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MID-AMERICAN BAPTIST
SOCIAL SERVICE CORPORATION

Healthy Independence for Every Young Adult

Step North

Family, Friend and Supporter Involvement





What is this?
This packet contains information that we hope encourages family members and supporters of a Step North resident to become involved as he works toward life on his own.

Step North

Family, Friend and Supporter Involvement

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An Overview of Family, Friend and Supporter Involvement

Do you have genuine care and concern for a resident of Step North?

Involvement with family, friends or neighbors, can be an important part of a young person's success in school, employment, in the community and in life generally. If you are, or are willing to become, a positive force in the life of a Step North resident we welcome your participation with us. All family/friend/neighbor involvement must be consistent with the resident's case/treatment plan and when applicable, must be approved by MABSSCO and the referring agent.

At admission, MABSSCO staff will complete the "Resident's Family/Approved Supporter Involvement Screen" that will identify family and other supporters that want to be involved and are approved to be involved by a referring agent when applicable. We have put a copy of the form in this packet to get you thinking about some of the ways you might be involved to assist a young person's successful transition to healthy independence.

Learn more about how you can be involved at Family Orientation

At least monthly, MABSSCO offers a *Family Orientation* for family members and other potential client supporters or interested persons. If you are not able to attend we can arrange a time for orientation that works for your schedule. The Family Orientation will focus on the role you can play to support a Step North client as they venture forth toward life on their own.

Maybe you can become part of this young person's *Support Network*

A *Support Network* for a young person consists of a variety of people who are ready to support and encourage a young person facing a challenge in a particular area of his/her life. They may also take action on behalf of the young person as requested by the young person or as needed. Persons in the network have agreed in advance to be a resource to the young person in a certain area(s) of their life.

Come and Visit Us

You are welcome to visit your son/friend at Step North at a time that works for you. You are welcome to join us for a meal if you would like. Here is information about ways we can make it easier for you to be involved:

- **Family Orientation**
Family Orientation is offered monthly or by appointment if family members or other supporters cannot attend at the regularly scheduled time.
- **Family Room**
We have converted a conference room into the Family Room. This room can be used for private family visits and can also be used to share a family meal.
- **Meeting Times**
Let us know what times work best for you for meetings and we will make every effort to accommodate your needs as we want you to be involved in planning.
- **Transportation Assistance**
We do not want transportation to be a barrier to your visiting or being involved in planning meetings. Here are some of the ways that we can assist you with transportation costs:
 - **Mileage reimbursement**
Mileage reimbursement will be available as needed to facilitate family or key supporter visits.

- **Bus fare reimbursement**
Mileage reimbursement will be available as needed to facilitate family or key supporter visits.
- **Pickup at Transit Station**
We can make arrangements to pick up family members or key supporters from a Southwest Transit station.
- **Family Housing during Visits**
MABSSCO will subsidize or pay for one night of overnight lodging for family members of key supporters as needed.

From MN Rule 2960, the rule that governs our operations:

2960.0080 FACILITY OPERATIONAL SERVICES, POLICIES, AND PRACTICES.

Subp. 19. **Family involvement.** If family involvement is a goal in a resident's case plan, the license holder must list procedures and program plans which are in accordance with a resident's case plan, that facilitate the involvement of the resident's family or other concerned adult, in the resident's treatment or program activities.

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What is this?

Staff use this form to document that you have been invited to various family involvement events.

Family, Friend and Supporter Involvement Event Checklist

Client Name: _____

Family Orientation

Family members have been contacted and invited to the next Family Orientation, or an appointment has been made.

Contact Date/Person(s) contacted/Staff Initials: _____

Key community supporters (e.g., friends, neighbors and other interested persons) have been contacted and invited to the next Family Orientation, or an appointment has been made.

Contact Date/Person(s) contacted/Staff Initials: _____

Monthly Family Gathering

Family members have been contacted and invited to the monthly Family Feast.

Contact Date/Person(s) contacted/Staff Initials: _____

Key community supporters (e.g., friends, neighbors and other interested persons) have been contacted and invited to the monthly Family Feast.

Contact Date/Person(s) contacted/Staff Initials: _____

Other Family Events

Family members have been contacted and invited to upcoming family events.

Contact Date/Person(s) contacted/Staff Initials: _____

Key community supporters (e.g., friends, neighbors and other interested persons) have been contacted and invited to upcoming family events.

Contact Date/Person(s) contacted/Staff Initials: _____



Healthy Independence for Every Young Adult

What is this?

Describes desired results in the lives of young men after they leave Step North. It also suggests the positive impact family and other supporters can have in their lives

Step North Program Outcomes

We work with a young man to achieve the following outcomes as he transitions to life on his own:

1. Have a safety and support network of caring people he can count on.

We want to develop a network of ordinary people that a young person on his own can turn to for support to deal with whatever he is struggling with. Family members, friends or neighbors are among those that can fit the bill. We will work with the young man to identify and if necessary recruit people for his support network. By the time he leaves we want a young man to be confident that his support network will work for him.

2. Find a steady, satisfying job that matches his vocational strengths and preferences.

We will work with a young man to assess his employment strengths, interests and aptitudes and will work on employability skills with him. Through educational and career exploration, we will assist him in finding a future employment direction that he can feel good about. Family members, friends, neighbors and other supporters may be resources for future employment and career direction.

3. Have a workable budget to sustain him.

Money management is a crucial skill for a young man living on his own. Planning how to spend your money, save money and use credit wisely is among the skills a young man can learn at Step North and also from the example of family members and friends.

4. Live in safe, affordable housing.

Once a young man makes some choices about housing we can help him find the kind of housing he can afford and feel secure in. Family members and other supporters may be the source of promising leads on housing that may work for a young man when he leaves Step North.

5. Maintain law abiding behavior in his community.

We all value safety and peace in our communities. We work with young men to increase their understanding of their roles and responsibilities as a law abiding citizen. A young man's family, friends, neighbors and other supporters can have a profound effect on his decision making when it comes to living a law abiding life.

6. Participate in a healthy way in the life of his community.

We want young men to be an asset to their community. If they return to their home community, or elsewhere, they will face many choices about how they will relate to their community. The influence of family members, friends and neighbors cannot be underestimated in how a young man participates in the life of the community.

Please see the ***Step North Information, Thinking and Progress Packet*** (designed for residents) for more information about how we work with young men to reach these outcomes.

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Healthy Independence for Every Young Adult

What is this?

This "checklist" shows the path young men follow at Step North to work towards independence.

The 5 Phases towards Independence show some of the activities and tasks young men complete before they are discharged.

Young Adult Name: _____

Five Phases towards Independence Checklist

Check the box after you have completed a task or reached a milestone

Phase	Tasks & Milestones	Privileges*
Roadmap Develop a treatment plan and begin to implement it.	<input type="checkbox"/> Review the "Step North Information and Thinking Packet". <input type="checkbox"/> Complete all "Think About..." assignments and review with case coordinator. <input type="checkbox"/> Participate in developing your Treatment Plan. <input type="checkbox"/> Complete the first two worksheets for developing a safety and support network. <input type="checkbox"/> Begin ILS System assessment and begin ILS activities. <input type="checkbox"/> Complete your vocational assessment. <input type="checkbox"/> Start the ES-TIP employability skills training. <input type="checkbox"/> Get a job. <input type="checkbox"/> Enroll in school (if part of your plan). Average Time to Complete: One month	Basic
Practice Put into practice new skills and strategies.	<input type="checkbox"/> Practice skills to achieve treatment plan goals. <input type="checkbox"/> Complete at least half of your ILS System activities. <input type="checkbox"/> Complete the ES-TIP employability skills training and apply to your work. Average Time to Complete: One-Two months	+Off-Campus visits
Challenge Take on more challenging opportunities to practice skills.	<input type="checkbox"/> Participate in apartment living simulation. <input type="checkbox"/> Independent grocery shopping and cooking. <input type="checkbox"/> Complete all of your ILS System activities. <input type="checkbox"/> Complete the final worksheet for developing a safety and support network. <input type="checkbox"/> Draft your Transition Plan with your case coordinator. Average Time to Complete: One-Two months	+Independent activities
Transition Implement the Transition Plan.	<input type="checkbox"/> Complete your Transition Meeting. <input type="checkbox"/> Finish developing your Transition Plan with your case coordinator. <input type="checkbox"/> Work with employment coordinator on post-discharge employment. <input type="checkbox"/> Work with housing coordinator on post-discharge housing. <input type="checkbox"/> Complete pre-discharge action items in your Transition Plan. Average Time to Complete: One-Two months	+Single room. +Cell phone. +Car.
Aftercare Begin post-discharge community based support.	<input type="checkbox"/> Discharge from Step North. <input type="checkbox"/> Work with your case coordinator for up to six months. <input type="checkbox"/> Participate in a six month follow-up evaluation. Average Time to Complete: Up to six months	Community life.

* **Maintaining Privileges:** You can maintain these extra privileges as long as you are meeting basic program expectations including working on your treatment plan, the tasks of the phase you are in, following the Rules of Conduct and actively participating in program activities. Some privileges are subject to referring agent approval.



Healthy Independence for Every Young Adult

What is this?

Information about the ways staff will maintain and enhance a family friendly, culturally welcoming environment for clients and visitors.

Creating a Family Friendly, Culturally Welcoming Environment

Our policy is to maintain and enhance the environment at MABSSCO Step North so that visitors recognize it as a place that values families and different cultural backgrounds.

Five Sensing

One way that we can monitor our progress in creating a family-friendly, culturally welcoming environment is by “five-sensing” the environment, i.e., using the five senses of sight, sound, smell, taste and touch. Here are examples of how that works:

Sense	Action or Activity
sight and touch	Displays of art and artifacts that represent different cultures
taste and smell	Cooking food that is representative of different culture
sound	Playing of culturally specific music

Culturally and Linguistically Appropriate Services

Proving services that are effective in meeting the cultural needs of clients and their families and supporters are essential to good client outcomes.

See *Culturally and Linguistically Appropriate Services* in this packet for more information about our efforts to improve cultural competence of MABSSCO.

Family Involvement

Involvement of client’s families and supporters must go beyond visits and events and include planning and evaluation. Culturally appropriate planning means devising ways to incorporate the input of family members and other support network members in our service efforts. This includes direct contact and specific documentation of cultural input into planning documents such as treatment plans, transition and aftercare plans.

What is this?

This describes basic policies about communication and visits. More info about visits follows this policy.

Communication and Visits

MABSSCO believes that healthy connections with family, friends, neighbors and other members of the community are vital for a young person’s success. Because of that core value MABSSCO Step North will work diligently to facilitate those connections. Visits and communication with family and other important persons and groups that have a positive impact on a young person’s life are a right rather than a privilege. Safely facilitated, they are necessary to promote the growth and success of residents.

Communication

Our communication policies recognize the need to be guided by a resident’s treatment plan and the needs of other residents.

• **Telephone**

Subject to availability, residents are free to use the phone to call family and other approved persons.

• **Mail**

Mail is delivered to residents on a regular basis. Mail is given directly to residents unless it is directed in the resident’s treatment plan to do otherwise. Mailing address is Resident’s Name, c/o MABSSCO, PO Box 330, Victoria, MN 55386.

• **Adaptive Communication Devices**

As needed, MABSSCO will acquire adaptive communication devices for residents who can benefit from them in connecting with family or other approved persons.

• **Other Means of Communication**

MABSSCO is open to the use of other communication devices, e.g., computer to facilitate healthy connections between residents and family or other approved persons when it is safe to do so.

Visits

MABSSCO Step North works to develop family-friendly and culturally welcoming features. We believe that the burden is on us to create a genuinely welcoming environment for family/kin/other interested person visits with residents. Visitors will be surveyed to gather information about what works to make visits a positive experience.

• **On-Grounds**

Families will have access to visits at hours and days that are convenient to them.

• **Off-Grounds**

Off grounds visits are encouraged if they are compatible with the treatment plan and safety can be planned for. MABSSCO supports efforts at healthy reconnection between resident, family and others.

From MN Rule 2960, the rule that governs our operations:

2960.0080 FACILITY OPERATIONAL SERVICES, POLICIES, AND PRACTICES.

Subp. 15. **Communication and visitation.** The license holder must have a written policy about resident communications and visiting with others inside and outside of the facility that meets the requirements of items A and B.

A. The license holder must have a written policy about the use of the telephone, mail, adaptive communications devices, and other means of communication, compatible with the needs of other residents and the resident’s case plan.

B. License holders may not restrict the visiting rights of the parents of a resident beyond the limitations placed on those rights by a court order under Minnesota Statutes, section [260C.201](#), subdivision 5, or limitations in the resident’s case plan. The visiting policy must allow parental visits at times that accommodate the parent’s schedule.

What is this?

We want on-campus visits to be safe, positive and productive. Here are a few guidelines to keep in mind for visits.

On-Campus Visiting Guidelines

Your Visits are Important!

MABSSCO believes that healthy connections with family and community are vital for your son's success. Because of that belief, MABSSCO will work hard to facilitate those connections. Visits and communication with family are a right rather than a privilege and we believe that they are necessary to promote the growth of residents. When visits are on-campus, our goal is for everyone involved to have a safe, positive and productive experience.

MABSSCO Step North works hard to develop family-friendly and culturally welcoming features. We believe that the burden is on us to create a genuinely welcoming environment for family/kin/other interested person visits for residents. We ask you to complete a Family Visit Survey after each visit. This will help us to gather information about what works to make visits a positive experience.

Our Basic Guidelines for visiting Include, but are not limited to the following expectations:

1. **Please Call Ahead:** Please call ahead to schedule visits. We will call you about Family Orientation and other scheduled events for families.
2. **Please Check-In:** Please check-in with staff when you arrive and sign our visitor's log.
3. **Bringing Siblings and Others:** Feel free to bring sibling and other family members or resident support persons with you when you visit (please let us know how many people will be coming so we can plan for them).
4. **Health & Safety:**
 - a. **Child Supervision:** If you bring your son's siblings or other minor s with you we expect you to provide in-sight supervision for them even if they are participating in a staff supervised event or activity. We want everyone to have a safe, healthy and happy experience.
 - b. **Chemical-Free:** Please do not drink or use drugs before a visit to a MABSSCO facility. Any visitor that we suspect is under the influence of alcohol or other drug will be asked to leave the campus immediately.
 - c. **Smoking:** Smoking is prohibited anywhere in MABSSCO buildings. Please smoke only in designated outdoor smoking areas.
 - d. **Non-Violence and Peaceful Conflict Resolution:** Please help us model non-violence and peaceful conflict resolution at any MABSSCO facility. Any visitor engaging in violent or threatening behavior will be asked to leave the campus immediately.
5. **Other Guidelines:** See "Rules of Conduct, Consequences & Restoration"—this outlines the rules we expect your son to follow while at a MABSSCO facility. These rules give an idea of what we hope and expect staff and visitors to model for our young people.
6. **Please Ask Us:** If you have any questions or concerns about the visit, please don't hesitate to ask us. Our goal is for you to have a pleasant, productive and fun visit with your son.

Revised 11/08, 2/09

What is this?

Here are suggestions to make off-campus visits to family or friends more productive.

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Off-Campus/Community Visiting Guidelines

Off-Campus/ Community Visits are Important!

MABSSCO believes that healthy connections with family and community are vital for your son's success. Because of that belief MABSSCO Step North will work hard to facilitate those connections. Visits and communication with family are generally a right rather than a privilege and we believe that they are necessary to promote the growth of residents. Under certain circumstances, MABSSCO, Community Treatment Team or referring agent concerns (e.g., safety concerns) made to lead to a visit's delay or cancellation.

During the Roadmap Phase toward Independence, on-campus visits only.

Our Basic Guidelines for Off-Campus Visiting Include, but are not limited to the following expectations:

1. **Complete visit request forms:** Residents must complete MABSSCO visit request forms by Wednesday for a weekend pass.
2. **Please Check-In:** Resident's are required to check-in with MABSSCO staff via phone, as agreed upon, while on an off-campus visit.
3. **Health & Safety:** We ask that family members and supporters contact us if they are concerned about incidents or events involving residents while they are on an off-campus visit. We are concerned about resident safety and well-being and want to assist them in remaining focus on their goal of successful independent living.
4. **Please Ask Us:** If you have any questions or concerns about the visit, please don't hesitate to ask us. Our goal is for you to have a pleasant, productive and fun visit with your son.

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Healthy Independence for Every Young Adult

What is this?

MABSSCO policy and state and federal guidelines for cultural competence.

Culturally and Linguistically Appropriate Services

Our goal and policy to develop and maintain culturally and linguistically appropriate services is motivated by a desire to improve outcomes for our clients. The goal includes efforts to increase staff diversity and cultural competence in services and organization and providing linguistic services (oral and written) as needed.

Family Involvement is a Key

More family involvement is a key strategy in this area. Culture can be defined as how people live their lives. Families are the experts on how they live their lives and we dare not assume that all families from a specific cultural group are the same. Becoming culturally competent is a journey rather than a quick fix. Our families can help us work more effectively with our clients when we involve them in our program.

Strategic Alliances

We are also exploring strategic alliances with culturally specific agencies to assist us with training and consultation and possible joint efforts to benefit our clients.

MABSSCO CLAS Committee

To improve our performance in this area we have formed an internal Culturally and Linguistically Appropriate Services (CLAS) Committee that includes staff, client and Board representation. We will review both state and federal guidelines in further developing our policies, procedures and practices to advance our services.

From the MN DHS website—Guidelines for Culturally Competent Organizations:

http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_016415

Health and human services organizations can enhance their cultural competence with:

- culturally competent personnel – providers, paraprofessionals, and administrators with appropriate skills, knowledge, and attitudes
- culturally competent services – interventions and treatments proven effective with individuals from the diverse communities likely to be served
- culturally competent organizations – policies, administrative procedures, and management practices designed to ensure access to culturally appropriate services and competent personnel.

Professionals need to constantly improve their skills and increase their knowledge. Organizations hire and train culturally skilled and knowledgeable people. They anticipate which cultural communities they are likely to serve and then develop the competence to serve them appropriately. When an organization finds that it lacks a professional skilled in the culture or language of a client in the waiting room, it is incumbent upon the organization to consult with, or refer to, someone who possesses that skill. Prior to calling upon consultants or making referrals, the organization needs to have established relationships with them. In an emergency, meet immediate needs. Make a referral for culturally appropriate follow-up.

Federal Standards for Culturally and Linguistically Appropriate Health Care Services

Preamble: Culture and language have considerable impact on how patients access and respond to health care services. To ensure equal access to quality health care by diverse populations, health care organizations and providers can:

1. Promote and support the attitudes, behaviors, knowledge, and skills necessary for staff to work respectfully and effectively with patients and each other in a culturally diverse work environment.
2. Have a comprehensive management strategy to address culturally and linguistically appropriate services, including strategic goals, plans, policies, procedures, and designated staff responsible for implementation.
3. Utilize formal mechanisms for community and consumer involvement in the design and execution of service delivery, including planning, policy making, operations, evaluation, training and, as appropriate, treatment planning.
4. Develop and implement a strategy to recruit, retain and promote qualified, diverse and culturally competent administrative, clinical, and support staff that are trained and qualified to address the needs of the racial and ethnic communities being served.
5. Require and arrange for ongoing education and training for administrative, clinical, and support staff in culturally and linguistically competent service delivery.
6. Provide all clients with limited English proficiency (LEP) access to bilingual staff or interpretation services.
7. Provide oral and written notices, including translated signage at key points of contact, to clients in their primary language informing them of their right to receive interpreter services free of charge.
8. Translate and make available signage and commonly-used written patient educational material and other materials for members of the predominant language groups in service areas.
9. Ensure that interpreters and bilingual staff can demonstrate bilingual proficiency and receive training that includes the skills and ethics of interpreting, and knowledge in both languages of the terms and concepts relevant to clinical or non-clinical encounters. Family or friends are not considered adequate substitutes because they usually lack these abilities.
10. Ensure that the clients' primary spoken language and self-identified race/ethnicity are included in the health care organization's management information system as well as any patient records used by provider staff.
11. Use a variety of methods to collect and utilize accurate demographic, cultural, epidemiological and clinical outcome data for racial and ethnic groups in the service area, and become informed about the ethnic/cultural needs, resources, and assets of the surrounding community.
12. Undertake ongoing organizational self-assessments of cultural and linguistic competence, and integrate measures of access, satisfaction, quality, and outcomes for CLAS into other organizational internal audits and performance improvement programs.
13. Develop structures and procedures to address cross- cultural ethical and legal conflicts in health care delivery and complaints or grievances by patients and staff about unfair, culturally insensitive or discriminatory treatment, or difficulty in accessing services, or denial of services.
14. Prepare an annual progress report documenting the organizations' progress with implementing CLAS standards, including information on programs, staffing, and resources.

Here is a link to the website with more information about CLAS standards <http://www.ahrq.gov/about/cods/planclas.htm>

What is this?
 We ask family members to complete this survey after visiting Step North.

Family Visit Survey

The purpose of this survey is to find out how satisfied you are with your visit with your son/ kin/ friend/neighbor, a resident of Step North. Please check the response that most closely identifies your level of satisfaction. **Please return this completed survey to us in the enclosed stamped, addressed envelope. Thanks.** We use survey results to help us improve our services and to make our environment more culturally welcoming and family friendly.

My Level of Satisfaction

Statement	Not	Very Low	Low Applicable	Medium 1	High 2	High 3	Very High 4	5
1. I felt welcomed by the staff when I visited at Step North.								
2. I felt that the overall environment was family friendly.								
3. I felt that the overall environment was welcoming to someone with my cultural background.								
4. I felt respected by the staff when I visited at Step North.								
5. The staff assisted in making the visit a positive experience.								
6. I would feel comfortable coming back to visit.								
7. As a result of today's visit, I feel more closely connected with my son/friend/neighbor.								

Please comment on any positive or negative effects on your child/youth visited and/or your family as a result of today's visit:

Name of Visitor (optional): _____ Date: _____

Name of Youth Visited (optional): _____

What is this?

We ask parent or guardians to complete this survey after their son is discharged.

Parent/Guardian Satisfaction Survey

The purpose of this survey is to find out how satisfied you are with how you were treated and how your son was treated and cared for while a resident of a MABSSCO Step North. Please check the response that most closely identifies your level of satisfaction. **Please return this completed survey to us in the enclosed stamped, addressed envelope. Thanks.** We use survey results to help us improve our services.

My Level of Satisfaction

Statement	My Level of Satisfaction					
	Doesn't Apply	Very Low 1	Low 2	Medium 3	High 4	Very High 5
1. My son received adequate daily care and support during his stay, including recreation, food, sleeping accommodations, general care, and emotional support.						
2. The screening and assessment of my son's physical and emotional well-being and functioning was accurate, useful and appropriate.						
3. Staff made adequate provisions for my son's safety.						
4. Staff supported my son's regular and/or special education, related services, and (if applicable) support for implementing my son's individual education plan.						
5. Staff supported obtaining needed medical, dental, mental health, and other services identified in my son's screening and assessments or otherwise observed or reported by staff or other persons involved with my son's care.						
6. Staff supported family and community reintegration, if appropriate.						
7. Staff supported my son in learning or enhancing skills to assist him in making a successful transition to life on his own.						

Please comment on the positive and negative effects on your son and your family of the care and any treatment offered to your son by MABSSCO Step North:

Name of Parent (optional): _____ Date: _____

Revised 10/13/05, 6/10/06, 12/20/06, 1/09



What is this?
This describes the planning meetings that family members and supporters are welcome to attend.

Scheduled Meetings

Community Treatment Team (CTT)

The *Community Treatment Team* can meet to fulfill the purpose of any of the meetings described in “Scheduled Meetings” except for “Court and Administrative Reviews”. The CTT is expected to meet within 10 days of admission and then at least every two weeks thereafter to advance progress on placement critical goals. The Community Treatment Team includes at *least* the following persons:

- Young person in residence
- Parent/Guardian and/or key supporters
- Referring agent
- MABSSCO Case Coordinator

Other potential team members include the following: therapist; Guardian Ad Litem; school representatives; and other MABSSCO staff; other referring agency staff; community provider reps.

To facilitate treatment team communication and collaboration and to comply with MN Rule 2960, the DHS/DOC promulgated rule governing Children’s Residential Facilities, MABSSCO staff convene, facilitate and/or participate in the following meetings:

1. Pre-Placement Meeting

Purpose: The Pre-Placement Meeting can be as simple as a visit by the referring agent and young person to check out the place or a more comprehensive visit that may include the family and supporters.

When: Before admission to the residential facility.

Who Should Attend? Referring agent and young person at a minimum. Parents/guardians and key supporters are encouraged to attend. Any other member of the Community Treatment Team is welcome.

2. Placement Meeting

Purpose: The Placement Meeting is the meeting that gathers the authorizations needed for placement and sets initial direction for placement including identification of special needs, clarification of the placement critical goal and the role of treatment team members.

When: At the time of placement, or shortly thereafter.

Who Should Attend? Referring agent, young person, parents/guardians and supporters. Any other member of the Community Treatment Team is welcome.

3. Treatment Plan Meeting

Purpose: The Treatment Plan meeting is convened to finalize the treatment plan. According to Rule 2960, treatment plan development must begin within 10 days of admission and thus a draft may be ready for the meeting.

When: Within 10 days of admission or shortly thereafter.

Who Should Attend? All members of the Community Treatment Team including the young person in placement.

4. Community Treatment Team Meetings

Purpose: To move the case along including review of the resident's treatment plan and plan changes as needed and update on progress on placement critical goals.

When: Within 10 days of admission then at least every two weeks thereafter.

Who Should Attend? All members of the Community Treatment Team including the young person in placement.

5. Monthly Review Meeting

Purpose: To review the resident's treatment plan and recommend changes, if appropriate and update youth progress on treatment plan goals.

When: Monthly during a resident's placement.

Who Should Attend? This review will occur during regularly scheduled program team meetings or during a Community Treatment Team meeting.

6. Continued Stay Review Meeting

Purpose: To determine whether MABSSCO, other members of the treatment team, or other interested persons and the resident can develop additional strategies to resolve the issues leading to a proposed discharge and to permit the resident an opportunity to continue to receive services from MABSSCO

When: Whenever a proposed discharge is made. MABSSCO has a "no eject" policy and thus such a meeting would be needed only under extraordinary circumstances.

Who Should Attend? All members of the Community Treatment Team including the young person in placement.

7. Transition Services Plan and Projected Aftercare Meeting

Purpose: To develop a transition services plan well before a resident's discharge and to develop a projected aftercare plan.

When: Prior to discharge.

Who Should Attend? All members of the Community Treatment Team including the youth in placement.

8. Discharge and Final Aftercare Meeting

Purpose: To develop a transition services plan well before a resident's discharge and to develop a projected aftercare plan.

When: At or close to discharge.

Who Should Attend? All members of the Community Treatment Team including the young person in placement.

9. Court and Administrative Reviews

Purpose: Court and administrative reviews may be scheduled to review a young person's placement. The young person's referring agent generally prepares for these meetings in consultation with all team members. Timely reports and updates from MABSSCO staff for the referring agent assist them in preparing their report for the Court or others.

When: Reviews are regularly scheduled and as needed.

Who Should Attend? Any Community Treatment Team member (court) or upon request by the referring agent for administrative reviews.

What is this?

This procedure describes the steps you can take if you have a complaint or concern.

Family Grievance Procedure

A MABSSCO resident's parent or legal representative, a guardian, or a concerned person in the resident's life may make a formal complaint or suggestion or express a concern about any aspect of the resident's care during the resident's stay in the facility. **The steps in the grievance process are as follows:**

1. Talk to a staff person, your child's assigned case coordinator and/or program director or operations manager and try to resolve your complaint or grievance informally. If you are still unhappy you can go to step 2.
2. Put your complaint/grievance in writing. Give the written complaint/grievance to your child's assigned senior skills worker or program director. Please write your complaint/grievance on a clean sheet of paper and include the following information:
 - a. Your name
 - b. The date you wrote the complaint/grievance
 - c. A description of your complaint/grievance with as much detail as you like and as needed to explain it.
 - d. A description of the action you would like the staff to take to resolve your complaint/grievance.
 - e. Sign and date your finished grievance.

We encourage you to follow these steps in order but you can submit a grievance beginning with step 1.or 2.

Any information about maltreatment of a child or vulnerable adult obtained through the grievance process will be reported as required by Minnesota Statutes, Section 626.556, Reporting of maltreatment to minors or Section 626.557, Reporting of maltreatment of vulnerable adults.

MABSSCO staff will respond to your grievance within five (5) days. Staff response may be appealed to MABSSCO's Chief Executive Officer at MABSSCO, PO Box 330, Victoria, MN 55386.

M A B S S C O

MID-AMERICAN BAPTIST
SOCIAL SERVICE CORPORATION

Healthy Independence for Every Young Adult

For most issues please contact
your son's assigned Case
Coordinator first.

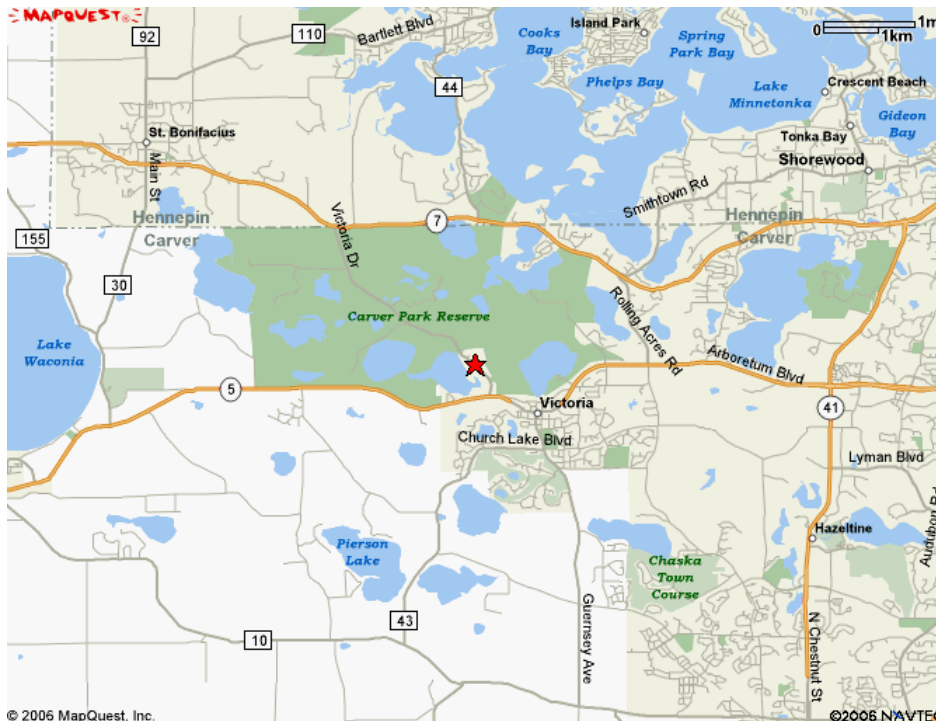
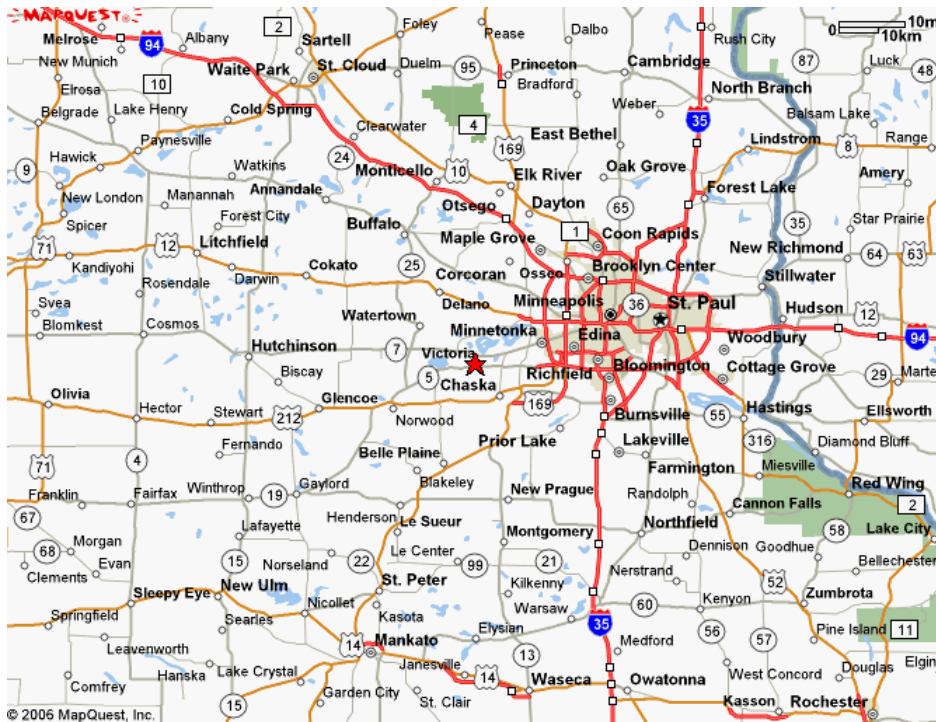
MABSSCO Step North Contact Information

Position	Name	Role	Contact Info
Case Coordinators	<input type="checkbox"/> Scott Nutter and Kellie Meyers <input type="checkbox"/> Sheri Thompson	<p>Primary contact for day- to-day case issues. Lead on Treatment planning and convene CTT meetings. Coordinates aftercare services and testing of safety and support networks.</p> <p>Each resident is assigned a case coordinator.</p>	<p>snutter@mabssco.org kmeyers@mabssco.org sthompson@mabssco.org PH: 952-443-2859 FAX: 952-443-2559</p>
Employment/ Housing Coordinator	LaTanda Etaghene	Focuses on employment related issues and post-discharge housing.	<p>letaghene@mabssco.org PH: 952-443-2859 FAX: 952-443-2559</p>
Family Involvement Coordinator	Daniel Bubna	Focuses on involving families in our work with clients.	<p>dbubna@mabssco.org PH: 952-443-2859 FAX: 952-443-2559</p>
ILS Workers and ILS Worker 2's	Day, evening and overnight staff.	<p>Day-to-day direct care and treatment. Each resident is assigned an ILS Worker.</p> <p>ILS 2's coordinate foods and apartment living simulation.</p>	<p>ilsworkers@mabssco.org PH: 952-443-2859 FAX: 952-443-2559</p>
Program Director	Scott Nutter	Program leadership and management and serves as primary referral contact.	<p>snutter@mabssco.org PH: 952-443-2859 FAX: 952-443-2559</p>
Operations Manager	Tyree Walton	Leads and manages daily operations and referral contact.	<p>twalton@mabssco.org PH: 952-443-2859 FAX: 952-443-2559</p>
Clinical Director	Mary Gales-Wenz, MSW, LICSW	Provides clinical direction and direct clinical services for clients including individual and group services.	<p>mgales@mabssco.org PH: 952-443-2859 FAX: 952-443-2559</p>
Nurse Consultant	Betty Wentworth, RN Health Counseling Services, Inc.	Works with staff and young people help assure that health care needs are met.	<p>bwentworth@mabssco.org PH: 952-443-2859 FAX: 952-443-2559</p>
Finance Director	Muhumed M. Mubarak, CMA	Works with staff on financial, payment and budget issues.	<p>mmubarak@mabssco.org PH: 952-443-5002 FAX: 952-443-2559</p>
CEO	Charlie Lawler, MBA, LSW	Available to consult with any staff or CTT member	<p>clawler@mabssco.org PH: 952-443-5002 FAX: 952-443-2559</p>

Directions to MABSSCO Step North:

From the East: Take MN 212 West to the Engler Blvd (Cty Rd 10) Exit in Chaska. Make a right going west on Cty Rd 10, then make a right on Cty Rd 11 to Victoria then take a left on Highway 5 west to Carver County Rd 11 (Victoria Drive)—you will then take a right at the corner where the Dairy Queen is located and go to 7600 Victoria Drive (about 1/4 mile on the right) or take MN Highway 7 west to Carver County 11 (Victoria Drive) and make a left turn on to 11--MABSSCO Step North will be on your left after about 2 miles.

From the West: Take MN Highway 5 east to Carver County 11 (Victoria Drive) in Victoria, MN—you will take a left at the corner where the Dairy Queen is located and go to 7600 Victoria Drive (about 1/4 mile on the right) or take MN Highway 7 east to Carver County 11 and make a right turn on to 11. MABSSCO Step North will be on your left after about 2 miles.



**If you get lost
call us at 952-443-2859
for more directions.**

