



Norton Sound Health Corporation  
Behavioral Health Services

# Service Handbook

## Information for Clients and Families



### Behavioral Health Services

Wellness from Within

For Appointments call (907) 443-3344

For emergencies after-hours or on weekends,  
call BHS On-Call at (907) 443-6411 or (844) 586-8773

or

**Alaska's Careline 24/7 at 1-877-266-4357**

## About Us

### Who we are

Behavioral Health Services (BHS) staff members are direct service providers and include Behavioral Health Practitioners and Behavioral Health Aides, Clinical Associates, Recovery Coaches, Chemical Dependency Counselors, licensed Master's Level Clinicians, Licensed Psychologists, and Board Certified Psychiatrists who are all trained to provide the services we offer. We welcome any questions you may have about our qualifications.

### What we offer

BHS offers outpatient substance use and mental health services to individuals in Nome and fifteen villages in the Norton Sound region. We have been providing treatment for over thirty years. It is sometimes helpful to combine substance use and mental health treatment for persons having difficulty in both areas. If we do not offer the services you need, we will help you find the right services elsewhere.

Village outpatient services typically are provided by counselors who reside in each village and clinicians who travel regularly to the outlying communities. Where available, secure Video Teleconferencing (VTC) connectivity from Nome to each village Health Clinic may be utilized.

### Who we serve

We offer services to people with alcohol and other drug disorders, severe and persistent mental illness and other emotional and behavioral disorders, and co-occurring disorders. We also offer services to families and couples who need assistance. We see adults (ages 18 years or older) and youth and children (ages 17 years or younger) who live in or are visiting the Norton Sound region.

While we understand the concerns a family member may have about a loved one's well being, persons 18 and older must request services for themselves. We do offer help to family members who are trying to cope with difficult circumstances.

## Confidentiality



All services and written information provided by BHS are confidential as required by State and Federal laws and Norton Sound Health Corporation/Behavioral Health Services (NSHC/BHS) Department Policies and Procedures. All BHS staff members are bound ethically and legally to abide by privacy laws, even after they leave NSHC/BHS employment.

Sometimes, because of their concerns, family members or others may volunteer information about you. We may listen, but unless you give us written permission, information about you will not be shared with anyone **except under the following conditions** (this list is not all inclusive):

- Information from records is requested through a valid court order and subpoena naming a specific individual.
- Child abuse or abuse of a vulnerable adult is identified or suspected.
- You are in a state of emergency requiring disclosure of information to medical personnel.
- If you threaten to harm someone, the intended victim and police will be notified.

You may request a complete explanation of your Privacy Rights at any time. Your Rights will otherwise be provided to you during orientation and annually thereafter. Failure of staff members to keep your protected health information confidential as allowed by HIPAA and 42 CFR, Part 2, may result in disciplinary action (including loss of job), fines and incarceration.

## Your Right to Services

Behavioral Health Services is available to anyone regardless of age, sex, gender identity, sexual orientation, race, creed, color, national origin, disability, family status or marital status. You have a right to request or refuse treatment to the extent provided by law; however, under some circumstances, it may be in your best interest and that of BHS if you are referred elsewhere for services. For example, if the services you need are not available at BHS, we will be more than happy to assist you in seeking services elsewhere. A complete list of your Client Rights will be provided to you annually.

BHS will make every effort to assist with reasonable accommodations, such as an interpreter, or other accessibility needs to assist you.

## Fees

**Services will not be denied due to a client's inability to pay.**

Our services are reimbursable by Medicaid, health insurances, and Indian Health Services. Norton Sound Health Corporation has benefits specialists hired to help anyone apply for Medicaid. A sliding fee scale is also available. Please contact NSHC Patient Benefits by calling 443- 3323.



## Assessment & Consultation Services

At the beginning of your **Assessment** appointment, a Clinical Associate will orient you and talk in detail about BHS services, what you can expect from providers and your rights and responsibilities as a client. A BHS provider will then ask about your goals and talk to you in detail about your personal and family history and what services you want. You will also be asked to complete some questionnaires. Based on the information you give us and other information gathered, a recommendation will be made regarding the level of care needed, if any. If services are indicated, you and the provider will work together to create an initial treatment plan based on your goals, strengths, needs, abilities, and preferences. The **Assessment** will take up to three hours.

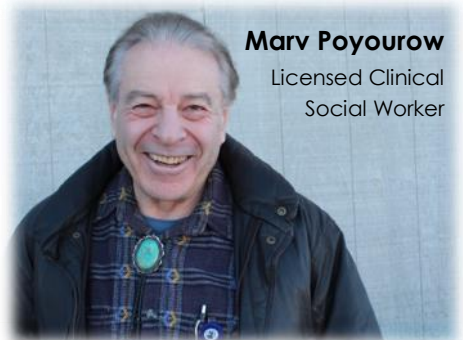
The provider who does your **Assessment** may or may not be assigned as your Primary Provider.

### Primary Provider

Once the **Assessment** is completed and an initial treatment plan is in place, the Clinical Supervisor assigns a Primary Provider to work with you. The Primary Provider's job is to provide and coordinate your services. Your Primary Provider may be a counselor, clinician or clinical associate depending on the following information:

- Your assessed needs, treatment goals and preferences
- Which staff we believe to be the best fit for your needs
- Staff availability
- Language or other special needs
- The location of your BHS services (Nome or specific Village office)

On a regular basis, you and your Primary Provider will review how well the two of you are working together, your treatment plan, and your progress toward accomplishing your goals.



**Marv Poyourow**

Licensed Clinical  
Social Worker

## Integrated Behavioral Health Services

BHS provides a full array of mental and substance use treatment services. Interventions and counseling are provided to individuals, couples, or families in a confidential and healing environment. Through these therapies, BHS clinicians and counselors assist individuals in developing healthier behaviors, relationships, and expressions of emotion.

We also provide The MATRIX MODEL program, an evidence-based group therapy to help individuals through recovery from substance misuse.

### Services Offered

- Individual Therapy\*\*
- Family Therapy\*\*
- Substance Use Disorder Individual Counseling\*\*
- Substance Use Disorder Group Counseling\*\*
- Day Shelter\*
- Case Management and Coordination of Services\*\*
- Psychological Testing\*\*
- Referrals for Psychiatric Services with Medication Management\*\*
- Referral to Services\*\*
- Urgent Care/Emergency Services\*\*
- Crisis Intervention/Crisis Stabilization\*\*
- Telemed Services for Intake, Assessments and Treatment Services\*\*
- Wellness and Prevention Activities\*\*
- Consultations at Primary Care Clinic (PCC)\*
- Consultations on Acute Care Unit\*

### Location of Services:

\*Nome

\*\*Nome and Village Communities

\*\*\* Village Communities

## Village-Based Services

BHS offers a full array of services within the client's home community, provided by Behavioral Health Practitioners or Aides (BHP/A) who reside in the 15 villages of the Norton Sound region, in addition to Master's Level Clinicians who travel on a monthly rotation. Psychiatry and Psychological testing are also available.



## Contacting Village-Based Programs

Brevig Mission	(907)642-2228
Elim	(907)890-2316
Gambell	(907)985-5110/5443
Golovin	(907)779-2002
Koyuk	(907)963-2462
Savoonga	(907)984-6635
Shaktoolik	(907)955-2409
Shishmaref	(907)649-2150
Stebbins	(907)934-2516
St. Michael	(907)923-2431
Teller	(907)642-2175
Unalakleet	(907)624-3058
Wales	(907)664-2177
White Mountain	(907)638-2081

## Services

Providers working with adults use brief, solution-focused approaches based on clients' strengths to teach new skills and encourage change. Individual, couples and family therapies are the preferred methods of intervention for mental health issues. Group therapy is the preferred treatment approach for substance use and recovery needs. Group therapy has the potential to yield great personal change for clients while contributing to a sense of belonging and providing social support and peer advice. Referrals to levels of care are reviewed by the Clinical Supervisor and/or treatment team to ensure the best treatment options for each person are being provided.

## Your Responsibilities as a Client

While receiving services from BHS outpatient program, you are responsible for the following:

- **Providing information** to complete assessment in order to help us provide the best possible treatment for **you**.
- **Completing and signing forms** necessary to begin and continue treatment services.
- **Working with your provider** to develop a treatment plan based on **your** goals.
- **Working with integrity** to follow your treatment plan.
- **Attending all scheduled appointments and Groups on time.**
- **Informing your provider in advance** If you are unable to attend an appointment.
- **Participating free of alcohol or drug influence.**
- **Treating other** clients and staff members in a respectful way.
  - Honoring the confidentiality of group members.



## Treatment



### Length of Treatment

The length of time you are in treatment depends on your individual treatment plan. BHS outpatient services are short-term, solution-focused with an emphasis on strength-based treatment and family involvement, if permissible. Transition and discharge are a part of your treatment plan. Discharge usually occurs once you have reached the goals you identified. Throughout your treatment you have an opportunity and responsibility to work with your Primary Provider to review, adjust or change your goals, including a request for a different provider. At any time after your case has been

closed, you may reapply for services.

### Referrals

BHS works with several referring agencies based on your needs. Partners include Alaska State Court System, DJJ, social services agencies, and outside providers. BHS will refer you to additional services as needed for your successful treatment including higher levels of care, vocational rehab, and general assistance.

### Your Family

BHS believes the support of “family” (as defined by the client) is very helpful to your treatment for and/or recovery from mental health and substance use disorders. Your support system will be encouraged and welcomed to participate in services, if you choose. You and your Primary Provider will decide who to include in your care.

### Physical Restraint Devices and Seclusion

Physical Restraint devices and seclusion will not be used with BHS clients. Clients who become agitated will be asked to take a clinical time-out or to vacate the premises. In non-office settings Clinicians/Counselors will use their professional judgment as to whether or not to continue the session.

## Complaint or Grievance

You have a right to complain and be heard. It is your right to tell someone else when you think your rights are being taken away or being denied to you. It is your right to complain when you think someone is doing or saying something wrong



or hurtful to you or when you feel you are being treated unfairly or with discrimination. You have a right to get an answer to your complaint and to know when you will get your answer.

Making a complaint can be a frightening step to take, but doing so supports health and recovery. Telling someone else can help you figure out what to do in a tough situation and helps you take control of the situation. BHS encourages you to use your rights without feeling worried or fearing you will be punished for complaining.

You are encouraged to talk with your Primary Provider about your complaint even if your complaint is about your Primary Provider. Another way to complain is called a "grievance procedure." This formal complaint process is explained fully during client orientation. To make a complaint please fill out a Confidential feedback form available at the reception desk or you may speak to the BHS Director. Through Norton Sound Health Corporation you can also go to [www.nortonsoundhealth.ethicspoint.com](http://www.nortonsoundhealth.ethicspoint.com) or call 855.541.4193

For more details, please refer to the complaint procedure given to you during client orientation.

## Contacting Behavioral Health Services

BHS is here to support you. Whether you seek long-term services, need a brief consultation about what we offer, or have a crisis you would like us to assist you with, we have several ways you can contact us:

1. Outpatient Services and Urgent Care are available Monday through Friday from 8:00 a.m. to 5:00p.m. for emergency needs. Call 443-3344 for support.
2. After-hours advice and support is available after 5:00 p.m. on weekdays, all hours on Saturday and Sunday, and on NSHC holidays for emergency needs. Call the Nurse Call Line at 443-6411 or 844-586-8773 and ask for Behavioral Health Services On-Call.
3. A Behavioral Health Consultant is available in the Primary Care Clinic during medical appointments Monday through Friday.
4. In village communities, a village-based Behavioral Health Practitioner/Aide is available to assist you in learning more about counseling services. These Behavioral Health Services staff members can be reached by contacting your local Village-Based Counseling office (on page 7 of this handbook), Behavioral Health Services at 443-3344, or through your village health clinic.
5. Appointments to see Psychiatry may be made by calling your village clinic or Primary Care (if in Nome).
6. For information on the NSHC Day Shelter open seven days a week in Nome from 8:30 a.m. to 7:30 p.m., please call 443-3344 and ask for a Recovery Coach.

For outside support, talk with **Alaska's Careline**. Calls are caring, confidential and free, 24 hours a day, 7 days a week.

Call **877-266-4357**



## **Our Purpose**

Providing quality health services and promoting wellness within our people and environment.

## **Our Values**

**Integrity**

**Cultural sensitivity and respect for traditional Values**

**Always learning and improving**

**Compassion**

**Teamwork**

**Pride**

**Behavioral Health Services is made possible with the support of:**

**State of Alaska, Division of Behavioral Health**

**Indian Health Services**

**Norton Sound Health Corporation**

**Alaska Mental Health Trust Authority**



**Norton Sound Health Corporation**

**Behavioral Health Services**

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