



2521 Raeford Road Ste B  
Fayetteville, NC 28305  
Phone: 910-491-1758/Fax: 910-494-1887

# CONSUMER HANDBOOK

**Business Hours:**  
Monday through Thursday  
9:00am-7:00pm  
Friday 9:00am-1:00pm  
Saturday Appointments  
Only

**24 Hours/Emergency Crisis:**  
**910-364-7341**

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## THE ORGANIZATION

**Second Chance Counseling Services, PLLC** is committed to helping our clients live healthy, vibrant lives. No matter what mental health, behavioral health, and/or substance abuse challenges arise, we are here to provide our clients with the support and treatment that they need. We commit ourselves to the communities that we serve, and we offer personalized solutions to all our clients.

### **The Second Chance Counseling Services, PLLC Difference**

We are tirelessly pursuing innovative solutions and treatments so that we can continue to provide our clients with the most up-to-date services. By combining years of clinical experience; a culture of empathy; and innovative, person-centered services, we strive to drive better health outcomes for the benefit of our clients.

## SERVICES

**Second Chance Counseling Services, PLLC** serves adults, youth, and families struggling with mental health, behavioral, substance abuse, and co-occurring disorders. We offer personalized, recovery-focused services to help our clients maintain their physical and mental health and gain the ability to overcome the challenges they are facing.

We offer a number of service options to meet the varying needs of our clients. We invite you to learn more about each service by visiting their respective pages. Click on the service that you are interested in to be redirected.

The following services are available:

Services Provided:

- Comprehensive Clinical Assessments
- Individual Therapy
- Group Therapy
- Family Therapy
- Sex Offender Treatment Services/Evaluations
- Mental Health/Behavior Health Therapy and Counseling services
- Substance Abuse Therapy and Counseling services
- Parenting Education/Classes

Focus Areas:

- Substance Abuse/ Dual Diagnosis
- Chronic Pain Counseling
- Grief and Loss
- Depression and Anxiety
- PTSD & Bipolar Disorder
- Domestic Violence/Batterer's Intervention Program
- Trauma/Childhood Trauma
- ADHD/Conduct D/O

At **Second Chance Counseling Services, PLLC**, we strive to make our services accessible to our clients. For payment convenience, we accept private pay and the following insurance plans:

- Medicaid-Alliance Behavior Healthcare
- Medicaid -Sandhills Center
- Aetna
- NC Health Choice
- Medicare
- Tricare/Humana Military
- Blue Cross Blue Shield
- Self-Pay
- Sliding Fee Scale
- Cigna
- United Healthcare

If you have insurance and payment-related concerns, feel free to call us at **910-491-1758**. For more information on SCCS, please visit our website at [www.secondchancecsnc.com](http://www.secondchancecsnc.com).

# MISSION, PHILOSOPHY AND VISION

## MISSION

★ The mission of **Second Chance Counseling Services, PLLC** is to provide, structured, and culturally competent behavioral modification, chemical dependency, and mental health treatment services; which are accessible and affordable to adults, adolescents, and their families in a variety of treatment settings in a safe environment.

## PHILOSOPHY

★The philosophy of **Second Chance Counseling Services, PLLC** is to introduce treatment concepts that enforce the practice of a multidisciplinary team approach promote positive and healthy living. **Second Chance Counseling Services, PLLC** believes in helping individuals develop healthy behavior patterns in all areas of their life, including family, school, relationships, social and living skills.

## VISION

★The vision of **Second Chance Counseling Services, PLLC** is to help clients and employees fulfill their life's ambitions. Our higher goal is to improve the society. We can succeed on all fronts by maintaining an organization that treats clients, families, and employees with dignity and respect, and by giving means for them to tap into and develop their inherent strengths.

**WHEN YOU RECEIVE SERVICES** through SCCS you have certain rights. This handbook will tell you about those rights and what to do if you have problems or questions. As you review this information, please keep in mind that the rights being discussed cover a wide variety of situations.

## **Individual Rights Fact Sheet**

### **RIGHTS AFFORDED TO CHILDREN & ADOLESCENTS**

#### **Individuals receiving services have:**

1. The right to sufficient clothing, food, shelter, and recreation to ensure proper development.
2. The right to be treated with dignity and respect.
3. The right to be free from physical, sexual and verbal abuse and neglect.
4. The right to privacy and freedom from intrusion.
5. The right to communicate with family, peers and members of the community through visitation, telephone contact and mail, unless otherwise indicated in the ISP.
6. The right to practice, or not to practice, a religion of his or her choice.
7. The right to education.
8. The right to professional, age-appropriate services and treatment.
9. The right to be involved in the service planning process and to express opinions on issues concerning services to be provided.
10. The right to freedom from physical punishment.
11. The right to a competent guardian if biological parents are unable or unwilling to assume the role.
12. The right to file complaints and grievances.
13. The right to be free from exploitation in employment-related training or gainful employment.

## **Individual Rights Fact Sheet**

### **RIGHTS AFFORDED TO ADULTS**

#### **Individuals receiving services have:**

1. The right to sufficient clothing, food, shelter, and recreation to ensure proper development.
2. The right to be treated with dignity and respect.
3. The right to be free from physical, sexual and verbal abuse and neglect.
4. The right to privacy and freedom from intrusion.
5. The right to communicate with family, peers and members of the community through visitation, telephone contact and mail, unless otherwise indicated in the ISP.
6. The right to practice, or not to practice, a religion of his or her choice.
7. The right to education.
8. The right to professional, age-appropriate services and treatment.
9. The right to be involved in the service planning process and to express opinions on issues concerning services to be provided.
10. The right to freedom from physical punishment.
11. The right to a competent guardian if biological parents are unable or unwilling to assume the role.
12. The right to file complaints and grievances.
13. The right to be free from exploitation in employment-related training or gainful employment.

## **THE RIGHT TO REFUSE TREATMENT**

Before you agree to your service plan, you will be informed of the benefits or any risks involved in the services you will receive. You have the right to consent to your service plan and may withdraw consent at any time.

You will be informed of the risks of refusing treatment/service. There are situations (i.e. risks to yourself or others) when you may be legally required to receive services.

## **THE RIGHT TO SEE YOUR OWN RECORD**

If you wish to see your record, you have the right to do so except under certain circumstances specified by law and according to agency procedures. You have the right to have those circumstances and procedures explained to you.

## **THE RIGHT TO PRIVACY**

You have the right to be free from any unwarranted search of your person or property. Staff of SCCS may only search your person or property if there is suspicion that you are in possession of dangerous or illegal substances. Should search and seizure apply to a program from which you are receiving treatment, the specific procedures will be explained when you enter the program.

## **THE RIGHT TO KNOW THE COST OF SERVICES**

Any fees for services should be discussed with you at your first visit. If this does not occur, please let us know. A listing of charges for services is available to you. We will ask that you allow Second Chance Counseling Services PLLC. to work directly with your insurance company.



## **CLIENT CHOICE**

All clients of SCCS must be assured an opportunity to make informed choices of qualified providers as outlined in client choice procedures. Whenever possible, SCCS will maintain a list of providers that include a choice of at least three providers of comparable services. This list may be provided through a written directory or access to Provider websites. You are welcome to access these sites on a computer at one of our offices, with the assistance of SCCS staff members. Providers must follow best practice models that foster recovery, prevent relapse, promote self-determination, and utilize person-centered planning. Quality assurance information will be available to support your informed choice.

In addition, your Local Management Entity (LME) for mental health services maintains an up-to-date master list of all endorsed providers for a variety of services within the area in which you reside. You may contact your local LME if you need further information regarding client choice or the SCCS' corporate office at 910-491-1758.

**Local LME Access Number:**  
**Alliance Behavioral Healthcare 1-800-510-9132**  
**Sandhills Center 1-800-256-2452**

## **RULES RELATED TO CLIENTS**

The following rules apply to all services of SCCS:

1. All programs and buildings are maintained as smoke-free environments.
2. There is no smoking allowed in program vehicles.
3. In all SCCS buildings, no weapons, drugs, or alcoholic beverages are permitted on the premises.
4. Clients are to refrain from physical and/or verbal altercations with other clients or staff, violations can result in suspension and/or termination from program.
5. Clients who are eligible for transportation services must wear seat belts and/or be transported in approved child safety booster seats. Children must be seated per state and federal law.
6. Clients who are eligible for transportation services, are to respect staff and the timeliness of pickup/drop-off routes.
7. After three no shows/missed appointments the client will be discharged.

If the program where you will be receiving services has rules other than those listed above, you will receive a list of those rules.

**DEPENDING ON THE CIRCUMSTANCES, YOUR FAILURE TO FOLLOW RULES MAY RESULT IN SUSPENSION OR DISMISSAL FROM A PROGRAM.**

## CLIENT RESPONSIBILITIES

As we work to protect your rights, we ask that you work to live up to these responsibilities:

- Give us all the facts about the problems that bring you to us for help, along with a list of all other doctors providing care for you.
- Once you have agreed to your treatment plan, please follow it.
- Tell us if you have any concerns.
- Please keep appointments or call 24 hours before an appointment if you cannot attend. This allows us to give your appointment time to someone else who may be waiting to be seen. If you arrive for an appointment 15 minutes or more past the time of your scheduled appointment, your appointment will be rescheduled to the next available time. Being late takes time away from your treatment, and clinicians are not then able to provide you with the quality of care you deserve.
- If you have Medicaid, Health Choice, Medicare, or Private Insurance, bring your card each time you come in for an appointment.
- Let us know about changes in your name, insurance, address, telephone number, or your financial status.
- If relevant, pay your bill, your co-pay or let us know about problems you have in paying.
- Treat staff and other clients with respect and consideration.
- Follow the rules of the program where you receive services.
- Let us know when you have a complaint, so we can help you find a solution to the problem.
- Do not leave your children unattended in the waiting area.
- Respect the confidentiality of other clients.

## APPOINTMENT INFORMATION

- A 24-hour notice of cancellation. If no notice is given you will be charged a \$25 no show fee.
- After 3 missed appointments without notification the client will be discharged.
- If you are more than 15 minutes late for your appointment you will be rescheduled.

## WE WANT YOUR FEEDBACK

You will have many opportunities to provide feedback to SCCS on your level of satisfaction with your services and treatment. You will be part of your treatment team and you can express your satisfaction, or dissatisfaction, with your services at any time. Routinely, our organization provides additional avenues for consumer feedback. Satisfaction surveys, public forums, confidential Client Interviews, anonymous suggestion boxes, and follow up after discharge are some examples of the ways you may be asked to provide feedback to SCCS on the quality of our services. Please take the opportunity to tell us how you feel and what we can do better.

## THE RIGHT TO MAKE A COMPLAINT

If you are dissatisfied with a service delivered through SCCS (or any other provider), you have the right to state a complaint at any time. Before making a written complaint, we urge you to first discuss the matter with program staff or the Program Manager and allow them an opportunity to help resolve the complaint. If this is unsuccessful, we encourage you to file a formal grievance. Information on the Grievance Process will be given to you upon admission and annually thereafter.

### For complaints please contact:

Human Resources- Kathy Robinson [krobinson@secondchancecsnc.com](mailto:krobinson@secondchancecsnc.com)

or 910-491-1758 (office), 910-491-1887 (fax)

Chief Executive Officer- Sa'de Robinson [srobinson@secondchancecsnc.com](mailto:srobinson@secondchancecsnc.com)

or 910-491-1758 (office); 910-491-1887 (fax)

### Or Contact your local LME office

### Use of After-Hours Emergency/Crisis Phone

**If you have an emergency after regular business hours, you may contact the On-Call staff for SCCS at: (910) 364-7341.**

**This number should only be used in the event of a true mental health emergency. Please discuss use of the On-Call system with SCCS staff.**

## CLIENT ADVOCACY INFORMATION

### HOW CAN I GET INVOLVED?

A Client and Family Advisory Committee or CFAC has been established within every LME. The CFAC ensures client and family participation through the following activities:

- Advice on the implementation of the local business plan.
- Assist in recognizing underserved populations.
- Provide advice/direction regarding development of services.
- Ensure client and family participation in quality improvement.

If you are a client or family member and would like to become involved, please contact the Client Advocacy Department of your local LME.

### OTHER RESOURCES FOR CONSUMER ADVOCACY & SUPPORT:

- Local LME ACCESS Alliance Behavior Healthcare 1-800-510-9132
- Local LME Client Advocacy Department (Sandhills LME: 910-673-7800)
- Local LME ACCESS Sandhills Center 1-800-256-2452
- <https://www.ncdhhs.gov/> <https://www.ncdhhs.gov>

*Thank you for allowing the staff at SCCS to serve you  
Everybody deserves a second chance at life!*