

**SSG/OTTP**

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**INTRODUCTION**

Welcome to Special Service for Groups/Occupational Therapy Training Program (SSG/OTTP). SSG/OTTP provides outpatient behavioral health services to children, families and adults throughout Los Angeles County. Since 1975, OTTP clients have thrived on the principles of occupational therapy which empower individuals to achieve independence and meaning in their daily lives. By bringing together different scopes of practice--psychotherapy, occupational therapy, psychiatry and case management--OTTP has created a unique and effective interdisciplinary model that has helped transform the lives of thousands.

**SSG/OTTP: Where it all started**

In 1975, a master’s level occupational therapy student from the University of Southern California developed the Occupational Therapy Training Program as her thesis project for youth on probation in local group homes and community court schools. The program she created focused on the development of pre-vocational skills and healthy coping skills.  Youth achieved such positive outcomes that the program was embraced under the umbrella of SSG, and soon thereafter was funded through the Department of Labor.   
      Since its inception, OTTP’s unique, culturally competent, community-based model has integrated the practice of psychotherapy and occupational therapy skill-building to produce positive outcomes for the clients that we have served.

SSG/OTTP is a division of Special Service for Groups (also known as SSG), a nonprofit corporation that provides a variety of services to individuals and families in need across Los Angeles. You can learn more at www.ssg.org.

**OUR MISSION**

To provide quality and personalized behavioral health and support services to transform individuals, strengthen families, and empower communities.

**OUR VISION**

A community where people feel safe, supported, and strong.

**Who We Are**

SSG/OTTP is an outpatient program which provides services to individuals who are in need of mental health or psychiatric disabilities/disorders services. The program consists of a wide range of therapeutic services and interventions to assist the specific needs of the individual. In addition, the program focuses on a team approach to minimize the effects and risks associated with problems with daily living.

**What We Do**

**Mental Health Therapist** – will address and treat emotional and mental health disorders to assist you with your symptoms and behaviors. The therapist is trained in different therapeutic techniques and interventions that they use to address issues such as depression, anxiety, suicidal impulse, stress, and self-esteem.

**Mental Health Occupational Therapist –** engages you in purposeful and meaningful activities to promote health and wellness through “occupation.” Occupation refers to the everyday activities that you do as an individual, in your family and in your community.

**Mental Health Rehabilitation Specialist/Case Manager** –will assist in restoring, improving and/or preserving your daily living skills to enhance self-sufficiency and independence. Case management services will provide you with referrals to resources in your community and assist you with linkage.

**Psychiatrist** - a physician who will assist with determining your diagnosis, treatment, and provide medication, if needed, for your individual mental health.

**Your Treatment Team**

**Psychotherapit:**

**Occupational Therapist:**

**Other :**

**Phone: (310)323-6887 ext. \_\_\_\_\_**

**Phone: ext. \_\_\_\_\_\_\_**

**Phone: ext. \_\_\_\_\_**

**YOUR TREATMENT ROAD MAP**

**What Success Might Look Like**

Behavioral Health Services can have benefits and risks. Successful participation in behavioral health services often leads to better relationships, improvement in school or work performance, solutions to specific problems, a reduction in feelings of distress, a greater ability to make healthier behavior choices and increased self-awareness. Due to the varying nature and severity of problems and the individuality of each client, SSG/OTTP is unable to guarantee a specific outcome or result. Since behavioral health services often involve discussing unpleasant aspects of one’s life, you may experience uncomfortable feelings like sadness, frustration or anger. On the other hand, behavioral health services have also been shown to have benefits for clients who go through it.

**Preparing to Exit**

In consultation between you and your treatment team, you will work on the completion of the following to prepare you for a successful discharge from the SSG/OTTP behavioral health services (including but not limited to):

* Transition/Discharge Plan
* Termination session
* Linkages to community resources as needed.

**Re-entry Procedure**

If you have been discharged or terminated from SSG/OTTP behavioral health services, you are able to return if you meet with a treatment team member to confirm medical eligibility criteria. If you meet the medical eligibility criteria, you will be provided with an appointment to begin the intake process.

**YOUR RESPONSIBILITIES AS A CLIENT**

In order for your team to provide you with the best services, we would like to partner with you in every step possible*. You are the most important part of the treatment team*. Therefore, to support your best success for treatment, we ask you (your parent/guardian if you are a minor) to communicate with us on a regular basis. To make sure everything runs smoothly, our team asks the following from you:

Please,

* Attend scheduled appointments with your treatment team.
* If you need to cancel or reschedule your appointment *please call the treatment team member with whom you have an appointment with as soon as possible*. This will assist us in rescheduling your appointment and in providing services to the other clients we are working with.
* Inform treatment team if your address and/or telephone number changes.

We understand that there are times when circumstances are out of your control, but if you take the time to communicate with us, we can work to accommodate you.

**Attending / Cancelling Appointments**

You and your treatment team will schedule a time and place that is appropriate for you and the treatment team. If you need to cancel and/or reschedule your appointment, please contact the appropriate team member as soon as possible. If possible, please get in contact with your treatment team member before your scheduled appointment time. We want you to get the most out of our services; therefore, we can’t stress enough the importance of coming to your scheduled appointments and being consistent with treatment. If you are unable to make your appointment please contact the treatment team within 24 hours of your scheduled appointment.

In the event that **you miss three (3) consecutive scheduled/re-scheduled appointments without notification and/or we are unable to contact you over that time, we will assume that you are no longer interested in services and will proceed with starting the discharge process.**

**For Your Safety**

To ensure the comfort and safety for you and others, please apply the following safety expectations when participating in SSG/OTTP services including but not limited to SSG/OTTP offices, community, schools, and vehicles:

**Respect / Code of Conduct**

SSG/OTTP is committed to providing our clients with an environment of fair and respectful treatment. In order to participate in our program, it is important to follow the codes of conduct and procedures put in place. As a client you will need to keep the following in mind for continued participation in our program (including but not limited to):

* No use of abusive language towards a staff member, volunteer or another client
* Do not be discourteous or rude to a fellow client, staff member or volunteer
* No verbal, physical, or visual harassment of another client, staff member or volunteer
* Do not engage in actual or threatened violence toward another individual or group
* Do not engage in conduct that will endanger the life, health, safety, or well-being of another
* No bullying or taking unfair advantage of another client
* No graffiti and/or damaging any property (this includes SSG/OTTP offices, schools, community and vehicles).

**Self-Harm / Personal Safety**

At SSG/OTTP, we are committed to the ongoing safety of all of our clients. Everyone has problems and everyone gets stressed. Most of the time, everyone has some successful solutions to those problems and stressors. However, there are times when we are feeling down or under a lot of stress and it can be difficult to remember good coping strategies. If you ever find yourself in that position, your team is here to help. Attached to this packet is “My Personal Safety Plan” that you and your team will fill out together. It will be used to help you and your team find quick and effective solutions when dealing with personal crisis.

**Substance / Tobacco Use Policy**

SSG/OTTP is committed to maintaining a drug and alcohol free environment, both for the safety and concern of our staff, and clients, their families; and the general public. As such, we do no permit the use, sales or consumption of any controlled substance or alcohol while in services. Also, we do not allow our clients at SSG/OTTP, to receive services when under the influence of any controlled substances or alcohol. As advocates for the health and welfare of our clients, SSG/OTTP has an obligation to promote good health practices and to protect everyone from the toxic effects of second hand smoke. We are committed to ensuring a safe, healthy and clean environment for our clients, staff and the general public. SSG/OTTP maintains a smoke-free and tobacco-free facility. No smoking or other use of tobacco products (including, but not limited to): cigarettes, pipes, cigars, snuff, chewing tobacco, or vaporizers) is permitted in any part of the building or in SSG/OTTP vehicles.

**Weapons / Violence Policy**

**POLICY:** SSG/OTTP strives to maintain a working environment free from violence and intimidation. All weapons are prohibited in all SSG/OTTP facilities. (The only exception is for authorized law enforcement officers.)  
  
**PURPOSE:** To provide a *safe and weapon-free environment* for all persons associated with SSG/OTTP.

**DEFINITIONS**: It is important to note that anything can be used as a weapon, but for the purposes of this policy, weapons are defined as any implement or tool whose primary function is to cause bodily harm to persons against whom it is used*.*

Examples include, but are not limited to:

* Firearms
* Chemical agents (CapStun, Oleoresin Capsicum, Mace)
* Edged weapons (Swords, Knives, including pocket knives and multi-tools)
* Striking implements (Batons, Clubs)
* Missile throwing objects (slingshots, bow/arrows)
* Explosives
* Incendiary devices (including lighters)
* Any other object deemed to be inherently dangerous to SSG/OTTP security personnel, clients or staff.

**PROCEDURE:**

1. If a situation is deemed an emergency, we will call 911. Law enforcement will assess the situation and take steps as appropriate to secure the scene.
2. If a weapon is brought into SSG/OTTP facilities, offsite locations, and/or vehicles during a treatment session the staff will cease providing services. If client is a minor, the parent/guardian will be called immediately to assess getting the minor home safely.
3. When an individual refuses to follow policy they will be asked to leave the property immediately. Complaints of violence, assault, threats and intimidation will be treated seriously and will be promptly investigated with reasonable steps to protect the safety and confidentiality of all persons involved. Staff members will report incidents to a manager. Law enforcement will be contacted as needed.
4. This policy shall not interfere with policies concerning evidence of a crime, or other policies set forth by individual departments.

**Grievance and Appeal Policy**

**POLICY:** SSG/OTTP strives to meet the needs for our clients. Clients have the right to make an internal informal complaint or an external complaint with the Department of Mental Health Patients Rights Office. If at any time, a client is unhappy with the services he/she will be provided with DMH grievance paperwork.

**PURPOSE:** To provide client the right to file a grievance at any time if there are concerns pertinent to clinical services.

**PROCEDURE:**

1. If there are any concerns pertinent to clinical services, the Division Director will record the concerns in the Informal Complaint Log. The Division Director will strive to improve SSG/Occupational Therapy Training Program operation to meet various needs of the client.
2. If the client wishes to file a formal grievance against an employee of SSG/Occupational Therapy Program, the Division Director will provide the DMH grievance procedure manual and grievance form also located in the waiting room.
3. The client may file a grievance at any time or may authorize another person to act on his/her behalf.

**FREQUENTLY ASKED QUESTIONS**

* 1. **How long do appointments usually last?**

Appointments are typically anywhere between 45 – 60 minutes.

* 1. **Am I going to get better with therapy?**

There is no guarantee that you will get better. Sometimes it may even seem that things are getting worse. However, our goal is to work towards you getting better and that requires communication between you and your treatment team.

* 1. **Who makes the decision of seeing a psychiatrist?**

You, the client, can ask to meet with a psychiatrist at any time during your treatment. It can either be a direct request by you or a collaborative effort between you and your therapist to request an appointment with the psychiatrist.

* 1. **How long will my course of treatment last?**

Your course of treatment is tailored to your needs. The length depends on what your individual needs are as a client. There is no set timeline.

**If at any point you feel uncomfortable disclosing any information, don’t hesitate to let us know. We are here to ensure that you are always comfortable during your treatment process. *Together, we can work to make your story, a success story!***