail Code E-561

If you are deaf, deafblind, hard of hearing or speech disabled, use Relay Texas at 7-1-1 or a relay service of your choice. Tell the relay operator to call the Texas Abuse Hotline at 800-252-5400.

If you believe your attorney didn't properly prepare your case or failed to represent your point of view to the judge when you were involuntarily committed, you may report the attorney's behavior to the State Bar of Texas:

State Bar of Texas

Texas Law Center
1414 Colorado Street
Austin, TX 78701
Main phone: 512-427-1463
Toll free: 800-204-2222 or 877-953-5535

During your stay at an inpatient program and accredited outpatient program, you may request an early survey at any time during your stay by asking your social worker or by contacting the Rights Protection Office. This right extends to your family or legally authorized representative.

Basic Rights for All People Receiving Mental Health Services

(Outpatient and Residential Inpatient Programs)

1. You have all the rights of a citizen of the state of Texas and the United States. This includes habeas corpus, which is the right to ask the court if it's legal for you to be kept in the hospital based on the procedures of your court commitment. You have property rights, guardianship rights, family rights, religious freedom, the right to register and vote, the right to sue and be sued, the right to sign contracts, and all the rights relating to licenses, permits, privileges and benefits under state and federal law.
2. You have the right to be presumed mentally competent unless a court has ruled otherwise.
3. You have the right to be treated without discrimination. This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex, and in some cases religion or political beliefs, or retaliating for prior civil rights activity. If you believe you have been discriminated against for any of the reasons listed above, contact the HHSC Civil Rights Office at 888-388-6332.
4. You have the right to be treated in a clean and humane environment in which you are protected from harm, have privacy regarding personal needs, and be treated with respect and dignity.
5. You have the right to appropriate treatment in the least restrictive and appropriate setting available that provides protection for you and the community.
6. You have the right to be free from mistreatment, abuse, neglect and exploitation. If you believe you have been abused, neglected or exploited, contact the Texas Department of Family and Protective Services at 800-252-5400.
7. You have the right to protection of your personal property from theft or loss.
8. You have the right to be told in advance of all estimated charges being made, the cost of services provided, sources of the program's reimbursement, and any limitations on length of services. You should be given a detailed bill of services upon request, the name of an individual to contact for any billing questions, and information about billing arrangements and available options if insurance benefits are used up or denied. You may not be denied services due to an inability to pay for them.

9. You have the right to fair compensation for any work performed in accordance with the Fair Labor Standards Act.
10. When you are admitted to an inpatient or outpatient program, you have the right to be informed of all rules and regulations related to those programs.

Confidentiality

11. You have the right to review your medical record. If your doctor says you shouldn't see parts of your record, you have the right to have that decision reviewed. The right to review your records extends to your parent or conservator if you are a minor (unless you have admitted yourself to services) and to your legal guardian.
12. You have the right to have your records kept private. You also have the right to be told about the conditions under which information about you can be shared without your permission. Be aware that your records may be shared with HHSC employees (such as employees at state facilities and community centers) who need to see them to provide services to you. You should also be aware that your status as a person receiving mental health services may be shared with jail personnel if you are incarcerated.
13. You have the right to be informed of the use of one-way vision mirrors or any media devices such as tape recorders, TVs, video cameras or cameras.
14. Except in an emergency, medical and surgical procedures require your permission or the permission of your guardian or legal representative. You have the right to know the advantages and disadvantages of medical and surgical procedures.
15. You have the right to consent or withhold consent to take medication unless a court has ordered you to take them, your guardian has consented to their administration, or there is an emergency in which you or someone else might be harmed due to your behavior.
16. You have the right to consent or withhold consent to participate in research.
17. You have the right to withdraw your permission at any time in all matters for which you have previously consented. If you don't grant consent or if you withdraw your consent for any particular treatment, it will have no effect upon your eligibility for any other care and treatment.

Care and Treatment

18. You have the right to an individualized treatment plan. You have the right to take part in developing that plan, as well as the treatment plan for your care after you leave the hospital or community program. Your parent or conservator (if you are a minor), or your legal guardian, has the right to participate in developing the treatment plan. You have the right to request any other person you choose to take part in developing the treatment plan. Your request should be reasonably considered, and you will be informed of the reasons for any denial. Staff must document in your medical record that the parent, guardian, conservator or other person of your choice was contacted and invited to participate.
19. You have the right to be free from unnecessary or excessive medication.
20. You have the right to be told about the care, procedures and treatment you will be given. You also have the right to be told about the risks, side effects and benefits of all medications and treatment you will receive, including those that are unusual or experimental, the other treatments that are available, and what may happen if you refuse the treatment.
21. You have the right to meet with the staff responsible for your care and to be told of their disciplines, job titles and responsibilities. In addition, you have the right to know about any proposed change in the appointment of professional staff responsible for your care.
22. You have the right to request and receive a second opinion from another professional treatment provider at your own expense. You have the right to be granted a review of your treatment plan or a specific procedure by in-house staff.
23. You have the right to be told why you are being transferred to any program within or outside of the agency.
24. You should be notified of your right to appeal a decision by a community center to deny, terminate or reduce services or support. If you are a Medicaid recipient, you also have the right to request a Medicaid fair hearing.
25. You have the right to receive services for both psychiatric and substance use disorders.
26. You have the right to appeal a decision made by the community center to deny, terminate or reduce services or support, based on non-payment.

Additional Rights of People Admitted to Inpatient or Residential Programs

1. You have the right to exercise religious freedom, including the right to refuse religious activity.
2. You have the right to ask to be moved to another room. The staff must pay attention to your request and give you an answer and a reason for the answer as soon as possible.
3. You have the right to receive treatment for physical or medical problems which affect your treatment. If your physician believes treatment of the physical problem is not required for your health, safety or mental condition, you have the right to seek treatment outside the inpatient unit at your own expense.
4. If you are in a state hospital or a state center and there is no way to pay for your own transportation home when you are released, the state will pay the cost of transportation.
5. If you are an adult without a guardian who has been admitted to an inpatient program, you have the right to be given information about your health care decisions and to execute advance directives as allowed by state law.
6. You have the right to have people of your choosing notified of your admission and discharge.
7. You and your family have the right to be notified of a trust fund available to safekeep your personal funds.
8. You have the right to be informed in writing about any prescription medications ordered by your treating physician, including:
 - ▶ The name of the medication.
 - ▶ The conditions under which it may be prescribed.
 - ▶ Any risks, benefits and side effects.
 - ▶ The source of the information provided.

This right extends to your family if you agree to it.

9. You have the right to receive a written list of the medications prescribed to you within four hours of requesting it in writing. The list must include the name of each medication, its dosage, how it is given, and how often it is given, as well as the name of the doctor who prescribed it. This right extends to your family, with your consent.
10. You have the right to be free from physical restraint and seclusion unless a physician orders it. You may be restrained or secluded in an emergency without a physician's order. If the physician doesn't agree with this decision, you will be released. You must be told why you were restrained or secluded and what you must do to be released. If you are in an inpatient program, rights 11-16 listed below may be limited by your physician, but only on an individual basis to maintain your physical and emotional well-being or to protect another person. The reasons for any limitation must be written in your medical record, dated, signed by your physician, and fully explained to you and any person legally authorized to represent your interest. Unless otherwise specified, the limit on your rights must be reviewed at least every seven days. Any renewal of a limitation must be done in writing.
11. You have the right to communicate with others, in writing, by phone or in person, with as much privacy as possible. These rights are:
 - ▶ Reasonable visiting hours.
 - ▶ Opportunities for parents to visit with their minor children.
 - ▶ Access to a phone and to send and receive sealed and uncensored mail.
12. In no case may your right to contact an attorney or an attorney's right to contact you be limited. You also have the right to have unrestricted visits with the rights protection officer, Disability Rights Texas representative, private physicians, and other mental health professionals at reasonable times and places.
13. You have the right to keep and use your personal possessions, including the right to wear your own clothing and religious or other symbolic items. You have the right to wear suitable clothing that is neat, clean and fits well. If you don't have adequate clothing, it will be made available to you.

14. You have the right to daily opportunities for physical exercise and to spend time outside, with or without supervision. A physician's order limiting this right must be reviewed and renewed at least every three days. Any limitation to this right must be written in your medical record and explained to you, your parent or your guardian.
15. You have the right to go to areas of the campus away from the unit, including recreational spaces or the canteen, with or without supervision, when you are not supposed to be participating in treatment activities.
16. You have the right to have opportunities to meet with people of the opposite sex, with or without supervision, as your treatment team considers appropriate for you.

Additional Rights of People Admitted to Inpatient Programs

(Voluntary Admissions Special Rights)

Note: This section doesn't apply to forensic commitments.

1. You have the right to request your discharge from voluntary admission to a hospital or crisis stabilization unit at any time. You can make this request in writing or by telling a staff person. The staff person must document your request for discharge.
2. By law, you have the right to be discharged from the hospital within four hours of making a request to be discharged. There are only three reasons why you would not be released:
 - ▶ If you change your mind after making the request, you can write and sign a paper stating you don't wish to leave or have a staff member write it for you.
 - ▶ If you are 18 years old and the person who admitted you (a parent, guardian or conservator) doesn't want you to leave, you may not be able to leave. If you request to be released, staff must explain whether you can sign yourself out and why. The hospital or crisis stabilization unit must notify the person who has the authority to sign you out and inform them of your request to leave. The doctor or another member of your treatment team must talk to your parent or guardian and document the date, time and outcome of the conversation in your medical record.
 - ▶ You may be detained longer than four hours if a doctor has reason to believe you might meet the criteria for court-ordered services or emergency detention because:
 - ◇ You are likely to cause serious harm to yourself.
 - ◇ You are likely to cause serious harm to others.
 - ◇ Your condition will continue to deteriorate, and you are unable to make an informed decision about whether to stay for treatment.

If the doctor thinks you meet the criteria for court-ordered services or emergency detention, he or she must examine you in person within 24 hours of your filing the discharge request. You must be allowed to leave the hospital upon completion of the in-person exam unless your doctor confirms you meet the criteria and files an application for court-ordered services. The

application asks the judge to issue a court order requiring you to stay at the facility for services.

Even if an application for court-ordered services is filed, you cannot be detained at the hospital beyond 4 p.m. of the first business day following the in-person exam unless a court order (such as an order for emergency detention or order of protective custody) is obtained. If the judge agrees with the physician's request, a court order requiring you to stay at the facility will be issued. You have the right to speak with your attorney prior to your court hearing. You also have the right to attend and participate in all scheduled court hearings unless you waive this right. However, if you waive the right to appear at your court hearing, an order for court-ordered services may be issued without your input.

3. You have the right not to have an application for court-ordered services filed while you are receiving voluntary services at an inpatient unit unless your doctor determines you meet the criteria for court-ordered services and:
 - ▶ You request your discharge.
 - ▶ You are absent without authorization.
 - ▶ Your doctor believes you are unable to consent to appropriate and necessary treatment.
 - ▶ You refuse to consent to necessary and appropriate treatment and your doctor states in a certificate of medical examination that:
 - ◇ There is no reasonable alternative treatment.
 - ◇ You will not benefit from continued inpatient care without the recommended treatment.

Your doctor may consider discharging you if you refuse to consent to treatment.

4. The doctor must document in your medical record and inform you about any plans to file an application for court-ordered treatment or for detaining you for other clinical reasons. If the doctor finds that you are ready to be discharged, you should be discharged without further delay.

5. You have the right to be free from threats or misleading statements about what might happen if you request to be discharged from a voluntary admission to the inpatient program.

Note: The law is written to make sure people who don't need treatment are not committed. Texas Health and Safety Code states that any person who intentionally causes or helps another person cause the unjust commitment of a person to a mental hospital is guilty of a crime punishable by a fine of up to \$5,000, imprisonment in county jail for up to one year, or both.

Emergency Detention – Special Rights

(Admission for up to 48 hours for evaluation)

Note: This section doesn't apply to forensic commitments.

1. You have the right to be told:
 - ▶ Where you are.
 - ▶ Why you are being held.
 - ▶ That you might be held for a longer time if a judge decides you need treatment.
2. You have the right to call a lawyer. The staff must help you call a lawyer if you ask. The costs of services provided by a lawyer are your responsibility.
3. You have a right to be examined by a doctor as soon as possible, but in no case more than 12 hours after you have been apprehended. You will not be allowed to leave if the doctor believes you may seriously harm yourself or others, the risk of this happening is likely unless you are detained in an inpatient setting, and emergency detention is the least restrictive means of restraint. If the doctor decides you don't meet all of these criteria, you must be allowed to leave within 48 hours after you were detained, except on weekends and legal holidays, when the decision and your release may be delayed until noon the first regular workday. The decision and your release may also be delayed due to an extreme weather emergency. If the court is asked to order you to stay longer, you must be told you have a right to a hearing within 72 hours.

4. If the doctor decides you don't need to stay in the inpatient unit, the hospital or crisis stabilization unit will arrange for you to be taken back to where you were picked up if you want to return, or to your home in Texas, or to another suitable place within a reasonable distance.
5. You have the right to be told that anything you say or do may be used in legal proceedings for further detention.

Order of Protective Custody — Special Rights

(Admission for up to 14 days)

Note: This section doesn't apply to forensic commitments.

1. You have the right to call a lawyer or to have a lawyer appointed to represent you in a hearing (for example, a probable cause hearing) to determine whether you must remain in custody until a hearing on court-ordered mental health services (temporary or extended commitment) is held. A lawyer is appointed to you by the court at no cost.
2. Before a probable cause hearing is held, you have the right to be told in writing:
 - ▶ That you have been placed under an order of protective custody.
 - ▶ Why the order was issued.
 - ▶ The time and place of a hearing to determine whether you must remain in custody until a hearing on court-ordered mental health services can be held. This notice must also be given to your attorney.
3. You have the right to a probable cause hearing within 72 hours of your detention on an order of protective custody. This excludes weekends or legal holidays, when the hearing may be delayed until 4 p.m. on the first regular workday, or in the event of an extreme weather emergency.
4. You have the right to be released from custody if:
 - ▶ 72 hours have passed, and a hearing has not taken place (except weather emergencies and an extension for weekends or legal holidays).
 - ▶ An order for court-ordered mental health services has not been issued within 14 days of the filing of an application (or 30 days if a delay was granted by the court).
 - ▶ A doctor finds that you no longer need protective custody or court-ordered mental health services.

Court-Ordered Services – Special Rights

(Temporary (up to 90 days) or extended (up to a 12 month-commitment))

Note: This section doesn't apply to forensic commitments.

1. You or another person may, at any time during your commitment, ask the court to grant a motion for rehearing.
2. If you are on a court order for extended mental health services, you may ask a judge to order a physician to reexamine you to determine whether you still meet the criteria for commitment. If the judge agrees to review the commitment, a physician must file a certificate of medical examination with the court within 10 days of the filing of your request with the court.
3. If the physician says you continue to meet the criteria for commitment, or if no certificate of medical examination has been filed within 10 days and you have not been discharged, the judge may set a time and place for a hearing on your request. If the doctor says you don't meet the criteria for commitment, you must be discharged.

Teen Bill of Rights

You are probably familiar with the rights we all have as United States citizens, such as the freedom of religion and freedom of speech. While you are in this hospital you have all those rights, but you also have some extra ones. These rights are meant to make sure you get the best kind of care and treatment while you are here.

This hospital is determined to protect your rights. The only reason any of these rights can be limited is if your doctor thinks you may hurt yourself or someone else, or if your doctor thinks the limitation is necessary for your treatment.

Any time your rights are restricted, your doctor will tell you why and for how long. Your doctor has to reconsider this restriction on a regular basis so you can have all your rights back as soon as possible.

If you think your rights aren't being protected, or you just want to talk to someone about your treatment, there are several places you can contact:

If you are at a **private psychiatric hospital**, you can call:

Texas Health and Human Services Commission (HHSC)

Complaint Incident and Intake

Mail Code E249

P.O. Box 149030

Austin, TX 78714-9030

800-458-9858

If you are at an **HHSC state hospital**, you can call:

Ombudsman for Behavioral Health

Texas Health and Human Services Commission

P.O. Box 13247

Austin, TX 78711-3247

800-252-8154, 8 a.m. to 5 p.m., Monday through Friday

Whether you are at a **psychiatric hospital** or an **HHSC state hospital**, you can call:

Disability Rights Texas

800-252-9108 (voice and TDD)

2222 W. Braker Ln.

Austin, TX 78758

You should always talk to your parents or a friend about the things you like and don't like at the hospital.

The back of this page tells you about your most important rights* while you are at this hospital. Take some time to read about them, and don't be afraid to ask questions if you're not sure what something means.

**There's a longer version of this document that includes more details about the rights you have in this hospital. Your parents or guardian will get a copy of it, but if you'd like one, ask someone on the hospital staff for a copy of the Patient's Bill of Rights.*

FRIENDS AND FAMILY GUIDE TO ADULT MENTAL HEALTH SERVICES – ACCESSIBILITY VERSION

Hope, Resilience, and Recovery for Everyone

INTRODUCTION

Having mental health needs is very common. National statistics show an estimated 26.2 percent of Americans ages 18 and older – more than one in four adults – suffer from a diagnosable mental disorder in a given year.

We are all on a scale of mental health ranging from mentally healthy to serious mental illness. Some people have a mental health diagnosis and are being treated to reach mental wellness. Some people do not have a mental health diagnosis, but still need help.

We are all on a scale of mental health ranging from mentally healthy to [serious mental illness](#). Some people have a mental health [diagnosis](#) and are being treated to reach mental wellness. Some people do not have a mental health diagnosis, but still need help.

Your friend or family member is more than his or her mental health needs. He or she is part of a family, a co-worker, an important member of the community. He or she has friends, hobbies, responsibilities, and interests. He or she is important to other people, and other people play an important role in his or her life.

At some point, most people experience life events of changes that impact their mental health. This can lead to negative changes in behavior, feelings, relationships, and job performance. This could be a sign additional support or mental health services are needed. Early identification and treatment increases [resilience](#) and the possibilities of a quick recovery.

“Hope, Resilience, and Recovery to Everyone” is the vision statement of the Mental Health and Substance Abuse Division (MHSA) of the Texas Department of State Health Services (DSHS). Having resilience means being able to face challenges and adjust to stress of life-changing situations.

We at DSHS believe the services and supports given in the community mental health system build upon the supports and strengths people already have. Services address mental health needs and should help develop natural supports and strengths. The more natural supports and strengths your friend or family member has, the less he or she will need services. With a little help from us in the beginning, your friend or family member will be able to use his or her strengths to overcome challenges and adapt to stressful or life-changing situations across his or her entire life. With resilience, your loved one can achieve mental wellness and reach his or her dreams and potential.

However, understanding and accessing available services can be challenging, and dealing with mental health issues can be a new and scary thing. This booklet is designed as a step-by-step guide to help you navigate the Adult Mental Health system in order to get your friend or family member the help he or she needs.

WHAT IF MY FRIEND OR FAMILY MEMBER IS AN IMMEDIATE DANGER TO SELF OR OTHERS?

If your friend or family member is in crisis:

- call the crisis hotline at your Local Mental Health Authority; or
- dial 911.

HOW DO I KNOW IF MY FRIEND OR FAMILY MEMBER NEEDS CRISIS SERVICES?

An individual is in urgent need of mental health crisis services if he or she:

- is an immediate danger to self or others; or
- is at risk of serious mental or physical deterioration; or
- believes he or she presents an immediate danger to self or others.

IF YOU OR A FAMILY MEMBER IS CONTEMPLATING SUICIDE, PLEASE CALL:

- National Suicide Prevention Hotline: 1-800-273-TALK (8255)
- TTY: 1-800-799-4TTY (4889)
- Red Nacional de Prevención del Suicidio: 1-888-628-9454

REACHING OUT FOR HELP

HOW TO CONTACT YOUR LMHA

First identify your local community mental health center, also known as a local mental health authority (LMHA). Each LMHA provides services to those counties in its assigned area. There are several ways to locate the local mental health authority in your area:

- By computer: www.dshs.state.tx.us/mhservices-search/. This site will allow you to locate your LMHA by entering your county, city, or zip code.
- By phone: Dial 211 and ask for the LMHA in your area.

Once you have identified your local center, give them a call. See "[First Appointment](#)" for more information about what to expect once you call.

SCREENING

Staff at the LMHA will briefly gather information to see if your friend or family member meets the requirements to receive services. This screening may take place over the phone, or the LMHA might request that you meet in person.

WHAT INFORMATION DO I NEED TO HAVE AVAILABLE?

Try to have the following items with you to answer some of the screening questions over the phone or in person:

- Your friend's or family member's Social Security Number

- Medicaid or other insurance information
- Date of birth
- Home address

If your friend or family member is eligible for mental health services at the [LMHA](#), staff will schedule an intake appointment. At intake, your friend or family member will be assessed to determine his/her mental health needs. This assessment helps determine which [level of care](#) and types of services best meet his or her needs.

ELIGIBILITY FOR SERVICES

ADMINISTRATIVE CRITERIA

For an individual to be eligible for services, the individual must meet the following criteria.

- He or she must be a **Texas resident**, although there is no requirement that the individual prove Texas residency. His or her statement is sufficient.
- The individual also need not be a citizen of the United States to qualify for services; however, Medicaid does not pay for services for non-citizens. Again, there is no need to determine citizenship status for Medicaid recipients since that was established as part of the Medicaid eligibility determination process.
- He or she must qualify for a **level of care** (LOC) that includes mental health case management services. This includes LOCs-1M, 1S, 2, and 5.
- He or she must meet the diagnostic criteria, as explained in "[Diagnostic Criteria](#)."

FINANCIAL CRITERIA

The State of Texas is the payor of last resort for all mental health services. The State will first bill Medicare or other third-party resource (e.g., employer-funded or private health insurance) before state or federal funds are accessed.

An individual may be asked to contribute to the cost of his or her care, depending on his or her financial situation. Persons are charged for services based on their ability to pay. See the [Monthly Ability-to-Pay Fee Schedule](#), in the appendices section of this document.

An individual **cannot** be asked to pay toward his or her cost of care if he or she has full Medicaid coverage.

DIAGNOSTIC CRITERIA

WHO IS FUNCTIONALLY ELIGIBLE FOR SERVICES?

Individuals with a serious mental illness (SMI) are eligible for mental health services. In accordance with the [Health and Safety Code §533.0354](#), as amended by House Bill 8793, 83rd Texas Legislature, an adult may be considered to have an SMI, and may receive mental health services, if he or she is experiencing significant functional impairment due to a mental health disorder, as defined by the *Diagnostic and Statistical Manual of Mental Disorders*, 5th Edition (DSM-5), including:

- major depressive disorder, including single episode or recurrent major depressive disorder;

- post-traumatic stress disorder;
- schizoaffective disorder, including bipolar and depressive types;
- obsessive compulsive disorder;
- anxiety disorder;
- attention deficit disorder;
- delusional disorder;
- bulimia nervosa, anorexia nervosa, or other eating disorders not otherwise specified; or
- any other **diagnosed** mental health disorder.

A single diagnosis of substance abuse, intellectual development disorder, development disorder (e.g., Autism), or other organic condition (e.g., head injury, dementia) does not meet the SMI standard.

If your friend or family member is not eligible for services at this time, your LMHA can provide information about other community supports in your area.

FIRST APPOINTMENT

If this is an [intake](#) appointment (to enroll your friend or family member in services for the first time or to re-enroll them after a long break), please bring the following with you to the appointment:

- Photo ID
- Proof of income (most current pay stub)
- Most current Medicaid Card (if applicable)
- Proof of residence (last 30 days; utility bill or rental agreement)
- Name, address, and phone number of any physician who has treated your friend or family member
- A list of all medications your friend or family member is taking or has taken
- A list that includes dates of any psychiatric hospitalizations for your friend or family member

IDENTIFYING MENTAL HEALTH NEEDS

DIAGNOSTIC INTERVIEW

A licensed [clinician](#) will meet with your friend or family member to determine his mental health diagnosis and treatment needs. This process will be repeated at least once a year.

ASSESSMENT

Your friend or family member will meet with an intake worker who will interview him/her using an [assessment](#) tool called the “Adult Needs and Strengths Assessment” (referred to as “ANSA” for short). The ANSA is very detailed and may ask questions that make your friend or family member uncomfortable or embarrassed. But the questions are important to ask. The answers help identify his or her areas of need and which services are most likely to meet those needs. The information provided is kept [confidential](#) within the limits of the law.

This assessment is done at least every 180 days to ensure any changes that might have happened are included in the [recovery](#) plan. This also helps track progress your friend or family member has made towards his or her recovery. This includes building strengths essential in developing the [resilience](#) he or she will need.

DETERMINING LEVEL OF CARE

LEVEL OF CARE ASSIGNMENT (RESPONDING TO THE LEVEL OF NEED)

All individuals are unique, and so are their mental health needs. Some have intense and/or complex needs; they should be provided an intense level of care with a complex array of services. When an individual builds [resilience](#) and has less intense and less complex needs, he or she will require a less intense level of care.

The Adult Mental Health system has designed levels of care (LOCs) that respond to the intensity and complexity of an individual's identified needs. Below is a description of the primary LOCs to which your friend or family member may be assigned after the assessment is completed and eligibility is determined.

LEVEL OF CARE 0: CRISIS SERVICES

The services in this LOC are brief [interventions](#) provided in the community to improve the crisis situation. The goal is to resolve the crisis and avoid further intervention or [relapse](#).

LEVEL OF CARE 1M: MEDICATION MANAGEMENT

This LOC is for people who have shown great improvement, and are ready to leave the mental health system. The only delay is the lack of resources available (*e.g.*, no available doctors in the community, no prescription drug resources available). This level of service works with those community services that improve the person's [recovery](#), social life, and independence.

The goal of this service is to prevent the individual from getting worse. This is done mainly through medication, until he or she is able to access services in the community. Treatment is provided in the clinician's office and is limited to medication therapy, medication training and support, and routine case management.

LEVEL OF CARE 1S: SKILLS TRAINING

Individuals in this LOC are at very low risk of harm to themselves or others. They have supports available to them, and their conditions do not require higher LOCs. These services focus on aiding recovery by:

- reducing or stabilizing symptoms;
- improving the level of functioning;
- preventing the person's condition from getting worse; and
- developing other supports to help the person move out of the mental health system.

Services are most often provided in the clinician's office, and are mainly limited to medication, [rehabilitative](#) services, and education.

LEVEL OF CARE 2: COUNSELING

Services in this LOC are intended for people:

- who are at very low risk of harm to themselves or others;
- whose condition does not require intensive levels of care; and
- who can benefit from [psychotherapy](#).

The goal of this LOC is to improve the individual's condition or keep it from getting worse so work towards [recovery](#) can continue. Clinicians develop supports to help the person move out of the mental health system.

Services are usually provided in the office, and include psychotherapy services in addition to those offered in LOC-1S and 1M.

LEVEL OF CARE 3: INTENSIVE SERVICES WITH TEAM APPROACH

In LOC-3, the treatment team focuses on assisting the person in his or her recovery efforts. Goals include:

- calming the symptoms that cause problems in the person's life;
- improving the person's condition;
- helping the person recognize and take care of his or her own needs;
- increasing the use of community services; and
- sustaining improvements made in more intensive LOCs.

The team focuses on using the person's own strengths to bring about:

- improvement of problem areas by training the person to manage his or her symptoms
- independent living
- self-reliance;
- employment [interventions](#) that are not job-task specific;
- impulse control; and
- effective interaction with others.

Services are provided in the community.

Services in this LOC are for people with moderate-to-severe needs. These people require intensive rehabilitation to help them live in the community. This may include maintaining the current level of functioning.

A rehabilitative case manager can assist the person in finding housing and employment. The case manager can also provide [co-occurring psychiatric and substance abuse disorders](#) (COPSD) services, if indicated.

LEVEL OF CARE 4: ASSERTIVE COMMUNITY TREATMENT

Assertive Community Treatment (ACT) provides a complete program to deliver⁵ treatment, rehabilitation, and support services to certain individuals with serious mental illnesses. Persons receiving ACT services may have a [diagnosis](#) of [schizophrenia](#), [bipolar disorder](#), or other [serious mental illness](#). Many have experienced many psychiatric hospital admissions.

The ACT team uses the talent of the treatment team to provide a wide range of services to the person in [recovery](#) in his or her home. Because of the many talents of the treatment team, individual are seldom referred to other programs for treatment, rehabilitation, and support services.

LEVEL OF CARE 5: TRANSITIONAL SERVICES

LOC-5 provides continuing care for those who do not meet eligibility requirements for Levels 1-4. The major focus for this LOC is to provide flexible services to help people:

- maintain stability;
- prevent further crisis;
- become or remain involved in treatment; or
- help the person find the community services he or she needs.

- Services in this LOC can vary greatly depending on each person's needs. It is available for up to 90 days.

AVAILABLE SERVICES

The following is not an all-inclusive list of services. Nor are all services available in all service locations. Contact your local mental health authority for specific service details.

CRISIS SERVICES

CRISIS FOLLOW-UP AND [RELAPSE](#) PREVENTION

These are services provided to people who are not in imminent danger of harm to self or others, but need help to avoid recurrence of the crisis event. The service helps:

- improve the individual's reaction to the situation that led to the crisis event;
- ensure stability; and
- prevent future crisis events.

Ongoing assessments determine crisis status and needs. It also provides up to 30 days of brief, solution-focused interventions to individuals and families. It provides up to 30 days of brief, solution-focused [interventions](#) to individuals and families. It provides help in developing problem-solving techniques to let the person adapt and cope with the situation and stressors that led to the crisis event. This service is available in [Levels of Care](#) (LOCs)- 0 and 5.

CRISIS INTERVENTION SERVICES

These interventions are in response to a crisis and are used to reduce symptoms of serious mental illness or emotional disturbance and to prevent admission to a more restrictive environment. This is available to all service levels.

CRISIS RESIDENTIAL TREATMENT

Short-term, residential treatment is provided close to home for people with some risk of harm to self or others. These people may have fairly severe functional impairment and require direct supervision and care, but not hospitalization. This service is available in LOCs- 0 and 5.

CRISIS STABILIZATION UNIT

The CSU provides short-term residential treatment used to reduce acute symptoms of mental illness. Services are provided in a safe environment. Treatment is delivered by clinical staff supervised by a psychiatrist. CSU is available to all service levels.

CRISIS TRANSPORTATION

This includes transporting people receiving crisis or crisis follow-up and relapse prevention services from one location to another. Transportation is provided in accordance with state laws and regulations by law enforcement personnel or, when appropriate, by ambulance or qualified staff. This service is available in LOCs 0 and 5.

EXTENDED OBSERVATION

This is up to 48 hours of emergency and crisis stabilization services. It provides emergency stabilization in a safe environment with clinicians (including medical and nursing professionals), supervised by a psychiatrist. There is

immediate access to urgent or emergency medical evaluation and treatment, and individuals are transferred to a higher LOC when needed. This service is available in LOCs 0 and 5.

MOBILE CRISIS OUTREACH TEAM (MCOT)

Medical and mental health professionals respond immediately to where a psychiatric crisis is occurring. MCOT is available 24/7 and responds to calls from the home, school, street, or clinic. Available to LOCs 0, 1S, 2, 3, 4, and 5.

MEDICAL SERVICES

MENTAL HEALTH HOSPITALS

These psychiatric treatment facilities provide psychiatric evaluation, [rehabilitation](#) and prescription services, and full [discharge planning](#) for people who are in crisis. This is available to all service levels.

INPATIENT HOSPITALIZATION SERVICES

Services are provided by medical and nursing professionals who provide 24-hour monitoring, supervision, and assistance in a safe environment. Staff provide intensive [interventions](#) to relieve acute psychiatric [symptomatology](#) and restore the person's ability to function in a less restrictive setting. This service is available in LOCs 0 and 5.

COUNSELING SERVICES

ASSERTIVE COMMUNITY TREATMENT (ACT)

This is an [evidence-based practice](#) (EBP, programs shown to be effective through rigorous research), using the practices of the [person-centered recovery planning](#) (PCRP) model. (See [PCRP](#) for more information.) Individuals who receive ACT services have [serious mental illnesses](#) that get in the way of living a quality life. Most have not improved after using traditional outpatient programs. ACT's goal is to facilitate community living, [psychosocial](#) rehabilitation, and [recovery](#). This service is available in LOC-4.

COUNSELING (COGNITIVE BEHAVIOR THERAPY, CBT)

Individual, family, and group therapy is used to lessen a person's symptoms of mental illness. It is also used to increase the individual's ability to perform activities of daily living. CBT is the preferred treatment for adult counseling. This service includes recovery/treatment planning to improve recovery and resiliency. It is available in LOCs 2, 4, and 5. [Learn about CBT](#).

COUNSELING (COGNITIVE PROCESSING THERAPY, CPT)

CPT uses individual therapy aimed to reduce or eliminate a person's symptoms of [post-traumatic stress disorder](#) (PTSD). CPT is the favored treatment for adults with PTSD, including military veterans. This service includes [recovery](#)/treatment planning to improve recovery and resilience. This service is available in LOCs 1S, 2, 3, 4, and 5.

ILLNESS MANAGEMENT AND RECOVERY (IMR)

IMR is designed to help people with [serious mental illness](#) work with professionals to reduce their susceptibility to the illness and cope with their symptoms. IMR helps people discover, or rediscover, their strengths and abilities for pursuing personal goals, and developing a sense of identity. This allows them to grow beyond their mental illness. This service is available to LOC 1S, 2, 3, 4, and 5.

PERSON-CENTERED RECOVERY PLANNING (PCRP)

PCRP uses a collaborative process in developing the recovery plan between the person, the treatment provider, and the person's natural supports. The goal of PCRP is to help the person achieve his or her goals along the journey to recovery. Available in all service levels.

REHABILITATIVE SERVICES

MEDICATION TRAINING AND SUPPORT SERVICES

This provides information about medications and their possible side effects. This service is available in LOCs 1S, 2, 3, 4, and 5.

PHARMACOLOGICAL MANAGEMENT

This service, provided by a physician or other prescribing professional, deals with the management of [psychoactive](#) drugs to treat the signs and symptoms of mental illness. This is available to all service levels.

PSYCHOSOCIAL REHABILITATIVE SERVICES

Social, educational, vocational, behavioral, and cognitive [interventions](#) are provided by members of a person's treatment team that help improve a person's ability to develop and maintain:

- relationships;
- occupational or educational achievement;
- independent living skills; and
- housing.

This service includes recovery/treatment planning to facilitate recovery. It is available in LOCs 1S, 2, 3, 4, and 5.

SKILLS TRAINING AND DEVELOPMENT

This training deals with the serious mental illness and symptom-related problems that interfere with his or her functioning. It provides opportunities for the person to acquire and improve skills needed to function appropriately and independently, and facilitates his or her community integration. This service is available in LOCs 1S, 2, 3, 4, and 5.

COLLABORATIVE SERVICES

HEALTHY COMMUNITY COLLABORATIVES

The Healthy Community Collaboratives program has services and supports for homeless people with a mental illness. Partners work together so people get quality care. Partners work together so people understand their care, too. Services are for all levels of care.

PROJECT ACCESS

This housing program is administered by the Texas Department of Housing and Community Affairs in partnership with the Texas Department of State Health Services. It provides 10 Housing Choice Vouchers (tenant-based rental assistance) and support services provided by the LMHA to people residing in, or recently discharged from, a state-funded psychiatric hospital bed. Available to all service levels.

PERMANENT SUPPORTIVE HOUSING

This includes activities to assist individuals in choosing, getting, and keeping regular housing in the community. Services consist of assistance in finding and moving into habitable, regular, integrated (*i.e.*, no more than 50% of

the units may be occupied by individuals with [serious mental illness](#)), and affordable housing. Supportive housing includes:

- Housing Assistance – Funds for rental assistance. To receive rental assistance, the person must apply for Section 8/public housing or have a plan to increase his or her income so he or she can afford housing without assistance. Housing assistance without service and supports cannot be counted as supportive housing.
- Services and Supports – Assistance finding, moving into, and maintaining regular integrated housing that is habitable. This includes treatment to facilitate recovery.

PROJECTS FOR ASSISTANCE IN TRANSITION FROM HOMELESSNESS (PATH)

PATH offers:

- outreach;
- screening, [diagnostic assessment](#), and treatment;
- habitation and [rehabilitation](#);
- community mental health services;
- outpatient alcohol or drug treatment (for individuals with serious mental illness);
- case management;
- referrals for primary health services, job training, educational services (including HIV prevention activities), and relevant housing services;
- assistance in obtaining income support services, including SSI and representative payee per appropriate regulations;
- housing services including planning for housing;
- technical assistance in applying for housing assistance; and
- improving coordination of housing and services.

Available to all service levels. [Learn more about PATH](#).

FINANCIAL SERVICES

CONSUMER BENEFITS

People receiving services are routinely referred to the LMHA's consumer benefits office. The benefits officer helps the person apply for [Supplemental Security Income](#) (SSI) or [Supplemental Security Disability Income](#) (SSDI). He or she helps people in the claims process, reviews the claims, takes notes, and offers feedback to help people get the benefits they need. This service is available in all service levels.

SUPPORTED EMPLOYMENT

This provides services designed to assist the person in keeping a job and providing assistance in choosing, getting, and keeping employment in regular community jobs. It includes activities such as:

- assisting the individual in finding a job;
- helping the person fill out job applications;
- advocating with potential employers;
- assisting and learning job-specific skills; and
- employer negotiations.

This service is available in LOCs 1S, 2, 3, 4, and 5. [Learn more about Supported Employment.](#)

FORENSIC SERVICES

JAIL-BASED COMPETENCY RESTORATION (JBCR)

JBCR provides quick access to clinically appropriate people who have been found incompetent to stand trial. This service both treats the mental illness, and provides education and skills training. The education and skills training gives the person a factual and rational understanding of the legal proceedings and helps him or her communicate with legal counsel. Services follow the principles of effective psychiatric rehabilitation.

OUTPATIENT COMPETENCY RESTORATION (OCR)

OCR provides services designed to restore competency for people who have been found by the court to be incompetent to stand trial. These people must also have been found by the court not to be a danger to others. Those found appropriate for OCR are eligible for the full range of services available to other individuals receiving mental health services. Available in LOC-3. [Learn more about OCR.](#)

TEXAS CORRECTIONAL OFFICE ON OFFENDERS WITH MEDICAL OR MENTAL IMPAIRMENTS (TCOOMMI)

TCOOMMI contracts with local mental health authorities (LMHAs) to provide mental health services to people on probation or parole. The LMHAs work closely with parole and probation to help the person comply with the conditions of his or her release, specifically, as it pertains to engaging in mental health treatment. Available to LOCs 3 and 4.

SETTING GOALS AND CHOOSING STRATEGIES

DEVELOPING A RECOVERY PLAN

After your friend or family member completes an assessment and is given a [level of care](#) to meet his needs, a [recovery](#) plan will be created. This plan outlines your friend or family member's strengths, needs, goals, and resources. It also describes the services that will be provided to support building his or her [resilience](#) and recovery. Your friend or family member will help put the plan together, and discuss any concerns. The recovery plan is continuously adjusted to meet the individual's needs and is reviewed every 180 days.

RECEIVING SERVICES FROM THE RECOVERY TEAM

Once a recovery plan for your friend or family member is developed, a recovery team of professionals is assigned to provide the services and supports. Sometimes one person might provide a few different types of services. Below are some of the people who might be on the recovery team:

Psychiatrist – A physician who specializes in psychiatry. He or she will provide a mental health [diagnosis](#), prescribe medications, and provide [psychoeducation](#).

Case Manager – The case manager coordinates services, keeps track of progress on the recovery plan, makes referrals to community resources, and advocates for your friend or family member.

Skills Trainer – This person received special training in a variety of evidence-based practices that help address behavioral needs related to your friend's or family member's mental health diagnosis.

Therapist – Therapists are licensed mental health clinicians who received training in therapies that address emotional needs related to your friend’s or family member’s mental health diagnosis. They are usually Licensed Professional Counselors, Licensed Clinical Social Workers, or Licensed Marriage and Family Therapists, among others.

BUILDING STRENGTHS AND RESILIENCE

180-DAY EVALUATION/REASSESSMENT

The Adult Needs and Strengths Assessment (ANSA) assessment is completed every 180 days. The questions are the same ones asked at your friend or family member’s [intake](#), and someone from his or her [recovery](#) team will complete this assessment. The assessment identifies which services best meet your friend’s or family member’s ongoing needs and helps track the progress he or she has made towards his or her recovery goals. Progress includes a reduction in symptoms and the improvement of strengths, both of which are essential to building the [resilience](#) your friend or family member will need throughout life.

DISCHARGE

We hope the care provided within the Texas mental health system provides resilience, hope, and recovery in those receiving care. Each person can develop a healthy sense of identity and well-being, and can succeed in the workplace, the family, and in the community. If your friend or family member has the necessary supports and strengths that support recovery, it may be possible he or she no longer needs supports provided in the mental health system. We will be here if you need us again!

FREQUENTLY ASKED QUESTIONS

- What happens if I have a concern about the care my friend or family member was offered or is receiving?
 - o The service providers at your Center are very interested in helping you find solutions to the challenges faced by your my friend or family member. First, try speaking to someone on the [recovery](#) team (case manager, therapist, doctor, etc.) about your concern. He or she will be happy to sit down and discuss any concerns you have.
 - o If you are not satisfied with the outcome of your conversation, ask the receptionist at your Center to connect you to the Clients Rights Officer. Each Center has a Clients Rights Officer to help individuals resolve concerns related to your friend’s or family member’s care.
- What happens if my center is not addressing my concerns or complaints I have brought to their attention?
 - o If speaking with the Center’s Clients’ Rights Officer does not address your concern, you may contact the Department of State Health Services (DSHS) Client’s Rights Office in Austin for further assistance:

Rights Protection Officer
Texas Department of State Health Services Office of Consumer
Services and Rights Protection

Mail Code 2019
P.O. Box 12668
Austin, TX 78711-2668
1-800-252-8154

- What happens if my friend or family member is placed on a wait list for services?
 - If your friend or family member has Medicaid coverage, he or she may not be placed on a wait list to receive mental health care at the Center. If your friend or family member is not covered by Medicaid, he or she might be placed on a wait list.
 - At any time your friend or family member experiences a psychiatric crisis, he or she is eligible for immediate services. See “[What If My Friend of Family Member Is an Immediate Danger to Self or Others](#)” in this guide if you believe your friend or family member is experiencing a crisis.
 - If your friend or family member is placed on a wait list for services, a staff member from the Center will contact you at least every 30 days to check in on your friend’s or family member’s condition while waiting for services. Contact your Center if you believe his or her condition has worsened.
 - If your friend or family member remains on a wait list a full year before entering services, a staff member from the Center will contact you to schedule another full assessment to determine if his or her needs have changed.
- What if my friend or family member has specific kinds of needs that cannot be addressed at my LMHA?
 - If the assessment done by the Center shows that your friend or family member has special types of needs that cannot be addressed at the Center, your case manager or therapist will likely give you information about providers in the community with the qualifications, expertise, and resources to address those needs. If Center staff do not offer community provider referrals, just ask. They will be happy to help you identify resources.
- How do I know if my friend or family member is eligible for financial help?
 - All the Centers accept Medicaid. Ask if your Center offers assistance in accessing other state/federal assistance programs or if they can provide information about local offices for these programs.
- Community resource you may find helpful:
 - Dial “211”: This program is committed to helping Texans connect with the services they need. Whether by phone or internet, the goal is to present accurate, well-organized, and easy-to-find information from over 60,000 state and local health and human services programs.

APPENDICES

GLOSSARY

ASSESSMENT – a systematic process for measuring an individual's service needs.

BIPOLAR DISORDER – a mental illness characterized by periods of elevated mood and periods of depression.

CLINICIAN – a physician or other qualified person who is involved in the treatment and observation of living patients, as distinguished from one engaged in research.

CONFIDENTIAL – spoken, written, acted on, etc., in strict privacy or secrecy.

CO-OCCURRING PSYCHIATRIC AND SUBSTANCE ABUSE DISORDER (COPSD) – A diagnosis that includes both substance abuse and substance dependency problems, as well as psychiatric diagnoses

DETERIORATE – to become worse.

DIAGNOSIS – the process of determining by examination the nature and circumstances of a diseased condition, or the decision reached from such an examination.

DISCHARGE PLAN – a written plan that addresses the patient's current needs and goals, specifies the services to be provided and by whom. Among the areas that should be addressed in the discharge plan are: mental health services, case management, living arrangements, economic assistance, vocational training, transportation and medication.

EVIDENCE-BASED PRACTICE (EBP) – An interdisciplinary approach to clinical practice whose basic principles are that all practical decisions made should be based on research studies, and that these research studies are selected and interpreted according to some specific norms characteristic for EBP. Typically such norms disregard theoretical studies, anecdotal evidence, and qualitative studies and consider according to a narrow set of criteria of what counts as evidence.

INTAKE – a comprehensive assessment performed by a competent mental health professional or LPHA to identify the individual's behavioral health needs, which may include community-based as well as facility-based services.

INTERVENTION – any interference in the affairs of others.

LEVEL OF CARE (LOC) – A designation given to DSHS' standardized sets of mental health services, based on the uniform assessment and utilization management guidelines referenced in the Texas Administrative Code, Title 25, Part 1, §416.17 (relating to Guidelines), which specify the type, amount, and duration of MH rehabilitative services to be provided to an individual.

LOCAL MENTAL HEALTH AUTHORITY (LMHA) – An entity to which DSHS delegates its authority and responsibility within a specific region for the planning, policy development, coordination, resource development and allocation, and for supervising and ensuring the provision of mental health services to people with mental illness in one or more local service areas.

LICENSED PRACTITIONER OF THE HEALING ARTS (LPHA) – This term shall have the meaning set forth in the Texas Administrative Code, Title 25, Part 1, §412.303 (relating to Definitions).

MOTIVATIONAL INTERVIEWING – a collaborative, person-centered form of guiding to elicit and strengthen motivation for change. It is an empathic, supportive counseling style that supports the conditions for change. Practitioners are careful to avoid arguments and confrontation, which tend to increase a person's defensiveness and resistance.

PERSON-CENTERED RECOVERY PLANNING (PCRP) – A collaborative process between the individual, the treatment provider, and the individual's natural supports. The goal of this collaboration is develop and implement a plan of action to assist the individual in achieving his or her unique, individual goals along the journey to recovery.

POST-TRAUMATIC STRESS DISORDER (PTSD) – a mental health condition that's triggered by a terrifying event — either experiencing it or witnessing it. Symptoms may include flashbacks, nightmares and severe anxiety, as well as uncontrollable thoughts about the event.

PSYCHOSOCIAL – relates to one's psychological development in, and interaction with, a social environment.

PSYCHOACTIVE MEDICATION – a chemical substance that crosses the blood–brain barrier and acts primarily upon the central nervous system where it affects brain function, resulting in alterations in perception, mood, consciousness, cognition, and behavior.

PSYCHOEDUCATION – education offered to individuals with a mental health condition and their families to help empower them and deal with their condition in an optimal way.

PSYCHOTHERAPY – a therapeutic interaction or treatment contracted between a trained professional and a client, patient, family, couple, or group.

QUALIFIED MENTAL HEALTH PROFESSIONAL – Community Services (QMHP-CS) – A staff member who meets the definition of a QMHP-CS set forth in The Texas Administrative Code, Title 25, Part 1, §412.303 (relating to Definitions).

RECOVERY – a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

REHABILITATION – a treatment or treatments designed to facilitate the process of recovery from injury, illness, or disease to as normal a condition as possible.

RELAPSE - the return of an illness or behavior after a period of improvement.

RESILIENCE – having the ability to overcome challenges and adapt to stressful or life-changing situations.

SCHIZOPHRENIA – a mental disorder often characterized by abnormal social behavior and failure to recognize what is real.

SCREENING – the initial contact between a clinician and potential client for the purpose of gathering demographic and other information, as necessary, to determine eligibility and need for services.

SERIOUS MENTAL ILLNESS (SMI) – In accordance with Health and Safety Code Section 533.0354, as amended by House Bill 3793, 83rd Texas Legislature, an adult may be considered to have a serious mental illness (SMI), and may receive mental health services, if he or she is experiencing significant functional impairment due to a mental health disorder, as defined by the Diagnostic and Statistical Manual of Mental Disorders, 5th Edition (DSM-5), including:

- major depressive disorder, including single episode or recurrent major depressive disorder;
- post-traumatic stress disorder;
- schizoaffective disorder, including bipolar and depressive types;
- obsessive compulsive disorder;
- anxiety disorder;
- attention deficit disorder;
- delusional disorder;
- bulimia nervosa, anorexia nervosa, or other eating disorders not otherwise specified; or
- any other diagnosed mental health disorder.

A single diagnosis of substance abuse, intellectual development disorder, development disorder (e.g., Autism), or other organic condition (e.g., head injury, dementia) does not meet the SMI standard.

SUPPLEMENTAL SECURITY DISABILITY INCOME (SSDI) – These programs are the largest of several Federal programs that provide assistance to people with disabilities. It is administered by the Social Security Administration and only individuals who have a disability and meet medical criteria may qualify for benefits under either program.

SUPPLEMENTAL SECURITY INCOME (SSI) – A Federal income supplement program funded by general tax revenues (not Social Security taxes). It is designed to help aged, blind, and disabled people who have little or no income. It also provides cash to meet basic needs for food, clothing, and shelter.

SYMPTOMOLOGY (also, symptomatology) – the set of symptoms characteristic of a medical condition or exhibited by a patient.

ABILITY-TO-PAY SCHEDULE

The Ability-to-Pay schedule can be found at: <http://www.dshs.state.tx.us/mhsa-rights/>. Scroll down to “Charges” and click on the most current “Monthly Ability to Pay Fee Schedule.”