

**FOCUS POINT, INC.**

**CONSUMER HANDBOOK**

***“FOCUSING ON YOUR NEEDS, EXCEEDING  
YOUR EXPECTATIONS”***

**“FOCUSING ON OUR NEEDS, EXCEEDING OUR EXPECTATIONS”  
102 NORTH YATES STREET\*GASTONIA, N.C.\*(704) 865-4308**

We recognize that our ability to offer a positive and successful environment for you and your family depends on continuous communication and support from the Focus Point, Inc. staff and you. Please let us know how we can best assist and support you and your family with our services. In return, we are committed to keeping you up-to-the-minute on the consumer's progress. This means we won't just be calling with bad news; we'll call with the good news too. If at any time you feel you need a meeting, please do not hesitate to call.

Focus Point, Inc. is committed to provide quality services to people of all ages and cultures. We will do our best to respect your needs, protect your rights as a consumer, and keep information about private.

## **PHILOSOPHY/VISION**

Our Philosophy is to coordinate and provide services within a team concept including individuals, families, community members and paid professionals; ultimately, to increase individual's abilities of obtaining the highest degree of independence while promoting self-respect, dignity, and personal choice. FOCUS POINT, INC. provides children/adolescents placement with mental health and/or substance abuse issues with competent staff to assist the consumer in achieve their maximum potential. Services and supports are based on consumer choice whenever possible. It is our mission to assist individuals in having a quality of life that is no less than our own. We believe in adding supports as needed and discouraging dependence on the system. Support plans are developed by the person with the emotional behavior and/or disability as the principle architect and are based on their individual needs. The plans focus is on strengths, capacities and abilities.

The individual goals are carried out the by the person with the emotional behavior and/or disability, augmented by FOCUS POINT, INC. staff who build natural support systems and facilitate the enhancement of those mutual goals. FOCUS POINT, INC's. mission is to provide the support and services to help individuals with emotional behaviors, developmental disabilities, chronic psychiatric disorders, and physical disabilities to lead normal lives within their community. This is achieved by providing comprehensive, quality services that are individualized to the specific needs of each person that is served by FOCUS POINT, INC.

Our Goal is to set precedence of quality for all services. To be a pace setter in the field of services. To be fair, respected, and dependable.

Our Values are to treat all persons with respect, dignity; to always work with a standard of excellence. Team work and accountability is very important in our efforts to be a strong advocate for our consumers and to demonstrate strong leadership and trust.



**“FOCUSING ON OUR NEEDS, EXCEEDING OUR EXPECTATIONS”**  
**102 NORTH YATES STREET\*GASTONIA, N.C.\*(704) 865-4308**

## **PROGRAM DESCRIPTION**

### **GENERAL OVERVIEW**

**FOCUS POINT INC.** services are designed to create positive alternatives for consumer's that are having problems in the public school system, at home, or in the community.

**Our program has two parts:**

- I. First, we work on aspects related to the consumer's social, emotional, and behavioral abilities. Our program centers on a structured, positive setting, in which the consumer will be given every opportunity to earn privileges and rewards. However, inappropriate behaviors will be dealt with directly and immediately. The idea is to teach the consumer ways to meet personal goals in a positive, healthy way, rather than meeting failure and rejection because the problem was approached in the wrong way. Focus will be placed on successfully achieving treatment goals and utilizing constructive problem solving skills.
- II. The second component is our commitment to the consumer's family as a whole. We will keep the family/legal guardian informed of progress made as well as any new problems.

We work closely with the family to help with problems at home, in the community as well as in school. It is very important for the family to be a part of this program. By communicating with them on a regular basis, we can help the consumer learn to deal with symptom management, behavioral difficulties and health needs in a variety of settings. It is also important for the family to know about the consumer's progress and good behavior.

### **STAFF:**

All program staff members are highly trained paraprofessionals and professionals who are certified in their respective fields of expertise. Each employee has been selected based on their individual merits, with close attention given to the combination of professional work experience, education and strong commitment to work with young people and their families.

### **ACCESS TO SERVICES**

Focus Point, Inc. provides access 24-hours a day, seven days a week for individuals receiving services through our agency. Each consumer and/or their family will receive their care coordinators 24-hour number.

**Should a medical emergency occur, please call 911 first.**

## **CRISIS SERVICES**

Focus Point, Inc. provides the consumers we serve in all three counties with 24-Hour Emergency Response Services. Your Case Manager will provide you with the emergency number at the being of services.

**Should a medical emergency occur, please call 911 first.**

## **PAYMENT FOR SERVICES**

Focus Point, Inc. is only authorized to provide services to Medicaid recipients; therefore, there is no charge to consumers.

Focus Point, Inc. will pursue collection of fees for services through NC Medicaid/Health Choice.

## **PERSON CENTERED PLAN/SERVICE PLAN**

Within Focus Point, Inc. the PCP is a treatment plan of Focus Point, Inc. based on the individual needs of the consumer, which is formulated by the PCP. The treatment plan outlines the services, which will be offered to the client. Each treatment plan will be individualized and never be a photocopy of a previous treatment plan. All treatment plans will be summarized in writing.

Person Centered Planning is a process of developing an agreement between the consumer, treatment provider, family, referring agencies, and other service professionals. The treatment plan addresses the clients identified problems, outcomes to be achieved, and service to be pursued in support of goal accomplishment during a consumer's placement in a rehabilitative service. Treatment planning will be an ongoing process at Focus Point, Inc. that includes activities such as assessing, identifying and defining the problems/needs of the client, developing the plan, implementing the plan, reviewing and evaluating the plan, and revising the plan as needed. The treatment plan validates the necessity and appropriateness of services, and outlines the service delivery needed to meet identified needs, reduce problem behaviors, and improve overall functioning. The treatment plan should identify and build on the consumer's strengths and assets and should be based on the clients stage of development.

## **RESIDENTIAL LEVEL III**

Residential treatment provides a structured, therapeutic, supervised environment to improve the level of functioning for recipients. The Local Management Entity (LME) is the portal of entry and completes an assessment to determine the level of care. Residential Treatment Level III Service (Residential Treatment High) has a highly structured and supervised environment in a program setting only, excluding room and board.

## PHYSICIAN SERVICES/REFERRALS

The QMHP will refer you to a psychologist for a complete psychological evaluation to include but not limited to a Full scale IQ test, behavior rating scales, diagnoses review, motor visual integration assessments, etc.

The QMHP will refer consumers to a psychiatrist for medication assessments, monthly medication clinics, and psychiatric evaluations if and when needed.

**Note: Any denial, reduction, suspension or termination of service requires notification to the consumer and/or legal guardian about their appeal rights.**

## CONSUMER RIGHTS

All employees of **FOCUS POINT INC.** are trained on the rights of the consumers we provide services too. These rights are in accordance with North Carolina State Law and the agency must uphold them. Each consumer receiving services from **Focus Point, Inc.** shall be treated with **respect and will receive the basic human rights of dignity, privacy, and humane care.**

**An individual shall at all times retain the rights to:**

- **Live as normally as possible while receiving treatment;**
- **Be informed of the qualifications of the professionals rendering services**
- **Protection of confidential information unless appropriate consent is obtained; (this includes research planning)**
- **Receive age appropriate treatment for mental health, mental retardation, substance abuse, and/or developmental disability.**
- **An individual written treatment plan which includes the anticipated goals, as well as services to be provided in order to achieve these goals.**
- **Be free from unnecessary or excessive medication or as a means of punishment, discipline, or staff convenience. Medication shall be administered in accordance documented in the record.**
- **Refuse treatment (for minors, the legal guardian would exercise this right).**
- **Exercise all civil rights in accordance with Federal Laws and State Statues, unless a court decision has been made to revoke these rights;**
- **Expect reasonable continuity of care (i.e.; to know in advance what appointment times and clinicians are available);**
- **Refuse service or institute due to process to end relationships with your service provider;**
- **To be free from corporal punishment;**
- **To be free from physical restraint or seclusion unless there is imminent danger of injury to himself/herself/others, when substantial property damage is occurring, or when the restraint or seclusion is necessary as a measure of the therapeutic treatment.**

- **Be informed of experimental or nonstandard forms of service.**
- **Receive necessary treatment for and prevention of physical ailments based upon the consumer's condition and project length of stay.**
- **Be informed of the cost/fee of service.**
- **Be considered legally competent unless there has been a court-decision of in competency.**
- **To an individual discharge plan.**
- **To communicate and consult with parents or guardians or the agency or individual having legal custody of him/her legal counselor, private physicians mental health, developmental disabilities, or substance abuse professionals.**
- **Contact the Governor's Advocacy Council for Persons with Disabilities (GACPD), 1-800-821-6922. This is the agency designated under federal and states law to protect and advocates the rights of persons with disabilities.**
- **Contact and consult with a consumer advocate should one be assigned.**

**In addition to these rights, minor consumers also have the right to:**

- Have access to proper adult supervision and guidance, appropriate structure and control consistent with rights to minors.
- Have opportunities to enable him/her to mature physically, emotionally, intellectually, socially, and vocationally.
- Receive treatment apart and separate from adult consumers unless treatment needs of minor dictate otherwise.
- Receive special education and vocational training in accordance with State Law.
- The right to visit or receive visitors who have been approved by the legal guardian during the hours of 8:00 am until 9:00 pm. Visiting shall not take precedence over school or other therapies;
- The right to outdoors and participate in recreational activity;
- To sent and receive sealed, uncensored mail;
- To have access to postage, writing material and staff assistance;
- To make and receive confidential phone calls, with long distance paid for the consumer at the time of making the call or made collect to the receiving party;
- The right to participate or not in religious activities;
- The right to keep personal belonging as clothes, toilet articles, toys, etc.;
- The right to have a well balanced diet and not lose any meals for programmatic reasons or as consequences for inappropriate behavior;
- To have privacy and to have within the home, space and/or time to be alone as desired, and without, not to have within identity or knowledge of placement known, or to be filmed or taped without consumers written informed consent;
- To access the grievance procedure to ensure all rights and staff cooperation and assistance if needed.

Any person who believes that his/her consumer's rights has been violated or are dissatisfied with services/treatment received, contact the staff person responsible for your care or any Focus Point, Inc. employees for information on the Complaint and

Grievance Procedure. This procedure ensures that key staff and managers in our agency have an opportunity to hear the consumer's concerns and address them promptly. If the agency's response is not satisfactory, a final appeal to the Consumer Right Committee can be made.

## INFORMED CONSENT

Before services are provided, you must agree to those services. You must be provided all the information you need, in a language that you understand, so you can make an "informed choice" about the service being offered to you. If you agree, then you will be asked to sign an "Informed Consent for Treatment".

## CONFIDENTIALITY

Among the basic human rights assured to all persons who may be or seek to be consumers of Focus Point, Inc. is the right to privacy, which includes the assurance that information which may be collected by the program about the consumer will be handled according to a strict standard of confidentiality. The purpose of this policy is to define the right to confidentiality and limitation on that right.

All information in the consumer records is considered confidential and shall be available only to authorized recipients as defined in G.S. 122C-53 through G.S. 122C-56, federal statutes and regulations, and/or the policy of Focus Point, Inc.

Medical records, treatment plans, and any other information about you (including what you say or share) must be kept and cannot be shared without your permission except as allowed by state and federal laws. Focus Point, Inc. feels that it is very important for your treatment to be coordinated with other professionals who might be working with you, (your primary care physician, school professionals, state agencies, etc.). Should it be necessary to release information about you, the reasons will be fully explained and you will be asked to sign an authorization so this information can be released. You can refuse to share information.

**By law, there are some situations when information about you may be shared with out your permission. These include:**

- If a responsible professional determines you are in approaching danger of hurting yourself or others or if there is the likelihood you may commit or have threatened to commit a crime;
- If the court orders to disclose information in a legal action brought against you;
- If you bring legal action that in some way relate to your treatment;
- If you have been assigned legal guardian or someone has been appointed to have a power of attorney over your affairs, that person may authorize release of information on your behalf;
- If your medical records must be reviewed or audited to abide by government or area authority regulations, including but not limited to clinical supervision;



- To report suspected abuse, neglect, or exploitation of a child or a disabled or elderly adult;
- To coordinate your care between Pathways and Focus Point, Inc. as allowed under state and federal laws;
- To coordinate your care with other area or state facilities when it has been determined that disclosure of information is needed to ensure appropriate and effective care;
- If you are an inmate with the Department of Corrections and it has been determined that you are in need of treatment;
- If a physician or other health care provider who is providing emergency medical services to you determines that you are in need of treatment;
- To reporting of certain communicable disease.

## **HIPPA PRIVACY RULE**

**The HIPPA Privacy Rule protects consumer's fundamental right to privacy and confidentiality. To comply, Focus Point, Inc. will:**

- Focus Point, Inc. shall make sure all employees know the privacy plan. Trained, read it and follow it.
- Focus Point, Inc. shall make sure consumers' have a copy of the Notice of Privacy Practice and understand their privacy rights.
- Focus Point, Inc. shall make sure privacy issues are documented.
- Focus Point, Inc. shall get signed authorization for use/disclosure of PHI, except in situations where it is not required; such as, for treatment. Payment and healthcare operations.
- Focus Point, Inc. shall document patients' receipt of the Notice of Privacy Practices and patients' requests for copies of their medical records or reports on non-routine disclosure of PHI.
- Focus Point, Inc. shall make sure complaints of privacy breaches are documented, as well as their resolutions.
- Focus Point, Inc. shall secure consumer data while traveling to and from a consumer home and do not discuss intimate information about the consumer or family in a public area with others.
- Focus Point, Inc. shall protect computer data by controlling access with password protection and automatic log-off features, and by using special screens to prevent anyone from reading information unless he or she is directly in front of it.
- Focus Point, Inc. shall take reasonable safeguard to avoid being overheard when discussing consumer's treatment with other healthcare providers.

## **RESTRICTIVE INTERVENTIONS**

Treatment provided to you by Focus Point, Inc. staff shall be consistent with basic rights of dignity, privacy, and humane care. We shall employ de-escalation techniques.



## **YOUR RESPONSIBILITIES:**

While receiving services, we ask you to:

- Let your needs be known ;
- Provide accurate, complete information;
- Ask questions about the services you receive and about the different kinds of services available;
- Be involved in developing and reviewing your service plan and/or Person Centered Plan (PCP);
- Keep all scheduled appointments or call at least 24 hours in advance to cancel;
- Work with your treatment team to meet the goals you have established;
- Let CRE know that you have moved so we can help link you to new services in your new location;
- Respect the rights and property of others;
- Demonstrate appropriate behavior at all times;
- Respect the confidentiality of any persons you may see while receiving services;
- Keep all personal information (name, address, etc.) current with your case manager.

## **NOTIFICATION OF NON-DISCRIMINATION**

All programs/services administered by Focus Point, Inc. are administered by law without regard for race, creed, color, religion, national origins, sex handicap, marital status.

## **MEDICAL EMERGENCIES/FIRST AID**

Any injuries to a consumer must be reported immediately to a member of Focus Point, Inc. staff. First Aid will be used for minor scrapes and cuts. In the event that consumer is seriously injured or becomes, ill, the parent/legal guardian and case manager will be notified of the incident and informed of what action has been taken.

## **MEDICATION**

No medication will be administered to consumer unless parent/legal guardian has signed consent form and the medication is in an approved pharmacy bottle or package having:

1. the consumers full name
2. the dosage to be taken
3. the time the medication is to be taken
4. the method by which it is to be taken

Medication both prescribed and over the counter will be documented as well as medication refused. Anytime there is a change in any of the above mentioned, staff should be notified.

## SEARCH AND SEIZURE

Staff may search a consumer only if there is reasonable cause to believe that a policy or facility rule or a state or federal law has been broken and that the search is necessary to and eliminate a danger/hazard to the consumer and/or others. The search will be conducted if the staff has good cause to believe the consumer has possession of stolen property, illegal substances or items which may be health-threatening or dangerous such as alcohol or drugs (either over the counter or controlled drugs). Searches may consist of the appropriate pat down by a same-sex staff member present while the searches are being conducted with the exception of life threatening situation (threatening to kill someone, drug overdose, etc.). Consumers will also be asked to turn their pockets inside out, to remove their shoes and socks, and turning their socks inside out. Prior to a search the consumer will be given opportunity to verbally consent to the search and/or relinquish the items or substance in question; the consumer's refusal or agreement will be documented.

Staff reserves the right to confiscate any item he or she deems a threat or inappropriate.

Contraband of any kind will be confiscated by the staff and will be returned to parent/legal guardian or local law enforcement officials. This rule includes the following items:

- Weapons
- Drugs
- Cigarettes
- Drug Paraphernalia
- Alcohol
- Tobacco Products

Every search and seizure shall be documented with parents/legal guardian being notified.

Documentation shall include:

1. Scope of search
2. Reason for search.
3. Procedures followed in the search.
4. Description of any property seized.
5. An account of the disposition of seized property.

## PROGRESSIVE LEVEL SYSTEM

Residents are provided with a structured environment guided by a progressive levels and points system. Clear expectations are established, along with privileges and rewards for good behavior. While most residents don't like the highly-structured environment at first, they are able to track their progress and change accordingly. Girls

are also regularly evaluated throughout the program of their treatment journey.  
 Consumers can earn 72 points a day and 504 points a 7-day week Monday-Sunday.

## LEVEL PRIVILEGES

### FAMILY TIME:

Off-site and On-site family time is earned based upon program status/levels. It must be arranged 24 hours in advance. The parent / guardian must directly supervise the resident at all times while on these outings. Family time must be scheduled with Home Supervisor during weekdays and anytime during the weekend providing it does not conflict with regular program activities.

**No Family Time will be allowed to consumers during the first 30 days of the program.**

### PHONE CALLS:

**No phone calls will be allowed out to consumer the first 30 days of the program.**

The parent/guardian will be allowed to call staff anytime to check on consumer's progress and can call to talk to consumer once a week. Residents are allowed phone privileges based on their level status in the program. Calls are limited to 5-15 minutes. All phone calls have to be made between the hours: **5:30pm-8:00pm.**

Calls to Case Managers; Court Counselors and Attorneys do not count as calls. Incoming calls are limited to guardians/parents and or call list provided during initial intake.

All outgoing and incoming calls are at staff discretion. If consumer is involved in structure actively call can be denied or refused, If a consumer is in crisis. (I.E Outburst; restraints; etc.) Consumer PCP crisis plan will be followed to decrease all incidents.

Phone call and visits can and will be terminated is any assurance of profanity, angering, obscene gestures, aggressive behaviors, etc.

### LEVEL #5 BLUE LEVEL- POINTS: 8,064 +

1. Therapeutic Level (Day or Overnight Visits Only)
2. Open Supervised Planned Activities-Staff Choice
3. TV Time (1 hour daily) -Staff Discretion n type of show.
4. Game time (Organized by staff)
5. Only 1:30 hour/min of recreational time (Staff Discretion)
6. Phone Calls Out (20 mins a day- 2 people off call list only)
7. Bedtime: 9pm Summer Time 8pm School Time
8. Drink Options: ANY

9. Sweet Snacks (four times a week)
10. Supervised activities (three times a week)
11. Headsets, CD players, Radios, MP3 players, and iPods –(Staff Discretion on music type) Open Time

**LEVEL #4 GREEN LEVEL- POINTS: 6,047 – 8,063**

1. Therapeutic Level (Day Visits Only) \*Overnight option-approved by Mr. Waddell Only
2. Open Supervised Planned Activities-Staff Choice-Off Campus
3. TV Time (45 min daily)- Staff Discretion n type of show.
4. Game time (Organized by staff)
5. Only 1:30 hour/min of recreational time (Staff Discretion)
6. Phone Calls Out (15 mins daily-2 people off call list only)
7. Bedtime: 8pm Summer Time and 7pm School Time
8. Drink Options: ANY
9. Sweet Snacks (three times a week)
10. Supervised activities (three times a week)
11. Headsets, CD players, Radios, MP3 players, and iPods –(Staff Discretion on music type) 45 mins Daily

**LEVEL # 3 ORANGE LEVEL POINTS: 4,033 – 6,047**

1. TV Time (30 min daily) -Staff Discretion n type of show.
2. Visits on Campus- 30 mins- Supervised cannot leave campus.
3. Therapeutic Level (Day Visits Only)
4. No Open Planned Activities –Off Campus
5. Game time (Organized by staff)
6. Only 1 hour/min of recreational time (Staff Discretion)
7. Phone Calls Out (10 mins daily-1 person off call list only)
8. Bedtime: 8pm Summer Time and 7pm School Time
9. Drink Options: Any
10. Sweet Snacks (twice a week)
11. Supervised activities (twice a week) Off Campus
12. Headsets, CD players, Radios, MP3 players, and iPods –(Staff Discretion on music type) 30 mins Daily

**LEVEL #2 YELLOW LEVEL POINTS: 2,017 – 4,032 (START LEVEL)**

13. TV Time (20 min daily)- Staff Discretion n type of show.
14. No Therapeutic level (leave on level of degree)
15. Game time (Organized by staff)
16. Only 1 hour of recreational time (Staff Discretion)
17. Phone Calls Out (5mins daily-1person off call list only)
18. Bedtime: 8pm Summer Time and 7pm School Time
19. Drink Options: Water and Milk Only

20. Sweet Snacks (once a week)
21. Supervised activities (once a week)
22. Headsets, CD players, Radios, MP3 players, and iPods –(Staff Discretion on music type) 20 mins Daily

**LEVEL # 1 -RED LEVEL POINTS: 0 -2,016 RESTRICTIVE LEVEL**  
**(IF A CONSUMER RECEIVES 10 OR MORE DAYS OF RESTRICTION FOR ANY REASON-CONSUMER WILL DROP BACK DOWN TO LEVEL-1 STARTING AT 100 POINTS)**

1. No TV Time (News Time Only)
2. No Therapeutic level (leave on level of degree)
3. No Game time (Reading or Schoolwork)
4. Only 1 hour of recreational time (Staff Discretion)
5. No Phone Calls Out (Only to Case Manager, Attorney & DJJ)-Staff discretion
6. Bedtime 8pm- Summer Time and 7pm- School Time
7. Drink Options: Water Only
8. No Sweet Snacks (Veggies or Fruit Only)
9. No Supervised activities- Off Campus
10. No headsets, CD players, Radios, MP3 players, and iPods –(Staff Discretion on music type)

#### Point Deductions

**This is not the same as days of limitations/restriction! Consumers can receive days of limitations/restrictions as well as point deductions depending on the behaviors!**

|  |                                   |
|--|-----------------------------------|
| Suspension   | 50 pts +10pts. Per day            |
| Profanity  | 5 pts/per word                    |
| Disrespect staff                                   | 5 pts/event                       |
| Not following house rules                          | 10 pts per violation              |
| Not following rules/regulations:                   | 5pts- and up (staff's discretion) |
| Staff manipulation                                 | 15 pts. Per event                 |
| Property destruction                               | 100 pts                           |
| Running away                                       | 100 pts                           |
| Physical violence towards others (Staff or Client) | 1000 pts                          |
| Contraband   | 50 pts                            |
| Borrowing and Sharing                              | 25 pts each item                  |

**Points can and will be deducted throughout the entire day!!!**



Focus Point Inc.  
Behavioral System

|                      |                      |
|----------------------|----------------------|
| Consumer Name:       | Record #             |
| <input type="text"/> | <input type="text"/> |

Type of Infraction:  
(Give a brief description of infraction)

-----  
 -----  
 -----  
 -----  
 -----

|   |  |   |   |   |   |   |   |   |    |  |
|---|--|---|---|---|---|---|---|---|----|--|
|   | Number of restriction days for infraction. |   |   |   |   |   |   |   |    |  |
| 1 | 2  | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |

Any days over ten must be approved by the QP.

Was house manager contacted?      Yes      NO  
 Date Notified: \_\_\_\_\_ Method of Contact: \_\_\_\_\_  
 Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

House Manager Comments

-----  
 -----  
 -----

Was guardian contacted?      Yes      NO  
 Name of Guardian contacted: \_\_\_\_\_  
 Date Notified: \_\_\_\_\_ Method of Contact: \_\_\_\_\_  
 House Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

QMHP Comments

-----  
 -----  
 -----

Was days adjusted?      Yes      No      # of Days: \_\_\_\_\_  
 QMHP Signature: \_\_\_\_\_ Date: \_\_\_\_\_





### Infractions & Restrictive Days

| Type of Infractions                    | # of Restrictive Days |
|--|-----------------------|
| Disrespecting Staff/ Authority Figures |                       |
| Profanity                              |                       |
| Not Following House Rules              |                       |
| Not Following Staff Directions         |                       |
| Staff Manipulation                     |                       |
| Property Damage                        |                       |
| Physical Aggression To Staff           |                       |
| Fighting                               |                       |
| Verbal Aggression to Staff/Peers       |                       |
| Running Away (AWOL)                    |                       |
| Contraband                             |                       |
| Stealing                               |                       |

Focus Point Inc.  
Behavioral System

We at Focus Point Inc. strongly encourage and promote individual progress. We aim at developing and implementing a program, which focuses on every individual achieving their absolute highest potential.

In an effort to promote such progress, we have developed a behavioral point system which will be utilized to provide assistance to consumer to meet their treatment goals on a daily basis.

The behavioral system is set up to help the consumer maintain and abide by the rules of the facility while in placement. Consumer will be expected to follow all of the rules listed below.

- (1) Respect all staff authority figures and other peers at all times
- (2) Refrain from using inappropriate language (profanity)
- (3) Follow all house rules ( see list)
- (4) Refrain from physical aggression towards others (fighting)
- (5) Take care of your and others personal property
- (6) Touch only your belongings (No Stealing)
- (7) Always ask permission to go outside of the facility (No AWOL) see policy

In the event that any of these rules are broken the consumer will be subjected to different restrictive interventions such as days of restriction, physical restraints and awol watch.

**Days of Restriction:**

Will be determined by staff depending on the type of infraction consumer was involved in. The number of days will be evaluated by House Manager and QMHP to determine weather the number of days are appropriate for the infraction.

**Physical Restraints: (NCI)**

NCI will be performed when and only when a consumer is causing harm to self, harm to others or damaging property. All staff that will be working with consumer has received appropriate training to perform the different techniques to assist consumer when in crisis without causing harm.

**Awol Watch:**

(See Awol policy)

The behavior system will correlate to each individuals person centered plan.

By signing below you are agreeing to adhere to the Behavior System with Focus Point Inc.

Consumer: \_\_\_\_\_ Date: \_\_\_\_\_

Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

House Manger: \_\_\_\_\_ Date: \_\_\_\_\_

LP : \_\_\_\_\_ Date: \_\_\_\_\_

QMHP: \_\_\_\_\_ Date: \_\_\_\_\_

## **SUSPENSION AND EXPULSION**

Focus Point, Inc. shall ensure consumers are free from threat or fear of unwarranted suspension or expulsion from services. Once accepted for services, and assuming the continuing availability of the appropriate service, a consumer will not be involuntarily suspended or expelled from service unless the consumer exhibits behaviors or symptoms that present a threat to their own safety or the safety of others and those behaviors can not be effectively dealt with.

However, should the consumer be discharged for inappropriate behavior or noncompliance; we will do our best to work with the parent and consumer until a suitable alternative can be found.

## **CONCERN AND COMPLAINT PROCESS**

**We Try To** do our best, but sometimes things do not work out as planned. If you are not satisfied with the services you are receiving, you are encouraged to speak with the case manager and his or her supervisor. The staff will work with you to resolve the complaint as quickly and simply as possible.

The primary purpose is to secure, at the earliest level possible, equitable solutions to a complaint, if the claim is justified. The proceedings shall be kept confidential at your request. Those filing a complaint or expressing a concern will be protected from intimidation and reprisal so that individuals and families are not fearful in filing a complaint/grievance.

**You have the right to contact the CEO, Kenyatta Waddell :704-363-1309 or Executive Director, Denise Coley 704-648-8974 at ANY TIME WITH CONCERNS AND/OR COMPLAINTS.**

## **COMMUNITY RESOURCES**

### **ADVOCACY AND SUPPORT ORGANIZATIONS**

#### **Exceptional Children's Assistance Center**

Serves all three counties  
Individualized Education Plan (IEP) representation  
1-800-962-6817 Toll free

#### **Governor's Advocacy Council for**

Persons with Disabilities  
1-800-821-6922 Toll free (Raleigh)  
1-888-268-5535 TDD  
[www.gacpd.com](http://www.gacpd.com)

#### **Exceptional Children's Department in schools:**

Gaston County           704-866-6213  
Lincoln County         704-732-2261  
Cleveland County       704-476-8000

#### **Autism Society of North Carolina**

Services al three counties  
1-800-442-2762 Toll free to Raleigh

#### **Services for the Blind:**

**"FOCUSING ON OUR NEEDS, EXCEEDING OUR EXPECTATIONS"**  
102 NORTH YATES STREET\*GASTONIA, N.C.\*(704) 865-4308

Gaston County 704-862-7622  
 Lincoln County 704-732-9024  
 Cleveland County 704-487-0661

**Narcotics Anonymous**  
 Services all three counties  
 1-800-273-6184

**Services for the Deaf and Hard of Hearing:**

Gaston/Lincoln 1-800-853-53-2 voice  
 1-800-205-9920 TTY

Cleveland 1-800-999-8915 voice  
 1-800-205-9920 TTY

**Department of Social Services – For Medicaid eligibility and information:**

Gaston – 330 N. Marietta St., Gastonia, NC 28052 704-826-7515  
 Lincoln – 215 Sigmon Rd., Lincolnton, NC 28092 704-736-8580  
 Cleveland – 130 S. Post Rd. Shelby, NC 28152 704-487-0661

**MECKLENBURG COUNTY**

**Arc of Mecklenburg Co. Inc.**

Advocacy, information and support for persons and their families living with mental retardation and developmental disabilities. 704-331-4535

**Exceptional Children's Assistance Center**

Parent training and information. 704-892-1321

**Mental Health Association of the Central Carolina**

Advocacy, education and referral. 704-365-3454

**NAMI Charlotte, (National Alliance for the Mentally III**

Advocacy, education and support for persons and their families living with severe and persistent mental illness. 704-333-8218

Focus Point Inc.  
Behavioral System

We at Focus Point Inc. strongly encourage and promote individual progress. We aim at developing and implementing a program, which focuses on every individual achieving their absolute potential.

In an effort to promote such progress, we have developed a behavioral point system which will be utilized to provide assistance to meet their treatment goals on a daily basis.

At each admission, an individual will be placed at the entry level which is **RED**. Based upon progress or regression, the individual will have the opportunity to be promoted. Each level will allow the individual to obtain or lose privileges. Each individual will be rewarded 72 points every day and based upon behavior points may increase or decrease.

The behavior point system will correlate to each individuals person centered plan.

By signing below you are agreeing to adhere to the Behavior Point System with Focus Point Inc.

Consumer: \_\_\_\_\_ Date: \_\_\_\_\_

Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

Case Manager: \_\_\_\_\_ Date: \_\_\_\_\_

LP: \_\_\_\_\_ Date: \_\_\_\_\_

QMHP: \_\_\_\_\_ Date: \_\_\_\_\_

**ABOUT INFORMATION IN THIS HANDBOOK THAT YOU DO NOT UNDERSTAND PLEASE ASK FOR HELP. YOU MAY ASK THE PERSON RESPONSIBLE FOR YOUR CARE, OR ANY FOCUS POINT INC. EMPLOYEE.**

**FOCUS POINT INC.  
ACKNOWLEDGEMENT FORM  
FOR RECEIPT AND REVIEW OF CONSUMER RIGHTS AND CONSUMER  
HANDBOOK**

**CONSUMER** \_\_\_\_\_ **RECORD#** \_\_\_\_\_

I \_\_\_\_\_, have read or had explained to me information concerning consumer rights as presented in **FOCUS POINT INC. Policy and Procedure Manual.**

I further acknowledge that I have been presented a copy of the Consumer Handbook which contains rules each consumer is expected to follow and possible penalties for their violation.

- A. Information regarding the disclosure of confidential information,
- B. How to obtain a copy of the consumer's treatment/habilitation plan,
- C. Grievance procedure including the appropriate staff person to contact,
- D. Information regarding policy for discharge from services,
- E. Information regarding policy for search and seizure,
- F. Fees and Collection Practices,
- G. Right to contact the Governor's Advocacy Council for Persons with disabilities (GACPD) at 1-800-821-6922,
- H. Permitted restrictive interventions, protective devices will not be used.
- I. The purpose, goals and reinforcement structure of any behavior management system used by FOCUS POINT INC. staff has been explained,
- J. Information that the legally responsible person of a minor or incompetent consumer has been informed that he/she may request a notification after each use of a restrictive intervention and any request to be notified is documented (if restrictive intervention are permitted by FOCUS POINT INC. staff,
- K. I have been informed that a legally competent adult consumer may designate an individual to be notified after any use of a restrictive intervention or rights restriction, and that any for notification is documented.

\_\_\_\_\_  
Consumer/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness/Name/Title

\_\_\_\_\_  
Date