



LA FRONTERA
CENTER, INC.

Creating Opportunities for Change

CLIENT HANDBOOK

IMPORTANT INFORMATION FOR
CLIENTS AND FAMILY MEMBERS

September 2009

502 W. 29th Street • Tucson, AZ 85713
Phone (520) 884-9920 • Fax (520) 884-1135

MISSION STATEMENT

Innovative solutions for a healthy and diverse community...

Creating opportunities for change.

VISION STATEMENT

Recognized by the community as the provider and employer of choice for behavioral health care services.

VALUES STATEMENT

The employees of La Frontera Center, Inc., are committed to the following values:

COMPASSION

SERVICE EXCELLENCE

INTEGRITY

OPTIMAL CARE

CREATIVITY

POSITIVE WORKPLACE

FISCAL MANAGEMENT



Who is responsible for the security of my vehicle while it is parked on La Frontera property?

It is the policy of La Frontera that damage to or loss of non–Center owned vehicles at any La Frontera facility or function is the responsibility of the owner of the lost, stolen, or damaged vehicle. Parking at La Frontera facilities is at the vehicle owner’s risk.



WELCOME

Welcome to La Frontera Center. We are here to help you identify and achieve your treatment goals. We encourage you to ask any questions you might have, and to take full advantage of the services La Frontera offers.

What is La Frontera?

La Frontera is a nonprofit behavioral health center that provides a full range of mental health and substance abuse treatment services to residents of Tucson and Pima County, Arizona. Each year, more than 17,000 people receive some type of service.

What services does La Frontera provide?

La Frontera provides services to children, adolescents, and their families; to adults with mental health and/or addiction disorders; and to adults with serious mental illness. Services vary in type and level of intensity, depending on a person's needs. Education and prevention services are also available.



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How do I obtain services at La Frontera?

La Frontera has several facilities located throughout Tucson and surrounding areas of Pima County, with agency headquarters in South Tucson. To obtain services at La Frontera, call one of the following sites:

People who live in central Tucson or on Tucson's west or south sides should call La Frontera Center/South Tucson at (520) 884-9920.

People who live on Tucson's east side or in eastern Pima County should call La Frontera Center/East at (520) 296-3296.

Children and their families who live on Tucson's south side may also call La Frontera Center/South at (520) 807-6040.

Appointments can also be arranged in person or by writing to the Intake Department at

**La Frontera Center, Inc./South Tucson
502 W. 29th Street
Tucson, Arizona 85713**

Appointments are available Monday through Friday at all of the above sites.

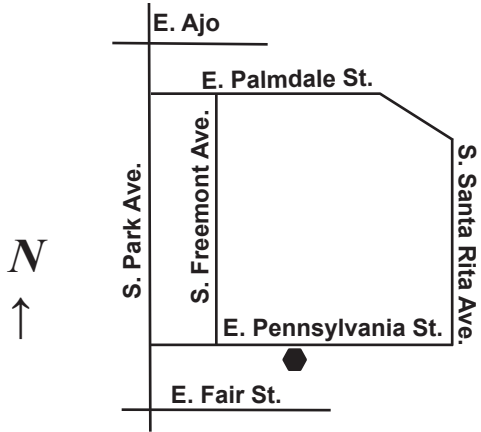
***For crisis services outside scheduled clinic hours,
call (520) 260-8454 for children,
or (520) 889-4444 for adults.***



La Frontera Center, Inc./Southwest

1210 E. Pennsylvania
Tucson, Arizona 85714
(520) 741-2351

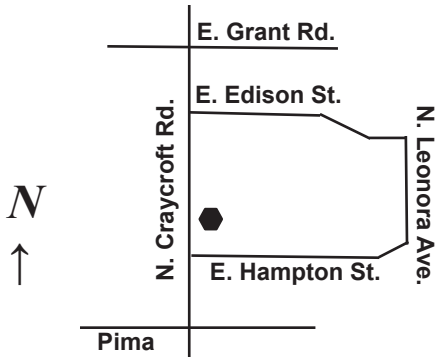
(Located two blocks south of Ajo Way, east of Park Ave.)



La Frontera Center, Inc./East

2222 N. Craycroft, Suite 112
Tucson, Arizona 85712-2898
(520) 296-3296

(Located on Craycroft north of Pima, south of Grant)





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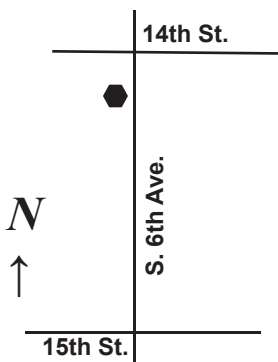
Casa Lucero

410 S. 6th Ave.

Tucson, Arizona 85701

(520) 838-5610

(Located on 6th Ave. north of 15th St., south of 14th St., on the west side of the street.)



Where do adults receive outpatient general mental health and substance abuse treatment services?

La Frontera Center, Inc./East, Suite 112

(See map on page 15)

La Frontera Center, Inc./South Tucson

(See map on page 13)

Where do adults with serious mental illness receive outpatient services?

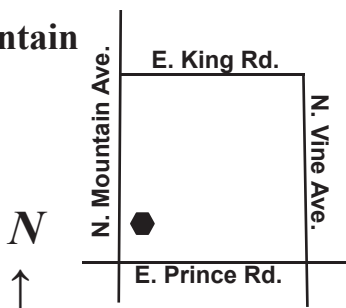
La Frontera Center, Inc./Mountain

3620 N. Mountain Ave.

Tucson, Arizona 85719

(520) 882-5145

(Located on the north side of Prince Rd.)





Where can I find a map of the premises?

Every site has an evacuation map posted in the lobby and/or major hallways that provides information regarding the location of restrooms, exits, and other relevant areas. Restrooms and exits may also be located by looking for directional and/or lighted signs.

How much do services cost at La Frontera?

The cost of services at La Frontera is affected by several factors, including the type of service requested, the individual's income and the number of dependents, insurance coverage, and eligibility for governmental assistance, among others. Relying on numerous funding sources, La Frontera makes every effort to provide affordable services to its clientele. The agency accepts individuals enrolled in AHCCCS and some other insurance plans. Co-pays, when applicable, are based on a sliding-fee scale.

NOTE: Service eligibility is determined by the funding source. Not every individual is eligible to receive every service.



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Are La Frontera's services confidential?

All services and written information at La Frontera are confidential as mandated by federal and state laws and HIPAA regulations. Charts will not be released without the client's written consent, except under the following circumstances:

- *Information from charts is requested through a valid court order or subpoena naming a specific individual.*
- *Child abuse or adult abuse is identified or suspected.*
- *The client is in a state of medical emergency that necessitates disclosure of information to medical personnel.*
- *If the client threatens to harm someone, the intended victim and the police will be notified.*

Please be aware that clinical staff may listen to information about you volunteered by an outside source; however, information will not be shared with that source unless you have signed a release permitting disclosure.

Additional information regarding confidentiality issues may be obtained by calling (520) 429-4300.



Where do children receive outpatient services?

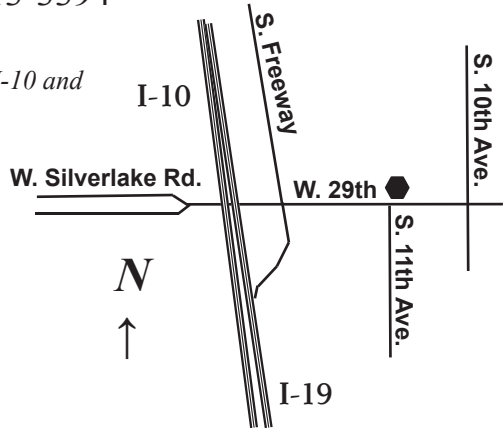
La Frontera Center, Inc./South Tucson

502 W. 29th Street

Tucson, Arizona 85713-3394

(520) 884-9920

(Located on 29th St. between I-10 and 10th Ave.)



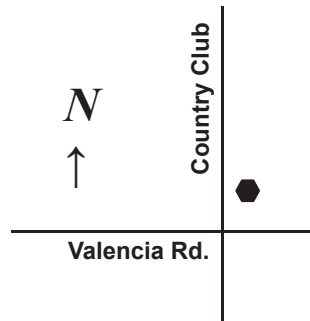
La Frontera Center, Inc./South

6401 S. Country Club, Suite 157

Tucson, Arizona 85706

(520) 807-6040

(Located on Country Club at Valencia Rd.)





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What is the procedure for expressing a grievance or complaint?

La Frontera has an established policy and procedure for handling client complaints and grievances, including an appeals process. All clients should receive this information at the time of the first appointment. If you have not received this information, you can call the Customer Service Coordinator at (520) 838-3898 for assistance. The Customer Service Coordinator is also available to address concerns and complaints regarding services provided by La Frontera staff and subcontractors. Clients may also use the advocacy service provided by the Community Partnership of Southern Arizona ([520] 325-4268) if they choose not to go through La Frontera's system, or they may call the Arizona Department of Health Services/Office of Behavioral Health Licensure at (602) 674-4300.



What rights do I have to receive services?

Services at La Frontera are available without regard to age, sex, gender identity, sexual orientation, race, creed, color, ancestry, national origin, disability, familial status, or marital status. Individuals who are enrolled in the Community Partnership of Southern Arizona (CPSA) service network, however, may be assigned to a different service provider. Each individual has the right to request or refuse treatment to the extent provided by law. The right to treatment is not absolute, and under some circumstances it may be in the best interest of the client and the agency if the client is referred elsewhere. A complete copy of La Frontera's policy regarding client rights is posted in all facility waiting areas.

What responsibilities do I have?

While receiving services at a La Frontera facility, clients are responsible for

- Providing information necessary to complete an appropriate clinical and financial assessment and to ensure proper treatment
- Working with a recovery team to develop an individual recovery plan and following the agreed-upon course of action



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- Signing releases and other paperwork necessary for continuation of care
- Treating other clients and staff in a respectful manner
- Notifying their clinical liaison of intention to discontinue services
- Refraining from bringing alcohol, drugs, or weapons onto agency property
- Arriving on time for appointments; or, if unable to keep an appointment, calling 24 hours in advance to cancel

What benefits are available for clients?

When you come for your first appointment, a clinical liaison will work with you to determine the focus of treatment based upon your presenting problems, needs, strengths, abilities, skills, and interests. The assessment of clinical/medical necessity and financial enrollment eligibility will also guide what types of care and services are available. You and your recovery team will create an individual service plan.



How can I give feedback on the quality of services received?

La Frontera invites you to provide feedback regarding quality of care using client satisfaction surveys. Many sites also have a suggestion box located in the lobby. You are welcome to participate in advisory committees and/or periodic focus groups designed to help us improve our services. You may also contact the Customer Service Coordinator at (520) 838-3898.

What is the standard of conduct for La Frontera employees?

All staff are expected to conduct themselves in a manner reflecting the highest professional and ethical standards at all times, per La Frontera policy #300.100. To review this policy, please contact the Customer Service Coordinator at (520) 838-3898.



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How long will I be in treatment?

If you are here for general mental health, substance abuse, or children's services, the length of time in treatment depends on your individual service plan, which you and your intake therapist create together at your first meeting. In general, counseling at La Frontera is short term and solution focused, with an emphasis on strengths-based treatment and family involvement. Discharge from treatment is incorporated into the treatment plan and generally occurs following attainment of treatment goals. Failure to comply with agreed-upon treatment activities may result in an administrative discharge, as allowed by agency policy.

If you have a serious mental illness you will receive ongoing treatment as described in your individual recovery plan, which you and your clinical liaison create together at the beginning of treatment. Failure to comply with agreed-upon treatment activities may result in an administrative discharge, as allowed by agency policy. You may also transfer to another provider, or request to be disenrolled from services.

Will my family be involved in my services?

La Frontera believes that support in the form of "family" (as defined by the client) and significant others is extremely beneficial to the recovery from and the prevention of mental health and addiction disorders. The client's support system will be encouraged to participate in services if the client so chooses. The client will meet with his or her clinical liaison or case manager to determine who is to be included.



 **Child and Family Team** services may include the following:

Initial assessment	Therapeutic preschool
Case management	Crisis services
In-home services	Psychological testing
Residential treatment	Inpatient services
Foster care	Transportation
Psychiatric medication	Laboratory tests
Individual, group, and family therapy*	Child and Family Team facilitation

*Child and family therapy services include individual, family, and group therapy. Therapists use a brief, solution-focused model that utilizes the child and family's strengths, teaches new skills, and promotes change in the child and family's life. Group therapy is often the intervention of choice, as it promotes positive change for children and their families while increasing their sense of belonging and providing social support and peer advice. Therapy referrals are initiated and reviewed by clinical liaisons to ensure the best treatment for each child and family.



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 Adult recovery services may include the following:

Initial assessment	Partial hospitalization
Health promotion	Residential treatment
Case management	Inpatient services
Psychological testing	In-home services
Psychiatric medication	Transportation
Psychosocial rehabilitation	Residential detoxification
Vocational rehabilitation	Laboratory tests
Crisis stabilization	Individual, group, and family therapy*
Wellness & recovery groups	Integrated mental health & substance abuse services
Intensive outpatient treatment	

*Adult therapy services include individual, couples, family, and group therapy. Therapists work from a brief, solution-focused model that utilizes clients' strengths, teaches new skills, and promotes change in clients' lives. Group therapy is often the intervention of choice, as it has the potential to yield great personal change for clients while contributing to their sense of belonging and providing social support and peer advice. Therapy referrals require a formal procedure prompted by clinical teams to ensure the best treatment for each client.



How are specific services identified and accessed by an individual?

The individual meets with his or her clinical liaison or case manager to discuss available service options and which services are appropriate to meet the client's needs. Decisions are made within the context of a team process.

How will a clinical liaison be assigned to me?

Individuals will be assigned a clinical liaison as part of the intake process, after review of the following information:

- Your treatment goals and needs
- The most convenient times for you
- Language or other special needs

Remember, the person who does your intake appointment may not be assigned as your regular clinical liaison.

Will staff respect my cultural and linguistic background?

It is the policy of La Frontera Center to provide services that are culturally competent and that are provided in the client's primary language whenever possible. Persons with limited English proficiency have the right to receive language assistance services.

American Sign Language (ASL) and oral interpreter services are available upon request and at no charge to the client. Please request this service, if needed, when scheduling an appointment.

Vital documents are available in Spanish; additional documents will be translated upon request. Documents can also be translated into Braille as needed.