Dear Friends

We welcome you to Johnson County Mental Health Center and thank you for trusting us to serve you with the best possible care. You matter and your mental health matters. In 1962, JCMHC began providing outpatient services from one location. Today, we are able to provide our community with a full array of mental health and substance use services at facilities across the county with over 300 clinical and direct care staff.

Whether this is your first time seeking treatment or you have received treatment before, please know that we are here to meet you wherever you are in your recovery. Our staff is committed to you being successful and our hope is that you are able to experience our team in many positive ways. We know it can sometimes be difficult to seek out treatment for yourself or a loved one, but the good news is: you did it!

As JCMHC’s Director and Deputy Director, we each have over three decades of experience in the mental health field. We both started our careers in case management and are proud to have found a home at JCMHC to make a difference in people’s lives and our community. We, along with the rest of our staff, have a strong desire for public service and to assist others - walking alongside people in their journeys and supporting their goals.

Sincerely,

Tim DeWeese, Director

Susan Rome, Deputy Director
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At Johnson County Mental Health Center, we believe that every person can learn, change and grow.

Johnson County Mental Health Center (JCMHC)’s primary services are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).

What does CARF accreditation mean? CARF accreditation is a competitive distinction for services and provides a framework for continuous quality improvement. Accredited providers enjoy international recognition for their commitment to excellence. Accreditation is evidence that the organization strives to improve efficiency, fiscal health and service delivery to create a foundation for client satisfaction.
About Us

Our Mission
The mission of Johnson County Mental Health Center is to improve the quality of life for Johnson County residents by providing comprehensive mental health services that are:

- Of the highest possible quality
- Driven by the needs of the person served
- Provided in the least intrusive manner
- Easily accessible to all residents
- Provided in collaboration with community partners
- Accountable to our community and the public trust through the efficient and effective use of resources

Our Vision
To be a higher performing organization by:

- Strengthening our financial position
- Advancing quality care with a unified and integrated approach
- Enhancing client satisfaction and engagement
- Building stronger community partnerships
- Capitalizing on technology
- Maximizing data and information
- Improving staff satisfaction and appreciation

Whom we serve
JCMHC serves Johnson County residents living with mental health conditions and/or substance use conditions, especially serving those impacted by serious mental illness including mental health crises. JCMHC strives to provide inclusive, culturally responsive behavioral health services. You have a right to receive treatment services free of discrimination based upon, race, religion, ethnic origin, age, sex, sexual orientation, gender identification, disability or medical condition.
Charges and billing
Individuals should bring in insurance cards and/or proof of finances, photo identification and proof of residency within Johnson County, Kansas to determine service costs. For questions about billing or if any of the information (listed below) changes, please call the Customer Care Center at 913-826-4200.

- Address
- Phone number(s)
- Email address
- Number of people living in a household
- Employment status
- Insurance
- Assistance programs, such as Medicaid or Social Security Disability Insurance (SSDI)

Clients without healthcare benefits are encouraged to talk with their service coordinator about exploring health insurance and to assist to apply for benefits when possible.

Privacy practices
The most up-to-date notices about JCMHC’s privacy practices are always available online at jocogov.org/mentalhealth or in person at each location. Ask a staff member for more information.

Clients rights and responsibilities
See Client Rights and Responsibilities on pages 24-29.

Online client portal
JCMHC offers a convenient and easy way of accessing your healthcare information through an online client portal, MyHealthPointe. Contact Customer Care at 913-826-4200 to receive your access PIN to be able to log in. MyHealthPoint allows you to:

- Communicate securely with your provider(s)
- View current medications and appointments
- Receive email and text reminders for appointments
- Send and receive important documents to billing and medical records
## Our locations

**Customer Care Center: 913-826-4200**  
**24 Hour Crisis Line: 913-268-0156**

<table>
<thead>
<tr>
<th>Location</th>
<th>Appointments</th>
<th>Walk-In (Open Access)</th>
<th>Pharmacy</th>
<th>Nursing Clinic</th>
<th>Tobacco-Free Grounds</th>
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<td>10 a.m. - 1 p.m.</td>
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<tr>
<td>1125 W. Spruce Street</td>
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<tr>
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<td>10 a.m. - 1 p.m.</td>
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<tr>
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Accessing services

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<td>913-826-4200</td>
<td>Olathe or Shawnee</td>
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<td>Available 24/7</td>
<td>Monday-Friday</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td></td>
<td>8 a.m. – 5 p.m.</td>
<td>9 a.m. – 5 p.m.</td>
</tr>
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</table>

How to get help

- The Crisis Line (913-268-0156) is for any individual personally experiencing a mental health crisis or with someone who is experiencing a mental health crisis.
- The Customer Care Center (913-826-4200) is available during business hours for any non-emergency needs. Individuals can leave a message after hours, which will be returned the following day.
- Walk-in hours are available beginning at 9 a.m. each weekday at the Olathe or Shawnee offices. See page eight for location information.

What to expect

- When an individual arrives, they will meet with a mental health professional who will listen and assess their individual needs. For some, the process ends here with a connection to resources in the community. There is no charge for the conversation that occurs in this step.
- If care is recommended, an individual will have an assessment with a licensed mental health clinician. Based on that assessment, JCMHC staff will either connect the individual with care at JCMHC or to another provider in the community.
- If care is recommended through JCMHC, at that visit the individual will talk with a staff member about the cost of care. Payment for the assessment is not due at the time of service.
How to prepare for your appointment

With a case manager
An individual should think about the goals they want to accomplish through case management. One can start by making a list of things they want to accomplish in the next week, month or year along with their strengths, skills, and/or talents that could help reach those goals. Thinking of things one would need to do to accomplish those goals and also what obstacles may exist while working towards those goals may also be helpful.

With a medical provider
Clients or guardians are encouraged to share this important information with their medical provider:

- Current list of medications/last refills/pharmacy information
- Current symptoms
- Goals for the visit
- List of any other providers
- If discharged from hospital, most recent discharge medicine list

Individuals may also choose to invite their case managers to these appointments. Please note: For children’s medical appointments, parent(s) or guardian(s) must attend to provide history, medication consent and sign a release of information.

With a therapist
Clients should make a list of goals they would like to accomplish through therapy and prepare questions to ask the therapist about the process, considering what is currently impacting them and what prompted them to seek therapy. One can also reflect on the ways they’ve been coping with their current situations. An individual may also decide to write down things that are important for the therapist to know including:

- Current life situation (including housing, financial and employment status)
- Expectations of therapy
- Goals
- Interests
- Relationships
- Strengths
- Past mental health treatment experiences, if any
Adult Services
Adult services are offered to anyone 18 or older. The primary services offered include case management, therapy and medication.

Case management
JCMHC uses a strengths-based model for case management, which focuses on recognizing and utilizing the strengths of individuals. Case management services begin with an assessment that focuses on the strengths and needs of the individual. Based on this assessment, case managers work one-on-one with the individual to provide the services needed.

- Some examples of what a case manager might do:
  - Help develop a plan for accomplishing the client’s goals and support them in learning how to access community resources
  - Help identify natural supports (such as family, school, work and community) needed to be successful
  - Explore recreational and socialization opportunities available in the community
  - Develop coping skills and skills for healthy relationships
  - Supportive counseling

Individual and group therapy
Therapy is a process through which individuals work with a Licensed Mental Health Professional (LMHP), licensed through the State of Kansas. Therapy can help deal with emotional and psychological difficulties, improve functioning in daily living activities and increase hope for the future. JCMHC utilizes solution-focused brief therapy (SFBT), a short-term therapy philosophy to help clients enhance their strengths and coping skills, focusing on and increasing the natural support systems, other treatment modalities include cognitive behavioral therapy (CBT), dialectical behavioral therapy (DBT) and trauma-focused treatment.

- Individual therapy: Work one-on-one with a Licensed Mental Health Professional (LMHP) to talk through challenges and work to identify steps to help an individual on their path to wellness. The LMHP will collaborate with the individual to set goals related to the symptoms and stressors focusing on solutions to resolve those difficulties.
- Group therapy: A form of counseling in which a small number of people come together under the guidance of a LMHC to help themselves and one another. Participants may benefit from understanding, support and encouragement from others facing similar issues.

Medication
See page 20 for information about medical and health services.
Additional adult services

**Dual diagnosis outpatient treatment**
JCMHC offers outpatient substance use assessment and counseling services for individuals to begin and maintain the recovery process. Clinicians provide evidence-based treatment such as CBT for adults with co-occurring disorders of mental illness and substance use.

Services include group, individual and family counseling, case management, and family support and education. Outpatient clients receive individual counseling, in addition to group counseling, and basic alcohol/drug education, based on symptom severity and treatment progress. Outpatient addiction services also meet the requirements of offenders mandated as a condition of probation or as a result of a third or subsequent DUI.

**Residential services**
See page 18 for more information about addiction and residential services, including the Adult Detoxification Center (ADU) and Crisis Recovery Center (CRC).

**Mental health justice team**
JCMHC’s justice teams includes clinicians, case managers, nurses and prescribers that provide services to incarcerated individuals housed in Johnson County jails and correctional facilities.

**Forensic services**
JCMHC provides specialized case management, counseling and other services for individuals involved in the criminal justice system to assist them in transitioning from correctional facilities.

**Vocational services**
Employment specialists’ vocational services such as skill enhancement, on-site job coaching and educational support to help clients find and maintain meaningful employment.

**Transition services for young adults**
Clinicians and case managers provide specialized services designed for young adults (age 17 to 23) who have a serious mental illness (SMI) or a severe emotional disturbance (SED) to successfully transition to adult life.

**Peer support services**
Peer support specialists are individuals with lived experience with a mental health condition or substance use disorder who have grown in their recovery and work to support other people living with mental health conditions on their healing journey. The goal of peer support is to aid individuals in their recovery and assist them in attaining the goal of living fulfilling lives in the community.

**Supported housing & homeless services**
JCMHC empowers individuals to live independently in the community by providing case management services to those experiencing homelessness to help connect them with resources, including housing.
Children and Family Services

Children and family services are offered to children and youth who have severe emotional and behavioral issues and their families to provide the right level of service for the youth to remain in their home and community. The primary services offered are case management, therapy (individual and family), medication, psychosocial groups and SED Waiver Services.

Case management

JCMHC uses a strengths-based model for case management, which focuses on recognizing and utilizing the strengths of individuals and families. Case management services begin with an assessment that focuses on the strengths and needs of the child. Based on this assessment, case managers work one-on-one with the child/youth and their family to provide the services needed.

- Some examples of what a case manager might do:
- Help the family develop behavior management strategies for the home
- Explore recreational and socialization opportunities available in the community
- Teach the child/youth skills necessary for successful relationships
- Identify and implement strategies with the child/youth and family for school success

Individual and group therapy

Therapy is an interactive form of treatment in which a therapist works together with an individual or group to understand problems and come up with plans for resolving them. At JCMHC, therapy is provided in our offices (see page eight for location information) or via telehealth by Licensed Mental Health Professionals (LMHP) licensed through the State of Kansas, including psychologists, clinical social workers and licensed counselors.

Therapy has been shown to improve family communication skills, develop strategies to address emotionally charged problems and restore balance to family relationships. JCMHC utilizes solution-focused brief therapy (SFBT), a short-term therapy philosophy to help clients enhance their strengths and coping skills, focusing on and increasing the natural support systems, other treatment modalities include cognitive behavioral therapy (CBT), dialectical behavioral therapy (DBT) and trauma-focused treatment.

- Individual therapy: Work one-on-one with a Licensed Mental Health Professional (LMHP) to talk through challenges and work to identify steps to help you on your path to wellness. The LMHP will collaborate with the individual and family to set goals related to the symptoms and stressors focusing on solutions to resolve those difficulties.
- Group therapy: A form of counseling in which a small number of people come together under the guidance of a LMHP to help themselves and one another. Participants may benefit from understanding, support and encouragement from others facing similar issues.

Medication

See page 20 for information about medical and health services. Please be prepared to attend any visits in which your child will need a medication change. Minors must have a parent or legal guardian present.
Psychosocial groups
Groups are offered on a variety of topics including problem-solving, social skills, leisure time training, health and personal relationships. A ratio of one staff to every four youth allows program participants to have support while they engage in a variety of activities. Different from therapy groups, psychosocial groups help children learn by doing.

Serious Emotional Disturbance (SED) waiver services
The SED Waiver is a federal Medicaid waiver program that provides children with special intensive support to help them remain in their homes and communities. JCMHC provides both home- and community-based services to assist children in resolving difficulties, stabilizing behavior and improving the overall functioning of the child. Parents and children are actively involved in planning for all services and parents may receive individualized parent support and training. To qualify, children must meet both clinical and financial eligibility requirements.
Additional services for children and families

**Attachment & Bio-behavioral Catch-up (ABC)**

Children who have experienced challenges early in life are at risk for a host of behavioral, emotional and physiological problems. ABC is an evidence-based parenting intervention for caregivers of infants (6 to 24 months) and toddlers (24 to 48 months) who have experienced early adversity. The ABC intervention is a 10-session home visiting model developed to help caregivers re-interpret children's behavioral signals and respond sensitively, enhance children’s behavioral and regulatory capabilities and foster the development of secure attachments between the child(ren) and their caregivers.

**Parent support group**

A monthly parent support group focuses on teaching parents effective strategies to support their children who struggle with mental illness. The monthly group is open to the community and provides education, assistance, and other support to parents and family. The group incorporates psycho-education, develops skills and strategies to manage symptoms of mental illness, and facilitates strengths-based brainstorming with parents to support each other.

**Positive behavior support (PBS)**

PBS uses a person-centered, team-based, proactive and preventive approach to enhance quality of life, decrease problem behavior, build positive relationships, encourage positive behavior and develop strengths.

**Forensic services**

A clinician located at the Juvenile Detention Center (JDC) provides crisis intervention services, suicide watch assessments and mental health assessments for the court. The clinician works with JDC staff and provides suggestions for interventions that Youth Care Advisors could implement with youth to address challenging behaviors. The JDC clinician meets with youth upon request to assist with managing their emotions while in JDC.

**Functional Family Therapy (FFT)**

FFT is an evidence-based approach that has received international recognition for its outcomes in helping troubled youth and their families to overcome delinquency, substance abuse and violence. FFT is a short-term treatment strategy of approximately 12-14 family sessions. The model includes treatment strategies that pave the way for motivating individuals and families to become more adaptive and successful in their own lives. Youth are referred to JCMHC by Johnson County Department of Corrections staff or the court.
Addiction services for youth

- Individual, family, & group therapy: licensed addiction professionals provide short-term, goal-directed therapeutic intervention to youth, adults and families utilizing a wide range of specialized interventions and evidence-based practices.

- Screening, Brief Intervention, and Referral to Treatment (SBIRT): an evidence-based practice used to identify, reduce and prevent problematic use, abuse and dependence on alcohol or drugs. This agency-wide approach is more of a developing culture rather than a specific practice.

- See page 18 for more information about addiction and residential services, including the Adolescent Center for Treatment (ACT).
Emergency Services
JCMHC maintains a professional clinical staff on duty 24-hours a day, seven days a week, 365 days a year to provide mental health emergency services.

Crisis Line
At any time (24 hours a day, seven days a week), individuals can call JCMHC’s Crisis Line at 913-268-0156. Staff located in Johnson County provide over-the-phone support for mental health emergencies.

Open Access
Open Access is a same-day walk-in service provided at JCMHC’s Olathe and Shawnee locations to provide mental health assessments to individuals seeking treatment and care (see page eight for location information).

Mobile crisis response team
Licensed clinicians and crisis case managers provide mental health crisis services wherever needed throughout the community and resolve emergencies to reduce the need for hospitalization.

Mental health co-responders
Co-responders are Licensed Mental Health Professionals (LMHP) employed by JCMHC that are embedded with community partners, such as local police departments. The goal is to respond on-scene with a law enforcement officer to provide intervention when mental health is identified as a possible contributing factor to the situation. Additionally, co-responders conduct outreach and follow-up calls to individuals who had police contact as a result of a behavioral health crisis, intending to get the individual the help they need to avoid future police contact.
Addiction and Residential Services
Addiction and residential services are available for both youth and adults.

Adolescent Center for Treatment (ACT)
ACT is the only substance use disorder (SUD) residential program for adolescents in Kansas. It offers youth experiencing problems due to a substance use disorder a safe and supportive environment in which to learn new skills, receive counseling and identify a recovery plan for life after treatment.

ACT is a 10-bed residential facility for adolescents 12 to 18 years of age and is staffed 24 hours a day by licensed clinicians and youth care technicians. Staff provide a safe, trauma-informed environment to begin recovery. The average length of stay at ACT is 23 days.

Adult Detoxification Unit (ADU)
ADU is a 10-bed licensed as a social (non-medical) detoxification program that assists individuals safely through the process of withdrawal from alcohol or other drugs. Staff members accept admissions 24 hours a day, seven days a week. An assessment is completed on arrival and staff will monitor vital signs, document withdrawal symptoms and assure safety. A typical stay at ADU is three days.

Crisis Recovery Center
CRC is a four-bed residential crisis intervention program for adult clients that provides support, supervision and daily group therapy in a safe environment to individuals in psychiatric crisis as an alternative to hospitalization. CRC is staffed 24 hours a day, seven days a week. A typical stay is 14-30 days.
Health Integration Services
Health navigators provide safety net services to clients who only receive medication services. Health Navigators are located in JCMHC’s nursing clinics and work closely with medical staff. They offer short-term case management services and address the care of the whole person to improve overall health and well-being.

Therapy
Therapy is a process through which individuals work with a Licensed Mental Health Professional (LMHP), licensed through the state of Kansas. Therapy can help deal with emotional and psychological difficulties, improve functioning in daily living activities and increase hope for the future. JCMHC utilizes solution-focused brief therapy (SFBT), a short-term therapy philosophy to help clients enhance their strengths and coping skills, focusing on and increasing the natural support systems, cognitive behavioral therapy (CBT), dialectical behavioral therapy (DBT) and trauma-focused treatment.

- Individual therapy: Work one-on-one with a Licensed Mental Health Professional (LMHP) to talk through challenges and work to identify steps to help you on your path to wellness. The LMHP will collaborate with the individual and family to set goals related to the symptoms and stressors focusing on solutions to resolve those difficulties.

SSI/SSDI Outreach, Access & Recovery (SOAR)
SOAR is a national program designed to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults and children who are experiencing or are at risk of experiencing homelessness and have a serious mental illness, medical impairment and/or a co-occurring substance use disorder.

Community Behavioral Health Team (CBHT)
CBHT is a collaborative program between the JCMHC and Johnson County Developmental Supports that provides positive behavioral supports to individuals with intellectual and developmental disabilities who also have a co-occurring mental health diagnosis. Behavioral Health Specialists work one-on-one with both youth and adults and their support team to identify, secure and sustain resources needed to live, play, work, attend school and participate as fully integrated members of the community. They also address the mental health and developmental barriers that interfere with daily living, teach coping skills, and increase the social skills needed to develop healthy relationships.
Medical and Health Services
The mission of JCMHC Medical and Health Services division is to provide quality psychiatric services to our clients.

Medical and psychiatric services
JCMHC offers specialized psychiatric medication services at the Olathe and Shawnee locations (see page eight for location information). Telehealth appointments are available as well.

How to prepare for medication appointments
Individuals should bring any discharge paperwork from the hospital, as well as any psychiatric records prior to their first evaluation.

Nursing clinic
Nursing clinic services include injections, mental health assessment, medication education, refills and medication consults with close collaboration with assigned provider. A nursing appointment can be scheduled by calling 913-826-4200.

Injection appointments are provided during walk-in clinic hours and by appointment, which can be scheduled by calling 913-826-4200. Clients are encouraged to schedule their next injection appointments.

Just In Time (JIT) appointment model
JCMHC follows a Just In Time (JIT) appointment model, which provides medication management services at the right time and in the prescribed dosage needed for individuals who need to maintain their medication adherence. JIT requires clients to schedule appointments with their provider 2 weeks before they run out of their medication. JIT has been shown to increase overall client experience, improve outcomes and reduce emergency department visits/hospital admissions.

Following an appointment, clients will be given a reminder card with a date to contact the Customer Care Center at 913-826-4200 to schedule their next appointment.

If a client misses an appointment, they will not be able to call in medication refill requests. Instead, they will need to be assessed by the nursing clinic for their medication needs and make an appointment with prescriber. To schedule those appointments, please contact the Customer Care Center at 913-826-4200.
Genoa Pharmacy
Medical and nursing staff work closely with Genoa Pharmacy, the company contracted to provide prescription services within our Olathe and Shawnee offices. Genoa can fulfill all clients’ medication needs on-site to ensure that they are provided with the best possible pharmacy services. Below are the services Genoa Pharmacy provides to clients:

- Fill all medications
- Provide a convenient on-site location
- Assist with insurance plans and questions, including Medicaid and Medicare
- Provide medication delivery, including curbside and mail delivery options
- Dispense medications in Convenient Adherence Packaging so that they are easier to take
- Transfer prescriptions to the Genoa Pharmacy
- Send refill reminders

Tobacco-Free recovery

JCMHC supports tobacco-free recovery. This includes a tobacco-free grounds policy, asking about clients’ tobacco and vaping status, encouraging all youth and adults to end tobacco use by a referral to a Tobacco Treatment Specialist (TTS) and/or the quitline.

Tobacco use is associated with early death and can lead to serious health issues. Quitting tobacco can be a challenge, but help is available. At JCMHC, service providers are working to help with tobacco-free recovery through providing support with nicotine replacement therapy, talking with a TTS at JCMHC or at the Johnson County Library and providing a telephone number to call for additional support.

KanQuit
1-800-QUIT-NOW (784-8669)
www.KSquit.org
Frequently asked questions

How much will services cost me?
JCMHC offers a sliding fee scale for Johnson County residents. Individuals must complete the application for reduced fee and bring in proof of residency along with any income information to their first appointment to determine the reduced fee. The fee is based on household income, family size and financial obligations.

Can non-Johnson County residents receive services?
JCMHC serves Johnson County residents only, with few exceptions. However, any out-of-county residents seeking outpatient services will not be turned away but will be referred to their agencies in their county of residence after the initial intake assessment. Our Adult Detoxification Unit (ADU) and Adolescent Center for Treatment (ACT) programs serve individuals in surrounding Kansas counties and across the state.

Is there a difference in fees for non-residents?
Out-of-County residents do not qualify for a reduced fee.

Will my insurance cover the cost of counseling, other services?
Individual health insurance may cover a portion of services. As part of the initial assessment, individuals will learn what their insurance may cover.

What hours are you open?
Normal operating hours are 8 a.m. – 5 p.m. Monday-Friday. Please visit our website at jocogov.org/mentalhealth for any changes in these hours.

What happens if someone I know has a mental health emergency during other times? Emergency services are available 24 hours a day, seven days a week by calling our Crisis Line at 913-268-0156.

How long will I have to come in for treatment?
Treatment times vary for each individual. After an individual’s first appointment their mental health professional can provide them with an estimate of the time required to address their particular concerns. Length of service will vary based on services needed, goals being addressed and barriers to that might exist to achieving those goals.
What kind of therapy do you provide?
JCMHC offers a wide range of both individual and group therapy services including CBT, DBT and EMDR. All therapy services are provided using a solution-focused brief therapy framework. Therapy services are targeted towards an identified goal and to get an individual to where they have the skills needed to handle similar issues on their own without the need for mental health services.

Is there any information I need to bring to my therapy session?
There are specific forms of identification that are required.

Will I have to take medication?
Mental health professionals will advise clients as to what types of treatment or services may be helpful to them. Clients can choose to decline any treatment, including medication.

What if my family member needs the service but isn’t willing to come into the office?
In some cases, individuals struggle with understanding their symptoms and how services might be helpful to them. If this is the case, JCMHC has staff that can assist in trying to engage individuals in the community and encourage them to participate in services.

Ultimately, the individual needs to be willing to participate in services for it to be effective and beneficial in meeting their needs. Individuals have the right to not participate in services if they choose not to.
Client Rights & Responsibilities

I. CLIENT RIGHTS

As a client you have certain rights:

1. Dignity and respect. You have the right to always be treated with dignity and respect, and not to be subjected to any physical or verbal abuse or humiliation.

2. Freedom from coercion and mistreatment. You have the right to be free from the use of any type of treatment, technique, intervention, or practice, including the use of any type of restraint or seclusion, performed solely as a means of coercion, discipline, retaliation, or for the convenience of behavioral health personnel. You have a right to be free of abuse, neglect, financial or other exploitation from peer or behavioral health personnel.

3. Treatment and referrals. You have the right to receive treatment in the least restrictive, most appropriate manner. JCMHC will help to access assistance from community resources such as self-help and advocacy groups, other service providers for housing, health care, or legal services.

4. Treatment environment. You have a right to receive treatment in the least restrictive, most appropriate environment, and refuse to participate in research projects.

5. Privacy. You have a right to privacy in treatment, including the right not to be fingerprinted, photographed, or recorded without consent, except for photographs used strictly for identification and administrative purposes, or video recordings used for security and maintained only on a temporary basis.

6. Freedom from discrimination. You have a right to receive treatment services free of discrimination based upon, race, religion, ethnic origin, age, sex, sexual orientation, gender identification, disability, or medical condition.

7. Auxiliary aids/services. You have a right to request auxiliary aids and services including qualified interpreters, and information in alternate formats when such aids and services are necessary to ensure equal opportunity to participate for individuals with disabilities. Should you need assistance procuring auxiliary aids/services or interpreter services, please contact the Office Supervisor at the location where you receive services.

8. Language assistance. You have a right to request language assistance services, including translated documents and oral interpretation, when such services are necessary to provide meaningful access to individuals with limited English proficiency. Should you need assistance obtaining interpreter services (translated document or other language assistance), please contact the Office Supervisor at the location where you receive services.

9. Religious freedom. You have a right to be free from coercion to engage in or refrain from religious worship or spiritual activity, practice, or belief.

10. Benefits and side effects of medication. You have a right to an explanation of the potential benefits and any known side effects or other risks associated with all medications that are prescribed for you.
11. Benefits and risks of treatment. You have a right to an explanation of the potential benefits and any known adverse consequences or risks associated with any type of treatment that is included in your plan of care.

12. Alternative treatments. You have the right to be provided with information about other clinically appropriate medications and alternative treatments, even if the medications or treatments are not the recommended choice of your provider. If you want to know about other treatment alternatives, please discuss this with your treatment provider(s).

13. Advance directives. You have the right to exercise your rights by substitute means, including the use of advance directives, a living will, a durable power of attorney for health care decisions, or through springing powers provided for within a guardianship.

14. Complaints/grievance. You have the right to make a complaint concerning a violation of any rights listed here or concerning any other matter, and a right to be informed of the procedures and process for making such a complaint. You have a right to receive a response in a timely and impartial manner, as well as be free from retaliation if you choose to file a complaint with JCMHC or another entity.

15. Fees. You have the right to be informed at the time of admission and before receiving treatment services (unless it is a crisis situation) about the possible charges associated with the services, as well as payment and refund procedures. You have a right to receive services regardless of your ability to pay.

16. Residential programs:
   a. Personal Communication. You have a right to receive visitors and make telephone calls as established by program policy and posted conspicuously in the treatment facility unless a) the program director or designee determines and documents in your record a specific treatment purpose that justifies waiving this right and b) you are informed of the reason the right is to be waived and your right to submit a grievance regarding the decision.
   b. Personal property. You have a right to privacy in correspondence, communication, visitation, financial affairs, and personal hygiene unless a) the program director or designee determines and documents in your record a specific treatment purpose that justifies waiving this right and b) you are informed of the reason the right is to be waived and your right to submit a grievance regarding the decision.
   c. Personal belongings. You have a right to maintain, display, and use your personal belongings, including clothing, in accordance with program policy.
   d. Nutrition. You have a right to be provided with meals that meet personal nutritional needs.
   e. Medical care. You have a right to be referred to medical services, if necessary, to maintain personal, health, safety, and welfare.
   f. Treatment activities. You have a right to have daily opportunities for social, recreational, or rehabilitative activities.
II. CLIENT RESPONSIBILITIES

As a client you have certain responsibilities:

1. Provide all pertinent information needed for treatment. This includes your history and reasons for seeking treatment. Unless you pay the full cost of your treatment personally, we will need insurance, financial, and other information from you. Mental health professionals can only know how you feel and what your needs are if you tell them. Open and honest expressions of your thoughts, feelings, and needs are vital components of successful treatment.

2. Participate in the development of mutually agreed-upon treatment goals.

3. Follow the plan for treatment. The mental health professional will assist you or your child to achieve the goals developed on the plan of care. However, much of the effort needed for change will come from you. This includes following instructions for care that you have agreed upon with your primary treatment provider or medical staff.

4. Keep your appointments or cancel in a timely manner. We require at least twenty-four (24) hour notice of cancellation. This allows an opportunity for others to use the time. You will be billed for any appointments not canceled within 24-hours.

5. Let us know of any special arrangements you might need due to a disability or special condition.

6. Arrange for care of your children while you are receiving services. Children may not be left unsupervised in the lobby or hallways while you are meeting with your treatment provider.

7. Let the primary treatment provider, physician, or nurse know if medications are discontinued or problems with medication occur.

8. Let agency personnel know if a crisis or emergency situation exists. If you experience a mental health crisis, please notify JCMHC.

9. Respect others’ confidentiality. Please keep any information confidential (including identity) about others who might be seeking treatment at JCMHC. All information shared in group sessions should be kept confidential.

10. Let us know if your name, address, phone number, financial status, or information changes. Your help in keeping our records updated is appreciated.

11. Let us know if you do not plan to return for services. If you wish to discontinue services, please let your treatment provider or the receptionist know.

12. Let agency personnel know if you are dissatisfied with services. Your comments may be helpful to us in looking at ways to improve services.

13. Make sure payments for all services are made in a timely manner.

14. Treat staff and clients with courtesy and respect.

15. Assist us in coordinating your care with any outside provider. JCMHC staff can only talk with these individuals if you provide written authorization for such communication. Your primary treatment provider can explain why this communication would be beneficial to your treatment.
III. PROCEDURES

16. Assist us in maintaining a safe environment. The staff strives to make this a safe environment conducive to treatment. Any activity or behavior which is disruptive should be reported immediately. In addition, no weapons of any type are allowed in any JCMHC facility with the exception of law enforcement who are in the facility on official police business.

17. Participate in your child's treatment if your child receives services at JCMHC. You will be asked to give consent for treatment, and to participate in the development and implementation of your child's treatment plan.

18. Respect the rights and property of others. You are expected to take care of your own personal property and stay away from others' possessions. You are expected to treat JCMHC property respectfully. We reserve the right to refuse to serve you if you are under the influence. If we suspect you are operating a motor vehicle under the influence a report will be made to local law enforcement.
III. PROCEDURES

a. Procedure for changing treatment providers. In the event you do not feel you can work with your assigned primary treatment provider, you may request a transfer to another member of our staff. Typically, it is best to discuss this with your primary treatment provider. If you do not feel comfortable doing this, the receptionist will help you contact the appropriate Team Leader or Division Director.

b. Procedure for discontinuing treatment. If you wish to discontinue treatment prior to the agreed-upon time in the plan of care, please discuss this with your primary treatment provider. This is especially important if you are receiving medication therapy because suddenly stopping certain medications can have serious consequences.

c. Procedure for voicing complaints, grievances, or recommend changes in Services. If there is a problem which prevents you from receiving help or benefit from JCMHC services, please let staff know. It is best to discuss problems first with your primary treatment provider. If you do not feel comfortable doing this, the receptionist will help you contact the appropriate Team Leader or Division Director. If you prefer to speak with someone who is not directly responsible for your treatment, you can contact the Manager of Quality & Integrity who is responsible for addressing any issues related to the quality of the services provided at the JMCHC. As a final option, you may contact the Director with any concerns. If you feel as though the JCMHC has not adequately addressed your concerns or you wish to directly file a grievance with another entity, you may, at any time, contact a representative from the Kansas Department of Aging and Disability Services (KDADS), Division of Behavioral Health at:

Kansas Department of Aging and Disability Services (KDADS)
New England Building 503 S. Kansas Ave. Topeka, KS 66603
   Main: 1-(785)-296-4986
   TTY Number: 1-(785)-291-3167
   Toll-Free (in Kansas Only) (800)-432-3535

or

Office of Civil Rights
U.S Department of Health & Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Toll-Free: (800)-368-1019
TTD Toll-Free (800)-537-7697
IV. FEES AND INSURANCE

JCMHC provides service to all residents of Johnson County regardless of ability to pay. Before your first appointment, we will determine your fee based on household income, family size, and certain financial obligations. We ask that you provide complete and accurate financial information so that any discounted fee can be set appropriately. No Johnson County resident will be denied medically necessary service based on an inability to pay.

Information about your personal finances, including available third party payment sources, such as insurance, must be provided unless you choose to pay the full cost of services without assistance.