



Transitions

Mental Health Services

An Introduction to Programs and Services

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Welcome and thank you for choosing Transitions Mental Health Services!

Transitions developed from a small group of families with adult children struggling with mental health challenges, who came together to discuss how to meet the needs of their loved ones. From there, our original organization (Alliance for the Mentally Ill of Rock Island and Mercer County) was founded and began its journey in 1980. We have a long and proud tradition of making positive, and often, untraditional changes. This has resulted in new services, programs and approaches that have continued to benefit those who come to us for help.

Mental health issues are REAL. At Transitions, we recognize that every person's wellness journey is unique. No two mental health conditions are alike. Therefore, no two mental illnesses can be treated the same way. Based on your individual preferences, goals and needs, we tailor our services for you. We believe that mental health issues are treatable and with individualized, personalized care, you or your loved one can find their path to recovery.

We know reaching out for help can be one of the scariest steps to take. Our promise to you is that when you come to Transitions you are coming to a place where action and compassion meet.

We look forward to helping you on your unique healing journey.

Anne McNelis

Co-CEO

Clinical Director

Kristy Rodgers

Co-CEO

CFO

Transitions Mission Statement

Transitions Mental Health Services improves the health and wellbeing of individuals with mental health challenges, their families and the community, through services, education and advocacy.

Transitions Value Statement

Above all, we value respect for, and dignity of, every individual. We are dedicated to quality, continual growth, and positive outcomes for our clientele, staff, customers and community.

Transitions Vision Statement

Transitions will be recognized as a leading provider of personal, innovative, effective and community-integrated mental health services that lead to safe, productive, healthy and satisfying lives.

Main Office and Residential Program

805 19th Street, Rock Island, IL 61201
Phone: 309.236.0016
Fax: 309.793.9053
Hours: Monday-Friday 8:00am-4:30pm



TROC Office

Psychiatric Services, Adult Therapy Services, Community Outreach Services, Employment Services
2326 16th Street, Moline, IL 61265
Phone: 309.283.1228
Fax: 309.743.2277
Hours: Monday-Friday 8:00am-4:30pm



Hilltop Office

Youth Therapy Services, Community Outreach Services, Employment Services
2202 18th Avenue, Rock Island, IL 61201
Phone: 309.429.6231
Fax: 309.743.2277
Hours: Monday-Friday 8:00am-4:30pm



Email: transitions@transmhs.org
Website: transmhs.org

We are a community-based, not-for-profit mental health organization that has been serving the Quad Cities Community for more than forty years. Our goal is to provide quality mental health services to everyone we serve and equip them with the tools and skills to live safe, healthy, satisfying, and productive lives. We offer diagnostic services, therapy/counseling, community support and case management, psychiatric/medication management, employment, and residential supported living services.

Who We Serve

We proudly serve individuals 5 years of age and older who are impacted by mental health issues.

The Goals of Our Programs

Our goal is to help you become as self-sufficient as possible, so you can have as much control over your life as possible. We strive to provide you with choices of services and help you identify and successfully access any supports you may need from and within your community.

Fees

We will discuss fully with you any fees that may be required for specific services you are interested in prior to the start of the service. Fees vary according to funding source, insurance and individual ability to pay. We will fully explain any obligations you have. We serve those with Illinois Medicaid/MCO plans. We also offer a sliding fee scale.

Your Rights

It is our commitment to treat all those we serve with respect and in a helpful manner regardless of illness, gender, age, race, religion, sexual orientation, nationality, political beliefs, marital status and unfavorable discharge from military service.

Protecting your rights is important to us. If you ever feel your rights have been compromised, you need to only inform any Transitions staff member, and you will be given assistance in communicating your concerns and resolving any identified concerns or issues.

The Transitions Summary of Rights will be read and signed by you and a staff member during your intake meeting. Any questions you ask about your rights will be answered at this time, and you will be offered a copy of the Summary of Rights to take with you. The original signed document will be kept in our electronic health record.

The Following is a Summary of Your Rights

1. Maintain all your legal and civil rights, in accordance with Chapter Two of the Mental Health and Development Disabilities Code.
2. Receive all services regardless of gender, age, race, religion, creed, national origin, ethnicity, disability, marital status, sexual orientation, unfavorable discharge from military service.
3. Adequate and humane care and services.

4. Communicate with other people in private, without obstruction or censorship by agency staff (including mail, telephone calls, email, text, and visitors).
5. Your personal property.
6. Participate in the development of your own individual recovery plan.
7. Expect confidentiality of all information concerning you, unless you have provided a written release/consent, or unless a court is in effect according to the Confidentiality Act [740 ILCS 110] and the Health Insurance Portability Accountability Act (HIPPA) of 1966 [45 CFR 160 and 164] and 132.142.
8. Review your clinical record.
9. Participate in any treatment team meeting regarding yourself.
10. Remain in a Transitions program, unless you voluntarily withdraw from services, or you meet criteria for termination, at which time you will be referred to a more appropriate service program offered by another agency.
11. Documentation of your individual record explaining justification for any restriction of your individual rights. No restriction of rights should occur without a Co-CEO's prior authorization.
12. Expect that use of seclusion is not, and will not be, permitted at Transitions.
13. Express any grievances or appeal adverse decisions by the agency in writing through Transitions' grievance process to a Co-CEO and, ultimately, to the agency's board of directors, as outlined in the Transitions Introduction Manual. This right may be exercised by your guardian, if applicable. No individual will be denied, suspended, terminated from services, or have services reduced for exercising any rights.
14. Use the services of private physicians and other mental health and developmental disability professionals of your choice, which shall be documented in your individual recovery plan.
15. Terminate treatment at any time and not be denied, suspended, terminated from services, or have services reduced for exercising any of your rights.
16. Be free from abuse, neglect, and exploitation. Any incidents of abuse or neglect should be reported to the Illinois Department of Public Health, the Illinois Office of Mental Health, the Illinois Department of State Police for Investigation or Office of Inspector General.
17. Be provided mental health services in the least restrictive setting.
18. The right to have disabilities accommodated as required by the Americans with Disability Act, Section 504 of the Rehabilitation Act and the Human Rights Act [775 ILCS5], ED011711 2020. As a client of Transitions Mental Health Services, you may be eligible for third party payment through our state funding, provided by the Illinois Division of Mental Health (DMH) or the Illinois Division of Rehabilitation Services (DRS). If your services are paid by state funds, your records may be disclosed to DMH or DRS for purposes of providing proof of services and to audit the quality of clinical care you receive through Transitions Mental Health Services.



19. The sharing of information consistent with this section shall be communicated in a language for a method of communication that the client understands.
20. Contact the relevant public payer, or its designee, and be informed of its process for reviewing grievances.
21. Report any infringement of your rights to a Co-CEO.

The following agencies are available for you to contact in the event you feel there has been an infringement upon your rights:

Guardianship and Advocacy Commission (GAC)

401 N. Main Street, Suite 620
Peoria, IL 61602
309.671.3030

-OR-

160 LaSalle Street, Suite S500
Chicago, IL 60601
312.793.5900

Equip for Equality

427 E. Monroe Street
Springfield, IL 62701
217.544.0464

The Office of Inspector General

Hotline: 800.368.1463

Illinois Division of Mental Health and Developmental Disabilities

402 S. Spring Street
Springfield, IL 62765
800.843.6154

-OR-

100 W. Randolph Street, Suite 6-400
Chicago, IL 60607
312.814.3785

You have the right to obtain staff assistance in contacting the above agencies. The right of individuals to confidentiality are governed by the Confidentiality Act. If you ever have any questions regarding your rights, please contact any Transitions staff member.

Your Privacy

All information regarding you and your participation in Transitions programs are kept confidential within the agency. No information regarding your mental health condition, treatment or background is provided outside of this agency without your written authorization. Exceptions include cases where your safety or the safety of others is at imminent risk.

Our Services

Our services are designed to meet each individual's needs and goals in order to address your personal challenges. We have created an array of services that do just that. If you decide to work with us, your program recommendation may consist of working with a Community Outreach Coordinator, an Employment Coordinator, Therapist and/or Residential Staff to participate in working on your individual goals. Services also include:

- Advocacy Services
- Support Services
- Education Services

Frequency and Duration of Services

Frequency and duration of services depends on your personal goals and challenges, your desire for services, your ability to participate in the program(s), and your participation in services.

Individualized Person-Centered Care

You lead the way in your journey with us. You are the expert of your life, and it is important to us that your needs, desires, goals, expectations, concerns, fears and strengths are all front and center. You may express opinions and suggestions at any time with any program you are involved with. You are encouraged to invite others who you would like, with your permission, to be a part of the services you receive. Together, we will create your plan and work towards reaching your goals.

Trauma-Informed Care

We commit to the principles of trauma-informed care in all our delivery services. We recognize that at the root of many mental health issues, struggles in life and functioning can be unresolved trauma. Childhood and adult trauma such as abuse, neglect and dysfunctional relationships can have an impact on behavior, mood, thoughts, self-esteem and ability to feel and be happy and productive in life. Our services and settings aim to prioritize the following experiences in your care:

SAFETY: Feeling physically, emotionally and psychologically safe in our buildings, our offices and with our staff. Feeling safe to open up and share when you are ready and willing.

TRUSTWORTHINESS & TRANSPARENCY: Feeling a solid sense of trust in relationship with your staff person and with the organization that we have you and your goals, preferences and best interests at heart. Feeling that our providers are transparent and honest in their relationship and process with you.

PEER SUPPORT: Feeling like you can connect to others who have journeyed along a similar path and receive support and understanding.

COLLABORATION & MUTUALITY: Feeling like you are the expert of your life and that our staff are collaborators on your healing journey. Feeling like you are not alone and there is a spirit of standing with you in your healing and health.

EMPOWERMENT VOICE & CHOICE: Feeling like you are able to heal and recover from what is impacting you. And feeling that our staff and organization encourage and support your inner wisdom, your strength and your power to make changes in your life.

CULTURAL, HISTORICAL & GENDER ISSUES: Feeling that all parts of you, your history, your background, your culture and your connections are honored, celebrated, welcomed and valued by our staff and organization. Believing we will move past biases and stereotypes and offer affirming services that prioritize your culture, your trauma experiences and your identity preferences.

The Role of Transitions Staff

Transitions Mental Health Services will provide you with staff who are trained and experienced in providing you with the specific services you are interested in. They will do their best to keep you informed as to your progress, opportunities and resources available to you.

Transitions Philosophy

Transitions is dedicated to the belief that:

- Recovery is a real possibility for every individual.
- Regardless of the severity of their mental health condition, all persons have the right to receive quality services.
- Services should be provided according to everyone's personal needs, priorities and goals.
- Choices of services, treatment, venues, and activities should be accommodated whenever possible.
- Confidentiality and the individual rights of every person served must be protected and maintained.



Services You Can Participate in at Transitions

Psychiatric Services

If funding allows, psychiatric services may be offered if you feel you can benefit from medications that can help to reduce your symptoms, improve your functioning, and live a life that is safe, healthy, productive, and satisfying. The psychiatric provider will identify what medications will be beneficial for you in managing your symptoms of your mental health condition. Medications are prescribed only by our contracted licensed psychiatric provider. Any requests for medications, medication changes, dosage changes or discontinuation of medications must be made to the psychiatric provider. The prescribing provider reserves the right to discontinue medications in an appropriate manner or refuse to prescribe certain medications.

Therapy Services

If funding allows, therapy services may be made available to you if you wish to address long-standing personal issues that have negatively impacted your productivity and your senses of

security, self-concept and life satisfaction. Adult therapy and youth therapy services are offered.

Community Support and Case Management Services

Community Outreach Coordinators will help you in overcoming day-to-day difficulties as well as coping with symptoms, distress and barriers to live independently in the community because of your mental health condition. Community resources, access to governmental benefits, assistance from other agencies and guidance on using public transportation are also provided.

Employment Services

It can be difficult to find employment that works best for you when you are struggling with your mental health condition or other barriers. It can also be tough to keep a job when you are going through challenging situations. Employment Coordinators will assist you on or off the job site to provide you with job skills training. They will work with you and businesses in the area to identify your strengths and help you be successful in finding and keeping a job that you choose.

Residential Services

The residential program is a safe and comfortable living environment to use your independent living skills while managing your mental health condition. You will be responsible for your own medications and take them appropriately and as prescribed. Some day-to-day living skills are expected for eligibility and acceptance to the program. The residential program is a supportive living environment with a length of stay around 6 months, but it can be less. Residential staff will support and build your skills to live independently once again successfully.

Mental Health Court Services

The Mental Health Court program is a multi-disciplinary program designed to divert a person with criminal charges and mental health issues. By providing structured guidance, support, counseling, and linkage to community resources, this program seeks to restore successful community living and functioning for the individual. These programs specifically help those who are involved with the criminal justice system. The purpose is to avoid further engagement in the criminal justice system and a continued criminal record.

Agency Businesses

Transitions owns and operates two community businesses: The Printer's Mark and Transitions Commercial Cleaning Services. As with any job, a completed application and interview will determine if the job is right for you. During employment, you will learn the job skills you need to work in various positions and prepare to apply for similar positions in the future. While working at one of the Transitions businesses, you will be working alongside other employees who may or may not be Transitions clients. Your privacy will be protected to the best of our ability. If you are interested in working for an agency business, speak with a Transitions staff member.

Yours and Others Safety

To ensure you and others have the best, safest, and most enjoyable experience with us, we ask that you follow all safety guidelines. After you select the program(s) in which you wish to receive services, we will discuss with you in more detail the specific safety rules that apply.

These rules include:

- Illegal drug use, theft, violence, or destruction of property will not be tolerated on any Transitions property. Weapons, or items that could be used as weapons, are also not allowed.
- Let the staff member you are working with know immediately if you are sick or injured.
- Do not smoke inside any Transitions-owned or leased properties. We maintain a smoke-free environment in all our buildings and have selected areas outside each building to safely smoke.
- Be alert to any potential unsafe situations.
- Always walk, use handrails when available and needed. Be aware of trip/fall hazards.
- Please inform a Transitions staff member if you become aware of any dangerous or harmful situations, so we may take action to keep you and everyone else safe.



Other General Expectations

Other expectations include:

- Always be honest.
- If you have any problems or complaints tell the staff member with which you are working.
- Do not bring any valuable things to Transitions. We are not responsible if they get lost, broken or stolen.
- Park in the designated parking lot at the location you will be seeing your staff member. Ask for clarification, if needed.
- Be on time for appointments with your Transitions staff member.
- Contact your staff member immediately if unable to attend an appointment.
- Treat other clients and Transitions staff with respect, and respect Transitions property.

Waiting List

From time to time, we must implement a wait list for one or more services due to high demand. In these cases, if there is a wait list, we will let you know what the wait list process is, including identifying the approximate wait time or offering other service options (alternative providers, if available). Individuals waiting will typically move through the wait list on a first-come-first-serve basis according to specific services requested and any personal preferences identified by the individual requesting services. An exception may be made due to safety concerns.

Cancellation Policy

We understand that appts sometimes need to be cancelled. We ask that in the event you will miss an appointment, you make every effort to contact us within 24 hours ahead of time. If you miss an appointment without 24hrs notice, you can call and reschedule. If you miss two appointments in a row, your appointment slot may be filled, and you may have to wait again for an appointment opening with your provider. If you miss two intake appointments, you will be closed to services and will need to call and to be put back on our waiting list. The same applies for psychiatric services. If you miss all other services more than 2-3 times, the staff member may send you an interested in services letter and your services could be terminated due to lack of engagement.

Discharge

When you have reached the goals you wanted to accomplish, or you no longer wish to receive our services, you will meet with your staff member to discharge from the program or agency.

You may stop participation in any program at any time. We will refer you to any necessary providers in the community, if needed. We will do our best to make sure you receive whatever support you need to be successful. If you choose to receive Transitions services again, contact the receptionist and you will be helped through the process of re-entry.

Collaborating with Other Providers

Transitions' programs are very flexible to accommodate your school, work, other services or other obligations. After receiving your written authorization, we are happy to communicate with your other providers, family, employer, or others, to help coordinate the services you are receiving.

Our Outcomes System

To provide you the best possible care, we use an outcomes system that measures a variety of services and statistics. By tracking your progress, we can make sure services are effective and meet your needs and satisfaction.

Funding for Transitions

Our agency is funded by the Illinois Department of Human Services Division of Mental Health, Rock Island 708 Board, United Way, Illinois Medicaid, private foundations, fundraising activities, business revenue and private donations.

Accreditation and Certification

Transitions is accredited by the Commission on Accreditation of Rehabilitation Facilities and is a Medicaid-Certified agency.

If You Are Unhappy with Us

Let us know immediately if you feel you have been treated wrongfully, if you believe your rights have been violated, if you believe a staff member has a conflict of interest, or if you believe that you have been ethically or legally violated by anyone affiliated with Transitions. The staff member will help you resolve any problem(s) you have.

If, after speaking with the Transitions staff member about the problem, you feel dissatisfied with the result(s) or believe you have been truly treated wrongfully, you may pursue the issue further and ask a staff member for the "Client Appeal" form. This form may be filled out by yourself, or you may ask for assistance from a staff member or another trusted individual in helping you fill it out. After completing the form, make sure to sign and date it at the bottom of the page. Bring the form to the building receptionist to give the written appeal form to the supervisor of the staff member you see (Sarah for Community Outreach or Employment Services, Anne for Therapy Services, Gina for Residential Services, Courtney for Mental Health Court Services). You may request an envelope to seal your appeal if you wish. The receptionist will forward the form to the appropriate supervisor.

Any grievances must be filed within 60 calendar days from the event in question.

There will be no punishment, retaliation, or mistreatment for making any verbal or written complaint, appeal, or suggestion. You will receive a follow-up call, meeting or written response within five (5) working days.

If a meeting is arranged for discussion of your appeal, you have the right to designate a Transitions staff person to represent you and/or be present during the meeting. No attorney or outside parties will be allowed to represent you during the appeal procedure, but you may ask a family member or close friend to sit with you during an appeal meeting if it will make you feel more comfortable.

If you are dissatisfied with the results of the written response to your appeal or the results of an appeal meeting, you may continue the process by taking your appeal to a Co-CEO. You will receive a follow-up call, meeting or written response within five (5) working days.

If you are dissatisfied after speaking with a Co-CEO, you may request that the Co-CEO forward your appeal to the Board of Directors. You will receive a written response from the Board of Directors within thirty (30) working days.

Once the Board of Directors has made a decision and provided its written response to your appeal, the matter is considered closed.

For further information, see the section on page four of this manual entitled "Your Rights."

Client Testimonials

“Transitions saved my life. If they had not gone the extra mile to work with me, my untreated mental illness would have led to me committing suicide. They helped me see that my life mattered and it was worth fighting to be in recovery. I’m now approaching three years with zero suicide attempts and zero hospitalizations!”

“I have been to many counseling centers over the years, but Transitions is the only place where I feel I have made significant progress. The therapist creates a relationship that gives me the opportunity to explain my issues in a trusted and relaxed atmosphere without fear of judgement. We laugh (how rare) and share ideas; together we explore treatment methods that work the best for me. I always leave feeling encouraged. All of the employees are friendly and enthusiastic to assist you and make you feel comfortable.”

“I would share how the services with transitions has changed my life. How having the option to speak to you, every week or every other week has helped me keep a positive mindset and attitude on life...how the services have helped me understand myself and my diagnosis better...I feel like I can discuss anything on my heart or mind with you. When I feel like life is overwhelming me, my visits are like a mini reality check that helps me get refocused on the important things in life.”



Transitions
Mental Health Services

For more information, contact our TROC office (Moline) at 309.283.1228, Hilltop office (Rock Island) at 309.429.6231, or Administrative/Residential building at 309.236.0016.