



Pascua Yaqui TRBHA
CENTERED SPIRIT PROGRAM
Provider Manual - 2023



Section 3.6 Member Handbooks

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I. **STATEMENT OF PURPOSE:**

All new Pascua Yaqui (PY) Centered Spirit Program (CSP) clients are oriented to services. As part of the orientation, clients are given the CSP Member Handbook. The CSP Member Handbook provides an overview of CSP and describes the availability of services in the public behavioral health system. The CSP Member Handbook provides information regarding how to obtain services, what services are available, what service limitations exist for Title XIX/XXI and Non-Title XIX/XXI persons and behavioral health recipient rights and responsibilities. This information is imperative in ensuring that behavioral health services are accessible.

II. **REFERENCES:**

The following Arizona Health Care Containment System (AHCCCS) materials also serve as resources for this content area:

[AHCCCS Member Handbook Template](#)
[Geographic Service Area Specific Member Handbook](#)

III. **STANDARDS:**

- A. The CSP Member Handbook is reviewed and updated annually and submitted to AHCCCS for review.
- B. The CSP Member Handbook is printed in a type-style and size which can easily be read by behavioral health recipients with varying degrees of visual impairment.
- C. CSP Member Handbooks are given to the client at the time of intake.
- D. Consultation and written materials are provided in the language that is most comfortable for the client, and/or parent/guardians. Interpreters shall be provided when needed.
- E. CSP Member Handbooks are available and easily accessible at all provider sites.
- F. Upon request, copies are made available to known consumer and family advocacy organizations and other human service organizations.



IV. **PROCEDURES:**

- A. At the intake appointment, clients, and/or parent/guardians are fully oriented to CSP programs and services available and given a copy of the CSP Member Handbook. The process ensures that the client, and/or parent/guardian is informed of and understands their rights and responsibilities as well as the nature, purpose and limitations of their treatment by CSP.
- B. The orientation process includes a verbal and written explanation about:
 1. Services available at CSP; how to access services;
 2. Client rights and responsibilities;
 3. Grievance and appeal processes;
 4. Limitations of confidentiality;
 5. Ways in which input can be given about programming or services;
 6. The nature, purpose and limitations of the services received, or are about to receive, from CSP;
 7. Potential restrictions of rights and how to regain rights (if applicable);
 8. Transition and/or discharge criteria;
 9. Standards of professional conduct related to services,
 10. Requirements for reporting and/or follow-up for consumers mandated to treatment;
 11. CSP's policies regarding:
 - a. Seclusion and restraint;
 - b. Use of tobacco products;
 - c. Use of illegal or legal substances;
 - d. Use of prescription medications
 - e. Prohibition of weapons brought into the program by persons served.



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12. Education available on advance directives;
 13. The assessment process and how the person-centered plan will be developed with the input from the person served; and
 14. The potential course of treatment or services.
- C. The client, and/or parent/guardian are given a tour of the facility in which they are oriented to the location of the restrooms, waiting area, exits and other amenities.
 - D. The client, and/or parent/guardians are informed how to make appointments, how to access their therapist, how to access after-hours on-call.
 - E. The client, and/or parent/guardians have a chance to consult directly with, and ask questions of, a staff member regarding the above concepts. The staff member shall explain all concepts in language that is understandable to the client, and/or parent/guardian. If need be, an interpreter will be provided.
 - F. The client, and/or parent/guardians are asked to sign forms indicating they have been oriented to and understand each of the concepts above, that they have been given a handbook, and that they consent to services.
 - G. An orientation progress note is completed by the staff member who conducted the orientation.
 - H. If the client, and/or parent/guardian refuses to sign the Consent for Treatment form, the staff member will document the client's, or parent/guardian's refusal in the orientation progress note and file the orientation progress note in the client's clinical record.