

THE UNIQUE
CARING
FOUNDATION

"BUILDING BRIDGES TO THE COMMUNITY"

www.uniquecaringfoundation.com



Client & Guardian
Targeted Case Management Handbook
2017

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Welcome to
THE UNIQUE CARING FOUNDATION, INC.

We are pleased to be providing you with the following supports:

TARGETED CASE MANAGEMENT

Your personal contact will be:

Case Manager Name: _____ **Phone Number:** _____

Case Manager can be reached at:

Office: (803) 329-9625

Fax: (803) 329-9627

After Hours Crisis: 1-800-815-7197

Our main office is located at:

***518 North Avenue
Suite D
Rock Hill, NC 29732***

***Hours of Operation
9am-5pm***

**IMPORTANT INFORMATION YOU
MAY WANT TO KEEP**

This handbook is given to people we serve, guardians, and foster parents; it provides important information about your rights and responsibilities while receiving supports from The Unique Caring Foundation, Inc., and the steps that can be taken if they are not satisfied with our services

People Served Rights and Responsibilities



Welcome to The Unique Caring Foundation, Inc. This handbook is given to all persons served and guardians that are placed with our agency. A copy is also available for our team for training purposes, so that they are equipped to cater to your needs and provide you with a quality of care you can count on.

This handbook introduces you to your rights and responsibilities. It does not serve as a guide for our services. As a client of The Unique Caring Foundation, Inc. you have the right to receive information regarding our services, including your rights and responsibilities. However, you can find helpful website information and phone numbers for organizations you may contact for details about your rights, to file complaints and appeals on the back of this handbook.

Mission Statement

The Unique Caring Foundation, Inc. mission is to provide Persons Served with safe quality programs and services that will educate, assist and prepare them to live and compete in the 21st century global community.

What does this mean?

It's simple, our services were created with you and your family in mind; therefore, we are here to give you the special support and services that you need to be successful as a person in and out of the community.

Service Philosophy

Our service philosophy is our belief about the quality of care you get from everyone with our agency. We believe that you should feel comfortable with telling us what you want and need from us. The Unique Caring Foundation, Inc. believes that no matter what you're going through, there is hope for you. Great things are going to happen for you, but it begins with being strong, having a positive attitude and believing in yourself. We have special services and people with our agency that can help you to be your very best, and if there is something you need, don't be afraid to ask.

Services That We Provide

Targeted Case Management

Many children and teens are better off in a home with a foster family instead of a group home, where there are a lot of kids and a few adults that watches everyone. Foster families are carefully chosen and when we place you in a home with a family, you are matched according to your similarities and the foster parents' ability to meet your special needs.

Therapeutic foster parents have been trained and are licensed by the Department of Social Services to care for you. So you can trust that you are in good hands.

Family Foster Care Program

When the county Department of Social Services (DSS) believes a child is not safe, and a judge agrees, DSS takes the child to a foster home, a place where they can be safe from abuse or neglect. Your parents or relatives may not be in a position to take care of you because of sickness, drug and alcohol use, or because they do not have a place to live. Family Foster Care is a program that allows you to live in a safe home for a short time until your family is able to care for you. The time you spend at a foster home could last for only a few days, but sometimes it can be longer.

Respite

Respite care is a service that provides periodic relief for the family or primary caregiver. This service may be provided in the individual's home or in an out-of-home setting. However, respite cannot be provided when the individual is at home for the purpose of a family visit.

What Are Your Responsibilities at The Unique Caring Foundation, Inc.

 <p>Asking questions</p>	<p>YOU are Responsible For:</p>	 <p>Keeping appointments for services at UCF</p>
 <p>Staying at home if you are sick. Call UCF to reschedule appointments.</p>	 <p>Keeping yourself clean, don't share drinks, combs, hats, or personal items</p>	 <p>Avoiding hitting or speaking in a disrespectful manner, including curse words and sexual talk</p>
 <p>Do not use drugs and alcohol while receiving services</p>	 <p>Saying NO to smoking at UCF facilities</p>	 <p>Following safety rules</p>
 <p>Treating staff with respect</p>	 <p>Do not bring weapons to UCF facilities</p>	 <p>Wearing seat belt at all times when you are in a vehicle</p>

What Are Your Responsibilities?



What are Your Responsibilities?

What is a Responsibility?

Something you agree to do to the best of your ability

You have responsibilities as a client of The Unique Caring Foundation, Inc.:

- Give us all the facts about the problems you want help with
- Tell us about any problems you believe you should be getting treatment for
- Follow your person centered plan once you have agreed to it
- Attend all scheduled appointments
- Keep all appointments or call 24 hours before an appointment if you cannot come in
- Treat staff with respect and consideration
- Follow instructions given by your case manager
- Let us know when you have a suggestion, comment or complaint so we can help you find an answer to the problem
- Respect the privacy of others
- Be very involved in developing and reviewing your person centered plan
- Talk to your case manager, counselor or doctor and others on your planning team often about your needs, preferences, goals and how you think you are doing at meeting your goals

Your Rights at The Unique Caring Foundation, Inc.

 <p>Refuse services</p>	<p>YOU have the Right To:</p>	 <p>Include your family in your service planning</p>
 <p>Stay away from drugs and alcohol when receiving services</p>	 <p>Receive proper emergency medical treatment</p>	 <p>Talk to anyone about anything that happens to you in UCF services</p>
 <p>Receive services in a safe environment</p>	 <p>File a Complaint</p> <p>Make comments or make a complaint</p>	 <p>Take part in a plan to help you reach your goals</p>
 <p>Have your personal information kept private</p>	 <p>Review your file anytime during office hours 9:00 a.m. to 5:00 p.m. M-F</p>	 <p>Be treated with respect</p>

What Are Your Rights As A Client Of The Unique Caring Foundation, Inc.?

Definitions

What is a right?

Something you can do by law

What is a rule?

Something set up by a program, or area program, or the state so things will run smoothly

What are rights restrictions?

- "Rights restrictions" limit or take away a person's right to do something. Your rights can not be taken away without defenses in place to protect you. Your rights may be limited if you might harm yourself or other people and could involve an involuntary commitment
- A very specific change to your **person-centered plan** must be approved by your team before your rights are limited in any way. A human rights committee may need to approve some restrictions. You or your guardian will play a part in making these decisions
- Your rights cannot be taken away because of the way others act, the way you behave or because it would be more convenient for someone else if your rights were ignored.

You Have The Right To A Person-Centered Plan



- **You have the right** to choose goals that will lead to the kind of life you want to live. The Unique Caring Foundation, Inc.'s job is to provide linkage and coordination or services outlined in your intake assessment and case management plan.
- **If you have mental health problems, a disability or diagnosis**, these limitations do not account for all of who you are. The Unique Caring Foundation, Inc.'s job is to help link you to treatment and/or care or support that will help you meet the goals that you helped identify in your Person Centered Plan.
- **You have the right** to help create your own **case management plan**, to choose who will help you build it, and to review it from time to time to see how you are doing. You have the right to make choices about the services and supports you receive and who provides it to you.
- **You have the right** to ask to make a change in your plan at any time with your assigned case manager.
- **You have the right** to ask questions and to make suggestions about The Unique Caring Foundation, Inc.'s rights and responsibilities policies that are described in this handbook. You have the same rights with the agency or program or person who provides your Case Management services.
- **You have the right** to receive the information you want about The Unique Caring Foundation, Inc. services, your rights and responsibilities, and how to make a complaint or a request.

Person-centered planning and thinking occurs when a service provider like our agency and foster parents respect your wishes and goals and allows you to be in charge of defining the direction of life by:

- ✓ Allowing you to make your own choices and decisions
- ✓ Honoring your choices and wishes as much as possible
- ✓ Encouraging your family members to participate in planning and decision-making
- ✓ Helping you build on your strengths
- ✓ Helping you create real relationships
- ✓ Helping you become a part of your neighborhoods and communities
- ✓ Helping you achieve your dreams
- ✓ Helping you feel proud of who you are

Use this checklist to make sure you are receiving person-centered planning

- ✓ Your planning meeting occurs at a time and place that is convenient for you
- ✓ You invite the people you want to your meeting
- ✓ You get the information you need and ask for from the people at your meeting
- ✓ The people at your meeting listen to you and respect your opinions
- ✓ The people at your meeting have ideas about how you can be more independent
- ✓ You agree with solutions that others offer.
- ✓ You are satisfied with the final plan and agree to sign it

YOU HAVE THE RIGHT TO BE INFORMED ABOUT MEDICATIONS

If medication is part of your agreed upon individualized service plan, only a physician will prescribe necessary medication based on accepted medical standards. You have the right to ask your doctor to explain what your mental illness or emotional problem is and why he or she may put you on medication to help treat your illness. You have the right to know the risks and benefits and alternatives to medication. You may refuse to take medications, but you will be informed of the risks of doing this.

You have **the right** and the **responsibility** to understand your concerns or issues, illness, or developmental disability. Some conditions improve with medicine

- Taking medicine may be part of your **person-centered plan**
- You have **the right** to understand how the medicine may help you
- You have **the right** to take the lowest possible dose that will work for you.
- You have the right to refuse to take the medicine that is suggested or to request to change your medicine
- Medicine may never be used to punish you or because it is more convenient for the foster parent who works with you
- Your doctor or nurse is responsible for explaining the risk or harm to you if you refuse to take the medicine suggested

Questions to ask the doctor about medication:

- What is the difference between the generic and brand name medicine?
- What is the suggested dose level?
- How does this medicine work?
- What do you expect it to do?
- How long will it take to achieve results?
- What are the risks of with taking this medication?
- How well has this medicine worked for other people with the same issues?
- What short-term side effects does this medication have?
- What long-term side effects does this medication have?

- Is there any way to lessen the chances of experiencing side effects?
- Is there anything that I need to change about my diet or lifestyle suggestions or restrictions when using this medication?
- Why do you recommend this particular medication?
- Have you had other patients that have used it?
- If so, how have they done?
- How is this medication monitored?
- What tests will I need prior to taking this medication?
- How often will I need these tests while taking the medication?
- What signs show that the dosage should be changed or the medication stopped?
- Where can I get more information about this medication?
- Ask the physician and/or pharmacist if they have any printed information on this medication you can have to study.

You Have The Right To Confidentiality



Your right to confidentiality about your treatments or services that you receive is protected by law. Your records and other information about you will not be shared with other agencies or people without your signed permission. You can withdraw permission at any time. You can ask that only certain parts of your record be shared. Sometimes the law may require The Unique Caring Foundation, Inc. to share information about you and the services you receive.

- ✓ In special situations, if a family member is involved in your treatment or service, they may be allowed to know some information about your services
- ✓ The court may order us to release your records
- ✓ SC Medicaid may need to see your records at any time
- ✓ If your treatment or service changes to another public agency, they may need to receive your records
- ✓ If you go to jail or prison, we may share your files with prison officials if they believe you need mental health or substance abuse services or support for a developmental disability
- ✓ In an emergency, another doctor or nurse or counselor who is treating you may see your records
- ✓ If you seem to be a danger to yourself or to others, or if we believe that you are likely to commit a crime, we are required by law to tell the police or a judge (for example, in a commitment situation.)
- ✓ Special confidentiality rules may apply if you have a legal guardian, are under age 18, or are receiving treatment for drugs and/or alcohol
- ✓ When a child is receiving services and his/her parents are divorced, both birth parents may have access to your child's record unless your parental rights have been taken away

- ✓ If you feel that your right to confidentiality has been violated, you have the right to file a complaint with **The Unique Caring Foundation, Inc. Executive Director by calling (704) 569-8654.** You have the right to ask someone you trust to help you make a complaint, see pages 35-37

You Have The Right To Refuse Treatment



Before you agree to your person-centered plan and sign it, you will be told of the benefits or risks involved in the services you will receive. You have the right to consent to your plan and you also have the right at any time to refuse the services. The risks or harm of refusing treatment or services will be explained to you. The only time you can be treated without your consent is in an emergency situation. Some examples would be if you are thought to be a danger to yourself or others or when treatment has been court-ordered or if you are a minor and your parents have given permission.

YOU HAVE THE RIGHT TO SEE YOUR OWN RECORD

If you wish to see your record, you have the right to do so except in some situations described in law and according to agency procedures. You have the right to have those situations explained to you.

YOU HAVE THE RIGHT TO PRIVACY

You have the right to be free from any search of your person or property without good reason. Some programs of Mecklenburg Area Mental Health Authority have special procedures about Search and Seizure which will be explained to you before you receive services from these programs. (See pages 14 and 15 for minors living in foster homes.)

You Have The Right To Know The Cost Of Services



Who Pays For Case Management Services?

- Targeted Case Management agencies are reimbursed for services provided by SC Medicaid state funds.

You Have The Right To Be Treated With Respect



- You have the right to be treated with respect by Unique Caring Foundation staff and/or contractors at all times. In the event that you feels that you have not been treated with respect you have the right to file a grievance without retaliation.

You Have The Right To Get Information About Your Rights And Responsibilities And To Know The Rules Of Your Program

THE RULES



HOW TO LIVE YOUR LIFE

- When you come into our agency for case management services you have the right to learn about the rules you are expected to follow and what the consequences will be for not following the rules.
- If you do not receive a copy of your rules or if you believe your program is not following its own rules, you can file a grievance or complaint.
- If you do not follow your program rules and the rules set out by your case manager your services may be terminated by our agency.
- You and your team may meet and decide you need a different kind of service if your condition meets "medical necessity" for that service.

Your Rights In a Foster Home You Have The Right To Make A Complaint



If you are dissatisfied with your case manager or feel you have not been treated fairly, you have the right to make a complaint at any time. You may ask anyone you choose to help you make a complaint.

Try to talk about your problem first with your case manager and give him or her a chance to help solve the problem. If you are not satisfied, contact your program's Complaints/Foster Child Rights Representative or supervisor to complain or make suggestions.

Our staff is committed to responding as quickly as possible to your questions, concerns, or complaints. Every effort will be made to get the answer you need as quickly as possible.

Critical Phone Numbers

Child Abuse

[Childhelp's National Child Abuse Hotline](#)

800-4-A-CHILD (800-422-4453)

Child Care

[Child Care Aware](#)

1-800-424-2246

Domestic Violence

[National Domestic Violence Hotline](#)

1-800-799-SAFE (800-799-7233)

TDD 1-800-787-3224

Missing and Exploited Children

[National Center for Missing and Exploited Children](#)

1-800-THE-LOST (1-800-843-5678)

Runaway Youth

[National Runaway Switchboard](#)

1-800-621-4000

National Human Trafficking Resource Center

[National Human Trafficking Resource Center](#)

1-888-3737-888

Client Complaint Procedures

Policy:

Case managers at The Unique Caring Foundation, Inc. should always respect your rights. If you need to talk to someone about your dissatisfaction of services, or feel that your rights or the rights of someone you know who is also in our care may have been violated, it is important for you to know the process for filing your complaint. This process allows the agency to investigate and deal with all problems in a way that is fair to everyone involved. Your complaint will be a high priority to everyone and we will act quickly to respond to your request for help.

- A. Persons Served have the right to make a complaint about any part of the services or procedures at The Unique Caring Foundation, Inc., Inc.
- B. Persons Served will be informed of the complaint procedure via our agency handbook. If you are unable to file a complaint or pursuing a grievance because you have a mental disability, mental retardation, or as an effect of treatment, someone at our office will file one on your behalf. When the complaint process has begun, you will receive a detailed copy of the complaint procedure and your own copy of the report filed by you or on your behalf.
- C. The way of dealing with the complaint serves as a very important source of information for measuring and improving the quality of service therefore, The Unique Caring Foundation, Inc., Inc. has established a mandatory reporting requirement. Any employee or other staff, who receives, witnesses, or who otherwise becomes aware of a complaint is **required** to help report it in writing according to procedures defined under this policy. Also, where Persons Served or others may have difficulty registering a complaint, employees, staff, or contractors of The Unique Caring Foundation, Inc., Inc. are required to help you.
- D. There will be no penalty, direct or indirect, for any action reasonably taken by any employee/contractor or other staff who follow this policy.
- E. Review and response to your grievances will be investigated by managers at our office as follows:
 - a. You will give your complaint to any staff member providing care, and/or to the Executive Director. The person that receives the complaint must respond to the complaint and to the Person Served within five (5) working days, or sooner if clinically suggested. Response may include one or all of the following: letter, meeting, or specific action as documented on the client complaint form.
- F. When the process is complete, the Grievance and Complaint Report must be received by the Executive Director who will take one of the following actions within 5 days of receiving the complaint:
 - 1. Decide that there is no reasonable cause for complaint. If the Executive Director concludes that the complaint was unproven and documents this in writing, by checking the appropriate line on the bottom of the complaint form. You must sign the complaint form again indicating that they have been informed of this determination.
 - 2. If the Executive Director is able to offer a resolution that is acceptable to you, this resolution will be documented on the complaint form. The Person

Served must check the appropriate line on the complaint form and sign the bottom of the complaint form indicating that they agree that the anticipated resolution is acceptable.

3. If the Executive Director attempts to resolve the complaint, but finds that his/her proposed resolution is does not meet your satisfaction, this will be documented on the complaint form and sent to the Quality Assurance/Quality Improvement Committee.
 4. If the Quality Assurance/Quality Improvement Committee comes to the decision that an investigation is required or that the matter cannot be resolved in at least five (5) day, this must be documented on the complaint form. In addition to a statement about how long the investigation will take and how the investigation will be carried out.
- G. A summary of all complaint reports and your resolutions will be submitted to the Quality Improvement Committee at their first meeting after the report is received by the Executive Director.
- H. Right of Appeal: You or the other person involved in the complaint may appeal or request that the final decision be reconsidered. The appeal will be processed through the Executive Director and Quality Improvement Committee. Everyone will receive notice of the outcome of the appeal.
- I. This procedure does not prevent or ban the foster care youth from contacting advocates who are outside of the agency. At any point during your care, you will be given the opportunity to contact officials from the Department of Social Services, the Governor's Advocacy Council for People with Disabilities Council, an attorney and/or Guardian Ad Litem.
- J. A record of complaints will be maintained by the owner and will remain on file for two (2) years.

Emergency Telephone Numbers

Unique Caring Foundation Corporate Office..... (704) 569-8654

Crisis After Hour..... 1-800-815-7197

Signature Page and Credential

I acknowledge that I have received the South Carolina Client/Guardian Handbook for 2017 and I have read the policies and procedure contained in this Handbook.

I further understand that the information contained in the handbook represents policies, procedures, and guidelines for the Unique Caring Foundation and that the Unique Caring Foundation reserves the right to modify the Handbook or amend or terminate any policy, procedure, or benefit program at any time.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Carolina Client/Guardian Handbook for 2017, I should direct these questions to the Executive Director.

Beneficiary Signature:

____/____/____
Date

Client/Guardian Signature:

____/____/____
Date

Case Manager Signature:

____/____/____
Date