



Service Orientation Handbook

Welcome to WellServe! We are pleased and honored that you have chosen to accept our service. Our desire is to earn your trust, provide you with the best service we can and in the manner that you choose. You are in charge.

At WellServe, services are designed specifically for you, for your needs as you see them. We will not tell you how to feel or how to think. We will not tell you what you want. We will ask you these things, frequently, so that we can keep in touch with your thoughts on all the issues that together we face.

We want to know your goals, both immediate and far-reaching. One of your goals might be to get the dishes washed tonight. Another might be to start a business or become a scholar or artist. You might want a part-time customer service job down the street, or you might want to build a career. Your goal might be to make friends or have a family or to keep from getting your neighbors angry with you or to keep from getting in trouble with the police and having to spend time in the hospital. Your goal might be to have someone to talk with when you are feeling anxious and to have a person who can advocate for you with others, like your psychiatrist, or a landlord or judge.

These are all good and reasonable goals. Some of them WellServe might be able to help you with and there may be some that we cannot pursue with you. There are laws governing what WellServe can do. There are contracts that limit our actions and involvement in your life. This is good too, and it is important to know what it is that we can do to help you.

How Does The Service Work?

Services begin at WellServe after a lot of talking has ended. The talking usually starts with a phone call or email to WellServe from a case manager, or family member or hospital, or you, saying that you would like some help with this or that, or maybe just in general. Then after releases of information have been signed, WellServe begins receiving information about you that will enable us to know if there is anything we can do, and what. You will have been diagnosed, and WellServe will help you with issues related to your diagnosis. We know however that a diagnosis does not define you.

By the time that services begin, the government or an insurance company will have decided how much time we can spend with you. It might be a few times a month, a few times a week, or whatever your team decides with you. This particular limit is something that WellServe cannot exceed.

When these things are over, you will find yourself sitting with a member of the WellServe staff who is responsible for creating goals and plan with your case manager or care coordinator. We want you to be happy with your home in the community and so the staff will be excited about discussing your thoughts and feelings. Try to be as open as you can. It will help us help you. We will not judge you in a negative way, no matter what you say. Sometimes the most improbable possibilities can be turned into a practical process with a positive outcome.

Your relationship with your staff is professional. You may spend a significant amount of time with your staff and get to know each other very well. This can be a very positive thing for both of you. However, your relationship with your staff is not a friendship, it is a formal and professional one.

When services have begun, you will make appointments with your staff and they will come to you. Please be considerate of staff availability and their schedules. They will transport you, if necessary, to places so they can work on your goals with you, but transportation has to be goal related.

Goals?

A goal is one that you choose. These goals guide what you spend your time with staff doing. If you have a goal that cannot be reached through WellServe service, the staff will either refer you to a service which can help, or they will try to redefine the goal into one that can be accomplished by them, or with their assistance in the amount of time that is allotted. If you do not have any personal goals, the staff will suggest some and you can choose from them. The staff is trained to bridge the divide between your personal desires and the rules governing service, so that they are compatible, and that you will find them useful. A part of the goal planning process is for the staff to understand what you can do and what you can't do, what obstacles or barriers prevent you from accomplishing the things you want, and to teach you new skills.

Goals are written in an overall plan that usually lasts about one year. There will usually be three or four goals written with other team members and approved by all members of your team. Each plan will have general goals that you have chosen, and that WellServe is able to work with you on, and that is approved by case management. It will have a specific objectives, which can be attained within a given period of time, and progress toward it will be documented whenever you see WellServe staff. The amount progress will be used in your next objective, written after you have completed the first one. This is called the baseline. There are also action steps, which is what the staff will do to help you reach the objective. The team may at times throughout your plan meet with you as a group, to go over progress toward your goals. At the end of your goal plan, new goals for the period will be established.

Goals can be re-written at any time, based on your needs and choices. You can change goals by requesting a change. You do not need to complete a goal in order to discard it or re-work it. It is often the case that goal plans do not work out or are impractical. Many times goals are repeated at the conclusion of the plan. WellServe does not want you to have goals that are not helpful, wasting your time and energy. A verbal request is all that is needed for changes. The staff may also suggest a change for you to consider if they feel one is needed.

Rights

You have the same rights as any other citizen of the United States, guaranteed by law. It is a part of WellServe's mission to see that your rights are respected by everyone, and we pledge to defend your rights and advocate for you whenever it is needed.

This means that you cannot be falsely incarcerated, no one can lock a door against your will and no one can block your way physically. No one can lay hands on you, threaten or coerce you. Staff members are not allowed to yell at you or disrespect you in any way. It is your right to refuse any service that WellServe provides, meaning that you do not have to let staff members in your house and they will leave if you tell them to. You cannot be forced to take your medication by us. You cannot be forced to answer questions or follow plans. The service WellServe provides is voluntary, meaning that they are for you, not anyone else, and that if there is anything about them you do not want, we will not provide it. Your rights can only be restricted by law enforcement officials, and if there is a court order to WellServe, this does not mean that WellServe can restrict your rights. The only action that WellServe can take in compliance with a court order is to report your actions to the court, when required. Enforcement of the order is the responsibility of law officers.

Des Moines is fortunate to have the mobile crisis unit, and since these individuals work with the police, they are empowered to have participation in enforcement activities. As a mental health service, WellServe staff do not have this authority, and will not enforce the law. They will report any illegal activity they observe.

WellServe will make suggestions and teach you skills and help you with them if you want the help. WellServe can help you learn skills and learn self-discipline. However, WellServe cannot force where you live, or what life-style to support. It will not force you to do certain things that others think you should do. It can work with you to improve aspects of your life so you can live a healthy and happy life that you want.

Responsibilities

Our expectations of you is that you will be polite, honest, cooperative, that you will follow your agreements with WellServe, including your agreement to pursue a goal. We expect you to help us help you. You are responsible for leading the best life that you can and reach as high as you can. You are expected to be a good citizen in every aspect of that concept. WellServe's mission is to help you become integrated in the community and free of service. We expect this mission to be yours as well. Your life is still your responsibility, and we expect you to work with us on your goals.

WellServe's Rights and Responsibilities

WellServe will not provide any service that we consider to be less than the best practice. WellServe will not be a part of irresponsible activities and circumstances. If you prevent us from providing you a responsible service, we will not be able to provide services to you at all. But please remember, we will not judge you and we will not give up on you. If there is a period of time during which we cannot serve you, we will continue services when this period has ended. If you need hospitalization, we will not discharge you during or after it. If you go to prison, WellServe can be there when you return to the community.

Living Arrangements

You will rent your own apartment, pay the utilities, buy your food, etc. You will need to supply your own furniture, clothing and other aspects of life as anyone else would in the community. WellServe does not have housing or provide it to anyone. It can help you find your own, if you need the assistance. Rent usually involves a deposit. This is a large sum of money that you would not normally be spending in a normal month. So, if you are going to be short of money in the getting process started, there are assistance services you can apply for, and to family members to help you, either with a loan or as a grant for the amount that is needed. This may also involve a sacrifice on your part regarding your desired life-style

so you can save money to enable you to get your own place. Please meet with your payee about it, if you have one. Payees are not a requirement with WellServe.

Medication

You will manage your own medication. Taking your own medications is your responsibility. WellServe does not diagnose, prescribe, or administer medications. It does not store, or transfer medications for you, without your presence.

Appeals and Grievances

If you want to appeal a decision or record a grievance against someone, please speak with that individual first, explain your side of the issue and see if an agreement can be reached. Staff are trained to be respectful to you and will not retaliate against you. If this fails, or you are afraid, and your grievance is against this staff member or anyone else working at WellServe, speak to the individual's supervisor. If you do not know who this is, call the main number for WellServe (515) 461-9316. If you are not satisfied with the results, WellServe will share your written statement with your case manager and a meeting will be arranged to resolve the matter. Or, you can communicate the statement directly to case management.

Limitations of Services

There are instances in which delays occur, such as when you are not in our service area, you do not have a current insurance authorization, or WellServe does not currently have enough staff to serve you. We ask that you be patient until funding can be found, or staff can be hired.

If you discontinue services from us, but would like to re-enter, you are always welcome to come back.

Privacy

You have a right to privacy. WellServe will only request and share information about you that is needed to enhance our service to you, and we will only request information with your approval and release, which you can revoke or amend at any time.

WellServe will not release information about you to anyone without your permission. There are some exceptions to this rule. If the court or legitimate law enforcement agency requests information, WellServe may be required to disclose it, even without your permission. And, if WellServe staff observe illegal activity, they may be required to report it to law-enforcement. Information can also be shared if there is an emergency or someone is in danger. Please review our Notice of Privacy Practices for more information on this, it is posted on our website.

Thank You

WellServe is your service. Please enjoy it and use it to your best advantage. We look forward to this opportunity of becoming an integral part of your life. If you have any questions about this information, or any other questions. Please call us at 515-461-9316.