

**Child &  
Family  
Services**



**of Northwestern Michigan**

# Client Orientation Handbook

*Our services support the safety and well-being of  
children, youth, adults, and families in times of crisis,  
challenge, and life transition.*

# About Child & Family Services

Child & Family Services (CFS) is a nonprofit organization serving 30+ counties of northwestern Michigan. Since 1937, we have provided foster care and adoption services to our community. Over the years, the organization has grown to respond to the community's changing needs, adding counseling, supervised visitation and exchange, intensive family preservation and more to its roster of programs.

On January 1, 2014, CFS formally merged with Third Level Crisis Intervention Center, who had shared in CFS' mission of supporting children and families during moments of crisis, to consolidate their resources and efforts. Third Level continues to assist homeless teens and older youths through youth services, suicide prevention efforts, free legal advice, and substance abuse programs, as part of the CFS family of services.

Today, CFS serves over 6,000 individuals annually and supports people in more than thirty counties in northern Michigan through a variety of programs. CFS strives to reach the highest level of standards by utilizing evidence-based models of care, ongoing program and service evaluation, and employing staff who are committed, caring, and dedicated individuals who want to make a difference.

Our child welfare, counseling, shelter, respite, and Wraparound programs, along with our governance model, are accredited by CARF. This shows that we are committed to excellence.

## Agency Contact Information:

### Harbor Springs:

(231) 347-4463 (phone)  
(231) 347-8823 (fax)  
3434 M-119, Suite F  
Harbor Springs, MI 49740

### Youth Services

(231) 922-4800 or  
(800) 442-7315  
3785 Veterans Drive  
Traverse City, MI 49684

### Traverse City:

(231) 946-8975  
(231) 946-0451 (fax)  
3785 Veterans Drive  
Traverse City, MI 49684  
[cfs@cfs3L.org](mailto:cfs@cfs3L.org)

Client Orientation Book Belongs to: \_\_\_\_\_

# Facility Hours of Operation

Your caseworker or therapist should provide you with an orientation to the building where you will be getting services. They will show you how to find emergency exits, fire extinguishers, and first aid kits.

- **Traverse City Veterans Drive Office:** 8:00am to 4:30pm, Monday thru Friday
- **Pete's Place Homeless Shelter:** 24/7
- **Counseling:** 8:00 am to 6:00 pm, Monday thru Friday
- **Safe Haven Program Offices/Entrances:** Based on appointment
- **Harbor Springs Office:** 8:00 am to 4:00 pm, Monday thru Friday
- **Free Legal Aid Clinic:** Tuesday Evenings - *Sign up by telephone begins at 5:00 pm on Tuesdays by calling (231) 922-4800*

## After Hours:

- For Foster Care after hours on call please call **(231) 649-0077**
- If you are experiencing a non-medical emergency after business hours, **please call 211**
- If you are experiencing a medical emergency at any time, **please call 911**
- *The FAST Team is available through Community Mental Health, 24/7, for any mental health crisis related to children or youth 20 years and younger living in Grand Traverse, Leelanau, Wexford, Missaukee, Crawford and Roscommon counties. Please call 1-833-295-0616*

## Statistics Survey:

We would appreciate your time to fill out this quick questionnaire below.

This survey is designed to help understand who leads, supports, and receives services from our organization as we build an inclusive culture that acknowledges and respects diverse perspectives in all our work. We gather this data from our staff, volunteers, and clients collectively.

We will share this information with contractors and funders in aggregate; your personal information or responses will never be shared outside of our Human Resources department, which collects these surveys.

The survey takes less than 5 minutes to complete. It is voluntary and you can select "Decline to state" on any and all questions. Thank you for your participation and help!

<https://forms.office.com/r/UgnDNFStiE>

# Our Programs

*Using a trauma-focused lens, CFS programs help children, youth, adults, and families heal and grow.*

*We serve our community across Northern Michigan.*

## ➤ **Behavioral Health Services**

Child & Family Services' Behavioral Health Department has counseling services for people of all ages. Our licensed therapists give individual and family counseling on many kinds of issues. If needed, our counselors use a trauma-informed approach to treating children, adults, and families. They also use other evidence-based models of treatment. We are here to help define the problem and to provide the tools needed, so that people can make a difference in their own lives.

## ➤ **Wraparound**

Wraparound helps families find community-based supports. CFS staff and other professionals plan with the family about how to best meet the needs of children with emotional and behavioral problems. The Wraparound Team creates a plan that supports keeping the child at home with their family. They bring together family members and others who work with the child. This group creates an intensive Family Preservation Plan. This Plan works by team-building with family and professional supports; brainstorming and developing strategies that work; and getting all needed community resources and services working for the child and family.

## ➤ **Crisis Respite**

The Crisis Respite program gives basic care, safety, and nurturing in a short-term stable placement for youth in crisis. Our trained foster parents work closely with case managers to help calm family crisis situations. This helps everyone try out problem-solving in a calmer setting. Crisis Respite workers are also caregivers. They give supervision, tolerance, encouragement, and a warm environment. They give youth the tools they need to manage their behavior. These programs generally serve difficult-to-place youth who have many needs.

## ➤ **Planned Respite**

The Planned Respite program is designed to help youth and families avoid crises by giving them a planned respite, or break. Short-term, out-of-home placements with trained foster parents help to calm stressed homes. This helps everyone try out problem-solving in a calmer setting. The purpose of the program is to prevent crisis in the home.

# Our Programs, Continued

## ➤ **Pete's Place Homeless Youth Shelter**

Pete's Place gives youth a safe place to go while they work things out at home or figure out what's next. It is the only voluntary, free youth shelter in northern lower Michigan. Pete's Place staff help by providing non-judgmental support as youth overcome life's many challenges. The program gives shelter, crisis intervention, information and referrals, individual and family counseling, and more. Upon admission to the program, an individualized plan is developed with the youth to immediately work towards successful and safe discharge to long-term stable housing,

## ➤ **Transitional Living Program**

The Transitional Living Program (TLP) is an 18-month program for 16-20 year-olds. TLP helps youth expand their skills so they can live independently as adults. Skills learned include budgeting, transportation and housing info, how to find and maintain jobs, college and high school registration and information, time management, cooking, social skills, nutrition planning, getting community resources, physical and dental health, and parenting or family planning if needed. The program is voluntary and is for homeless or runaway youth who hope to better their lives and learn more about navigating the adult world.

## ➤ **Free Legal Aid Clinic**

The Free Legal Aid Clinic is an opportunity for low- or limited-income individuals to receive private, free, and confidential legal advice and problem clarification from attorneys from the Grand Traverse-Leelanau-Antrim Bar Association. Over 60 attorneys from the bar volunteer their time to the program and answer legal questions of all types. This service is made available by funding from the Legal Services of Northern Michigan. Our Free Legal Aid Clinic is held Tuesday evenings at Child & Family Services, 3785 Veterans Drive in Traverse City. Please note: Services are provided on a first-come, first-served basis to the first 15 people registered. Sign up by telephone begins at 5:00 pm on Tuesdays by calling (231) 922-4800.

## ➤ **Foster Care, Foster Home Licensing, and Adoption**

Child & Family Services licenses foster homes and connects foster parents with children who need them. Foster care case managers work with licensed foster home and unlicensed relative homes who have foster children in their care, when contracted by the Michigan Department of Health and Human Services (MDHHS) to do so. When reunification to their family of origin is not an option, CFS provides adoption services, creating new "forever families". Free ongoing training, referrals, education, support groups, and mentoring are offered to foster and adoptive parents. This is to make foster care and adoption work as well as possible for the children and families served. Our child welfare programs are accredited by CARF, showing that we are committed to excellence.

# Our Programs, Continued

## ➤ **Pregnancy Counseling**

Child & Family Services has a history of providing free counseling and support services for women with an unexpected pregnancy in northwestern Michigan. We approach you as an individual with individual needs. Our counselors help you examine alternatives and make informed decisions about your child and your future. We want you to have a healthy pregnancy and work to ensure you have the community services and resources you need.

## ➤ **Safe Haven**

Safe Haven is a supervised visitation and safe child exchange program for families affected by domestic violence. It is the only program of its kind in northern Michigan. Safe Haven's goal is to provide a safe, supervised, age-appropriate, and friendly environment for children to visit with their non-custodial parent or exchange between parents for visits.

## ➤ **Youth Services**

Child & Family Services offers youth and their families several ways to deal with different problems. All services offer counseling, case management, referrals, and skill-building to struggling teens. Youth Services programs may give temporary or long-term housing to teens that are unable or unwilling to go home but are not, for whatever reason, able to be part of foster care or adoption. We also operate Pete's Place, the only youth shelter in the area.

## ➤ **YouthWork**

YouthWork is a unique program designed to develop young people and their communities by completing critical projects for nonprofits and government agencies. Our participants receive hands-on experience and tackle local and global challenges while they earn living stipends, scholarships, and 21st century job skills. Our project partners receive quality services, save valuable resources, and get critical projects completed by trained YouthWork crews. Our local businesses benefit from a more skilled and prepared workforce. Our communities enjoy new and improved trails and boardwalks, cleaner rivers, lakes, and shorelines, and hundreds of thousands of newly planted trees and native plants each year.

# Health and Safety Policies and Procedures

- **NO USE OF ALCOHOL OR ILLICIT DRUGS** are allowed on the premises of any location that provides or facilitates services through Child and Family Services of NWMI.
  - Any person who is suspected or known to be using Alcohol or Illicit Drugs on the premises, or to be under the influence of Alcohol or Illicit Drugs while on the premises, will be asked to leave immediately. If your case plan or court orders require that you not use illicit drugs or alcohol, you will be asked to submit to a drug and/or alcohol screen.
- **NO WEAPONS** of any kind are allowed on CFS properties, locations where CFS programs are provided or being run, or in agency vehicles.
  - Any person who is suspected or known to have weapons on CFS properties or locations where CFS services are provided or being run will be asked to leave immediately. Law Enforcement will be called if necessary.
- **NO VIOLENT OR THREATENING BEHAVIOR** of any kind is permitted on CFS properties, locations where CFS programs are provided or being run, or in agency vehicles.
  - Any person who is showing violent or threatening behavior while on CFS properties or locations where CFS services are provided or being run will be asked to leave immediately. Law Enforcement will be called if necessary.
- **NO USE OF TOBACCO PRODUCTS** is allowed on CFS properties, locations where CFS programs are provided or being run, or in agency vehicles.
- **SICKNESS POLICY:** CFS asks that if you are sick with a contagious illness, you reschedule your appointments or meetings.
  - This will help keep your children, other children/clients, and our staff healthy. Please tell your caseworker or therapist about your illness as soon as you know you are sick. You will not be penalized for missing appointments if you are sick.
  - If you have COVID-19 or have been directly exposed to COVID-19, please check with your caseworker or therapist on current CFS guidelines for face-to-face contact and masking at CFS.
- Please keep bodily fluids away from other people while visiting any CFS properties or locations where CFS services are provided or run. Bathrooms with hand washing materials are at all CFS properties. Basic First Aid supplies are also there. Please tell a staff member if you need First Aid supplies.
- If you are injured while on CFS property, please tell a staff member right away.
- If you have a medical emergency, please ask someone to call 911 right away.
- If you notice a potential health or safety risk while visiting any CFS property, please tell a staff member right away.
- To help keep everyone safe during home visits, please keep dogs in a separate room or outdoors while your worker is in your home. Please do not bring pets to CFS buildings due to safety and allergy concerns. **\*\*\*Service animals are allowed at CFS buildings**

*If you have any questions about these policies and procedures, please ask a CFS staff member.*

# Confidentiality

You have the right to expect that any written or verbal information that CFS gets during intake, therapy, volunteer, or social work services provided by CFS will not be shown or given to non-CFS people or groups for any purpose without your written permission except as follows:

## Exceptions:

- This agency's staff, volunteers and foster parents are mandated reporters and must report disclosures and suspicions of child abuse and child sexual abuse to authorities.
  - CFS must comply with all laws related to the State of Michigan Child Protection Law, Act No. 238, Public Acts of 1975, as amended, Sections 722.621-722.636, Michigan Compiled Laws.
- If this agency gets a court-issued subpoena requiring the release of information about services given to a client, we may have to respond in the way the court says to.
- For Foster Care cases and Adoption cases, MDHHS and Family Courts must, by law, receive reports, contact narratives, and all information about the case.



# Your Rights

It is very important to us that you get high-quality services at CFS. We also believe that you should know your rights. You should know how to make a complaint if you believe any of your rights have been violated.

## **You Have the Right to Know:**

- How much our services cost, and how much you must pay, and that information must be shared when you start, for billing purposes.
- When violation of rules could lead to your case being closed.
- When Child & Family Services has to report information about your case, and who we have to make reports to.
- What information about your case will be used to evaluate our programs.

## **You Have the Right To:**

- Have all your civil rights that are guaranteed by state and federal law.
- Suggest changes in our services.
- Expect us to look into your complaints.
- Help make up your own individualized treatment plan with support of CFS staff.
- Refuse our services and be told what will happen if you do.
- Review a summary of your client record, unless the agency director says *no*.

## **You Have the Right to Expect that Agency Staff Will Not:**

- Abuse or neglect you or discriminate against you for any reason.
- Give out information about you without your knowledge or permission, unless required by law.
- Require you to be part of any research if you don't want to be.
- Use unusual/non-traditional treatment methods, nor require therapy or medication of an un-willing client (except when required by law).
- Practice any form of humiliation, disgrace, embarrassment, retaliation, reprisal, seclusion or restraint, retribution, or financial exploitation or manipulation.

# Code of Ethical Principles

Employees of CFS adhere to the following principles:

- We strive to *enhance the general welfare and the welfare of each individual* we come into contact with, including clients and each other.
- We strive to *do no harm*. We do not exploit our perceived position of power or influence for personal gain or gratification, or for retaliation, reprisal or retribution.
- We practice *person-centered planning and care*. We promote and support consumer rights to choice and self-determination.
- We believe in and uphold *individual and civil rights*, including the rights to privacy, dignity, freedom from humiliation, and confidentiality. We confront and work to dismantle discrimination, intolerance, and stigma. We believe in *the dignity and worth of every person*.
- We maintain *personal and professional integrity*. We provide accurate and clear information regarding the extent and nature of the services available to consumers. We keep promises and agreements.
- We provide *honest information about options, risks, and potential consequences of choices* regarding treatment and services.
- We respect *individuals' rights to control information about themselves*.
- We are *mandatory reporters of witnessed or suspected child abuse and neglect*.
- We are *honest and responsible in our billing/invoicing process*. Clients receive full disclosure regarding the source of reimbursement for their care.
- We are *honest and responsible in our witnessing of documents*.
- We accurately and truthfully *reflect only the services available* and specific level of licensure and/or accreditation in all marketing materials.
- We inform individuals as soon as possible about any *limitations placed on the duration of service*.
- We avoid *employee and organizational conflicts* of interest that may compromise CFS' mission to the individuals served or the community.
- We avoid any *personal fundraising* that may interfere with business practices and operations.

# Your Responsibilities

## What You Can Do If You Have a Complaint:

- Talk to the staff person that you are working with and/or their supervisor. There may be a simple solution that you can work out together.
- If that doesn't work, you may make a formal complaint by filling out a complaint form. The clerical staff have complaint forms available for you to use.
  - The agency's Client Grievance Procedure is on the next page. If you don't agree with the supervisor's reply to your written complaint, you may ask that your complaint be sent to the agency Executive Director. The Executive Director will meet with the staff and may ask to see you. The Executive Director will reply to the complaint in writing within 30 days.

## Your Responsibilities:

- If you have signed a Fee Agreement, you are responsible for payment of your bill.
- You are responsible for making and keeping appointments, and for telling the agency when you need to miss a scheduled session.
- You are responsible for following the agency rules as explained to you.
- You are responsible for providing all important information to your caseworker or therapist so that they can help you to make a complete and useful treatment plan that works for you.
- You are responsible for working with the treatment team to be successful.
- You are responsible for appearing at all scheduled court hearings for your case (if applicable), and following the rules of the court.
- You are responsible for signing all appropriate agreements with your caseworker/therapist.
- You are responsible for reporting changes in your life, needs/strengths, or other areas while you are getting services, so that changes can be made to your treatment plan.
- Your case will be closed (Administrative Discharge) if:
  - You violate program/department rules two or more times within 30 days.
  - You keep skipping scheduled appointments without telling the agency ahead of time that you will not be at those appointments.
  - For those who have signed an agreement to pay for services, if you refuse to make payments for services agreed upon, and you also refuse to sign a revised fee agreement. If you can't pay because you don't have enough money, this is not refusal to pay; we can work with you to give you lower monthly payments, or later payments if needed. You may also ask for a review of your fee agreement at any time. We will ask for a review if you do not pay for three or more sessions.

# Client Grievance Procedure

- All CFS clients have the right to express concerns, disagreements, complaints, and grievances, and receive professional staff decisions. CFS management works hard to resolve conflicts before they rise to the level of formal grievance through positive conflict resolution practices. It is unfortunately normal in several CFS programs that there will be disagreements or angry feelings towards caseworkers or the agency due to the difficult nature of the systems our families are involved in. CFS recognizes that these situations will arise and that all clients have the right to feel frustrated, confused, or angry, and to have their voices heard. CFS staff will continuously work with clients on any issues that they may identify, small or big, and try to come to a mutual agreement. Supervisors may be consulted or become involved in conversations or meetings if deemed necessary by the caseworker or requested by the client.
- If a client decides at any time that would like to make a formal complaint (grievance), they may do so in writing. Grievance forms are available from the clerical staff at CFS or from any worker/therapist.
- Formal Grievances will be sent to Program Director
- The Program Director will:
  - Investigate the complaint, and respond in writing, to the client, within 7 working days.
  - This response shall include:
    - i. A summary of information relevant to the investigation;
    - ii. A summary of action taken so far;
    - iii. Recommendations for a solution or corrective action;
  - The Program Director shall notify the Executive Director of the complaint and action taken within 7 working days.
    - i. If a mutually agreeable solution is not reached at the end of the Program Director review, the client may submit their complaint and any additional information about the complaint to the Executive Director (Level 2).
- The Executive Director will:
  - Investigate the complaint, and respond in writing, to the client, within 7 working days.
  - This response shall include:
    - i. A summary of information relevant to the investigation;
    - ii. A summary of action taken so far;
    - iii. Recommendations for resolution or remedial action;
  - If necessary, the Executive Director shall notify the Board of Directors of the complaint and action taken.

*The client may withdraw a complaint at any time without any negative results.*

- Clients receiving services from CFS as a result of a contract with MDHHS shall be informed how to access the complaint system of MDHHS upon request.
- Clients receiving services from CFS as a result of a contract with area CMH, shall be informed how to access the Recipient Rights System upon request.
- Clients of all subsequent contractual service arrangements shall be informed how to access the appropriate external Complaint System of that organization upon request.

# We Value Your Input

We want your services to benefit YOU. It would be very difficult to create a plan for treatment with your goals, without your input, and it would not be fair to you to do so. This is why we ask you to be the most important part of the assessment process. Please do give input all the time while you are a client here.

CFS tries hard to always improve our programs to better meet the needs of our clients.

There are many requirements that we have to follow because of policies, laws, contracts, and regulations. But there are also areas where we can change what we do to make things better.

## How To Give Input:

- **During the Assessment Process:**

A thorough assessment will be completed with each person when they start in a program at CFS to determine your needs, strengths, and how we can best help you accomplish your goals. Each program has its own assessment tool and process that will be explained to you by your therapist or worker. No matter what program you are in, or which tool is used, we want you to be involved. You are the one who knows the most about yourself, your strengths, your areas of need, your support system, and what you want your treatment goals to be. If you are a parent of a child getting services, we also want you to be fully involved. Help our caseworkers and/or therapists get as much information as possible, and please give them input into treatment goals. This will help us all develop the best individualized plan to help you/your child.

- **During Family Team Meetings (for Foster Care):**

Each family is required to have a Family Team Meeting (FTM) at least quarterly, and often more frequently. Please use this time to thoroughly discuss your treatment plan and services so that we can make changes. (Keep in mind that some things are court-ordered and therefore cannot be changed).

- **Throughout the Course of Treatment—Tell Your Caseworker/Therapist or their Supervisor:**

If you have a suggestion about how to improve a program or about the way that we provide services, please tell your caseworker/therapist or their supervisor. We will use your input in our weekly 'Input from Persons Served' meetings, where we look at each program and ways to improve, using your input.

- **Take a Survey:**

Once a year, or when your services end, your caseworker or therapist will ask you to fill out a survey. This lets you give feedback about the services you have gotten or are still getting. Please take the survey. Please be as specific as possible so that we can use your answers to improve our programs. You may take the survey without telling us who you are, if you wish. If you do choose to put your name on it, and the name of your CFS staff person, we can address your exact concerns. You can get the survey any time, in paper and online. Just ask your CFS staff person.

The links to the surveys are available at the CFS website:

[www.cfsnwm.org/contact](http://www.cfsnwm.org/contact)

# Transition/Discharge/Follow Up Criteria

- **Counseling**

Usually, when a person leaves Behavioral Health Services, this has been agreed upon by the client, therapist, and/or parent/guardian. Or it may be what the therapist recommends. This happens after reviewing whether treatment goals have been met. After deciding that services will be ending, an after-care plan is usually discussed. An after-care plan includes how to get services in the future or in an emergency if needed. When being referred for other services, we think about your needs and whether we have any other programs that can meet your needs. You may have to meet certain requirements to be in another CFS program. Referring you for more intensive services is also based on your clinical needs.

- **Pete's Place:**

Pete's Place is a temporary shelter; the length of stay is expected to be 2 weeks or less. A discharge plan is created with each youth. This is to be sure they are safe and stable after they leave the shelter. Follow-up services contact clients 24 hours after exit from shelter, and weekly for the first thirty days. They are contacted again at 30, 60, 90 and 180 days after leaving Pete's Place.

- **Planned/Crisis Respite or Foster Care Respite**

Respite is a short-term stay out of the home. When a youth is admitted to a Planned Respite, Crisis Respite, or a Foster Care Respite, start and end dates are set. Respite stays are usually just a few days long.

- **Pregnancy Counseling**

A client participating in Pregnancy Counseling will leave the counseling service once the client and the CFS staff person both think that services are no longer needed.

- **Wraparound**

- Wraparound Child/Youth Family Teams begin to transition out of Wraparound when they meet their goals. This is called the "Transition Phase." This phase lasts three months or less. Monthly meetings may happen during these three months.
- When the Transition Phase is successfully completed, the child/youth and family will graduate from Wraparound. At graduation, a report will be developed that includes the strengths and needs identified by the Child/Youth and Family Team, progress towards outcomes, what services and supports are still needed, and who will provide them. The family will get a copy of this report.
- After transition/graduation is complete, the facilitator will present this closing plan to the Community Team. They sign it. Any suggestions or recommendations will be added to the case record and shared with the family in a follow-up meeting.
- The Child/Youth Family Team decides when Wraparound is finished, not the Community Team.

# Transition/Discharge/Follow Up Criteria

- **Foster Care**

- For most cases, the goal of foster care is for the children to be returned home to their biological parent/family which they were removed from. This is achieved through case management services, which usually last at least a year.
- Each case is unique. Each family is assessed for its strengths and needs, to help with reunification. Through the guidance of the State of Michigan Foster Care Policies, recommendations are made throughout the case to move the family toward reunification.
- When the caseworker and the Michigan Department of Health and Human Services (MDHHS) decide it is safe and appropriate, a recommendation is made to the court that the children be returned home. When it is court-ordered, then children return home.
- The family will continue to get case management services from their foster care worker. Usually, they will also get services from another in-home service provider.
- After the children have been in the home awhile, typically for 90 days, and after a recommendation from CFS and MDHHS, the case is closed by the court.
- If the outcome of a case is not reunification, a different goal is established for each child. The typical goal for these children is adoption, or guardianship if adoption is not appropriate. When the adoption or guardianship happens, the foster care case is closed, and the children exit the program.
- Sometimes, the goals of adoption or guardianship are not right for older youth. An alternate goal is established—Another Planned Permanent Living Situation (APPLA). These children will not exit the program and will continue to receive foster care services until they reach at least 18 years of age and it is determined that they are able to live independently.
- Upon reaching young adulthood, those who are in foster care, or who were previously in foster care and did not achieve permanency, have the option to enter Young Adult Voluntary Foster Care (YAVFC). This program allows for young adults ages 18-21 to get financial support as well as support and guidance from a foster care worker. This will give them a better chance at succeeding in their independence.

*End of Client Orientation Handbook*