

## YOUTH DYNAMICS, INC.

### INTAKE ORIENTATION FOR PARENTS / GUARDIANS / CLIENTS

Welcome to Youth Dynamics, Inc. (YDI). As a client of YDI you can expect the following from us:

- Clients or families will not be refused services on the basis of race, color, creed, sex, national origin, political affiliation, or mental or physical disability. A person can be considered a client if he / she is under the age is eighteen (18) or is over eighteen and still in school. Our services are provided to clients who meet clinical and financial eligibility requirements as set forth by the State of Montana; and other payers.
- All clients and families have the right to be treated with respect and dignity. YDI is committed to providing services that reflect that right. You will be provided services in a manner that complies with the Client's Rights.
- As a demonstration of our commitment to protecting your rights, we will provide you with a Grievance Procedure to utilize if you feel your rights have been violated. The Grievance Procedure is available to you upon your request.
- All services shall be provided in a manner that protects personal privacy and confidentiality. You will be asked to sign releases of information that allow your YDI case worker and other appropriate program staff to speak about treatment issues with others who are involved in the client's mental health treatment. This communication may be verbal or written and is restricted to issues that involve providing the most effective, appropriate, and timely treatment available. You may revoke these releases at any time by signing the revocation area of the release form.
- YDI offers a variety of therapeutic services across the state. As guardian, we may recommend to you that you approve a referral to additional YDI programs as determined by your treatment team. Similar services may be offered by other community providers, and as the guardian, it is your right to choose which service provider you prefer to be referred to. YDI is dedicated to assisting guardians with referrals and transition to any service, regardless of the provider.
- If the client's clinical record is subpoenaed in a legal action, you will be informed as soon as possible. We are obligated to comply with subpoenas and will request that you sign a release of information. If you object to signing the release of information, the objection will be noted in the client's file.

There are legal exceptions to the requirements of signed consent to release information. As mental health professionals practicing under state and federal laws, we are expected to break confidentiality under the following circumstances:

1. *Duty to Report:* The applicable section of the Montana code states that when a professional person knows, or has reasonable cause to suspect, that a child known to them in a professional or official capacity is abused or neglected, they shall report the matter promptly to the appropriate legal authority.
2. *Duty to Warn:* In accordance with Montana State Code and consistent with the ethics of mental health professionals, client confidentiality may be broken when the client presents in imminent danger to self or others.

An appropriate Program Supervisor will review cases before breaking confidentiality in these circumstances.

You also have the right to choose which agency you want to work with your child and family. There are situations in which we may consider suspension or termination of services. The situations may include but not be limited to the following:

- The individual / family subjects a YDI staff member to hostility or violence.
- The individual / family appear unlikely or unwilling to benefit from services.
- The individual / family cannot be contacted with reasonable effort.
- The individual / family have met their goals.
- The individual / family can be served with less intensive services.
- The individual / family require more restrictive services.
- The individual / family fail to keep schedules appointments.

You may also voluntarily choose to terminate services. We would only ask that you discuss this decision with your caseworker and document your request on a Service Termination Notification. If you choose another provider, we will refer you and help you make that transition. A YDI staff member may also refer you to another program if he / she feels it is in the best interest of the client. Our goal is to advocate for the care that is most suitable and appropriate for the client and family.

You have the right to apply for Youth Case Management services with the AMDD contracted provider in your area. YDI will provide you with agency information upon request.

In order to provide quality services, we have many forms for you to read and sign. It is important that you understand and complete the forms as they help protect your rights and hold us to ethical and legal standards of treatment. Please be patient with the paperwork, as it provides a solid foundation for your services.

Our business hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. However, your appointments and meetings can be arranged with you outside of those hours as needed and defined in your child’s Treatment Plan. You will also develop a plan for dealing with crisis and emergencies as part of the Treatment Plan. If you have an emergency, please call the numbers given to you in your crisis plan. YDI staff are available to you during regular hours and through our on-call system to offer support and to help you problem solve situations.

We are counting on you to be an informed and active part of the Treatment Team. Please ask questions to help you understand your role in your child’s treatment.

If you need assistance in addition to that provided by YDI feel free to contact the Montana Managed Care Mental Health Ombudsman at (406) 444-9699 or the Montana Citizen’s Advocate Office at (406) 444-3468.

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Client Signature

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Date

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Parent / Guardian Signature

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Date

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YDI Staff Signature

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Date