



Individual, Family, and Group Counseling Services



Handbook

for teens, young adults, parents, caregivers,
family members and others
receiving mental health supports and substance use recovery services
through



1025 Airport Drive, South Burlington, Vermont 05403

802 • 488 • 7711

[www • CenterpointServices • org](http://www.CenterpointServices.org)



Do you need help reading or understanding the information in this handbook, or with any of the Centerpoint services or materials offered to you?

Translation and other language media are available to you, both verbally and in print. If you would like help with language translation, with interpretation, or with other cultural considerations to better access Centerpoint services, please let us know. We are honored to help with this.

¿Necesita ayuda para leer o comprender la información de este manual, o con cualquiera de los servicios de Centerpoint que se le ofrecen?

Traducción y otros medios de comunicación en otros idiomas están disponibles para usted, tanto verbalmente como en forma impresa. Si desea ayuda con la traducción de idiomas, con la interpretación o con otras consideraciones culturales para acceder mejor a estos servicios, háganoslo saber. Nos sentimos honrados de ayudar con esto.

Da li vam je potrebna pomoć u čitanju ili razumijevanju informacija u ovom priručniku, ili sa bilo koju od Centerpoint usluga koje su vam ponuđene?

Prevod i drugi jezički mediji dostupni su vam, i verbalno i u štampanoj. Ukoliko želite pomoć u pretovanju jezika, uz tumačenje, ili sa drugim kulturnim razmatranjima za bolji pristup ovim uslugama, molimo vas da nas javite. Počaćeni smo da pomognemo u ovome.

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ဘာသာပြန်ခြင်းနဲ့ တခြားဘာသာစကားမီဒီယာတွဲကို စကားနဲ့ရော ပုံနှိပ်ပါ။ အကယ်၍ သင်သည် ဘာသာပြန်ဘာသာပြန်ခြင်း၊ အနက်ပန်ခြင်း သို့မဟုတ် အခြားယဉ်ကျေးမှုဆိုင်ရာသုံးသပ်ချက်များဖြင့် ဤလုပ်ငန်းဆောင်တာများကို ပိုမိုကောင်းမွန်စွာ ဝင်ရောက်ကူညီနိုင်ရန် ကူညီပေးလိုပါက ကျေးဇူးပူ၍ အသိပေးပါ။ ယင်းကို ကျွန်ုပ်တို့ကူညီပေးရန် ဂုဏ်ယူကပြည်။

Avez-vous besoin d'aide pour lire ou comprendre les informations contenues dans ce manuel, ou avec l'un des services Centerpoint qui vous sont proposés ?

La traduction et d'autres supports linguistiques sont à votre disposition, tant verbalement que sous forme imprimée. Si vous souhaitez de l'aide pour la traduction linguistique, l'interprétation ou d'autres considérations culturelles pour mieux accéder à ces services, veuillez nous en informer. Nous sommes honorés de vous aider à cet égard.

Centerpoint promotes the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS) , with the aim to improve health care quality as we serve increasingly diverse communities. We commit to provide effective, equitable, understandable and respectful services and supports that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy and other communication needs (US. HHS, Office of Minority Health; www.ThinkCulturalHealth.hhs.gov).



Welcome to Centerpoint. A little bit about us...

Centerpoint provides a full array of treatment & educational supports and programs to teens, young adults, and their families faced with emotional, behavioral, mental health, substance abuse, or special learning needs. Centerpoint clients receive a comprehensive plan of services that may include:

- Responsive & matched screening and assessment
- Outpatient counseling for social, emotional, mental health, and substance use concerns
- Family counseling, parenting support, and caregiver consultation
- Group therapy and counseling
- Intensive outpatient (IOP) treatment services and plans
- Counseling services for the college and transition-aged student
- Integrated special education and mental health day treatment services through the Centerpoint School
- Community Education Initiatives and the Centerpoint Cooperative: life skills training, proficiency-based education plans, and therapeutic tutoring
- Psychiatric consultation
- Gender-affirmative counseling and support services
- Somatic, limbic, and body-based treatment services
- Centerpoint Arts Collective, including visual & performance art, music, and drama therapies
- Trauma-transformed treatment and healing support
- School-based and community-based substance abuse and mental health services
- Telehealth and remote counseling and educational services
- Truancy intervention services
- CHECKPOINT: Screening, brief intervention, and access to services and supports (SBIRT)
- Community wellness and recovery connections
- Community Health Initiatives, including prevention programs and health promotion services

Centerpoint's services are provided on-site and within community settings throughout Northwestern Vermont, with centrally-located clinic and school campus locations in Chittenden County:



94 West Canal Street
Winooski, Vermont 05404



1025 Airport Drive
South Burlington, Vermont 05403



46 Main Street
Winooski, Vermont 05404

802 • 488 • 7711

[www • CenterpointServices • org](http://www.CenterpointServices.org)

Centerpoint provides services **from 8:00am through 7:30pm, Monday through Friday.**

Centerpoint's administration and reception office is open from 8:30am through 5:00pm.

Crisis support services are available 24 hours a day. In Chittenden County, call 488-7777.

Outside of Chittenden County, contact your local community mental health center.

An introduction to Centerpoint's Substance Abuse & Mental Health Counseling Services.

People come to Centerpoint for many reasons. Some are seeking to improve their lives or manage difficult situations. Some are working to learn new skills to address difficult experiences or past challenges. Some are looking to improve relationships, with friends or within families. Some come to Centerpoint because their emotional well-being or mental health is interfering with their physical health. Some are looking to address a drug or alcohol problem, other issues of unhealthy behavior or addictions, and to work toward recovery from the difficulties in their lives. Many are seeking new and healthy ways to feel better and to stop feeling as bad.

For whatever reasons you are here, we look forward to working with you, and we offer you our full commitment as you work toward making changes, finding health, and feeling better.

Many young people seek counseling and support for themselves; it is their own idea, they are asking for help. For others, seeing a counselor or getting help may not be their own idea; someone else may be telling them that they should get help.

We understand that you may be here because of school requirements or legal issues. Your parents, guardians, doctors, school administrators, or others may say that you need to be in counseling. You may also be receiving services from a counselor outside of Centerpoint who believes that our services may help you to find success... more effectively... in a way that best matches your needs or interests, and in a way that may be more long lasting.

With all of these different reasons for participating in services at Centerpoint, there is so much that you can get from these services. This Handbook serves as introduction and guide. We suggest that you read through this, and hang on to it for future reference (or visit our weblink: [SAMH Participant Handbook - Centerpoint Services](#)).

As you read through, you'll learn more about Centerpoint and our many different approaches to counseling. You'll learn of: new opportunities; your rights and responsibilities; programs and schedules; and, answers to some of your questions.

You'll always be able to ask any new or unanswered questions of our counseling staff and your Primary Clinician. Your Centerpoint Primary Clinician is your "point person" - a counselor that will offer you individual support, may work with your family, may be leading a group that you'll be in, and may coordinate with others who offer you services to make sure things are working well for you.

Your Primary Clinician will also help you to identify goals, work with you on a 'Plan of Care' to achieve these goals, and help you to review your progress and adjust or revise goals or plans.

Your Primary Clinician is: _____ Phone: _____
email address: _____


As you read through this handbook, we invite to make the most of this opportunity to improve your health and well-being, and we offer our skill, dedication, creativity, and flexibility as we support you to take advantage of this opportunity. Whether you are here by your own interest, or doing this for someone else, you *can* make changes and improve your situation, and we are committed to helping you to make these changes.

We wish you well and look forward to helping you experience success.





















Individual Counseling and Support at Centerpoint









Centerpoint offers talented team of substance abuse and mental health professionals, with integrated approaches and specialty services based on the unique needs and interests of each individual and family we serve. Clients at Centerpoint may participate in brief or short-term individual counseling to address specific issues – or – engage in longer-term individual counseling to address a range of issues through the safety and consistency of a trusted therapeutic relationship. To see our full team of clinicians who provide these counseling services – and to read individualized descriptions of their approaches to service and support – please visit the webpage www.centerpointservices.org/samh-team/.



SAMH Clinical Team

 Abby Matchette, LICSW 343-9252 AbbyM @CenterpointServices.org	 Amanda Gardner, BA 488-7711 AmandaG @CenterpointServices.org	 Amy Jensen, MSW 363-6954 AmyJ @CenterpointServices.org	 Antonia Harty, LMHC MT-BC 288-0591 AntoniaH @CenterpointServices.org	 Caley Holden, BA 871-2881 CaleyH @CenterpointServices.org	 Chip Chamberlain, MS LADC 343-6140 ChipC @CenterpointServices.org	 Declan McDaid, LICSW 488-7705 DeclanM @CenterpointServices.org	 Gwen Hayes, LICSW CCTP 288-0581 GwenH @CenterpointServices.org	 Jordan Crawford, LMHC 881-2437 JordanC @CenterpointServices.org
 Kim Burgess, MS LADC 288-0582 KimB @CenterpointServices.org	 Melissa Hill, MS LADC 288-0584 MelissaH @CenterpointServices.org	 Michael Hunter, LCMHC LADC 324-5859 MichaelH @CenterpointServices.org	 Morgan Flagg, LMSW 373-8334 MorganF @CenterpointServices.org	 Olivia Avanzato, MA 871-2884 OliviaA @CenterpointServices.org	 Olivia Sanders, LCMHC LADC 288-0592 OliviaS @CenterpointServices.org	 Sabino Ramirez, BA 288-0583 SabinoR @CenterpointServices.org	 Sam Tuepker, MA 288-0590 SamT @CenterpointServices.org	 Sarah Lowry, MA 363-5827 SarahL @CenterpointServices.org

Centerpoint's Clinical, Educational, and Administrative Leadership Team

 Mitchell Barron, LICSW LADC Executive Director 343-6078 MitchB@CenterpointServices.org	 Danielle Jatlow, LICSW LADC Director of Community Health Initiatives/SAMH 777-5932 DanielleJ@CenterpointServices.org	 Lorcan Ackley, MEd Program Director Centerpoint School/AEDT 324-4790 LorcanA@CenterpointServices.org	 John Grimm, LICSW Clinical Director Centerpoint School/AEDT 324-4507 JohnG@CenterpointServices.org	 Katie Cunningham, MEd Academic Director Centerpoint School/AEDT 363-0416 KatieC@CenterpointServices.org	 John Oliver MA Director of Community Education Initiatives/AEDT 363-7808 JohnO@CenterpointServices.org	 Linda Horner Operations Coordinator 391-6900 LindaH@CenterpointServices.org	 Leslie Conroy, MD Medical Director 488-7711 LeslieC@CenterpointServices.org
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Centerpoint's individual SAMH counseling is offered at our South Burlington clinic-site, providing a variety of counseling spaces and resources to support the creative and specialty approaches. SAMH Counseling may also be offered on-site at one of Centerpoint's Winooski locations.



Early intervention, brief support, and individual counseling is also offered in a variety of community locations as well, including many public school settings throughout Chittenden County. With a focus on 'ease of access,' we offer individual counseling where it will be the most supportive and effective, looking to reduce the obstacles that many experience when trying to participate in the counseling process. We also offer telehealth video counseling services – for those who may not be able to participate in on-site counseling or for consistency and 'continuity of care' for those relocating to other communities.

Parent, Family, and Caregiver Supports at Centerpoint

With a whole family health focus, we recognize that adolescence is a time of transition that impacts – and is impacted by – all members of a family. The multiple perspectives, skills, needs, and interests within a family often benefit from support for parents, caregivers, siblings, and other family members.

Through our experience and the shared expertise of the many families we serve, we have also come to know that there is no ‘one size fits all’ approach to family counseling and support. At Centerpoint, we offer similar creativity, flexibility, and expertise in our work with parents, caregivers, and families, including:

- single session and brief parenting consultation and support;
- individual, couples, and co-parenting services;
- early intervention and health promotion services for families, including mindfulness, coping skills, and family stress-reduction services;
- family treatment and support services for the most intensive needs;
- Support groups, skills groups, and family recovery services;

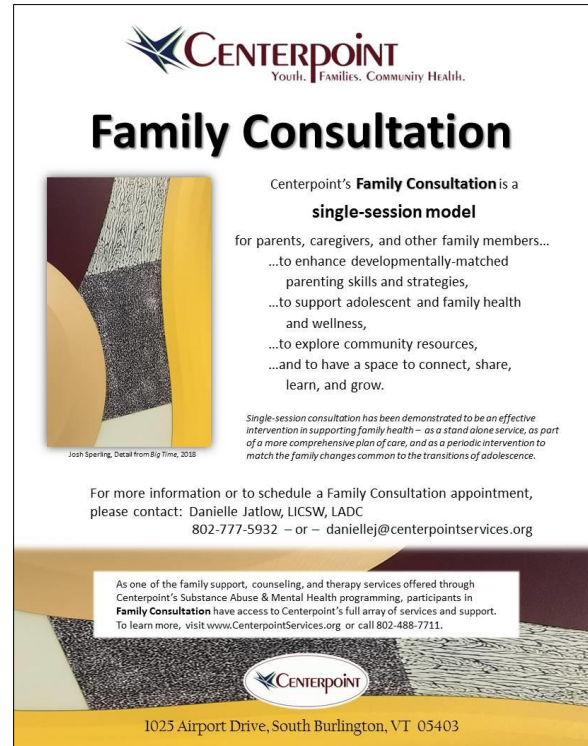
Centerpoint’s outpatient services often begin with parent or caregiver consultation services. Centerpoint’s intensive outpatient plans of care (IOP) most often include services and supports for the whole family.

A Full Range of Group Services

Centerpoint’s group-based services are a demonstrated effective approach for counseling with teens and young adults. Skillful use of peer influence and group dynamics allows change to occur more quickly and sets the stage for longer-lasting progress through the establishment of natural community and healthy peer supports. Specialty groups are developed based on emerging needs and trends, and are offered within Centerpoint clinics and a variety of school and community sites.

In addition to individual and family-based services, your plan may include participation in one or more of our group counseling services. In Centerpoint’s groups, you’ll find participants who may be working on issues similar to your own. Some of your peers will have interests, needs, or situations that may be familiar to you; some will be faced with issues or situations that are very different from yours. Whether their situations are similar or different, you will be able to learn a lot from others in group. You’ll learn solutions that have worked for them and strategies that have not worked. You’ll see how others solve problems and learn how they have worked through their challenges. You’ll find healthy connections and feel a sense of support and respect. And we trust that your fellow group members will benefit from your experiences, perspectives, and skills, as well.

Centerpoint’s outpatient and intensive outpatient group services are offered after-school (afternoon/early evening) on weekdays, scheduled so as not to interfere with common public school schedules. Centerpoint’s school-site groups are often offered during the school day, or immediately before or after scheduled classes to support participation and allow for greater ease with transportation.



The flyer features the Centerpoint logo at the top, which includes a stylized bird icon and the text 'CENTERPOINT Youth, Families, Community Health'. Below the logo is the title 'Family Consultation' in a large, bold font. To the left of the text is a vertical image strip with abstract geometric shapes in shades of brown, grey, and yellow. The main text describes the 'single-session model' and lists its benefits for parents, caregivers, and family members. A small quote from a study is included. Contact information for Danielle Jatlow is provided. At the bottom, there is a white box with additional text about the service's effectiveness and a small Centerpoint logo. The address '1025 Airport Drive, South Burlington, VT 05403' is printed at the very bottom.

CENTERPOINT
Youth, Families, Community Health.

Family Consultation

Centerpoint's **Family Consultation** is a **single-session model** for parents, caregivers, and other family members...

- ...to enhance developmentally-matched parenting skills and strategies,
- ...to support adolescent and family health and wellness,
- ...to explore community resources,
- ...and to have a space to connect, share, learn, and grow.

Single-session consultation has been demonstrated to be an effective intervention in supporting family health – as a stand alone service, as part of a more comprehensive plan of care, and as a periodic intervention to match the family changes common to the transitions of adolescence.

For more information or to schedule a Family Consultation appointment, please contact: Danielle Jatlow, LICSW, LADC
802-777-5932 – or – daniellej@centerpointservices.org

As one of the family support, counseling, and therapy services offered through Centerpoint's Substance Abuse & Mental Health programming, participants in **Family Consultation** have access to Centerpoint's full array of services and support. To learn more, visit www.CenterpointServices.org or call 802-488-7711.

CENTERPOINT

1025 Airport Drive, South Burlington, VT 05403

Centerpoint's clinic-based group schedule is shown below, with all current updates, changes, or additions found on our Centerpoint website at www.centerpointservices.org/samh-group-schedule-op-iop/.

	Monday	Tuesday	Wednesday	Thursday	Friday	
3:00						3:00
3:30	CHANGES					3:30
4:00	Relational Wellness	Theater & Storytelling		Creative Expressions	Body Language	4:00
4:30		CONFIDANCE	Wellness Hour			4:30
5:00			Reconnecting	Rally: Recovery Alliance	quaranTEEN	5:00
5:30		Caregivers Circle				5:30
6:00						6:00

Centerpoint provides a full array of services for youth and families faced with the broad range of social, emotional, mental health, and substance abuse concerns. Centerpoint's clinical services include comprehensive assessment and a variety of **outpatient (OP)** and more **intensive outpatient (IOP)** treatment options available throughout Chittenden County. To learn more, visit www.CenterpointServices.org or call 802-488-7711.

Examples of outpatient and intensive outpatient groups listed above include...

Ready to take the next step toward a well life?


Creative Expressions

...is an Art Therapy group for teens coping with issues that are impacting their social and emotional well-being.


Is this you?
or someone you know?

Come discover your strengths and the healing power of creating art with others.

No art experience necessary, but do be prepared for things to get better.




For more information about Creative Expressions, contact Olivia Ainsworth at 871-2884 or Olivia@CenterpointServices.org. To learn more about the many individual and group counseling, treatment, and support services offered through Centerpoint's Community Health Initiatives, please contact Amy Jensen at 363-6954, Amy@CenterpointServices.org. Centerpoint Adolescent Treatment Services



Reconnecting


EXPERIENTIAL AND CREATIVE DBT SKILLS GROUPS FOR TEENS AND YOUNG ADULTS

Connect with YOURSELF, OTHERS, & THE WORLD AROUND YOU

Reconnecting meets Wednesdays from 5pm-6pm on site at  1025 Airport Drive, South Burlington, Vermont

For more information about Reconnecting please contact Jordan Crawford, MA at 881-2437 or JordanC@CenterpointServices.org

To learn more about Centerpoint's range of counseling services, contact Amy Jensen, MEd, Assessment and Access Clinician at 488-7717 or Amy@CenterpointServices.org www.CenterpointServices.org



The Pandemic! Movement for Racial Justice! The Election! Remote Learning! Masks! No Prom! Stuck at home! ...

Feeling Overwhelmed? Got a lot in your head? You're not alone.

quaranTEEN

A space for teens to connect with each other, express themselves and creatively explore their experiences of this last year. No experience required! Stage fright encouraged!

Teens will use group play, story telling, improv, writing, and collaborative art making to create performance together

Thursdays 4-5pm Zoom

Hosted by The Centerpoint Creative Arts Collective

To learn more about this therapeutic group service contact: Lowy at 363-5827 or Lowy@CenterpointServices.org. To learn more about Centerpoint's range of counseling & support services contact Assessment & Access Clinician Amy Jensen, MSW at 488-7717 or Amy@CenterpointServices.org



1025 Airport Drive, South Burlington 802-488-7711 www.CenterpointServices.org

... and some more of these groups → →

Some common questions about Centerpoint's groups for young people



How long will I be in a counseling group?

The length of time a person is in counseling varies, and is determined in partnership with you, your primary clinician, and important people in your life.

Things that are considered include:

- ✓ your progress on your hopes and goals
- ✓ improvements in your emotional, behavioral, and physical health and well-being
- ✓ new activities and natural supports, including peer supports, that can help you to stay healthy when you are ready to complete treatment
- ✓ your ability to stay clean from drugs or alcohol and to refrain from unhealthy behaviors
- ✓ others' reports of your progress at home, in school, at work, or in the community

Who else might be in one of my counseling groups?

Centerpoint's groups serve young women and young men from many places and many situations. Our clients come from all over Chittenden County, as well as Franklin, Grand Isle, Lamoille, Washington, and Addison Counties. At Centerpoint we work with people as young as 10 and as old as 25, however, you won't be in group with such a wide age-range of people. Your group members will be around your own age and will be focusing on similar kinds of needs or issues.

What if I miss an appointment or group?

There are times when you may be absent from counseling. Work schedules, special meetings, or even family vacations may conflict with your treatment schedule. Illness or bad weather may also keep you from attending. Any planned absences should be coordinated with your Primary Clinician. If you choose to not attend counseling or group for other reasons, you should also be in touch with your Primary Clinician. The consequences for missing counseling vary from person to person; no two people have the identical situation. For some, a skipped treatment day may mean an extension of treatment, for others it may indicate the need for more intensive services. Other kinds of supports, and for others it may result in a violation of probation and placement in detention. As with all decisions, you should think about the pros and the cons of your choices before you act on them.



Where do we do group?

Some of your counseling at Centerpoint will occur in *Group Rooms*, private spaces that support the learning, sharing, support, trust, and challenge that is a part of a good group process. Certain groups that include guest speakers or other community members may be held in the *Community Room*. Nutrition and culinary arts activities may occur in the *Kitchen*. Hands on and experiential groups, music, dance, yoga, other movement, or arts groups also have specialty spaces and equipment to support those activities.

You may also be involved in a variety of community experiences, traveling from Centerpoint to various locations and activities in and around Burlington. For these, you'll be riding with staff as a driver. All of the expectations that apply for participation in treatment on-site at Centerpoint carry over to our community experiences, including during travel.

Additionally, when riding in a Centerpoint vehicle or Centerpoint-coordinated transportation, we require that you:

- ✓ wear a seatbelt
- ✓ keep arms, hands, head, feet, and everything else inside the vehicle
- ✓ are respectful to others on the road, with no gesture or comments to other vehicles
- ✓ comply with any seating assignment required by staff



How do I get to Centerpoint, How do I get home?

Some people are driven to Centerpoint by a family member, others may take a bus or taxi, ride a bike, walk, be driven by staff from other services or programs, or drive themselves. As part of your admissions process, your Primary Clinician or other Admissions Staff will discuss your transportation plan with you and your parent or guardian. Any transportation plan must be approved by your parent or guardian. Any changes in your plan also must be pre-approved. Friends or others are not able to pick you up at the end of program without appropriate permission.

When you are dropped off at Centerpoint, you should come to the front entrance and join your group. They may be in the *Community Room*. If you arrive late, they may already be in the *Group Room*. At the end of the program day, you may be leaving through our Parking Lot (Back) entrance. Your ride may drive around the building, to the back entrance, where we will be able to see that they have arrived. Once we see your ride is here, you'll be able to leave.

Are there any clothes that I can or cannot wear?

There is no specific "dress code" required for participation in individual or group counseling; however, there are a few things to know. For the safety and health of all receiving services at Centerpoint, we ask that you do not wear clothing or jewelry that supports or promotes substance use, unhealthy behaviors, or criminal activity. This includes words, phrases, or graphics. Respectful clothing is also required; please don't wear clothes with slogans or images that discriminate, are vulgar, sexist, or would be seen as offensive or interfering with the counseling process. Lastly, please dress for the activity or occasion: If you will be involved in movement, dance, or yoga, you should wear clothes that feel comfortable for your body; well-fitting hiking boots/shoes and socks may be most comfortable for hikes in the woods or outdoor experiential groups. If you need any clothing assistance to participate successfully in counseling, please let us know.



Can I bring my iPhone or other electronics into counseling?

You may have a long way to travel to Centerpoint, or you may be coming on the bus right after school. You may be listening to music on your way to counseling or using your phone to connect with important people in your life. You may have any of these electronics with you at Centerpoint, and they may even support some of your counseling and treatment experiences. Please don't let your phones, electronics, and social media interfere with your counseling or with the counseling work that others are involved in (including your other group members). If you are having trouble managing your phone or social media, or if you find it distracting and interfering for yourself, and can help you with that as well.

Do I have to do drug screens as part of program?

Some of our clients do have drug testing as part of their plan. At Centerpoint, we believe that drug testing is can be helpful for young people who are trying to stay clean. It allows them to see a 'measure' of how they're doing. It also allows others to see their success. We also know that sometimes people become TOO focused on their drug test. If your Primary Clinician believes that drug testing will support your treatment and progress, you will be asked to provide a urine sample for screening. If your Primary Clinician believes that drug testing is interfering with your treatment and progress, you will not be providing a screen as part of treatment.

Drug testing is provided before group, and may be available after group. Drug testing samples are not collected during group time or on group breaks, so you should plan accordingly. You may also come in earlier in the day to provide a screen sample.

Can I use tobacco products or vape before/during/after group?

As you likely know, it is illegal in Vermont for anyone under age 21 to smoke (or chew) tobacco products. We support this law. Additionally, Centerpoint's buildings and grounds are licensed as schools, and it is illegal for *anyone* to smoke on school property. This includes the sidewalk in front of the building and the parking lot behind the building. We ask that you do not bring tobacco or vapes that could interfere with your treatment or anyone else's treatment. This includes taking them out of your backpack/bag/pockets or sharing tobacco or vapes before, during, or after group.



Nicotine is one of the most highly addictive drugs and is related to many illnesses and diseases. If you are struggling with nicotine addiction and would like help in quitting cigarettes, chew, vapes, or other tobacco products, this can be a part of your treatment plan and program at Centerpoint. There are many supports, strategies, and tools available to help you quit– and you can access them here through Centerpoint.

What if I use drugs or drink before group? Should I come to treatment?

Being under the influence when you arrive at Centerpoint will interfere with your emotional and cognitive capacity to participate in counseling. Being high or intoxicated impairs your ability to engage in the counseling process or to work toward your goals of healthy living.

That does not, however, mean that you should not show up to Centerpoint. In some situations it may be safer for you to stay where you are (you should *certainly not* drive or ride with a driver who is also under the influence). Often, it may be important to leave where you are; if you are partying with friends, coming to Centerpoint may be the safest thing to do. Depending on your condition, we may:

- ✓ contact your parent or guardian to come pick you up
- ✓ help you to access detox services
- ✓ contact emergency responders so that you can get to the hospital and get medical attention

Using drugs or alcohol before treatment may be a strong message to us about the challenges you are facing. This may suggest the need for greater support, a different type of assistance, or more intensive counseling. If this is the case, we will help you to access that treatment and support.

What if I *do not* complete treatment?

You may already know the answer to this question. A great deal of support is offered at Centerpoint, however, we cannot and will not force people to make changes in their lives. Some of our clients *are unable* to make healthy life changes, stop using drugs or alcohol, or stop engaging in self-destructive behaviors, even with the support of Centerpoint's individual and group counseling. For these clients, we often look to more intensive treatment services, longer lengths, of treatment, or different approaches to counseling. Some of our clients may *be able* but *are unwilling* to make changes in their lives. These clients may be discharged without completing treatment, prepared to face whatever family, legal, educational, or housing consequences that result from their continued challenges emotions and behaviors. We encourage you to make good choices, and to weigh the pros and cons of your decisions as you move through treatment: all decisions have benefits and challenges, and your Centerpoint counselors can help you evaluate your choices – and to make the connections, learn the skills, and build the supports for those challenging situations that may feel like less of a choice.

What if I *do* successfully complete treatment?

You may have the best answer to this question, as well. In the short run, you may be getting back to school, rebuilding trust with your family, completing your some legal or restorative requirements, or remaining in your current living situation. In the long run, you will likely be better equipped to lead a healthier and more successful life. You'll have the skills to make better decisions and solve problems. You'll may a good start on a life free from drugs and alcohol or other self-harming behaviors. And, You'll feel better.

What happens after treatment?

As you come to complete counseling, you'll work with your Primary Clinician and team to develop an *After-Care Plan*. This plan will may include services, supports, and activities that will help you continue to get healthy and progress in your life. Your plan may include:

- ✓ other kinds of counseling support
- ✓ getting a job or additional school supports
- ✓ participating in community recovery services or natural support groups
- ✓ seeing a doctor or other health care provider
- ✓ re-connecting with some of your old interests and talents, and expanding on the new ones that you may have discovered through your time at Centerpoint

Your After-Care Plan is designed to help you apply those things that you learned in counseling throughout your life.

Only the beginning...



You may have many more questions. These can be discussed with your Primary Clinician or other counselors. Please feel free to ask; exploring these questions and finding answers will be an important part of your treatment process. We recognize that you're taking a very big and important step by starting counseling. Even on those days that are hard, that you feel bad or feel like making unhealthy choices, you should remember that you have the ability to improve your situation; you *can* feel better, do better, and be healthy. We look forward to helping you accomplish this success; we offer you our talents, flexibility, creativity, and commitment as you take these hard steps in your life. Best wishes!





www.ListenUpVT.org

Some important points to review

When you first arrive at Centerpoint, you likely received registration forms with lots of information. We believe this information is so important, that we're including some of this same information here – information about your rights, and responsibilities, and how we'll be working together.

This first section is about **client advisement and informed consent** – ensuring that you have received, discussed, understood, and willingly agree to the following information:

Centerpoint provides services and supports for children, youth, young adults, and families faced with a range of emotional, behavioral, mental health, developmental, substance abuse, or special learning needs. There are many reasons that young people and families seek services through Centerpoint. We recognize that your decision to use our services is voluntary, and we appreciate that you have chosen Centerpoint to support you and your family.

Centerpoint is in affiliation with NFI Vermont, Howard Center, and Matrix Health Systems. With Centerpoint's full range of services, and through these affiliations, Centerpoint clients are offered the highest quality of care.

This advisement outlines important information for you to know, review, and consent to, before beginning services with Centerpoint.

- The services that we provide are a *cooperative effort* between our clients and our provider staff. While we are confident and optimistic that our services will be of benefit to you, there are no explicit or implied guarantees as to the result or outcomes of our services.
- As a health care provider, our services are *voluntary* and provided based on the interest and willingness of our clients. While some services may be sought in-part to fulfill compliance or other expectations, Centerpoint does not provide involuntary care or coerced treatment.
- As a health care provider, the type, frequency, term, duration, and intensity of the services that we offer will be primarily based on assessment of service participant *needs*, as informed by service participant *interests* and *preferences*.

- Centerpoint makes no claim to provide forensic services, and as such, our services are specifically not designed to inform legal proceedings, investigations, enforcement actions, or compliance determinations. While records or reports may be requested for a range of reasons (see below), we recognize that mental health counseling support and legal proceedings can, at times, represent a *conflict of interests* or intentions.
- In the event of a *medical emergency* occurring while participating in Centerpoint services, you authorize the provision of emergency medical or dental care to the service participant by appropriate medical professionals.
- As appropriate for a specific service plan or program, you grant permission for qualified Centerpoint staff to provide in-vehicle *transportation* for service participants to support educational, clinical, recreational, vocational, and health care purposes.

This next section is about **your rights as a client of Centerpoint**. At Centerpoint, you can expect that we will treat you with dignity and respect at all times. With this, we have included the following list of ‘client rights’ that we commit to ensuring:

- You have the right to treatment without regard to race, religion, gender identity, ethnic background, age, sexual orientation, disability, or HIV status.
- You have the right to information regarding all agency policies which affect your course of care at Centerpoint, and the services and supports that you receive through Centerpoint.
- You have the right to informed consent and to participate in decisions that guide your treatment and services, including goal planning.
- You have the right to services that are well matched to your needs, preferences, and abilities. This includes receiving services in the ‘least restrictive’ environment that is available and appropriate to your needs.
- You have the right to privacy, including the protection of health and other information about you. Your confidentiality is protected by State and Federal laws, and any disclosure of information about you specifically adheres to these laws and regulations.
- Also as guided by State and Federal laws, you have the right to refuse medications, treatment, or services as provided through Centerpoint.
- You have the right to receive the professional qualifications of any Centerpoint staff that will be providing services to you
- You have the right to receive Orientation material, including a handbook detailing Centerpoint programs, principles, and practices, and mission.
- You have the right to receive a statement of your rights as a client and actions that would constitute unprofessional conduct as defined by Vermont State statutes.
- The method for making a consumer inquiry or filing a complaint with the Vermont Office of Professional Regulation.
- The method for filing a consumer complaint within Centerpoint and affiliated organizations.

These rights *do not*:

- Require Centerpoint staff, or any health, mental health, or professional staff, to provide treatment or other services that would be contrary to the professionals’ judgement if those services are deemed to be harmful to your health or others’ well-being.
- Require Centerpoint to provide treatment or other services that are beyond the financial resources of the organization.
- Prevent the reduction or elimination of services to a person for whom the provision of indicated and appropriate treatment or service is impossible as a result of the person’s refusal to consent or cooperate with reasonable care and support, as offered or provided.

An important aspect of our respect for you is respect for your **privacy and confidentiality**. Your privacy and confidentiality are very important to us.

Federal and State laws and regulations guide any release of protected health, educational, and other confidential information. If you would like us to talk to someone about your care, or if we believe it would be helpful to talk to someone else regarding your care (such as family members, physicians, school personnel), you will need to sign a legal release form. This form is called an *Authorization to Disclose Health & Educational Information*. These authorization forms are *specific and detailed* regarding the types of information that we will release, the purposes of the release, and who you would like us to release this information to, in addition to other privacy protecting details.

Under certain legally-defined circumstances, information about you may be released *without your authorization or consent*. These circumstances include the following:

- We are mandated by Vermont law to report actual or suspected cases of abuse and neglect involving children, the disabled, and the elderly.
- We are required to take appropriate action if you are in imminent risk to harming yourself, or in the event of a medical emergency.
- We are obligated to report credible threats of violence or harm made against identifiable victims, including persons and property.
- Under certain circumstances, we may be required to comply with court-orders such as subpoenas to testify or provide records.
- Under certain circumstances, we may be obligated to report to the public safety or public health authorities situations which directly affect the health or safety of others.
- We may need to communicate with your insurance company for care coordination. When the insurance company requests access to records, we will share information necessary for care coordination.

At Centerpoint, we strive to have our work with you be ‘in partnership.’ Consistent with our mission, we often see the greatest success when Centerpoint Clients, Centerpoint Staff, and others are working together – in collaboration – to help you achieve your goals, experience success, and improve your health and well-being.

At times, however, we recognize there may be conflicts or challenges in your work with your Centerpoint provider. Most often, any conflicts or challenges are well addressed through problem-solving directly with your Centerpoint provider, and if necessary, that provider’s supervisor. If for any reason, that is either *not possible* or *not effective* in resolving the challenge, then we invite you to use our **Consumer Complaint Process**.

For clients not insured by Medicaid: If you feel that the problem was not addressed fairly or reasonably with the staff person most directly involved, then you can file a written or verbal complaint with the Program Director, and follow the supervisory chain to the Centerpoint Director.

For clients insured by Medicaid: If you feel that the problem was not addressed fairly or reasonably with the staff person most directly involved, then you can file a written or verbal complaint with the Program Director. If the complaint is not resolved at this level, it will be considered a grievance, and will follow the supervisory chain to the Centerpoint Director. Based on Medicaid status and program designation, this appropriate grievance procedure may be fulfilled through Howard Center or through NFI Vermont.

Complaint: For consumers who *do not have Medicaid*, a complaint is defined as an oral or written expression of consumer dissatisfaction about anything related to the services they receive from Centerpoint. For consumers who *do have Medicaid*, a complaint is an oral or written expression of consumer dissatisfaction about anything other than an action that has not otherwise been resolved before the Centerpoint Director.

Grievances: For consumers who *do have Medicaid*, this is an oral or written expression of consumer dissatisfaction about any matter other than an action that has not been resolved at the complaint level.

Action: A decision made by the agency which has an impact on the services a client can receive.

Appeal: For consumers who *do have Medicaid*, this is a formal oral or written request from a consumer to the agency to review its decision on an action or a grievance.

Fair Hearing: This is a quasi-judicial process where the consumer and the designated agency each present their side of the situation to a professional hearing officer.

All complaints, grievances, and appeals will be investigated in good faith and responded to according to established timelines which vary based on oversight authority (as identified on the following page). Clients, and/or guardians if applicable, will be informed of this policy and procedures upon initial intake and annually thereafter. The policy and procedures will also be posted in service locations. Additionally, all Centerpoint staff will be trained on the consumer complaint, grievance and appeal policy and procedures. Any individual initiating or pursuing a complaint, grievance or appeal will be free from any form of retaliation. Any questions about this policy or the associated procedures should be directed to the Centerpoint Director. The Centerpoint Director serves as the grievances and appeals coordinator for Centerpoint overall, and is responsible for ensuring timely processing and resolution of all grievances and appeals. All discussions surrounding the decision process of a grievance or appeal will be kept confidential from the general public or third parties, unless requested otherwise by the client and as required by oversight authorities.

All complaints and grievances will be reported to the appropriate State Agency or oversight authority responsible for the licensing or funding of Centerpoint and the services you receive (as identified on the following page). For further information on complaints, grievances or appeals, please contact the Centerpoint Director.

In affiliation with NFI Vermont (Northeastern Family Institute), Howard Center, and Matrix Health Systems Centerpoint's programs, services, and providers at Centerpoint are accredited, approved, designated, or licensed through a variety of State Departments and Agencies. Regulation and oversight by these Departments and Agencies occurs with a frequency and format based on differential State and Federal regulations, and is designed to support the highest quality of care that we intend to provide to you.

Questions about services and support in the State of Vermont can be directed to these Departments and Agencies. Any consumer complaints and grievances (as defined on the prior pages) will be reported to the State Department, Agency, or Oversight Authority as indicated. Additionally, any information that we receive regarding the abuse or neglect of a child is reported in accordance with our legally mandated status.

Vermont Agency of Education
219 North Main Street, Suite 402, Barre, VT 05461, 802-479-1030

Vermont Health Department, Division of Alcohol and Drug Abuse Programs
108 Cherry Street, Burlington, VT 05401, 802-651-1550

Department of Vermont Health Access
280 State Drive, NOB 1 South, Waterbury, VT 05671-1010, 802-879-5900

Agency of Human Services, Department of Mental Health
280 State Drive, NOB 2 North, Waterbury, VT 05671-2010, 802-241-0090

Vermont Secretary of State, Office of Professional Regulation
89 Main Street, 3rd Floor, Montpelier, VT 05620-3402, 802-828-2390

Agency of Human Services, Department for Children and Families
280 State Drive, HC 1 North, Waterbury, VT 05671-1080
Child Abuse & Neglect Hotline: 1-800-649-5285

Should you have any needs for assistance in contacting these State Agencies or Departments for any reason, including assistance in resolving complaints or grievances, please feel free to request support from any member of the Centerpoint Leadership Team. It is important to us that we provide you with the best possible services and support – and this includes hearing any concerns you may have and assisting you in having any concerns resolved.

Most important to us, this **Confirmation of Disclosure** is a demonstration of our commitment to your rights and to the dignity and respect that you can expect in receiving services from Centerpoint.

Gender-Affirming Services at Centerpoint

At Centerpoint, we provide comprehensive mental health support for gender-diverse youth, families, and communities. Our services are strength-based, developmentally matched, and family-focused. Gender-Affirming counseling support can look different for everyone. Youth may want support around emotional health struggles in light of cultural pressures, body dysphoria, exploring choices, or building communication skills around identity. Parents may seek support to deepen family relationships, to better understand their child's gender identity development, or to explore how to advocate for their children in daily life. We offer a non-judgmental and client-led space to work through some of these big questions with skilled adolescent and family counselors.

Centerpoint's Gender-Affirming Services can include:

- Individual counseling
- Parent and family counseling
- Brief family consultations
- Client and family-led consultation to explore personal transition pathways
- Referrals to medical, school, legal, and community peer supports.
- Training and consultation with providers, schools, and organizations
- Access to the full range of Centerpoint counseling programming.

For more information on Centerpoint's Gender-Affirming Services, please contact Olivia Sanders, LCMHC LADC (she, her, hers) at 802-288-0592 or OliviaS@CenterpointServices.org



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hilaryannloveglass.com



CENTERPOINT
Youth. Families. Community Health.





Centerpoint is a partnership of NFI Vermont, Matrix Health Systems, and Howard Center.

Youth and families receiving services through Centerpoint have access to a broad range of programs and supports including those offered by these affiliated organizations. With this partnership, Centerpoint clients can be assured of the highest quality of care.

Additional services available range from crisis intervention to longer-term residential treatment, and include intensive family-based services, foster care and group living care, case management, wraparound programs, autism services, and variety of alternative educational programs across Vermont.

Centerpoint Services are accredited through the State of Vermont Agency of Education, Department of Health, Division of Mental Health Services, and Division of Alcohol and Drug Abuse Programs. Centerpoint is a member of the Vermont Association of Addiction Treatment Providers, the Vermont Council of Independent Schools, and the Vermont Cooperative for Practice Improvement & Innovation.

Centerpoint accepts most major insurances, private and state funds, and Medicaid. Referrals are received from families and friends, physicians and health care providers, schools, community agencies and organizations, social services, the court and legal systems, and from youth themselves.

Need Help Now?

If you are experiencing a medical or immediate safety emergency, please phone dial 911 to reach emergency responders

At Centerpoint, it is common for many people to request services in the midst of a personal or family crisis. And through our work, we support many faced with crises in their lives.

To reach Centerpoint's front office, during weekday business hours, please call 802-488-7711.

While Centerpoint provides many supports for families faced with complex challenges, we do not directly provide emergency crisis response services. This type of crisis service, available 24 hours a day every day of the year, is a program of your local community mental health center. **Crisis intervention and response** within Chittenden County, is provided by through the Howard Center's **First Call Crisis Service**, reached at 802-488-7777.



Those in need of text telephone services (TTY) can reach First Call at 802-488-6732.

Language interpreter services are also available

Outside of Chittenden County, you may contact your local Community Mental Health Center or access additional resources through the United Ways' VT 2-1-1 information by dialing 211 from any Vermont telephone or clicking on www.vermont211.org



At Centerpoint, we believe in
the strengths and assets of
the young people, families,
and communities
with whom we work.

We recognize that our clients
bring with them the capacity
to improve their lives, and we
offer our skill, dedication,
creativity, and flexibility
to assist our clients as they
make these life changes.