



Initial Intake Information

At New Beginnings, we strive to provide our families with the support that they need, whether that be supervision, skill development, or therapy and counseling. We believe in meeting people where they are at and giving them the building blocks that they need to create strong futures for themselves. Our passion lies in helping people find the strength in themselves to achieve success. New Beginnings values treating people with dignity, respect, and compassion.

New Beginnings Counseling Service offers a variety of services to support families. The highly trained staff have experience with child welfare, foster care, Behavioral Health Intervention Services, Habilitation Services, and out-patient therapy services. More specifically, we are well versed in substance abuse recovery, parenting skills, child development, family dynamics, behavior management, and mental illness.

Therapy:

Therapy is interpersonal treatment for problems in living. It involves talking with a trained professional about conditions ranging from depression and anxiety to relationship conflicts and career frustrations. Therapy provides ways to express feelings, understand patterns of thinking, gain perspective on past events and current relationships, set goals, and clarify dreams for the future. Your treatment plan begins with you and your therapist discussing your needs and goals using a Psychosocial Assessment. This simply means that your counselor will meet with you and ask you several questions to assess your current situation and needs. Some questions will regard your physical and mental health, substance abuse, family and social life, strengths, developmental history and risk assessment. After this assessment you and your therapist will decide on what course of treatment will work best for you.

BHIS:

Behavioral Health Intervention Services (BHIS) are a voluntary service available to children and young adults who have been diagnosed with a mental health issue. BHIS services are designed to be the behavioral compliment to therapy services. BHIS addresses skill deficits that if improved upon will increase the person's ability to function successfully at home and in the community. These skills can include but are not limited to communication skills, decision making skills, social skills, anger management and coping skills.

Habilitation:

Habilitation services consist of individualized services and supports that assist with acquisition, retention, or improvement in skills related to living in the community. Habilitation service activities and environments are designed to foster the acquisition of skills, appropriate behavior, greater independence, and personal choice.

Private Pay Supervision:

These are professionally supervised interactions between parent and child. These are done through private arrangement as well.

Substance Abuse Treatment Services: This includes assessment, on-going individual sessions, and group sessions to address substance abuse issues identified by one of our substance abuse counselors.

All clients of New Beginnings Counseling Service have the following rights and responsibilities.

Clients Rights:

- The right to receive considerate and respectful treatment.
- The right to treatment on the basis of need for treatment.



- The right to treatment without discrimination on the basis of race, color, creed, national origin, gender, marital status, sexual orientation, age, religion, veteran status, political belief, physical or mental disability, or any other characteristic protected by law.
- The right to receive treatment in the least restrictive setting.
- The right to confidentiality of their treatment record and communications pertaining to their treatment.
- The right to written consent for the release of any information pertaining to their treatment record with exception of court testimony.
- To be informed that all staff are mandatory reporters of suspected child/dependent adult abuse and neglect.
- The right to be informed of and refuse the use of any recording equipment used.
- The right to participate in individualized treatment and implementation of treatment.
- The right to know the name and responsibilities of staff involved in their treatment and be informed of any changes in their treatment team.
- The right to refuse specific treatment and to know of other treatment options.
- The right to request a review of individualized treatment plan or seek the opinion of outside consultants at their own expense.
- The right to express concerns about their treatment up to and including filing a written grievance.
- The right to receive a copy of their rights and responsibilities and any other forms that they have signed upon written request.

Client's Responsibilities:

- Be on time for appointments.
- Call in a timely manner if needing to reschedule or cancel an appointment.
- Demonstrate respect for self, others and property.
- Respect the confidentiality of others.
- Respect our smoke free and drug free facilities.
- Responsible for refraining from use of alcohol and/or illegal substances prior to or during appointments.
- Responsible for payment of services as applicable.

Grievance Procedure

The purpose of the client grievance procedure is to provide the opportunity for recourse when you are unhappy with the services received or decisions made by the staff.

New Beginnings views your complaint as an opportunity to resolve differences that may exist between you and our staff or agency policies. It is our hope that any problems you experience can be worked out between you and the staff you are working with. If this is not possible the following procedure is available to assist you in resolving your complaint.

1. You will be responsible for contacting a managing partner to set up a meeting between yourself and the staff with a managing partner present. You may discuss your concern(s) with any managing partner.
2. If you are not satisfied with that response you may address a written complaint to all managing partners; this will be reviewed and you will receive a written response within ten working days of receipt of complaint.



3. If you are receiving services purchased by the Department of Human Services or Medicaid you have the option of contacting them at any time.
4. You have the right to file a complaint with the licensing board, if appropriate, or the Department of Human Services at any time.

Confidentiality Policy

New Beginnings Counseling Service observes all federal and state laws and regulations as they relate to confidentiality. All treatment records are kept behind double lock and key or secured password. Records are kept for a minimum of five years after case closure and are then shredded and disposed of in accordance with state and federal guidelines. Information may be shared with other employees of New Beginnings Counseling Service as deemed relevant and pertinent to providing the best service to the client.

New Beginnings Counseling Service may not collect or release information without an authorization for release of information signed by the client or legal representative. Clients have the right to revoke authorization for release of information at any time. All clients receive notification of privacy practices. All staff of New Beginnings Counseling Service are aware of confidentiality before any interaction or exposure to client information. Notice to clients that in certain cases New Beginnings Counseling Services staff may give and exchange information with the Iowa Department of Human Services and the Iowa Juvenile Courts without needing a release of information.

New Beginnings Counseling Service operates in accordance with the Iowa Code section 228.

Social Media Policy

Employees of New Beginnings Counseling Service do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). Adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of the therapeutic relationship. If you have questions about this, please bring them up with your provider when you meet. If you need to contact your provider after ending services, please contact the office directly.

Abuse Reporting Policy

All staff employed by New Beginnings Counseling Service that provide client services are mandatory reporters of child abuse. Office support staff are not considered providers.

Staff will file a report if:

- 1) The victim is a child.
- 2) The child is subjected to one or more of the following nine categories of child abuse defined in Iowa Code Section 232.68:
 - 1 Physical abuse
 - 2 Mental Injury
 - 3 Sexual Abuse
 - 4 Child Prostitution
 - 5 Presence of Illegal Drugs
 - 6 Denial of Critical Care
 - 7 Manufacturing or Possession of a Dangerous Substance defined in Iowa Code 232.2
 - 8 Bestiality in the Presence of a Child
 - 9 Co-Habiting with a Sex Offender
- 3) The abuse is the result of the acts or omissions of the person responsible for the care of the child.



New Beginnings Counseling Service will abide by all state and federal guidelines and rules regarding abuse reporting. Staff are required to make a verbal report within 24 hours of learning of suspected abuse and file a written report within 48 hours of suspected abuse. Release of information is not required for reporting suspected abuse.

To report suspected child abuse one must call either 1-800-362-2178 toll free, or the local number for the appropriate county. The number for Polk County is 515-283-9222.

Records

It is required by law to maintain records each time a session occurs. The records contain sensitive information including observational data, diagnosis, treatment plans, and other clinically relevant information. During the course of treatment, information may be provided to insurance companies, managed care companies, and/or courts. Records will be shared, in full or in part, with you as the client if requested.

Termination

Termination of the counselor-client relationship can occur in several different contexts, but it is important that we be prepared for a termination phase from the outset of services. You can choose to terminate services at any time. You have a right to expect that the relationships will be terminated when you have realized maximum benefit from it, or have achieved the goals that are made at outset.

Managed Care Limitations

New Beginnings Counseling Service, LLC is committed to providing the highest quality care available; however, limitations on the ability to provide that level of care are sometimes affected by insurance and/or managed care providers. Limitations can affect the service process, length of treatment, number of sessions, and amount of money that will be reimbursed. In some cases managed care guidelines may affect the content of the services. These considerations, if they apply, will sometimes affect outcomes. In addition, if you wish to utilize a 3rd party payer, employees of New Beginnings Counseling Service must be able to discuss your diagnosis and treatment with representatives of your EAP, managed care, or insurance.

Emergencies

In the event of an emergency, contact 911 immediately or proceed to the nearest emergency room for immediate evaluation. Or you can also use the number listed below to assist you. In addition, please notify your provider of your emergency, and your provider will follow up with you. It is important to remember that this emergency protocol is in place because providers are often unavailable as they are assisting other clients and are not in the office at all times.

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| New Beginnings Counseling Service | 515-401-6886 |
| Suicide Hotline | 1-800-273-8255 |
| United Way | 211 or 1-800-244-7431 |
| Des Moines Police Department | 515-283-4811 |
| Polk County Crisis and Advocacy Services | 515-286-3600 |
| Broadlawns Medical Center-Crisis Team | 515-282-5752 |
| Mobile Crisis Unit – DMPD | 515-283-4811 |