

CONSUMER HANDBOOK

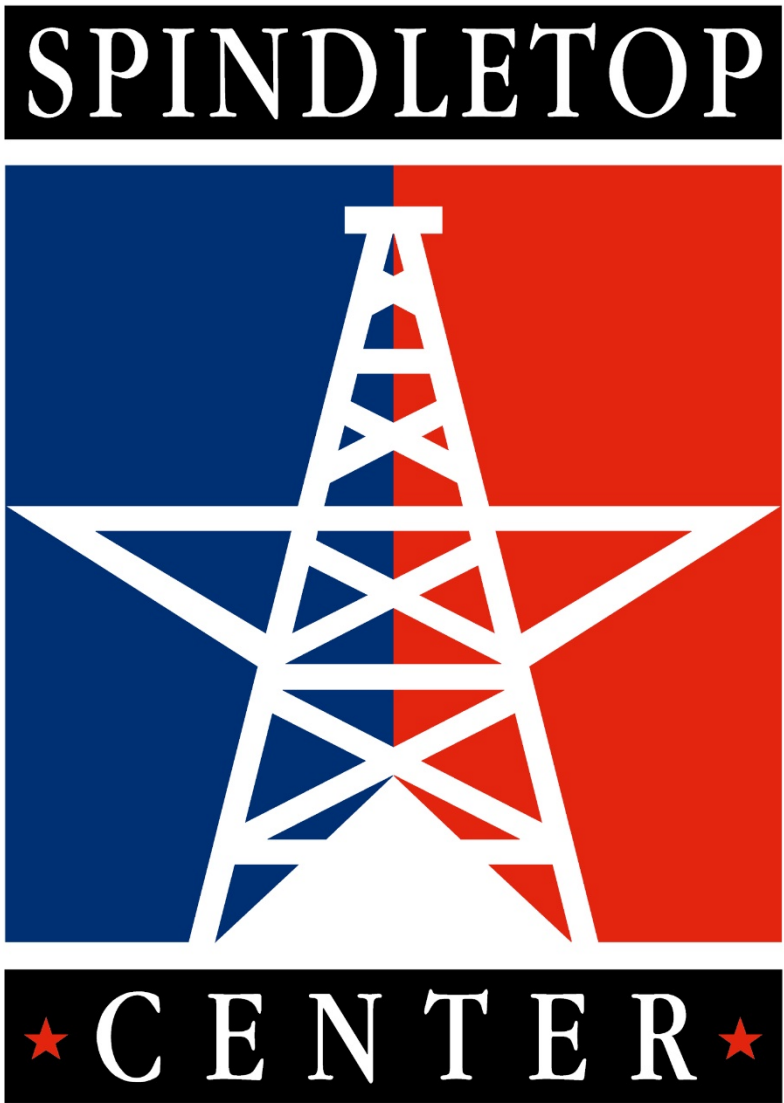


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Greetings,

I want to take this time to welcome you to Spindletop Center – proudly promoting healthy living in our community by helping people help themselves. It is with great pleasure that I introduce myself to you as your Rights Protection Officer.

Your rights are the core fundamentals to you and your services here within Spindletop Center. We proudly promote your basic, civil, and human rights providing the highest probability for improvement with the most effective treatment in the least restrictive environment. As your advocate, I am always here to answer questions you may have involving your services and rights. It is essential not to allow your past to affect your future wellness and recovery.

As you form relationships with service providers in our clinics or within the community, your choice of service, setting up your goals for your recovery, effective communication, and a clear understanding of your rights are all essential to success. At intake, in the clinic services area, and anytime there is a change in your services, staff will ensure your clear understanding of your services provided and any effect it may have on your rights.

Thank you for choosing Spindletop Center to be your provider. If you have questions, please feel free to contact my office anytime.

Respectfully,

Ginny Morgan
Rights Protection Officer
Spindletop Center

WELCOME to Spindletop Center. This handbook has been written to serve as a guide for clients and families of Spindletop Center. It contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. Procedures, practices, policies and benefits described herein may be modified or discontinued from time to time. We will try to inform you of any changes as they occur.

Mission Statement

Our mission is to help people help themselves by providing resources and supports.

Vision Statement

Promoting healthy living in our community.

Values

- ◆ We value all persons and treat them with dignity and respect.
- ◆ We develop services responsive to the needs, values, and desires of our community.
- ◆ We value and respect families for the important role they play in the effective treatment and delivery of services.
- ◆ We embrace self-advocacy and recovery as means of independence.
- ◆ We measure our success by the outcomes of each person and our impact on the community.
- ◆ We educate, motivate and empower staff to accomplish their work with confidence and pride by valuing and respecting them.
- ◆ We recognize and celebrate best practices.
- ◆ We educate people to help our community.
- ◆ We utilize resources in the most efficient manner to minimize our impact on the environment.
- ◆ We accommodate and encourage our staff's community involvement.

CLIENT RIGHTS, GRIEVANCES AND APPEALS PROCESS

This handbook is provided to make you aware of the rights guaranteed to you while you are receiving services at Spindletop Center. This listing of rights is not intended to be comprehensive; rather, it should increase your awareness that you retain your rights unless there is a specific authority to restrict them under law or court order. The information in this handbook should not be considered as granting or denying any right guaranteed under the law.

You have the right to be given a copy of these rights before you agree to accept services. If you so desire, a copy will be given to the person of your choice also. If a guardian has been appointed for you or you are under eighteen years-of-age an additional copy will be given to your guardian, parent, or conservator.

You also have the right to have these rights explained to you in terms 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.

Your Right to Make a Complaint

You have the right to make a complaint and to be informed of whom to call for help. 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, you may contact one or more of the following:

Spindletop Center
Client Rights Department (Ginny Morgan)
2750 South 8th St. Bldg. A
Beaumont, TX 77701
Ginny.morgan@stctr.org
Office: 409-839-2226
Fax: 409-839-2246

- ◆ Health and Human Services Commission (HHSC)
Office of the Ombudsman-Behavioral Health
Mail Code H-700
P.O. Box 13247
Austin, TX 78711-3247
1-800-252-8154
Fax: 1-512-706-7337
Online at: hhs.texas.gov/ombudsman

- ◆ Health and Human Services Commission (HHSC)
Office of the Ombudsman – Intellectual Disability
Mail Code E-249
P.O. Box 149030
Austin, Texas 78714-9030
1-800-252-8154
Fax: 1-512-438-4302

- ◆ Disability Rights Texas
2222 West Braker Lane
Austin, TX 78758
1-512-454-4816
1-866-362-2851 (Statewide Videophone)
1-800-252-9108 (Intake Line)

If you believe that you have been abused or neglected, you may report your complaint by contacting:

TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES

**P.O. BOX 149030
AUSTIN, TEXAS 78714-9030
MAIL CODE E-561**

**1-800-647-7418
1-800-252-5400**

**Spindletop Center
Client Rights
(409)839-2226
1-800-317-5809 ext.2226**

Clients receiving Substance Abuse Treatment Services have the right to initiate communications with:

TEXAS HEALTH AND HUMAN SERVICES

**P.O. Box 80529
Austin, Texas 78708
1-800-832-9623**

Your Right to Appeal a Reduction, Denial or Termination of Services

If your services have been reduced, denied or terminated by Spindletop Center, you have the right to appeal. An appeal is a formal means by which you may have a decision reviewed.

1. You may request an appeal verbally or in writing to your Service Coordinator or to the Client Rights Department, or:
2. A representative may request an appeal, in writing, on your behalf.

You may file an appeal up to 30 calendar days from the date you received written notice of the reduction, denial or termination. If you should have any questions regarding your right to appeal, the appeal process, or if you disagree with the outcome of an appeal, you may contact the Client Rights Officer at (409) 839-2226.

Basic Rights for All Persons Receiving Spindletop Center Services

1. You have all the rights of a citizen of the State of Texas and the United States of America, including 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 the 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 due to your race, religion, sex, ethnicity, nationality, age, sexual orientation, or disability.
4. You have the right to be treated in a clean and humane environment in which you are protected from harm, have privacy with regard to personal needs, and are treated with respect and dignity.
5. You have the right to appropriate treatment in the least restrictive, appropriate setting available.
6. You have the right to be free from mistreatment, abuse, neglect, and exploitation.
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 exhausted 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 labor performed in accordance with the Fair Labor Standards Act.
10. Before you are admitted you have the right to be informed of all rules and regulations concerning your conduct and course of treatment.
11. You have the right to review the information contained in your medical record. If your doctor says you shouldn't see parts of your record, you have the right to have the decision reviewed. The right extends to your parent or conservator if you are a minor and to your legal guardian if you have been declared by a court to be legally incompetent.
12. You have the right to have your records kept private and to be told about the conditions under which information about you can be used and disclosed without your permission. (Further details can be found in your Notice of Privacy Practices).
13. You have the right to be informed of the current and future use of products of special observation and audiovisual techniques, such as one-way vision mirrors, tape recorders, television, movies, or photographs.
14. You have the right to agree to or to refuse any of the following, except in certain circumstances which must be explained to you:
 - ◆ behavior therapy, when a right otherwise guaranteed to you is restricted,
 - ◆ audiovisual equipment, and
 - ◆ other procedures for which your permission is required by law.

15. You have the right to give or to withhold consent to take psychoactive medications
16. You have the right to agree to or to refuse to take part 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 do not grant consent or if you withdraw your consent for any particular treatment, it will have no effect upon you.
18. You have the right to have a treatment plan that is solely for you. You have the right to take part in developing that plan, as well as the treatment plan for your care after you leave the program. Your parent or conservator (if you are a minor) or your legal guardian, if one has been appointed, has the right to take part in the development of the treatment plan. You have the right to request that another person of your choosing (e.g., spouse, friend, relative, etc.) take part in the development of the treatment plan. Staff must document in your medical record that parent, guardian, conservator, or other person of your choice was contacted and invited to participate.
19. You have the right not to be given too much medication and the right not to be given medication, which you don't need.
20. You have the right to be told about the care, procedures, and treatment you will be given; 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 professional 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 the opinion of 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.

Additional Rights of Persons Admitted to Residential Programs

1. You have the right to exercise religious freedom. No one can force you to attend or engage in any religious activity.
2. You have the right to ask to be moved to another room if another person in your room is disturbing you. The staff must pay attention to your request and must give you an answer and a reason for the answer as soon as possible.
3. You have the right to talk and write to people outside the residential program. You have the right to have visitors in private, to make private phone calls, and to send and receive sealed and uncensored mail. These rights include a prohibition on barriers to communication imposed by an inpatient program, such as:
 - ◆ rigid and restrictive visiting hours,
 - ◆ limited access to telephones, and
 - ◆ failure to provide assistance to patients who wish to mail a letter.
4. 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, and with your consent, Advocacy, Inc. representatives, private physician, and other mental health professionals at reasonable times and places.
6. 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.
7. You have the right to have opportunities for physical exercise and for going outdoors, with or without supervision, at least daily.
8. You have the right to have opportunities to meet with persons of the opposite sex, with or without supervision, as your treatment team considers appropriate for you.

Clients are encouraged to go to the Spindletop Center Facebook page and "Like" to receive information, news and updates.

QUALITY ASSURANCE

Spindletop Center is committed to providing excellent, quality services. We welcome your feedback and encourage you to complete and submit a client satisfaction survey. Additionally, we seek input from our stakeholders and community to assist us in improving our services.

CLIENT RESPONSIBILITIES

As a member of your treatment team, you play an important role in the services you receive through Spindletop Center. The following is a list of your responsibilities while in services at Spindletop Center:

- You have the responsibility to be on time for scheduled appointments. If you cannot make it to your appointment, please contact the program at least 24 hours before your appointment time.
- You are responsible for updating any and all changes to address, telephone, emergency contact, income, insurance coverage and medical history information.
- You are responsible for asking questions about any information you do not understand from your provider.
- You have the responsibility to develop and follow your treatment/service plan.
- You are responsible for actively participating in all treatment sessions.
You have the responsibility not to behave in a way that is dangerous to yourself or others.
- You have the responsibility to follow the rules of any program in which you participate.
- You have the responsibility to tell your provider of any requests you may have.
- You have the responsibility to tell Spindletop Center about any medication(s) you are taking.
- You have the responsibility to bring all medications you are taking to your doctor's appointments.
- You are responsible for reporting any problems and/or side effects to your treatment team.
- You are responsible for paying for services you receive from Spindletop Center based on a Monthly Maximum Ability to Pay resulting from your financial assessment.
- You have the responsibility not to verbally abuse, physically abuse or harass any client or staff at Spindletop Center.
- Any client of Spindletop Center, who also works as an employee at Spindletop Center, will be held responsible for his/her actions as outlined in the Spindletop Center Employee Handbook.
- You are asked to bring no more than two (2) people with you to your family member's appointment. Spindletop Center is not responsible for childcare during clinic visits.

SPINDELTOP CENTER OPERATIONS OVERVIEW

Spindletop Center provides a wide array of services to eligible individuals through behavioral health, primary care, IDD and substance use programs. Spindletop Center services individuals aged three (3) and older residing in Jefferson, Orange, Hardin and Chambers Counties. Services may be provided directly by Spindletop Center employees or may be subcontracted to private providers of the client's choosing.

Treatment is individually designed to meet the specific needs of each consumer while promoting independence.

BEHAVIORAL HEALTH SERVICES

Location and Hours of Operation

The following are Spindletop Center Outpatient Clinics:

BH Outpatient Clinics (South Campus)
2750 S. 8th Street
Beaumont, TX 77701
(409) 839-1000

Intake Admission Diagnostic Services
2750 S.8th Street
Beaumont, TX 77701
(409) 839-1063

Orange Outpatient Clinic
4305 N. Tejas Pkway
Orange, TX 77630
(409) 883-3864

South County Outpatient Clinic
3407 57th Street
Port Arthur, TX 77640
(409) 983-6139

Hardin County Outpatient Clinic
839 Hwy 96 South
Silsbee, TX 77656
(409) 880-4600

Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. Our toll-free number for information and services is 1-800-317-5809

Our 24-hour crisis hotline is available to assist you in times of behavioral health crisis:

1-800-937-8097

Available Services

Intake and Assessment

Comprehensive assessment and evaluation are provided by clinical staff on both an emergency and scheduled basis to determine eligibility, authorization and assignment for needed services.

Consumer Benefits

The Consumer Benefits program assists Spindletop Center clients in accessing financial resources by determining potential eligibility for disability benefits through the Social Security Administration and other financial benefits. The program assists clients in making application for benefits and follows the process through to resolution.

Case Management

Case Management serves clients and families by identifying unmet needs, assisting in resolving problems, negotiating services and linking with other available resources. Case Managers assist in accessing medical, social, educational and other needed services.

COPSD

Individual and Group Substance Abuse Education and Skills Training will be conducted by COPSD staff for the purpose of providing education and skills training related to substance abuse to identify patterns of uses and abuse and to set goals to help clients learn the skills necessary to abstain from substance use. Group educational sessions, which can be facilitated by COPSD staff, can vary from small groups to large groups. COPSD staff can also help begin a dual recovery 12-Step Program; however, the actual dual recovery program is facilitated by peers.

Counseling

Group and individual counseling provides problem resolution, stress management and coping strategies. Counseling is intended to be brief, time-limited and problem-focused.

Crisis Intervention

Spindletop Center offers crisis intervention 24-hours a day 7 days a week. Crisis services are available to all individuals experiencing a mental health crisis and are designed to provide immediate evaluation of needs and development of an appropriate intervention plan to ensure the safety of the client and others and to assist the client in returning to a baseline level of functioning as quickly as possible. Crisis intervention services include:

- Toll-free Hotline 1-800-937-8097
- Triage Screening and Risk Assessment
- Mobile Screening
- Psychiatric Evaluation
- Short-term Medication Management
- Brief Skills Training
- Crisis Respite Residential

Assistance, Stabilization and Prevention (ASAP)

Spindletop Center integrates the components of its crisis services with other local crisis response systems, including police departments and hospital emergency rooms. Spindletop Center ASAP program will work beside Spindletop Center Mobile Crisis Outreach Teams (MCOT), providing these agencies with the center's crisis hotline number, through which the Spindletop Center MCOT and ASAP program can be activated to respond to psychiatric emergencies. Written agreements to collaborate with other emergency healthcare agencies in the local service area are drafted as necessary.

Spindletop Center ASAP program safely handles persons in mental health crisis as needed in the performance of their duties. It is the goal of the ASAP program to divert individuals with mental health and/or developmental disabilities from the criminal justice system, when appropriate, and connect them with necessary mental health services. The services provided by the ASAP program, will be conducted in a professional manner and in accordance with the laws of the state of Texas.

Medication Management

Individuals needing medication intervention receive an initial psychiatric evaluation to determine diagnosis and appropriate treatment. Progress monitoring, consumer education and laboratory services are also provided to assist in controlling and reducing symptoms.

Medication Training and Support

Spindletop Center uses Patient and Family Education program materials to help clients and family learn about their mental health disorders, medications, symptomology, and side effects. Incidental nursing services are also provided including monitoring of vital signs and weight, injection administration, etc.

Peer Services

A Peer is an individual with a mental health diagnosis who has been trained to share their experience in the mental health system to help others with a diagnosis. Peers work with an individual's therapeutic team (which can include a case manager, a doctor, a nurse and a supervisor) to help that individual identify their needs and goals and work towards recovery.

Pharmacy

Spindletop Center offers pharmacy services to assist clients in obtaining the highest quality medication at the most economical cost. Pharmacy services are available to clients who have no insurance coverage.

Psychosocial Rehabilitation

Psychosocial rehabilitative services are community-based social, educational, vocational and behavioral interventions which address problems in the client's ability to develop and maintain social relationships, occupational or educational achievement, and independent living skills that are the result of a severe and persistent mental illness. Psychosocial rehabilitative services may also address the impact of co-occurring disorders upon the client's ability to reduce symptoms and improve daily functioning. Psychosocial rehabilitative services consist of the following component services:

- independent living skills;
- coordination of services;
- employment related services;
- housing related services;
- medication related services; and
- crisis services

Skills-Training

Structured learning activities offer support needed to encourage growth and independence. Services include individual training in identified skill areas, living and community skills, recreational group activities, stress management and socialization experiences.

Supported Employment and Placement

Individuals receive assistance in choosing and obtaining employment at integrated work-sites in jobs of the client's choice. Supports are provided to assist individuals in maintaining employment and/or finding new employment as necessary.

Supported Housing

Individuals receive assistance in choosing and obtaining integrated housing in the community of their choice and supports provided by identified staff who will assist individuals in obtaining and retaining housing and finding new housing as necessary.

Substance Use

Spindletop Center provides substance use disorder services to eligible individuals through contracts with Federal Probation and the Federal Bureau of Prisons. Services may include:

- Urinalysis
- Individual Counseling
- Group Counseling

Texas Council on Offenders with Mental and Medical Impairments (TCOOMMI)

TCOOMMI is an intensive highly specialized program aimed at providing mental health services for adult offenders in the Special Needs Offenders Program who are diagnosed with serious mental illness. This program works in collaboration with local probation offices to provide a coordinated approach to community-based services and intervention.

Project Assistance Transition from Homelessness (PATH)

Spindletop Center operates the grant-funded PATH program designed to provide outreach to identify homeless individuals who may suffer from serious mental illness. The program coordinates assessment and enrollment into appropriate services and assists clients in securing safe housing.

Assertive Community Treatment

Assertive Community Treatment (ACT) is a community-based wraparound treatment program providing rehabilitation, nursing, and medication and support services to adults with serious mental illnesses who have a history of multiple hospitalizations, involvement with the judicial system, homeless shelters or community residential homes.

IDD SERVICES

Location and Hours of Operation

The following IDD service sites:

Intellectual and Developmental Disabilities Administration
655 S. 8th Street
Beaumont, TX 77701
(409) 784-5400

Intellectual and Developmental Disabilities Intake Admission
655 S. 8th Street
Beaumont, TX 77701

(409) 784-5481

Early Childhood Intervention Intake Admission
655 S.8th Street
Beaumont, TX 77701
(409) 784-5435 or (888) 837-8687

Port Arthur Intellectual and Developmental Disabilities
3419 57th Street
Port Arthur, TX 77640
(409) 813-8350

Hardin County NDI
839 Hwy 96 South
Silsbee, TX 77656
(409) 880-4640

Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. Our toll-free number for information and services is 1-800-317-5809.

Our 24-hour crisis hotline is available to assist you in times of behavioral health crisis:

1-800-937-8097

Available Services

Screening

At initial contact Spindletop Center gathers information to determine a need for services. Screening includes the process of documenting consumers' initial and updated preferences for services and the LIDDA's annual contact of consumers on the IDD Services Interest List.

Eligibility Determination

Spindletop Center completes an interview and assessment or endorsement in accordance with Texas Health and Safety Code, §593.005, and 40 TAC Chapter 5, Subchapter D to determine if an individual has IDD and/or is a member of the IDD priority population.

Service Coordination

Service coordination assists clients and families by identifying unmet needs, assisting in resolving problems, negotiating services and linking with other available resources. Service Coordinators assist in accessing medical, social, educational and other needed services.

IDD Crisis Services

IDD Crisis Services informs community members about IDD programs as well as engages in developing strategies to address crisis events experienced by those with intellectual and developmental disabilities. Training and supports through consultation and collaborative efforts assist recipients in continued community living or successful reintegration. IDD Crisis Services are available 24 hours a day, 7 days a week to provide assistance and consultation.

IDD Community Services

Services are provided to assist a client who is not receiving residential services to participate in age appropriate community activities and services. The type, frequency, and duration of support services are specified in the consumers Plan of Services and Supports.

Community Supports

Community Supports are individualized activities that are consistent with the individual's person-directed plan and provided in the individual's home and at community locations. Supports include:

- Habilitation and support activities that foster improvement of, or facilitate, the individual's ability to perform functional living skills and other daily living activities;
- Activities for the individual's family that help preserve the family unit and prevent or limit out-of-home placement of the individual;
- Transportation for the individual between home and the individual's community employment site or day habilitation site; and
- Transportation to facilitate the individual's employment opportunities and participation in community activities.

Respite

Respite is either planned or emergency relief that is provided to the individual's unpaid caregiver on a short-term basis when the caregiver is temporarily unavailable. Respite can occur in the individual's home or other location.

Employment Assistance

Employment assistance helps an individual locate paid, individualized, competitive employment in the community, and includes:

- Helping the individual identify employment preferences, job skills, work requirements and conditions; and
- Prospective employers offering employment compatible with the individual's identified preferences, skills, and work requirements and conditions.

Supported Employment

Supported employment is provided to an individual who already has paid, individualized, competitive employment in the community to help the individual sustain that employment. It includes individualized support services consistent with the individual's person-directed plan as well as supervision and training.

Nursing

Nursing is provided to an individual who requires treatment and monitoring of health care procedures that are:

- Prescribed by a physician or medical practitioner; or
- Required by standards of professional practice or state law to be performed by licensed nursing personnel.

Behavioral Support

Behavioral supports are specialized interventions by licensed professionals to assist an individual to increase adaptive behaviors and to replace or modify maladaptive behavior that prevent or interfere with the individual's inclusion in home and family life or community life. Supports include:

- Assessing and analyzing assessment findings so that an appropriate behavior support plan can be designed;

- Developing an individualized behavior support plan consistent with the outcomes identified in the individual's plan of services and supports;
- Training and consulting with family members or other providers and, as appropriate, the individual; and
- Monitoring and evaluating the success of the behavioral support plan and modifying the plan as necessary.

Specialized Therapies

Specialized therapies consist of:

- Assessment and treatment by licensed or certified professionals for social work services, counseling services, occupational therapy, physical therapy, speech and language therapy, audiology services, dietary services, and behavioral health services other than those provided by a local mental health authority pursuant to its contract with the Texas Health and Human Services Commission (HHSC); and
- Training and consulting with family members or other providers.

Day Habilitation

Day habilitation is assistance with acquiring, retaining, or improving self-help, socialization, and adaptive skills necessary to live successfully in the community and to participate in home and community life. Individualized activities are consistent with achieving the outcomes identified in the individual's person-directed plan and are designed to reinforce therapeutic outcomes targeted by other service components, school, or other providers. Day habilitation is normally provided in a group setting on a regularly scheduled basis and includes personal assistance for an individual who cannot manage his or her personal care needs, assistance with medications and the performance of tasks delegated by a registered nurse in accordance with state law.

Residential Services

Twenty-four hour services provided to a consumer who does not live independently or with his or her natural family. These services are provided by employees or contractors of the IDDA who regularly stay overnight in the consumer's home.

PRIMARY CARE CLINIC

Location and Hours of Operation

Primary Care Services are located at the Beaumont South Campus complex:

BH Outpatient Clinics (South Campus)
2750 S. 8th Street
Beaumont, TX 77701
(409) 839-1096

Office hours are 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m. Monday through Friday.

Behavioral Health crisis services are available 24 hours/day and are accessible via the crisis hotline: 1-877-289-7199.

Available Services

Primary Care Medical Services

Under the supervision of the Chief Medical Officer, the primary care physicians will provide medical care including diagnosis and treatment of illness, conditions and/or diseases including, but not limited to, acute conditions such as colds and flu, chronic conditions such as diabetes, hypertension,

hypercholesterolemia, obesity, asthma, heart disease and treatment of minor injuries such as minor burns, lacerations and abscesses.

Medical services will also offer admitted primary care patients routine check-ups, injections, early detection and preventive care.

The scope of service will be limited to the training and expertise of the physician, liability insurance and/or complexity or severity of case. Primary care services will not provide, and will refer to specialty provider patients in need of obstetrics, labor and delivery, surgical services, gastroenterology, orthopedics, neurology, oncology, radiology and emergency treatment.

Chronic Care Management

Under the supervision of the Primary Care Clinic Supervisor, and in consultation with the primary care physician and behavioral health treatment teams, Chronic Care Management is provided by a nurse practitioner with the clinical knowledge, experience and skills to deliver evidence-based care to individuals with complex and chronic illnesses.

Individuals with chronic co-morbid diabetes, heart disease, hypertension and/or obesity who are served by the Spindletop Center primary care clinic and behavioral health clinics are eligible to receive chronic care management services. Care management services delivered by Chronic Care Nurses include:

- ongoing patient assessment;
- development of well-defined and individualized treatment goals and objectives based on shared problem definition, collaborative goal-setting, action planning and problem solving barriers to best possible outcomes;
- coordination and facilitation of access to care with internal and external providers and specialists when indicated;
- ensuring implementation of evidence based and stepwise treatment protocols;
- education on diet, exercise and other healthy lifestyle choices;
- training and support to increase the individual's confidence and skills in self-managing their chronic conditions;
- regular monitoring of outcomes and treatment adherence and revising care plans as indicated; and
- active scheduling and careful monitoring of follow up appointments
- family support education.

Nursing Services

Primary care staff provides medication training to educate the client and family on the diagnosed chronic medical condition, symptomatology, medications and possible side effects, and the interaction with their co-occurring mental illness. Incidental nursing services are also provided including, but not limited to, processing lab orders vital signs, weight monitoring, injection administration, and assisting in minor procedures.

Dietary Services

Patients in need of dietary services for management and control of chronic conditions may be offered services of the Nutrition Specialist. These services may include nutritional education, menu/meal planning, nutritional counseling, body composition analysis and recipe modification.

Laboratory Services

Basic lab services will be provided within Primary Care Services including, but not limited to, glucose, urinalysis, lipids, thyroid panel and testing, pregnancy, tuberculosis, strep, influenza, H Pylori, and

Occult blood. Specialty lab services will be referred out to a contracted lab service. Lab hours are Monday – Thursday, 9:00 am to 10:30 am.

ACCESSIBILITY

The Center is committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA) and is committed to cultural diversity. Services and information is provided to clients in English, Spanish, and Braille for the visually impaired. For the hearing impaired, toll-free numbers have also been established in order to access our resources.

7-1-1
TDY: 1-800-735-2988
TDD: 1-800-735-2989

Service animals are allowed in Spindletop Center facilities. The service animal is allowed to accompany the handler to any place in the building or facility where members of the public, program participants, or clients are allowed. The service animal must be properly leashed and under the handler's control at all times. When a person with a service animal enters Spindletop Center, the person may be asked these two questions:

1. Is the Animal required because of a disability? And,
2. What work or task has the animal been trained to perform?

Spindletop Center will not ask about the nature or extent of his/her disability.

For the safety of clients and families, animals not trained as service animals are not allowed. This includes emotional support animals

CONFIDENTIALITY AND PRIVACY

Spindletop Center is entrusted with highly confidential client information. This data is referred to as Protected Health Information (PHI) and is comprised of any information that Spindletop Center creates, receives and maintains in any form that relates to the past, present or future physical or mental health condition of a client/employee or payment for services provided to the client/employee; and that identifies or can be used to identify the client/employee.

Health Insurance Portability and Accountability Act (HIPAA) is the federal law that governs privacy and confidentiality rules. Spindletop Center complies with all aspects of this law and employees receive HIPPA training when hired and annually thereafter. Spindletop Center staff only access PHI concerning clients/employees for legitimate clinical and administrative purposes in the regular course of carrying out job duties and responsibilities.

Your medical information will be maintained in a safe and secure location and will not be released without your consent unless otherwise allowed by law. You will be provided a notice of Spindletop Center privacy practices and it is important that you review this notice thoroughly.

If you believe that Spindletop Center has violated your (or someone else's) privacy rights, you have the right to file a complaint. Spindletop Center will not retaliate against you if you file a complaint. The Privacy Rule under HIPAA prohibits the alleged violating party to take retaliatory action against anyone for filing a complaint. Your complaint must:

- Be filed in writing;
- Be filed within 180 days of when you knew the act complained of occurred;
- Name the entity that is the subject of the complaint and describe the acts believed to be in violation of the applicable requirements of the Privacy Rule.

In accordance to Family Code Chapter 58, Subchapter A, Section 58.0051, confidential information may be shared for the purposes of (1) identifying a multi-system youth; (2) coordinating and monitoring care for a multi-system youth; and (3) improving the quality of juvenile services provided to a multisystem youth.

This information may be shared with state and local juvenile justice agencies; health and human service agencies, including the Department of State Health Services (DSHS); the Department of Public Safety (DPS); the Texas Education Agency (TEA); independent school districts; juvenile justice alternative education programs; charter schools; other local mental health or intellectual and developmental disability authorities; courts; district and county attorney's offices; and children's advocacy centers.

You may file a complaint by contacting:

The Privacy Officer for Spindletop Center (Bryan Gauthier)
2750 S. 8th Street
Beaumont, TX 77701
Office 409-839-1014

If you are not satisfied with our response, you may also file a complaint with:

Office for Civil Rights-Department of Health & Human Services
1301 Young Street - Suite 1169
Dallas, TX 75202
(214) 767-4056; (214) 767-8940 (TDD)
(214) 767-0432 FAX

For complaints against alcohol or drug abuse treatment programs, contact the United States Attorney's office for the judicial district in which the violation occurred.

ADVANCE DIRECTIVES

An Advance Directive is a specific set of instructions given by a client to a care provider regarding the level and extent of care he or she wishes to receive. The intent is to aid competent adults and their families to plan and communicate in advance their decisions about medical treatment and the use of artificial life support. Included is the right to accept or refuse medical or surgical treatment. Psychiatric Advance Directives are included where allowed by law.

At your request, Spindletop Center staff can provide you with information regarding Advance Directives.

FINANCIAL OBLIGATIONS AND FEES

Spindletop Center staff conducts and documents a financial assessment for each person within the first 30 days of services and updates that financial assessment at least annually. When requested by Spindletop Center staff, clients must provide the following financial documentation:

- annual or monthly gross income/earnings, if any;
- extraordinary expenses paid during the past 12 months or projected for the next 12 months;
- number of family members; and
- proof of any third-party coverage.

A client's maximum monthly fee is based on the financial assessment and calculated using the Monthly Ability-To-Pay Fee Schedule. A person with insurance coverage that will pay for needed services is determined as having an ability to pay for those services.

Spindletop Center staff will assist clients in Identifying available funding sources to pay for services. Available funding sources may include insurance coverage, state and/or local governmental agency funds, Qualified Medicare Beneficiary (QMB) Program, indigent pharmaceutical programs, or a trust that provides for the person's healthcare and rehabilitative needs.

Clients are required to enroll in income-based public insurance for which they are eligible. Clients who may be eligible for Medicaid or the Children's Health Insurance Program (CHIP) must enroll in those programs or provide documentation that they have been denied benefits or that their Medicaid or CHIP enrollment is pending. Spindletop Center staff will provide assistance as needed to facilitate the enrollment process.

Persons with third-party coverage must authorize billing of services received at Spindletop Center to their third-party coverage.

Failure to provide necessary documentation for the financial assessment and/or failure to enroll in available benefit programs may result in Spindletop Center charging full fees for services and/or termination of services, unless a determination is made that failure to comply is related to the client's mental illness or IDD.

SERVICE DELIVERY

All individuals seeking Spindletop Center services will be evaluated through a screening and assessment process designed to maximize opportunities for the client to gain access to Spindletop Center programs and services.

Every client served by Spindletop Center will be provided notification of their assigned care coordinator/service coordinator. Whenever a new care coordinator/service coordinator is assigned, notification will be renewed.

Every client served by Spindletop Center will be an active participant in the development of their individualized treatment plan or person directed plan. The individualized plan will be developed based on client/family input, assessments and narrative summaries. The assigned care coordinator/service coordinator will review services, outcomes and satisfaction with clients at least once every 90 days, or more frequently if needed. Clients may take this opportunity to notify staff of any desired changes.

Spindletop Center staff will work to ensure coordination of services to the person served, to include but not limited to; placement on inactive status, movement to a different level of service or intensity of contact, movement between internal and external providers including a re-entry program in a criminal justice system.

Spindletop Center staff will complete appropriate documentation when a client discontinues services for any reason such as, but not limited to: service completion, client choice, chronic treatment non-compliance, infringement of program rules, etc. Spindletop Center will contact all clients after discharge for any reason to follow-up on client satisfaction, outcomes and current status.

Every attempt will be made to address identified needs of the client. In the event that Spindletop Center cannot meet these needs Spindletop Center will identify and refer clients to community resources and information.

Spindletop Center does not utilize motivational incentives.

CODE OF CONDUCT/ETHICS

Spindletop Center has adopted a Code of Conduct/Ethics to provide guidance to Spindletop Center employees, volunteers and contract providers related to service provision, documentation, billing and adherence to legal and ethical standards. This Code adhered to and promotes Spindletop Center's Mission, Vision and Goals and is required of all staff at all times. All employees, volunteers and contract provides are responsible to ensure their behavior and activities are consistent with this Code. If you wish to view the Spindletop Center Code of Conduct/Ethics, you may obtain a copy from:

Spindletop Center Compliance Officer (Creslyn Davis)
409-784-5592 / 1-833-382-6655

EMERGENCY PREPAREDNESS PLAN

Spindletop Center has a response plan which explains how the Center will act or proceed in the event a disaster occurs. The response details the duties of Center management, and coordination plans with staff and

the public. A Disaster Command Staff exist to meet the requirements essential to disaster readiness and response. For the purposes of this plan a disaster and/or emergency are defined as a natural disaster or anticipated natural disaster, threat to public safety, or national security emergency.

EMERGENCY INTERVENTION

Seclusion and personal restraints will not be utilized by any Spindletop Center facility. Spindletop Center is committed to providing quality, compassionate behavioral health services and will make every effort to minimize the need for emergency intervention and to ensure least restrictive alternatives are first attempted. Emergency interventions will only be used as a last resort following intervention attempts of a less restrictive, less invasive manner.

DRUG AND ALCOHOL USE

Manufacture, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance while on Center premises is strictly prohibited. These activities constitute serious violations of Center rules, jeopardize the Center and can create situations that are unsafe or that substantially interfere with service provision. Drugs and alcohol found on Spindletop Center premises will be confiscated and turned over to the Spindletop Center Risk Management Department.

PROHIBITION AGAINST VIOLENCE

Spindletop Center will treat all consumers with dignity and respect. Acts of aggression or violence of any kind will not be tolerated. Any instance of aggressive behavior or violence must be reported to the Program Manager, the Human Resources Director or the Risk Management Department.

The Center will respond promptly to any incident of aggression or violence using law enforcement, as necessary.

SAFETY

Maintaining a safe work environment requires the continuous cooperation of all consumers. The Center strongly encourages clients to communicate safety concerns and issues with any staff person. Emergency exits, fire suppression equipment and first aid kits are clearly marked and accessible at each Spindletop Center location. In an emergency any staff member may access necessary equipment.

PROHIBITION AGAINST FIREARMS AND OTHER WEAPONS

Firearms and other weapons are not allowed in any Spindletop Center location. In addition, firearms are not allowed to be carried in any Center vehicle or personal vehicle while conducting Center business. Law enforcement officials are allowed to carry firearms as a business necessity to perform their job duties. Other licensed holders are not permitted to carry firearms on premises operated by the Center. Weapons found on Spindletop Center premises will be confiscated and turned over to the Spindletop Center Risk Management Department.

TOBACCO USE

In order to comply with government and health safety regulations, Spindletop Center has prohibited tobacco use in all Center buildings and vehicles. The use of tobacco products is also prohibited in personal vehicles when being used for Center business to transport other employees or clients. Tobacco use is allowed only in designated sites on Spindletop Center premises.

Tobacco products include all forms of smoking and chewing tobacco.

QUICK REFERENCE RESOURCE LIST

Poison Control 1-800-222-1222 www.poison.org

Spindletop Center, Main Business Line (409) 839-1000, 1-800-317-5809, www.spindletopcenter.org

Spindletop Center, Crisis Helpline 1-800-937-8097

Spindletop Center, Rights Protection Officer, Office (409) 839-2226, Mobile (409) 782-5019

Spindletop Center, Compliance Number 1-800-382-6655

Spindletop Center, Central Records (409) 784-5623, Records@stctr.org

HHSC Office of the Ombudsman, Behavioral Health, 1-800-252-8154

HHSC Office of the Ombudsman, Intellectual Disability, 1-800-252-8154

HHSC Consumer Services and Rights Protection, CRSComplaints@hhsc.state.tx.us

HHSC, Complaints concerning Texas Home Living, Home and Community Based Services or Local Authority CRID@hhsc.state.tx.us

Department of Family and Protective Services, 1-800-252-5400, 1-800-647-7418

Department of Aging and Disability Services, Consumer Rights, 1-800-458-9858

Texas Workforce Commission, 1-800-628-5115, customers@twc.state.tx.us

Disability Rights Texas, 1-800-880-0821, www.DRTx.org, intake@drtx.org

If you are hearing impaired and need TDD, call Relay Texas 1-800-735-2988 (voice), 1-800-735-2989 (TDD), or 711

Veteran Crisis Line 1-800-273-8255, Press 1; or send a text message to 838255

Rape/Suicide Hotline (local) (409) 835-3355

National Suicide Line 1-800-273-8255 (800-273-TALK), For people who are hard of hearing, 800-799-4889

La Red Nacional de Prevencion del Suicidio 888-628-9454

Crisis Text Line: text TX to 741741 for free, 24/7 crisis support in the US

The Trevor Project, crisis intervention/suicide prevention services to LGBTQ+ 866-488-7386 or text START to 678678

NAMI Golden Triangle, (409) 833-6022, www.nami.org

The Arc of Greater Beaumont, (409) 838-9012, www.arcofbmt.org

Salvation Army of Beaumont, (409) 896-2361, www.salvationarmytexas.org/beaumont

Some Other Place, (409) 832-7976, www.someotherplacebeaumont.com