

## 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:

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Contact's Address & Phone #:

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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](http://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

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.*

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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. 5<sup>th</sup> St., Bonham, TX

903-640-3868

#### **Texoma Community Center**

1221 E 6<sup>th</sup> Street, Bonham, TX

903-583-8583

#### **Jan D Snow, LPC**

112 West 5<sup>th</sup> Street, Bonham, TX

903-815-6791

#### **Michelle Griffith**

112 W. 5<sup>th</sup> 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.*

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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-12<sup>th</sup> 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. 3<sup>rd</sup> 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 4<sup>th</sup> 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*

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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](mailto: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*

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## 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](http://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](http://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 5<sup>th</sup> 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 5<sup>th</sup> 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](http://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.*

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## 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](http://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](http://www.texashousingcounselor.org)

### **Sherman Housing Authority**

2001 N. Hoard, Sherman, TX

903-893-3139

### **Denison Housing Authority**

330 N. 8<sup>th</sup> 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

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## 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/](http://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 28<sup>th</sup> 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 2<sup>nd</sup> 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 1<sup>st</sup> 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](http://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.  
3<sup>rd</sup> 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

## 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](http://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.

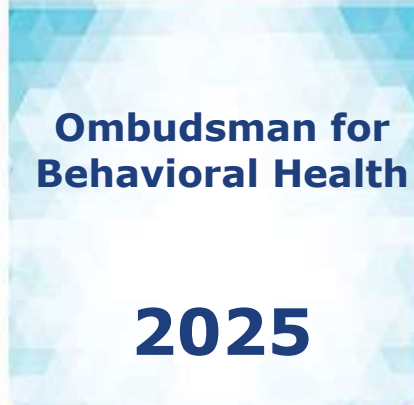
There will be no retaliation for filing a complaint.

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.





**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](mailto: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<sup>a</sup>](#) or by [emailing Complaint and Incident Intake<sup>b</sup>](#).

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

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

<sup>b</sup> [ciicomplaints@hhs.texas.gov](mailto: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.*

# Family Guide: Children's Mental Health Services



Texas Resilience and Recovery



MENTAL HEALTH &  
SUBSTANCE ABUSE



## Introduction:

“Hope, Resilience, and Recovery for Everyone” is the vision statement of the Mental Health and Substance Abuse Division (MHSA) of the Department of State Health Services (DSHS).

Having resilience means having the ability to overcome challenges and adapt to stressful or life-changing situations.

Everyone is on a continuum of mental health. For example, some children do not have a diagnosis of mental illness or a serious emotional disturbance, but it does not necessarily mean they are mentally healthy. Even though some children or youth *have* been given a diagnosis of a serious emotional disturbance, they can achieve mental wellness and function well in their families and community.

The resilience a child or youth has depends on a lot of things. Often children, youth, and their families can benefit from extra support. We believe that the services and supports provided in the community mental health system help identify and build upon the supports and strengths children, youth, and families already have. As the strengths of the child, youth, and their family get stronger, so does their ability to overcome challenges and adapt to stressful or life-changing situations.

When a child or youth has the resilience they need, they can achieve mental wellness and achieve their dreams and potential. We know you have these hopes for your child—and so do we. And by working together, we believe they can happen.

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# Your Child's Mental Health Needs



Your child is more than his/her mental health needs. Your child is a part of your family, a student at school, an important member of the community. He/she has friends, hobbies and interests. He/she is important to other people, and other people play an important role in his/her life; teachers, friends, neighbors, relatives, etc.

Many children and youth experience life events, biological, environmental and developmental changes that impact their mental health. Some experience changes in behavior, feelings, social relationships, and academic achievement in school. These changes could be a sign of the need for additional support or the need for mental health services.

Having mental health needs is very common. National statistics show that one out of four children or youth will have a mental illness or serious emotional disturbance during childhood. Early identification and treatment increases resilience and the possibilities of a prompt recovery.

Formal supports (also known as services) address mental health needs and should help to develop natural supports and strengths. The more natural supports and strengths your child has, the less he or she will need formal supports. With a little help from us in the beginning, your child will be able to use his/her strengths to overcome challenges and adapt to stressful or life-changing situations across his/her entire life.



**First identify your local community mental health center**, also known as a Local Mental Health Authority (LMHA). Each LMHA provides services to designated counties. There are several ways to locate the Local Mental Health Authority in your area:

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

Once you have identified your local center, give them a call. See the next page for more information about what to expect once you call.

### **What if my child is in crisis?**

If your child is in crisis:

- Call the crisis hotline at your Local Mental Health Authority; or
- Dial 911

### **How do I know if my child needs crisis services?**

A child/youth is in need of mental health crisis services if the child/youth:

- o is an immediate danger to self or others; or
- o is at risk of serious mental or physical deterioration; or
- o believes that they present an immediate danger to self or others.

If you or a family member is contemplating suicide, please call:

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

# Your Child's Mental Health Needs

## Reaching Out For Help

### Screening

Staff at the Local Mental Health Authority (LMHA) will briefly screen to determine if your child meets the requirements to receive services. This screening may take place over the phone or the LMHA might request that you come in person.



### Who is eligible for services?

Children and youth ages 3-17 who:

- have a diagnosis of mental illness (other than a diagnosis of substance abuse, autism, intellectual disability [IDD] or pervasive developmental disorder); and
- exhibit serious emotional, behavioral or mental disorders; and
  - have a serious functional impairment; or
  - are at risk of disruption of a preferred living or child care environment due to psychiatric symptoms; or
  - are enrolled in a school system's special education program because of serious emotional disturbance.

### What do I need for the screening?

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

- Your child's Social Security number
- Medicaid, CHIP, or other insurance information
- Date of Birth of the child/youth
- Residential address



If your child is eligible for mental health services at the LMHA, staff will schedule an intake appointment. At intake a complete assessment will be provided to identify your child's mental health needs. This assessment helps determine which level of care and types of services best meet his/her needs.

If your child 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 child 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 child;
- A list of all medications your child is taking or has taken;
- A list that includes dates of any psychiatric hospitalizations for your child;
- Any behavioral issues identified by school personnel (behavioral reports, referrals, suspensions, etc.);
- If necessary, any legal court document that places the child in your custody; and
- Any court orders from the juvenile justice system

## Participation in Services

Your participation as a caregiver impacts your child's treatment. You will provide information and participate in the creation of a recovery plan for your child, and may be asked to take part in counseling, skills training, or other services. These services can help support the recovery of the child and can help support you.

## Consent

At your first appointment, you will complete paperwork including "consent for services." This is how you give permission to us to provide services and treat your child. Your child's rights and your rights as a parent/caregiver will be explained at this time.

## Identifying Mental Health Needs



### Diagnostic Interview

A licensed clinician will meet with you and your child to evaluate his/her mental health diagnosis and treatment needs. The diagnostic interview will be completed at least every year.

### Assessment

You and your child will meet with an intake worker and participate in an interview that uses an assessment tool called the "Child and Adolescent Needs and Strengths," named the CANS for short. The CANS is very detailed and might ask questions that make you and/or your child uncomfortable or embarrassed to answer, but the questions are important to ask. The answers help identify all of your child's areas of need and which available services are most likely to meet those needs. The information you provide is kept confidential within the limits of the law.

This assessment is done at least every 90 days to be aware of any changes that might have happened. This also helps track progress your child has made towards his/her recovery, including the building of strengths which are essential to developing the resilience he/she will need throughout life.

# Determining Level of Need

## Level of Care Assignment (Responding to the Level of Need):

Children are unique and so are their mental health needs. Some children have intense and/or complex needs. They should be provided an intense level of care with a complex array of services. When the children/youth build resilience and have less intense and less complex needs, they will require a less intense level of care.

The Children's Mental Health system has designed Levels of Care (LOCs) that respond to the intensity and complexity of the child/youth's identified needs. Below is a description of the primary Levels of Care your child might be authorized after the assessment is completed and the child meets eligibility.

### Level of Care 4: Intensive Family Services

This is the highest level of care available in outpatient services for children/youth. This level of care is designed for children/youth whose mental health needs have led to negative involvement in other child serving systems such as juvenile justice, alternative education, or child welfare. At this level of care there is an emphasis on the approach taken to service coordination. This approach uses the Wraparound Planning Process. The Wraparound process is designed to help children and youth who are at risk for being removed from their preferred community. A Wraparound facilitator will lead this process using a team approach in which you and your child play an equal role as members of the team. Formal supports like counseling and skills training are also available to address emotional and/or behavioral needs. All of your formal supports –and more importantly natural supports and strengths– will be assembled to work together on one team. The solutions that come from the team will have a lasting impact on your family's ability to recover from the difficulties your child is facing. And the natural supports and strengths make it possible to maintain that resilience and recovery for a lifetime.



### Level of Care 3: Complex Services

This level of care is designed to provide a complex array of services that target complex needs or symptoms. In this level of care, children/youth have symptoms that have a negative impact on both their emotional health and their behavioral health. Children/youth in this level of care are provided counseling to help with their emotional needs and skills training to address their behavioral needs. This level of care would also be ideal if your child was participating in counseling and you were able to participate in skills training



for parents –designed to help you as a parent to address your child's mental health needs. The formal supports provided will help your child to better manage the complex symptoms affecting his/her mental health. Over time he/she will need less of these services or may be able to discontinue them. This will indicate that he/she requires a less intense level of care because he/she has built up their strengths and resilience. There is hope that things can keep getting better!

### **Level of Care 2: Targeted Services**

This level of care is designed to provide services that target specific types of needs or symptoms. In this level of care children/youth have a set of symptoms that either have a negative impact on their emotional health or their behavioral health. Counseling will likely be offered as a treatment option first for those children/youth with emotional needs. For those children/youth with behavioral needs, skills training will likely be the service offered. However, counseling and skills training are not “one size fits all.” During the review of your child’s recovery plan, it may be determined that a different type of service should be tried. Once your child builds the necessary resilience and increases his/her natural strengths, he/she will be able to discontinue these formal supports and move to a lower level of care. All of the hard work you all have been doing is really starting to pay off!



### **Level of Care: Young Child Services**

This level of care is not based on intensity of need. Instead, it has services that are developmentally appropriate for children ages 3-5. For this age group, the evidence based practices are designed to improve the parent-child relationship as the strength of that relationship is critical to your child’s present and future success. Services might include skills training designed to help you as a parent to address your child’s mental health needs. They might also include counseling with both you and your child to improve your connection and relationship and help you address your child’s emotional, behavioral, and social needs. Wraparound



may also be appropriate for your family, where a team approach will be used to identify and build natural supports to meet the needs of your family. The skills you and your child develop in this level of care will directly impact the lifelong resilience of you, your child, and your family.

### **Level of Care 1: Medication Management**

This is the lowest level of care and, therefore, has a very limited array of services. It is designed for children/youth who have already developed a high degree of resilience and who are stable in their recovery. This means that they may have needed a more intense level of care in the past, but through the skills they learned, services completed, and strengths they have developed, they are able to navigate their world with fewer formal supports. Formal supports like counseling and skills training are not available in this level of care. If your child is recommended for this level of care, he/she has been prescribed psychiatric medication and will continue to take the medication to manage symptoms of their emotional disturbance or mental illness. If medication is either no longer needed or if it is needed and a prescribing physician can be found in your community, discharge from services at the mental health center may be discussed. Way to go, this is what you and your child have been working towards!



# Available Services

## Key Terms

- **Natural Supports and Strengths:** Relationships and abilities that already exist or can be developed. They increase the chances of success for you and your child to live healthy and happy lives in your community. Natural supports can be people (family, neighbors, and coaches, etc.); places (church, community center, school, etc.); or things (artistic ability, family pet, positive attitude, etc.).
- **Formal Supports:** Professional services provided by a formal structure, agency, network, etc. Examples of formal supports include counselors, special education, medical care, etc.
- **Evidence-Based Practices:** Evidence-Based Practices (EBPs) are programs or practices that combine the best research with clinical expertise, cultural competence, and the values of the individuals receiving the service. These should be provided the way they are designed in order to get the most improvement of your child's mental health symptoms.

**Diagnostic Interview Examination:** A licensed clinician will meet with you and your child to evaluate his/her psychiatric diagnosis and treatment needs.

**Assessment:** You and your child will participate in an interview that uses a tool called the "Child and Adolescent Needs and Strengths" assessment, named the CANS for short. This is a detailed assessment that helps identify all of your child's areas of need. This assessment is done at least every 90 days to be aware of any changes that might have happened. This also helps track progress your child has made towards his/her recovery, including the building of strengths which are essential to developing the resilience he/she will need throughout life.

**Engagement Activity:** Short activities with your child and/or you that create a trusting relationship or explain how the services being offered can help. Engagement activities emphasize the important role you and your abilities play in meeting your child's mental health needs. Of course, children and youth are also equal partners in their care and should also have their voices heard by those providing formal supports.

**Case Management:** Services that assist your child and your family in gaining access to necessary services. Your case manager will help coordinate your services, make referrals to community resources, and help advocate for you and your child.

**Family Partner Supports:** Family Partners are individuals who have experience navigating a child-serving system such as the mental health system as the parent or legal guardian of a child with a serious emotional disturbance. They have received special training to provide supports to other parents. These supports may include sharing their personal story of their child's resilience and recovery; introducing you to the treatment process; helping you advocate for your child; teaching skills specific to parenting a child with an emotional disturbance; and helping you identify the natural supports in your life.





Counseling: Counseling can take place in an individual, family, and/or group setting. A therapist will use a therapeutic process through conversations, therapeutic activities, or games to address personal, family, and situational issues. Counseling can improve individual and family relationships or circumstances. It can also address parent-child relationships, depression and/or anxiety, or traumatic events.

Skills Training: Skills training is used to address negative behaviors that are symptoms of emotional disturbance. Someone will work with your child to build skills that improve his/her ability to cope with his/her unique symptoms. These skills will help your child function independently in school, at home, and in the community. Skills training is also available for parents. This goes beyond basic parenting techniques and is specifically designed to help parents address their child's mental health needs.

Wraparound: A planning process that uses a team approach and follows a series of steps. This approach brings everyone involved in your child's life to the same table to achieve the same goal: your child's success! Your Wraparound team will have both formal and natural supports, and you and your child are essential team members. The Wraparound process helps your child and family build upon natural supports and strengths to achieve resilience and meet your positive vision for the future. This process is designed for children/youth that may need extra support to remain in their preferred community.



Medication Training and Support: Instruction and guidance regarding the medication your child is prescribed to treat his/her symptoms of emotional disturbance.

Parent Support Group: Regularly scheduled meetings where parents find support and/or information regarding having a child with a severe emotional disturbance.

Crisis Intervention Services: These services may be provided if your child is a danger to him/herself or others due to his/her emotional disturbance. Crisis Intervention Services are intended to help your child remain safe in your home or community.

# Setting Goals and Choosing Strategies

## Key Terms

**Child Centered:** Child/youth centered means that children and youth should be engaged as equal partners in their care. They should have their voices heard throughout the process.

**Family Focused:** Family focused means that caregivers also have a primary decision-making role in the care of their children/youth.

## Developing a Recovery Plan

After your child has completed an assessment and been assigned to the level of care that best meets his/her needs, a recovery plan will be created. This plan outlines your child's strengths, needs, goals, and resources and describes the services that will be provided to best support building their resilience and recovery. Both you and your child should help in the development of this plan and discuss any concerns you have as the plan is implemented. The recovery plan is continuously adjusted to meet your child's needs and is formally reviewed every 90 days.

## Receiving Services from Your Recovery Team

Once a recovery plan for your child has been developed, a recovery team of professionals will be assigned that can provide the services/formal supports to you and your child. Sometimes one person might be providing a few different types of services.

Below are some of the people who might be on your child's recovery team, in addition to yourself:

**Psychiatrist-** A Physician who specializes in psychiatry. He/she will assess for and provide a mental health diagnosis, prescribe medications, and provide psycho-education.

**Case Manager-** Your case manager will coordinate services, keep track of progress on the recovery plan, make referrals to community resources, and advocate for you and your child.

**Certified Family Partner-** Family partners are the parents or legal guardian of a child with mental health needs. They have completed a certification process to fill this role. Through their lived experience and specialized training, Certified Family Partners are able to provide assistance and support to parents navigating the child serving systems.

**Skills Trainer-** This person has received special training in a variety of evidence-based practices that help address behavioral needs related to your child's mental health diagnosis. They are also trained to provide skills training curriculums that help parents manage their child's mental health needs.

**Therapist-** Therapists are licensed mental health clinicians who have also received training in therapies that help address emotional needs related to your child's mental health diagnosis. They are usually Licensed Professional Counselors, Licensed Clinical Social Workers, or Licensed Marriage and Family Therapists among others.

**Wraparound Team-** Lead by a trained facilitator, this team will consist of you, your child, other members of the recovery team, other formal supports involved in your child's life, and all the natural supports (the people you turn to in times of need) in your family's life.



# Building Strengths and Resilience



## 90 Day Evaluation/Reassessment

The Child and Adolescent Needs and Strengths (CANS) assessment is done every 90 days. The questions will be the same that were asked at your intake and someone from your recovery team will be able to perform this assessment. Completing the assessment identifies which services best meet your child's ongoing needs and helps track the progress your child has made towards his/her recovery goals. Progress includes a reduction in symptoms and the improvement of strengths, both of which are essential to building the resilience your child will need throughout life.

## Discharge

It is the hope of the Department of State Health Services that the care provided within the Texas mental health system fosters resilience, hope, and recovery in all those participating in care. Each individual can develop a healthy sense of identity and well-being, and can succeed in school, the family, and in the community. If your child has the necessary natural supports and strengths that support their ongoing resilience and recovery, it may be possible that your child no longer needs the formal 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 mental health care my child has been offered or is receiving?
  - The service providers at your Center are very interested in helping you find solutions to the challenges faced by your child and family. First, try speaking to someone on your child's recovery team (case manager, therapist, certified family partner, doctor, etc.) about your concern. He or she will be happy to sit down and discuss any concerns you have.
  - If you are not satisfied with the outcome of your conversation, ask the receptionist at your Center to connect you with the Clients Rights Officer. Each Center has a Clients Rights Officer to help individuals resolve concerns related to your child's care.
  
- What happens if my center is not addressing my concerns or complaints that I have brought to their attention?
  - 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 child is placed on a waitlist for services?
  - If your child has Medicaid coverage, he or she may not be placed on a wait list to receive mental health care at the Center. If your child is not covered by Medicaid he or she might be placed on a wait list.
  - ***At any time if your child experiences a psychiatric crisis, he or she is eligible for immediate crisis services. See page 5 of this guide if you believe your child is experiencing a crisis.***
  - If your child 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 child's condition while waiting for services. Contact your Center if you believe his or her condition has worsened.
  - If your child 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 child has specific kinds of needs that cannot be addressed at my LMHA?
  - If the assessment done by the Center shows that your child has special types of needs that cannot be addressed at the Center, your case manager, family partner, 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 I am eligible for financial help?
  - All the Centers accept Medicaid and CHIP insurance. Ask if your Center offers assistance in accessing CHIP, Medicaid, WIC and other state/federal assistance programs or if they can provide information about local offices for these programs.
  
- Community Resources you may find helpful:
  - Dial “211”: a program of the Texas Health and Human Services Commission is committed to helping Texas citizens 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.
  - Community Resource Coordination Groups (CRCGs):
    - Community Resource Coordination Groups (CRCGs) are local interagency groups comprised of public and private agencies. Together, they develop service plans for individuals and families whose needs can be met only through interagency coordination and cooperation.
    - CRCGs make it more likely for individuals and families to get the help they need before the situation becomes unsolvable. In many communities, CRCGs identify service gaps in their area and help plan for appropriate resources to meet their clients’ needs. As a result, more people get the services and support they need.
    - There are CRCGs for children/youth available to all Texas counties. To find a CRCG in your area:
      - Call the State CRCG Office at (512) 206-4658; or
      - Via internet at [http://www.hhsc.state.tx.us/CRCG/Local\\_CRCGs/local\\_NEW.html](http://www.hhsc.state.tx.us/CRCG/Local_CRCGs/local_NEW.html).

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