

HomeLink

“Uplifting the Human Spirit”



A Participant’s Handbook

For the HomeLink Program Las Vegas

Community Involvement Center

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Dear Participant,

Welcome to the Home Visitation Program! WestCare Nevada’s Home Visitation Program is a community based program in partnership with Southern Nevada Adult Mental Health Services (SNAMHS), Northern Nevada Adult Mental Health Services (NNAMHS) and Washoe County Detention Facility designed to provide and promote statewide education, safe housing and living arrangements, self –sufficiency skills building, and medication adherence for adults diagnosed with mental illness, substance abuse, and/or with a criminal history. The services being provided include: home visit case management, counseling services for substance abuse and mental health, peer to peer mentoring, transportation, support groups, community referrals, and other services.

We hope to be a stepping-stone for you to build a safe home environment. This handbook is to help you get an idea of the type of program you are entering into. This program is based on the idea that participants accept responsibility, care, and show concern for themselves, their family, their peers and their community. We believe that being a part of something greater than oneself is an especially important factor in promoting positive growth.

The responsibilities we will expect you to uphold are to help you begin to relate to and understand the world in a realistic fashion. We believe that if you change your thoughts, thinking, and attitude you will be able to change your behavior and your lifestyle.

“You must take personal responsibility. You cannot change the circumstances, the seasons, or the wind, but you can change yourself. That is something you have control of.” ~ Jim Rohn

We hope you will take this opportunity to improve your quality of life.

Respectfully,

Bradford Glover, MCJ

Director

WestCare Community Involvement Center Las Vegas

Lisa Leatham Vancil *LSCW, LCADC*

Program Director, Reno

**Assessment Process**

Southern Nevada Adult Mental Health Service (SNAMHS), Northern Nevada Adult Mental Health Services (NNAMHS) and/or the Washoe County Detention facility will complete the WestCare referral form for the client and send to WestCare. The referral form will identify basic information for the Peer Recovery Advocate to contact the client directly to do a pre-risk home assessment and schedule the initial assessment with HomeLink Counselor or Case Manager. During the interview you will have the opportunity to share with a counselor or case manager your present needs and concerns in a safe and confidential environment. After the initial interview is complete, SNAMHS, NNAMHS and WestCare HomeLink Staff will meet as a team to discuss further recommendations which may include the following: any additional interview and/or screenings, admissions into the program, or referrals outside of the program. It is at the discretion of the team who will enter into the program.

**Program Structure**

This program is a collaborative effort with WestCare and Southern Nevada Adult Mental Health Services (SNAMHS) or Northern Adult Mental Health Services (NNAMHS). There are two screening processes completed; the first by the SNAMHS or NNAMHS and the second by WestCare. After the interviews and screenings have been completed, each participant will be staffed. Participants will be notified with a phone call either stating they have been admitted or will not be admitted into the program. For those who are not admitted, we will provide a list of resources that will benefit the participant through their journey.

WestCare mission is to empower everyone with whom we come into contact to engage in a process of healing, growth and change benefiting themselves, their families, coworkers and communities. In the HomeLink Program, we have adopted a person-centered service which is the client is responsible for their program and must guide staff to the goals they wish to reach.  We understand that not every one person is the same and so each person has individual goals, preferences, strengths, and needs. Therefore every participant has an individualized plan.  This plan is to be formulated by you and your primary counselor and/ or case manager, with input from your family, referral sources, and community resources.  You will choose the problems you wish address and the work with your counselor and/or case manager on objectives and strategies to best address those goals. Your goals are then reviewed with you approximately *every 30 days* and possibly sooner if events arise that require a need to adjust your personal plan.

Your program focuses on interrupting negative behavior patterns, teaching more effective methods of coping, and increasing knowledge so that better decision-making skills are utilized. Cognitive Behavioral Therapy is the idea that thoughts, feelings, and actions are all related and interactive.  The concept is that if you can change your thoughts and core beliefs systems you can change your actions and feelings to help you become a healthier, happier, and more successful person.  The goal is to *“Uplift the Human Spirit.”*

**Overview of Services**

* Intensive Case Management: Staff will oversee all placements (housing, counseling, employment, education, and other services). This includes providing outside referrals, consistent communication and contact between counselor/case manager with participant, collaboration with outside agencies (i.e. Southern Nevada Adult Mental Health Service [SNAMHS] or Northern Nevada Adult Mental Health Services [NNAMHS]) , counselors, or other case managers involved), appointment times or other schedules as seen appropriate, observation of participants overall participation and progress through the program.
* Counseling Services: The purpose of our counseling services is to help clients achieve their personal goals while gaining insight into their lives. The counselor will offer person centered services as an opportunity for the client to develop a greater understanding of themselves. Clients will also receive empowerment through counseling as the individual explores concerns and begins to make changes in order to improve quality of life. Each person will be provided with appropriate recommendations of treatment levels that could include but are not limited to Level 1 outpatient, Level 2.1 intensive outpatient, co-occurring treatment and residential treatment. Their primary counselor may also refer out for couples or family counseling and will continue to follow up on any outside sessions the participant is attending. Participants will be offered family education sessions, which their family members will be able to attend as well. If HomeLink is not able to provide appropriate counseling services to the clients we will provide outside referrals. Please ask WestCare Staff for more details.
* Mentoring: Peer to Peer mentoring will be provided by the program’s Peer Support Specialists. Peer Support Specialists will be involved based on individual client needs and presenting concerns. Other mentoring networks include information on 12-Step meetings, sponsors, and faith based organizations.

**Program Policies**

Program Compliance

This is what we ask from you: Participants must comply with all aspects of their program and are responsible for completing assignments upon request from their primary counselor or case manager by the specified date, as well as bringing in/having all documentation and treatment materials to each session and/or case management appointment. Please read and review the Homelink policies and guidelines which are provided at the first point of contact. We also encourage participants to request support and services as needed.

Conduct and Guidelines

* Cell phones are to be turned off or put on silent while in session.
* If in a group setting, side talking is prohibited.
* Clients will treat counselors, other staff members and fellow participants with respect.
* Clients are to follow directions of all staff members.
* Tobacco use is prohibited on WestCare property.
* Glorifying behaviors and comments are not permitted during sessions.
* Clients will avoid self-“put-downs” or name calling. Clients must be willing to give positive and negative feedback to others in respective ways, be willing to accept feedback from others without becoming verbally or physically aggressive or defensive, and maintain confidentiality outside of the group.
* Notify Homelink staff as much advance possible if you cannot come to an appointment
* Do not use alcohol or drugs before meetings
* Maintain participant confidentiality
* Exhibit appropriate behaviors: take turns speaking, respect others opinions, profanity and yelling is not allowed
* The counselor holds the right to add to, delete, and/or modify these guidelines at his or her discretion.

Discharge/Completion Policy

A client may be discharged from a WestCare program for any of the following reasons: Successful completion of goals, non-compliance, transfers to other levels of care, regression or lack of progress made, having no contact with counselor or case manager within a thirty day period, incarceration or death. For further information on the different types of discharge please discuss with any WestCare staff member.

No Shows and Cancellations

As a client of WestCare’s HomeLink program it is important that you are willing to take an active role in your program. WestCare’s HomeLink Programs require cancellations of appointments and/or group sessions at least four hours in advance but preferably twenty four (24) hours in advance. If counselor or case manager receives no prior notification of a missed appointment, this will be deemed a “no call/no show”, which is in non-compliance of program guidelines and policies. This may result in discharge from the program.

Counselors/Case Manager typically allows clients approximately a ten minute window for late arrivals to scheduled appointments/sessions. Please discuss this late policy with your primary counselor/case manager. If clients arrive more than ten minutes late to session with no prior notification to counselor/ case manager, the client will not be permitted to participate and will not receive credit for that session.

It is the client’s responsibility to schedule and attend appointments and/or sessions in a timely manner. If there is no contact made by client with counselor/case manager for a period of thirty (30) days, client will be discharged from the program for non-compliance.

Confidentiality

According to the federal confidentiality laws, the Health Insurance Portability and Accountability Act (HIPAA) of 1996, 42 U.S.C. § 1320d *et seq*., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C. § 290dd-2, 42 C.F.R. Part 2, WestCare may not disclose any identifying information, or disclose any other protected information except as permitted by federal law.

Prior to counselors/case managers releasing any information regarding client information, Release of Information forms must be signed by the client, noting those individuals or entities information is to be shared with.

Due to the nature of particular referral sources (i.e. Southern Nevada Adult Mental Health Services, Probation, Parole, Child Protective Services, court…etc.), it may be requested for counselor/case manager to release specific information related to the client’s program such as; urinalysis results, attendance status, progress or lack of progress, recommendations for other levels of care…etc. The client has the right to revoke consent for information to be released to the referral source/legal entity. However, doing so may result in WestCare not being able to move forward with providing treatment services if the client was court ordered.

Contacting Counselors/Case Managers Afterhours

Counselors and case managers are available during normal operating business hours 8am to 5pm; however, depending upon the schedules of each counselor, these hours may vary. Counselors and case managers can be reached by phone on individual extension numbers. Counselors and case managers will not answer phone calls if they are with clients or out of the office but will return voicemail messages at their earliest conveniences. Please call 911 for emergency services.

Consequences

Failure to comply with WestCare Nevada HomeLink Program guidelines may result in an unsuccessful discharge from the program. Counselors and case managers may also implement behavior contracts with clients for compliance issues including attendance, repeated failed drug tests, etc. If applicable, any legal or other agency entity may be contacted with appropriate release of information documentation.

Rewards and Incentives

Rewards and incentives are granted on an individual basis. The primary counselor/case manager will identify individual progress in order to determine appropriate rewards and incentives.

For Further Information

For additional information about WestCare policies that may impact you or your treatment, please review the WestCare Nevada Handbook or contact any WestCare Staff Member.