



Compass Program

20 Allen Street, Room 302 Burlington, VT 05401

223 Lake Street St. Albans, VT 05478

Confidential line: (802) 864-7423 ext. 214

Crisis Pager: (802) 351-6750

Compass Program Policies and Information

This document contains information about professional services and business policies of Compass at Spectrum Youth & Family Services. Please review it carefully as you will be asked to sign a form indicating that you understand the policies.

Description of Services

Here at Compass, our goal is to provide Prevention and Stabilization Services for Youth and Families in the Chittenden, Grand Isle and Franklin County area. Compass will assist youth ages 12-23 with supports toward developing well-being, education, employment, permanent connections, and stable living environments as they transition to adulthood. Compass will receive referrals from DCF and other community partners, complete assessments upon intake, and create service plans and goals with youth input. Family Preservation Specialists and case managers will work with youth on a weekly basis to meet these goals. This will be accomplished through a variety of methods such as coordination with existing team members, further community referrals, support with transportation, etc. If a youth's family is available for services, they will have the opportunity to work with Compass' Family Preservation Specialist around normal adolescent development, verbal de-escalation techniques, mediation, etc.

Compass works with youth that fall under the following eligibility criteria:

- Runaway youth
- Homeless youth
- Pregnant and parenting youth
- Justice-involved youth
- At-risk youth

Compass is committed to serving all persons without regard to race, color, religion, national origin, gender, gender identity, sexual orientation, age, physical disability, and marital or civil union status. Under the Americans with Disabilities Act, Compass will consider reasonable accommodation whenever possible for all persons. However,

accommodations made must not impose undue hardship on Compass at Spectrum, in conformance with state and federal laws.

We provide the following services:

- Screening & assessment for substance use and mental health problems
- Case planning and management services
- Family preservation services
- Emergency crisis response
- Access to all services at Spectrum Youth & Family Services
- Assistance in accessing Medicaid and assistance in accessing other entitlements and services

Emergency Crisis Response

Youth and families involved in the Compass Program will have access to a 24/7 crisis pager that will be staffed by Compass and Spectrum Youth & Family Services employees. On Call staff will be available to call the family/youth in need to assess what further actions may be necessary to mitigate the circumstances that led to the crisis situation.

To access the pager, clients can call 802-351-6750 and enter their telephone number when prompted. Compass and Spectrum Staff will call back promptly to work with the youth/family around next steps.

Program Staff

Compass consists of a Master's level Program Director, bachelor's level Case Managers, and master's level Family Preservation Specialists. The program is overseen by Spectrum's Clinical Director.

Fee and Insurance Reimbursement Information

Families will be served regardless of whether or not they have health insurance. Services will be billed directly to Medicaid if you are enrolled in Medicaid. If you are enrolled in insurance other than Medicaid, services will be invoiced directly to the Department of Children and Families. Compass is a contracted program through the Department of Children and Families (DCF). If a family is not already working with DCF, only details related to billing will be shared with DCF.

Cancellations/Missed Appointments/Late Policy

- If you are more than 15 minutes late to an appointment we hope that you will call to let us know, but if we do not hear from you, we reserve the right to cancel your appointment. If we cancel due to lateness, we suggest you call as soon as possible to reschedule or discuss continued services with your case manager.

- Please call 24 hours in advance if you need to cancel your appointment.
- Call as soon as possible before or after the appointment if there is a personal or family emergency that caused you to miss your appointment.

Text Message & Email Policy

Compass staff members all have program cell phones, and are happy to use both texting and email as a form of communication for scheduling and coordinating purposes only. If you are experiencing a crisis please call your worker during hours (9am-5pm), or utilize the crisis pager if it is beyond business hours.

Consent and Agreement to the Use and Disclosure of Health Information for Treatment, Payment, or Healthcare Operations

I understand that as part of my care, Compass originates and maintains records which may describe my health history, symptoms, examination and test results, diagnoses, treatment, and any plans for future care or treatment. I understand that this information serves as:

- A basis for planning my care and treatment.
- A means of communication among the professionals who contribute to my care.
- A source of information for applying my diagnosis and information to my bill.
- A means by which a third party can verify that services billed were actually provided.
- A tool for routine healthcare operations such as assessing quality and reviewing the competence of health care professionals and the services that are offered.

I have been provided with a *Notice of Privacy Practices* that provides a more complete description of information uses and disclosures (release of, or access to, your information). I understand that I have the right to review the notice prior to signing this consent. I understand that Compass reserves the right to change their notice and practices. However, prior to a material change taking effect the agency will publish an announcement of the change at every agency facility, on its website, and in the local paper. I understand that a new notice will be distributed to me.

I understand that my records are subject to confidentiality imposed by state and federal regulations. I also understand that alcohol and drug abuse client records are protected by 42CFR part 2, and that records may not be released or disclosed without my written consent unless otherwise provided for in the regulations.

I understand that I have the right to request restrictions as to how my health information may be used or disclosed to carry out treatment, payment, or healthcare operations. I understand that the organization is not required to agree to the restrictions requested; however, if Compass agrees to the requested restrictions, they are bound by our agreement.

By signing this form, I consent to the agency's use and disclosure of protected health information about me for treatment, payment, and health care operations. I understand that I may revoke this consent in writing, except to the extent that the agency has already taken action based upon my prior consent.

Confidentiality

Your confidentiality is important. Federal (42 CFR, Part 2 for substance abuse related issues) and State laws protect the release of confidential information. No information can be disclosed to anyone outside of this practice without your written consent except in certain cases, such as the following, where youth workers are mandated to report to appropriate agencies or individuals:

- 1.) Vermont law requires youth worker to report actual or suspected cases of abuse involving children and vulnerable persons including the disabled and elderly.
- 2.) Youth workers will take appropriate actions if you are in imminent danger to yourself or others.
- 3.) Youth workers reserve the right to disclose to appropriate personnel credible threats of violence or harm made against identifiable victims, including persons and property.
- 4.) On rare occasions, youth workers may be required to comply with a court-ordered subpoena to testify or provide records.
- 5.) Youth workers may need to convey medical information about you in an emergency.

In addition, youth workers may need to relay diagnostic and treatment plan information to your insurance company in order to obtain authorization for services, payment and to comply with regulatory health care operations such as quality improvement activities.

Minors

We will discuss with you what kind of information you would like us to share with your parents. In certain cases, you may not need to have parental consent for mental health or addiction services. We will need to determine this on an individual basis, and we urge you to discuss this issue with your case manager or family preservation specialist. In certain instances, we may need to relay information to your parents in cases of emergencies (medical emergencies, suicidal issues or attempts, drug/alcohol overdoses, for example).

Client Rights and Responsibilities

As a client of Compass at Spectrum, you have the following rights. Additionally, there is a list of your responsibilities that will help us to provide you with the best care we can.

As a Compass client you have the right:

- 1) To basic civil and legal rights as a person served by Compass and as a citizen or resident of the United States.
- 2) To have these policies communicated in a way you understand.
- 3) To communicate in your primary language and primary mode of communication.
- 4) To ask questions about anything not understood.
- 5) To choose your case manager and to have access to the services you need, including services to ensure continuity of care.

- 6) To be given a **Compass Program Description** as part of Compass' informed consent and orientation policy and procedure. This will describe the treatment approach and the admission criteria used by the program.
- 7) To refuse services, and appropriate referrals if Compass cannot meet your needs.
- 8) To receive treatment according to commonly accepted professional standards regardless of race, creed, gender, age, nation of origin, political belief, disability, sexual orientation, or infectious disease.
- 8) To be treated with respect and dignity at all times under all circumstances.
- 9) To receive services in a manner responsive to your unique characteristics, needs, and abilities.
- 10) To request reasonable accommodation for special needs.
- 11) To be notified as far in advance as possible should an appointment need to be rescheduled.
- 12) To be informed about your condition and progress, and to be provided with information to facilitate decision making.
- 13) To participate in all aspects of your treatment plan, and all decisions regarding your Compass experience.
- 14) To not be subjected to experimental research without your express and informed consent and/ or the consent of your legal guardian. If consent is given research will adhere to all Spectrum Youth & Family Services, professional and governmental regulations. You and/or your legal guardian may withdraw consent at any time.
- 15) To voice and/or file a complaint or grievance, request re- assignment to a different provider, to recommend changes in policies or exercise of legal rights without fear of retaliation or punishment, and to receive due process with regard to the complaint/ grievance. Attached you will find a copy of the **Compass Policy Regarding Grievance and Appeals**.
- 16) To receive support in accessing and referral to self- help groups, advocacy services, legal services, and other community services as appropriate.
- 17) To access and review your treatment and financial records as per the federal guidelines put forth by HIPAA (Health Information Portability and Accountability Act). In addition, you will be informed of your rights in treatment as part of the informed consent procedures of the Compass Program.
- 18) To have your medical record handled in a professional and confidential manner. Written and electronic records will be kept confidential, except for disclosure as required by law.
- 19) To stop services at any time.

As a client of Compass, it is your responsibility to:

- 1) Be on time for all scheduled appointments. Call ahead if you will be late.
- 2) Cancel appointments at least 24 hours in advance if needed.
- 3) Be courteous to all other clients and staff.
- 4) Be as engaged in your case planning and meetings as possible.

- 5) Participate fully in decisions regarding the services you receive.
- 6) Follow through on treatment recommendations, your treatment plan, and complete all take home practice exercises.
- 7) Ask questions about any aspect of your treatment that you do not understand or agree with.
- 8) Pay for services as you receive them (as applicable).
- 9) Attend all appointments drug and alcohol free.
- 10) Not carry weapons on Compass at Spectrum's property.
- 11) Inform your worker should you choose to stop treatment.

Office of Professional Regulation

The Office of Professional Regulation provides Vermont licenses, certifications, and registrations for over 37,000 practitioners and businesses. Thirty-nine professions and occupations are supported and managed by this office. A list of professions regulated can be found at <http://vtprofessionals.org>

Each profession or occupation is governed by laws defining professional conduct. Consumers who have inquiries or wish to obtain a form to register a complaint may do so by calling (802) 828-2363 or by writing the Secretary of State's Office of Professional Regulation at 26 Terrace St., Montpelier, VT 05602-2972.

Upon receipt of a complaint, an administrative review determines if the issues raised are covered by the applicable professional conduct statute. If so, a committee is assigned to investigate, collect information, and recommend action or closure to the appropriate governing body.

All complaint investigations are confidential. Should the investigation conclude with a decision for disciplinary action against a professional's license and ability to practice, the name of the license holder will then be made public.

Disciplinary action through the Office of Professional Regulation ranges from reprimand to revocation of license but does not involve financial compensation or restoration, with some exceptions. Financial restoration can be pursued through private attorneys, small claims courts, or other available remedies.

The Vermont Statutes Online
 Title 3: Executive
 Chapter 5: SECRETARY OF STATE
 3 V.S.A. § 129a. Unprofessional conduct

<http://www.leg.state.vt.us/statutes/fullsection.cfm?Title=03&Chapter=005&Section=00129a>

§ 129a. Unprofessional conduct

(a) In addition to any other provision of law, the following conduct by a licensee constitutes unprofessional conduct. When that conduct is by an applicant or person who later becomes an applicant, it may constitute grounds for denial of a license or other disciplinary action. Any one of the following items, or any combination of items, whether or not the conduct at issue was committed within or outside the state, shall constitute unprofessional conduct:

- (1) Fraudulent or deceptive procurement or use of a license.
- (2) Advertising that is intended or has a tendency to deceive.
- (3) Failing to comply with provisions of federal or state statutes or rules governing the practice of the profession.
- (4) Failing to comply with an order of the board or violating any term or condition of a license restricted by the board.
- (5) Practicing the profession when medically or psychologically unfit to do so.
- (6) Delegating professional responsibilities to a person whom the licensed professional knows, or has reason to know, is not qualified by training, experience, education or licensing credentials to perform them.
- (7) Willfully making or filing false reports or records in the practice of the profession; willfully impeding or obstructing the proper making or filing of reports or records or willfully failing to file the proper reports or records.
- (8) Failing to make available promptly to a person using professional health care services, that person's representative, succeeding health care professionals or institutions, upon written request and direction of the person using professional health care services, copies of that person's records in the possession or under the control of the licensed practitioner.
- (9) Failing to retain client records for a period of seven years, unless laws specific to the profession allow for a shorter retention period. When other laws or agency rules require retention for a longer period of time, the longer retention period shall apply.
- (10) Conviction of a crime related to the practice of the profession or conviction of a felony, whether or not related to the practice of the profession.
- (11) Failing to report to the office a conviction of any felony or any offense related to the practice of the profession in a Vermont district court, a Vermont superior court, a federal court, or a court outside Vermont within 30 days.
- (12) Exercising undue influence on or taking improper advantage of a person using professional services, or promoting the sale of services or goods in a manner which exploits a person for the financial gain of the practitioner or a third party.

(13) Performing treatments or providing services which the licensee is not qualified to perform or which are beyond the scope of the licensee's education, training, capabilities, experience, or scope of practice.

(14) Failing to report to the office within 30 days a change of name or address.

(15) Failing to exercise independent professional judgment in the performance of licensed activities when that judgment is necessary to avoid action repugnant to the obligations of the profession.

(b) Failure to practice competently by reason of any cause on a single occasion or on multiple occasions may constitute unprofessional conduct, whether actual injury to a client, patient, or customer has occurred. Failure to practice competently includes:

(1) performance of unsafe or unacceptable patient or client care; or

(2) failure to conform to the essential standards of acceptable and prevailing practice.

(c) The burden of proof in a disciplinary action shall be on the state to show by a preponderance of the evidence that the person has engaged in unprofessional conduct.

(d) After hearing, and upon a finding of unprofessional conduct, a board or an administrative law officer may take disciplinary action against a licensee or applicant, including imposing an administrative penalty not to exceed \$1,000.00 for each unprofessional conduct violation. Any money received under this subsection shall be deposited in the professional regulatory fee fund established in section 124 of this title for the purpose of providing education and training for board members and advisor appointees. The director shall detail in the annual report receipts and expenses from money received under this subsection.

(e) In the case where a standard of unprofessional conduct as set forth in this section conflicts with a standard set forth in a specific board's statute or rule, the standard that is most protective of the public shall govern. (Added 1997, No. 40, § 5; amended 2001, No. 151 (Adj. Sess.), § 2, eff. June 27, 2002; 2003, No. 60, § 2; 2005, No. 27, § 5; 2005, No. 148 (Adj. Sess.), § 4; 2009, No. 35, § 2.)

Compass Policy Regarding Grievances and Appeals

Compass, in an effort to be compliant with the Vermont Agency of Human Services (AHS) Department of Mental Health, and Department of Health's Division of Alcohol and Drug Abuse Programs sets out this process to receive complaints, appeals and grievances from individuals we serve, and their authorized representatives.

- Compass has appointed Mark Redmond, Executive Director of Spectrum Youth & Family Services, to receive and be responsible for grievances including, but not limited to, the quality of care or service provided, aspects of interpersonal relationships such as rudeness of a provider or employee, or failure to respect the beneficiary's basic rights.
- All complaints received by us will be directed to this individual for proper processing and handling.

Our grievance policy:

- 1.) Complaints, grievances, and/ or appeals may filed verbally or in writing consistent with policies and procedures provided by the Agency of Human Services;
- 2.) The complaint, grievance or appeal will be immediately forwarded to Mark Redmond, and will be logged into the appropriate database;
- 3.) Written acknowledgment of the grievance will be mailed to the complainant within 5 days of receipt of the complaint;
- 4.) Beneficiaries or their designated representatives may withdraw their grievance orally or in writing at any time. If the grievance is withdrawn orally, the withdrawal will be acknowledged by Compass in writing within 5 calendar days;
- 5.) Mark Redmond will review the complaint, grievance, or appeal for resolution;
- 6.) All grievances must be addressed within 90 days of receipt;
- 7.) Mark Redmond will report results of the investigation to the appropriate individuals including the individual complainant; and
- 8.) Mark Redmond will periodically submit a summary report of activity to the designated persons (for example, Board of Directors, the Executive Committee, the Performance and Compliance Committee).

Compass at Spectrum will not take any retaliatory action against any individual who files a complaint with the agency or AHS.

Additional information is available at the following websites:

Department of Mental Health (802) 828- 3824
<http://mentalhealth.vermont.gov/about/grievance>

Vermont Department of Health
Division of Alcohol and Drug Abuse Programs (802) 651-1550

Grievance Policy 7/31/2017

TOBACCO-FREE POLICY

Because we recognize the hazards caused by exposure to environmental tobacco smoke, as well as the life-threatening diseases linked to the use of all forms of tobacco, it shall be the policy of Compass at Spectrum Youth & Family Services to provide a tobacco-free environment for all employees and visitors. This policy covers the smoking of any tobacco product and the use of oral tobacco products or “spit” tobacco, and it applies to both employees and non-employee visitors of Spectrum.

Definition:

- 1.) No use of tobacco products will be allowed within the facilities of Compass at Spectrum at any time.
 - The decision to not provide designated smoking areas outside the building will be at the discretion of management or other decision-making body.
 - No use of tobacco products is permitted within the facilities or on the property of Compass at Spectrum Youth & Family Services at any time.
- 2.) No tobacco use in any company vehicle.
 - There will be no use of any form of tobacco in Compass at Spectrum vehicles at any time.
 - There will be no tobacco use in personal vehicles when transporting people on Spectrum-authorized business.
- 3.) Breaks
 - Supervisors will discuss the issue of taking breaks with their staff, both smokers and non-smokers.
 - Together they will develop effective solutions that do not interfere with the productivity of the staff.

Procedure:

- 1.) Employees will be informed of this policy through signs posted in Compass facilities and vehicles, newsletters, inserts in pay envelopes, the policy manual, e-mail, and/or orientation and training provided by their supervisors.
- 2.) Visitors will be informed of this policy through signs, and it will be explained by their hosts.
- 3.) Compass staff can access the Employee Assistance Program (EAP) who can help employees who want to quit tobacco by helping them access recommended cessation programs and materials. More detailed information from Human Resources regarding EAP is available.