



# CLIENT HANDBOOK

## *Policies & Procedures*

85 Tyus Carrollton Road  
Carrollton, GA 30117  
Phone: (770) 834-0021  
Fax: (678) 648-5594

Hello

Thank you for participating in services through Phoenix Resource Center, Inc. We hope this will be a positive experience for you and that we are a helpful resource for you and/or your family. Our Phoenix staff members are credentialed through the state and are supervised individually by a Certified Professional Counseling Supervisor (CPCS). Phoenix staff participate in annual trainings to ensure they receive continued education and supports to foster their knowledge of mental health interventions and community resources.

If ever you feel as though you need to speak directly to a supervisor regarding your quality of services, please reach out to us at 770-834-0021 or at [Contact@phoenixrc.org](mailto:Contact@phoenixrc.org). We welcome your feedback and input regarding your services, successes, and challenges.

Again, welcome and we appreciate your participation. We wish you the best in your therapeutic journey.

Respectfully,

Co-Founders

Debbie Stewart, MEd, LPC, CPCS

Allison Pressley, MEd, LPC, CPCS

Elizabeth Reaves, MEd, LPC, NCC



## **PROGRAM PHILOSOPHY**

Our team of Licensed Professional Counselors, Masters Level Therapists, and Para-Professionals believe in a collaborative approach to treatment. We ask you to define why you are here and what you hope to achieve through counseling. After intake, we will discuss personal goals and develop a treatment plan with you. Depending on your case type, this plan will be used to develop your Individualized Person-Centered Plan (IPCP) of which you will be given a copy. Throughout our work together we will evaluate your progress periodically and jointly make modifications to the plan.

You and your Phoenix worker will determine together the number and frequency of sessions to address your initial concerns. Our experience has demonstrated that meeting weekly at the beginning of services is the most effective approach. Some clients need only a few sessions to make the changes they desire while others may require ongoing therapy over several months or even years. Our Phoenix worker will work with you to understand how many hours of services you have been approved for based on your insurance coverage, and/or the referral source.

## VISION, MISSION, AND VALUES

<b>Our Vision:</b>	The Vision of Phoenix Resource Center, Inc. is to be an oasis of care, safety, prevention, and therapeutic services for the purpose of strengthening children and families!
<b>Our Mission:</b>	The Mission of Phoenix Resource Center, Inc. is to serve and strengthen children and families by providing a continuum of competency-based, outcome-focused, preventative and therapeutic services.
<b>We Value...</b>	
<b>Family</b>	All children and families have inherent value and deserve respect, protection and opportunities for personal growth and development.
<b>Diversity</b>	We are committed to honoring and promoting diversity and cultural competency in all our programs of services.
<b>Spirituality</b>	All individuals have a right to their expressed spiritual and religious beliefs and will be treated with respect and unconditional love.
<b>Therapeutic Services</b>	When the need for therapeutic services becomes necessary, children and families have the right to receive appropriate, quality, individualized services provided along a continuum of care.
<b>Role Modeling</b>	All staff members serve as a positive role model for children, families, and communities
<b>Collaboration</b>	Phoenix staff, persons served and community stakeholders work in partnership to ensure that adequate resources are provided to support the delivery of quality therapeutic services.
<b>Individual Worth</b>	We promote self-worth, individuality and respect to the uniqueness of each child and family's political affiliation, religion, religious beliefs, race, color, gender, disability, age, creed, veteran status, sexually orientation, HIV/AIDS status, and national origin.
<b>Community</b>	We believe caring communities are essential to enhancing quality of life. We advocate for all children and families through outreach in the community, promoting new initiatives and developing and delivering needed services.

## AVAILABLE SERVICES

Phoenix Resource Center, Inc. provides a wide range of accessible services to families referred by the Department of Family and Children Services, the Department of Juvenile Justice, as well as community-based services. Those services include:

<b>DJJ Based Services</b>	<b>DFCS Based Services</b>	<b>Community Based Services</b>
In-Home Intensive Treatment In-Home Case Management Assessments	In-Home Therapy In-Home Parent Education Assessments Transportation Supervised Visitation	In-Home Therapy In-Home Parent Education Assessments Transportation Supervised Visitation

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## CLIENT RIGHTS

The State of Georgia Department of Human Resources and the Commission on Accreditation of Rehabilitation Facilities (CARF), require that all clients receiving direct treatment be advised of their rights prior to the beginning or at the initiation of service delivery. This applies to all clients whether they are being treated on a voluntary or involuntary basis. The following is a summary of these rights:

At Phoenix Resource Center, Inc. you have the right to:

- Right to reasonable access to treatment, care and service regardless of race, religion, gender, sexual orientation, ethnicity, age, or disability.
- Right to humane treatment or habilitation environment that affords reasonable protection from physical and verbal abuse, financial or other exploitation, harm, retaliation, humiliation, neglect and coercion.
- Right to an environment that preserves dignity and contributes to a positive self-image.
- Right of the individual to be informed of his/her rights in a language that he/she can understand.
- Right to participate in the consideration of ethical issues that arise in the provision of treatment, care and services, including resolving conflict.
- Right to be free from the use of physical restraints and seclusion.
- Right to have access to information and be informed about plan of treatment and to participate in decision making and treatment planning, as able.
- Right to request an in-house review of his/her care or treatment plan.
- Right to be promptly and fully informed of any changes in the plan of treatment.
- Right to access legal, protective, self-help and advocacy services.
- Right to informed consent; to accept or refuse treatment and to be fully informed about Phoenix Resource Center, Inc.'s responsibility, in accordance with professional standards, to terminate the relationship with the individual upon reasonable notice or to seek appropriate legal alternatives.
- Right to informed consent regarding release of information, receipt of and participation in concurrent services, composition of the treatment team.

- Right to respect and protection during research and adherence to research guidelines and ethics, when applicable.
- Right of designated surrogate decision maker, if the individual served is not legally responsible, to accept or refuse treatment on the client's behalf.
- Right to be fully informed of the charges of treatment.
- Right to confidentiality of client records and personal data, including photos and images.
- Right to have and retain personal property that does not jeopardize the safety of the client or other clients or staff and have such property treated with respect.
- Right to privacy, converse privately, have convenient and reasonable access to the telephone and mail, and to see visitors, unless denial is necessary for treatment and the reasons are documented in the client's treatment plan.
- Right to exercise all citizenship privileges, including the right to vote.
- Right to an investigation and resolution of alleged infringement of client's rights.
- Right to be informed of the program's complaint policy and procedures and the right to submit complaints without fear of discrimination or retaliation and to have them investigated by the program within 30 days with a written response to the complaint.

Written complaints concerning professional/ethical violations should be sent to:

Elizabeth Reaves  
 c/o Phoenix Resource Center, Inc.  
 85 Tyus Carrollton Road  
 Carrollton, GA 30117

Verbal complaints concerning professional/ethical violations should be made to Elizabeth Reaves, Executive Director, at the above address or by calling her office between the hours of 8:30 a.m. and 5:00 p.m. Monday through Friday at 770-834-0021.

- Right to receive a written notice of the address and telephone number of that state licensing authority that further explains the responsibilities of licensing the program and investigating client complaints which appear to violate licensing rules.

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### AFTER HOURS EMERGENCY

In a genuine emergency situation, you may call the Program Director at 770-834-0021 to reach to the on-call therapist. If you are involved in an emergency, please call 911 or visit your local emergency room.

#### CONTACT INFORMATION

Phoenix Resource Center, Inc.  
 85 Tyus Carrollton Road  
 Carrollton, GA 30117  
 P.O. Box 1197  
 Carrollton, GA

Phone: 770) 834-0021

Fax: 678) 648-5594

Email: [Contact@phoenixresourcecenter.org](mailto:Contact@phoenixresourcecenter.org)

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## **REQUEST TO RELEASE RECORDS**

You may request the release of your records to another professional by signing our appropriate Release of Information form. We will agree to release only that information we believe the professional is qualified to interpret. When faxing information to another office, we use a cover sheet specifically identifying the name of the professional to whom the record is to be sent, asking that the material released be returned to us if it has reached the wrong place. Once the records leave our offices, we cannot guarantee their confidentiality.

If you request, we will also ask you to sign a Release of Information for us to talk with other professionals, including counselors, physicians, lawyers, clergy, referral sources, and family members.

For clients referred by the Department of Juvenile Justice records are kept until the December following the youth's 23<sup>rd</sup> birthday.

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## **GRIEVANCE POLICY**

It is the Phoenix's belief that most complaints can be resolved without the necessity of pursuing the formal grievance procedure. Clients who feel that their rights have been violated, or who wish to appeal a decision made by Phoenix staff, may register their complaints orally or in writing with the Program Director. Should the manager and client be unsuccessful at resolving the issue, the client is encouraged to call or see the Clinical Director, depending on the nature of the complaint. Should the complaint not be resolved at this level, the client is informed of his/her right to file a grievance and the procedure for doing so. A member of the Phoenix's support staff will assist a

client in completing the grievance form if he or she is unable to write. The client is assured of the Phoenix's "no retaliation" policy, meaning that the staff members are not allowed to retaliate against a client in any way for filing a grievance.

- Client complaints and dissatisfactions are discussed orally at the initiative of the client or therapist/s. Attempts are made to resolve the complaint at the informal level by the local manager, or by the Clinical Director, depending on the nature of the complaint.
- If the complaint cannot be resolved through this process, the client is informed of his/her right to file a grievance. The grievance should be filed in writing; a form is available at each service location. The written grievance is turned in to the agency Program Director.
- The Program Director will meet with the client within three weeks to discuss and possibly resolve the grievance. If the grievance is resolved, the Program Director summarizes the grievance and its resolution in writing. The client and Program Director will sign this summary. The original is sent to the Clinical Director, with copies to the client, Quality Improvement Officer and other staff members involved in the client's services. A copy is also included in the client's record.

- If the client and grievance officer cannot resolve the grievance, the Program Director will accompany the client to a hearing with the local manager or director, within two weeks, and to the Clinical Director within two weeks after that if the matter is still not resolved. If the matter is still not resolved, the Program Director, Clinical Director and client will meet with the Quality Improvement Officer within two weeks. In each case, the responsible staff summarizes the results as documented above.
- In the event that the Program Director cannot resolve the grievance to the satisfaction of the client, the client has the option to ask that the Board of Directors review the grievance for resolution.
- In no circumstances will filing a grievance result in retaliation or barriers to services. Grievance forms are available through our office or through our website. You can request a copy by calling 770-834-0021 or through the website at [www.PhoenixResourceCenter.org](http://www.PhoenixResourceCenter.org)

Grievance Officer Contact Information:

Program Director:

Elizabeth Reaves, LPC

Phone: 404-394-0765

Email: [EReaves@phoenixrc.org](mailto:EReaves@phoenixrc.org)

Clinical Director:

Debbie Stewart, LPC, CPCS

Phone: 678-378-4696

Email: [DStewart@phoenixrc.org](mailto:DStewart@phoenixrc.org)

Quality Improvement Officer:

Brandi Leak, BSW

Phone: 770-834-0021

Email: [BLeak@phoenixrc.org](mailto:BLeak@phoenixrc.org)

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## INTAKE AND COUNSELING PROCESS

### INITIAL APPOINTMENT & INTAKE

Our initial appointment is scheduled to discuss concerns and problems from your point of view. Historical or other background information may be obtained during this time or during following sessions. In times of crisis, the initial appointment may be used to resolve or relieve the immediate crisis. Initial and subsequent appointment times may include requests that you provide us with information concerning your thoughts and feelings on an assessment measure or measures which might be scored using statistical norms. This information will help in the development of your Individualized Person-Centered Plan (IPCP). The decision to assess using psychological instruments will be discussed with you in advance, and you will be referred to a psychologist for testing if necessary. You may also be requested to see a medical doctor called a psychiatrist for an evaluation to determine if medication is needed to ease your symptoms temporarily so we may



proceed with psychotherapy. If this course is recommended, it will be discussed in detail. We will conduct an Assessment. This assessment will be done in the home and evaluates your family's strengths, resources, challenges, and issues. The Assessment also makes recommendations to improve your overall level of functioning. This Assessment will be given to you and the referring agency with the IPCP that you and Phoenix RC develop together.

### THE COUNSELING RELATIONSHIP

We hope to develop a relationship with you that will involve mutual respect and trust. These relationships will be professional rather than personal. Counseling sessions will focus exclusively on your concerns. Although much will be learned about us as we work together, we will be experienced in our professional roles. Our services will be rendered in a professional manner consistent with accepted ethical standards. Therefore, we are not able to socialize with you outside the office, develop a personal friendship, or accept gifts.

If a concern arises prior to your next scheduled session you are free to call your counselor for an additional appointment.

### COUNSELOR CREDENTIALS

Our personnel have extensive expertise in related fields. If you would like to know more about the additional professional experience of your worker, you may request a copy of their credentials. You may also consult our website for more information.

If your counselor is under the clinical supervision of an independently Licensed Professional Counselor, you will be informed of the supervisor's name and may request to speak with the supervisor regarding your treatment.

### PROFESSIONAL CONDUCT

Phoenix Resource Center, Inc. is committed to providing services to you in a professional, competent, and ethical manner. The following are guidelines regarding professional behavior that we must adhere to:

1. Staff will establish and maintain appropriate boundaries with clients.
2. Staff will avoid dual relationships.
3. Staff will motivate clients to participate in services and encourage clients to participate in the development of their person-centered plan.
4. Staff should refrain from any activities that may violate client trust.
5. Staff must not share personal information, such as religious beliefs or political affiliations, which may negatively impact the therapeutic relationship.
6. Staff will respect an individual's beliefs and differences by not attempting to change or influence personal views.
7. Staff will not "friend" or connect with clients through social media.
8. Staff do not presently manage medications for persons referred.

9. Maintain confidentiality in all interactions and documentation and only release information as allowed by legal standards.
10. Ensure clients know the benefits, risks, side effects and other pertinent information in order to make an informed decision regarding treatment.
11. Provide services to individuals according to one's qualifications, training, competence, and position.
12. Staff will recognize potential situations of violence and protect the individual from harming himself/herself or society by notifying the proper authorities.
13. Staff will not engage in romantic or sexual relationships with clients, their family members, or guardians.

### CLIENT RESPONSIBILITIES

It is reasonable to expect and encourage you to assume certain responsibilities since the greater your involvement the more likelihood of achieving the best outcomes in your ongoing work. You are encouraged to:

1. Discuss with your Phoenix staff about your current symptoms and mental-health history
2. Be actively involved in specific decisions related to your treatment
3. Tell us about any significant changes in your life. This includes new addresses and phone numbers.
4. Cooperate with your assigned staff in developing and carrying out agreed upon person-centered plans.
5. Recognize the limitations of the therapeutic relationship and understand that this work may be ongoing.
6. Show respect for your assigned staff member and other persons served
7. Keep appointments or call as soon as you know you must cancel
8. Meet your financial obligations, along with helping us decide if you are eligible for our grant funds
9. Follow the law.
10. Respond to client satisfaction surveys honestly to help us improve services for you and future clients.
11. Use the agency grievance procedure to address any concerns that may arise.
12. Take responsibility for maximizing healthy habits, such as self-care and minimizing harmful influences in your life.

### ASSESSMENT

To ensure quality service, a thorough assessment of your concerns is necessary. Your initial appointment, scheduled for 90-120 minutes, allows time for you to read and complete the forms regarding our counseling and business practices and to provide the background data needed by your counselor. We hope you will note any questions or concerns and discuss these with your

counselor during this initial session. Depending on your case type and referral source, a formal written assessment may be completed.

In additions to the background information which you will provide, the Phoenix worker will determine whether other interventions including a family genogram, psychological or personality testing, and other inventories or questionnaires are needed. Testing can assist in uncovering strengths and needs and aid in treatment planning. The rationale for gathering such data will be explained to you. While this process may take from two to four sessions, successful treatment can hinge on a thorough assessment.

### THE COUNSELING EXPERIENCE

While counseling has been shown to have many benefits, uncomfortable feelings (e.g. sadness, guilt, anxiety, anger, frustration, loneliness and helplessness) may surface during the course of treatment. Your Phoenix worker is trained to help you work through this discomfort, assist you in improving your relationships, and assist in resolving your problems. While it is not possible to guarantee specific results regarding your goals, we will work with you to achieve the best possible outcome.

During the assessment phase, the worker you have been assigned may determine that he or she is not the best fit for your particular need. If so, you will be offered the option to meet with another worker in the practice with the appropriate training and skills or referred to a professional with relevant expertise outside the practice. Additional services also may be recommended for your spouse or other family members. You and the worker will explore jointly the various combinations of services our team of professionals can provide.

Phoenix staff provide evidenced based services. Some of those curriculums include Magic 1-2-3, Strengthening Families, and Trauma Focused Cognitive Behavioral Therapy.

### TRANSITION & DISCHARGE PLANNING

Once a therapeutic relationship is established, immediate planning for discharge begins. Phoenix staff include the referred person, and when appropriate, the support systems in planning for termination. Transition or discharge occurs when:

- a. Achieves their service goals or is otherwise ready to discontinue services;
- b. Need for a different level of service or intensity of care;
- c. Need for a different type of services;
- d. No longer wants the organization's service;
- e. No longer meets eligibility criteria;
- f. Refuses to meet program standards or requirements;
- g. Has needs that exceed the agency's resources; or
- h. Is court-involved and the court approves closure for mandated clients.

When a transition or discharge plan is developed, a written Transition/Discharge summary is completed and a copy given to the referred person, and when applicable, the referral source.

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## **MARRIAGE AND FAMILY COUNSELING**

### **CONFIDENTIALITY**

In marital and family therapy your counselor may sometimes meet with one of you for an individual session. In this circumstance the normal rules of confidentiality apply. If issues come up in the individual sessions, which importantly concern the marriage or family, the counselor will

not communicate these issues to the spouse or other family members. However, the counselor will assist the individual to share their concerns directly with other members of the family.

### **TEAM OPTIONS**

During the course of marriage or family counseling, individual issues may arise that one of the members decides they would like to explore in depth. In such a case your counselor will help you determine whether individual sessions with another counselor in the practice would be beneficial.

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## **RIGHTS OF YOUTH**

Parents have a right to any and all confidential information regarding your dependent with the exception of raw test data. You have the right and responsibility to question and understand the nature of your dependent's ICP, and the progress being made toward goals. If your dependent is able to understand the issue of confidentiality, we will discuss with him/her the type of information that will be shared with you. If you have objections to this manner in which information is shared with you regarding your dependent, we will need to resolve those differences before therapy begins. The treatment plan for any children will be included in the Assessment of which you will receive a copy. However, confidentiality with regard to a client who is a minor is a special topic. As a result, it is Phoenix's practice to consult with a parent or legal guardian before therapy begins in order to be certain that an understanding is reached on this delicate issue. On one hand, parents must understand that a child's therapy is a special time when a trusting relationship develops. In order to respect your child's privacy, the therapist will not usually share specifics of the sessions. However, your staff may share with you areas of strength, concern and/or provide general feedback and recommendations which are felt are relevant and important for you to know. Should your child share information that reflects danger to him/herself or others, you will be informed immediately. Your support and involvement in the therapeutic process is very important. You, as a parent or guardian, may be asked to watch videos on Play Therapy, Filial Therapy or parenting in order to increase your understanding and your awareness.

Within services, our minors are allowed the following basic rights:

1. To be free of unlawful discrimination and harassment because of race, religion, color, sex, age, national origin, or disability, pregnancy, childbirth, or related medical conditions
2. To be free of bullying
3. To have contact with attorneys or other legal representatives as it pertains to your case
4. To file a grievance
5. To be treated respectfully, impartially, and fairly and to be addressed by name in a
  - a. dignified, conversational form
6. To be free from mental or verbal abuse, intimidation, threats, humiliation, or property
7. damage
8. To be free from sexual abuse
9. To have equal access to services

If referred by the Department of Juvenile Justice, you have the right to contact the Office of Ombudsman regarding service questions or concerns:

Email: [DJJOMBudsman@djj.state.ga.us](mailto:DJJOMBudsman@djj.state.ga.us)

Mail: Department of Juvenile Justice

Office of Ombudsman

3408 Covington Highway

Decatur, GA 30032

Phone: 1-855-396-2978

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## GROUP COUNSELING

### THE THERAPY GROUP

Group counseling may complement individual counseling. After you have been in individual therapy your counselor may recommend group therapy as a next step. The members of a group provide support and challenges for one another. Counseling groups are different from community support groups as they have therapeutic goals. The group may be general or focused on a topic, such as eating disorders, anxieties, addictions, spiritual issues, etc. Professional counselors lead our groups. Sometimes two counselors act as co-therapists. Groups may be composed solely of women or of men or may be mixed. As the need arises, we also offer specialized groups for adolescents, couples, or families.

### CONFIDENTIALITY

Group members also agree to maintain confidentiality about what is shared in the group and to abide by the ground rules that the group sets at the beginning of its time together.

### OPEN OR CLOSED GROUP

If the group decides to continue after the initial contracted sessions it may choose to be open, accepting new members, or closed, not accepting new members, throughout the life of the group. Please discuss your interest in a group with your counselor.

## MEMBER COMMITMENT

Members of counseling groups contract to attend a determined number of sessions on a weekly basis. They are responsible to pay for the block sessions whether or not they are present. Regular attendance and participation by all the group members is necessary for the group process to be effective.

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## TERMINATION OF SERVICES

While you have the right to end your services at any time, we believe it is in your best interest for you and your counselor to decide together how your services will end and plan the timing to avoid an abrupt ending. An effective approach is to schedule sessions further apart to evaluate how well you maintain the gains achieved. Some clients like to schedule a three-month “check-up” session at termination. If counseling is successful, you will be better able to face life’s challenges.

Please note that if you were referred for services by DFCS or DJJ, choosing to terminate services early may influence your case plan. Phoenix advises that you speak with you assigned case manager, before making this decision.

Phoenix strives to keep clients and Phoenix staff safe from harm. As such, if our workers feel as though they are in any danger during services, we reserve the right to terminate services. If you make threats of violence or verbal, physical, or sexual abuse towards a staff member, services will be terminated. In the event that services are terminated, Phoenix staff will supply you with a referral list where counseling or parenting services may continue with a different agency. Phoenix does not utilize seclusion or restraint on persons served.

Phoenix staff ask that you commit to the services provided to you. If you are assigned a case in which you have 10 or fewer approved hours of service, you are allowed 1 missed appointment before services are terminated. If you are assigned to a case in which you have more than 10 hours, you are allowed 3 missed appointments before services are terminated. If you reach your limit of approved missed visits, and were referred by DFCS or DJJ, we will notify your caseworker so that they can determine if services should continue.

Please note that Phoenix does not allow any weapons, drugs, alcohol, or smoking on the premises.

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## RIGHTS OF PERSONS SERVED

### CONFIDENTIALITY: GENERAL PRINCIPLES

We are ethically and legally bound to maintain the confidentiality of our counseling relationships and the content of our counseling sessions. We will not release any information to another person without your specific written authorization. If your services were referred by DFCS or DJJ,

however, we may be asked to share with them the progress of your case. Phoenix Resource Center staff members follow HIPAA guidelines in protecting your private health information. All staff are required to participate in an annual training on HIPAA and Confidentiality guidelines.

### RESPECT OF PRIVACY

Clients are always given the option for session location so that their privacy is not disturbed. Sessions should be free from outside interference from nonparticipating parties. Clients may choose to participate in therapy in a variety of locations, including in a public, yet private location, at the Phoenix office, or in their homes.

### FREEDOM FROM ABUSE

As a client participating in Phoenix services, it is our commitment that you have the right to be protected against harm and/or abuse. Phoenix Resource Center ensures that all persons served have the right to participate in services free from harm. It is also your Phoenix Staff's responsibility to ensure that your living situation is safe and protected. Phoenix Staff are committed to protecting referred clients from physical, sexual, psychological, and fiduciary abuse; harassment and physical punishment; and humiliating, threatening, or exploiting actions.

### **MANDATED REPORTIN & BREAKING CONFIDENTIALITY**

All Phoenix RC staff are Mandated Reporters. Anything you say or do in the context of services is confidentially privileged with the following exceptions:

1. If we are concerned that you might be at risk of harm to yourself physically, we are bound by law to take appropriate action. This may mean contacting family members or other professionals or taking steps for you to be hospitalized in order to protect you from harm.
2. If you threaten or suggest that you pose a threat of a physical nature to another person, we are bound by Law to contact that person to warn of possible danger.
3. If we believe a child or elderly or disabled person is being physically or sexually abused, we are required by Law to contact the appropriate State agency even though this information is disclosed in the context of the confidential counseling relationship.
4. If you use confidentiality as a means of avoiding legal punishment privilege is waived. Counselors may not aid or abet the perpetration of crimes.

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## **SCHEDULING POLICIES**

### **SESSIONS**

When your Phoenix worker schedules a session with you, that time is reserved in their schedule to meet with you. You are therefore asked to give at least 24 hours' notice for cancelled appointments.

Regular attendance at sessions enhances treatment outcomes. If your times of availability change, please inform your Phoenix worker so a mutually convenient time can be arranged.

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## **FINANCIAL POLICIES**

### **FEE SCHEDULE**

Your fees associated with services will be discussed with you prior to services beginning. In most cases, services will be billed directly to your insurance agency, or be covered by your referring source. Phoenix strives to meet service standards while also minimizing cost associated with treatment.

### **THIRD PARTY PAYMENT**

If your insurance plan requires pre-certification for mental health services, you must obtain an initial referral from your insurance company, prior to the first appointment, to avoid additional fees. Our administrative office will assist in verifying insurance coverage and submitting claims on your behalf. We cannot guarantee that the information given by your insurance provider is accurate. You are responsible for paying any claims that are rejected due to your failure to provide correct information to us in a timely manner.

### **GRANT AND SLIDING FEE FUNDING**

As part of our efforts to provide services at little or no cost to our referred families, Phoenix Resource Center, Inc. applies for grant funding each year. If grant funding has been awarded, referred clients may be eligible to receive services without being charge. These grant requirements change depending on the type of grant and year. Phoenix RC also has therapists who may be available to take clients on a "sliding fee" based on your financial situation. If you have questions regarding if you are eligible for grant or sliding-fee funding, please contact our office at 770-834-0021.



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## **STAFF ACCESSIBILITY**

### **ADMINISTRATIVE OFFICE**

Administrative office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday. Please note that our therapists work beyond traditional hours, including evenings and weekends. After hours appointments are available. You may contact our office 770-834-0021 or at [contact@phoenixresourcecenter.org](mailto:contact@phoenixresourcecenter.org)

### **CONTACTING YOUR ASSIGNED STAFF MEMBER**

We have workers available weekdays, evenings, and Saturdays. Each worker sets his or her own schedule. Counselors regularly check mailboxes and make every effort to return phone calls on the day they are received with the exception of weekends, holidays and vacations.

If your assigned worker will be unavailable for an extended period, you will be given the name and phone extension of the counselor to contact as needed.

If ever you have an urgent need to speak to someone, please refer to the After-Hours Emergency contact information included in this handbook.

## **INTERPRETATION**

Phoenix Resource Center is committed to ensuring that limited English proficiency (LEP) and sensory impaired (SI) clients have a meaningful access to all referred programs and activities. If we are unable to have an on-site staff member that can interpret for you, you can contact the following:

Georgia Department of Human Services  
Limited English Proficiency and Sensory Impaired (LEP/SI) Program  
2 Peachtree Street N.W., Suite 29-103  
Atlanta, Georgia 30303

Fax: 404-651-6815  
Email: [Lepsi@dhs.ga.gov](mailto:Lepsi@dhs.ga.gov)



**ACKNOWLEDGMENT OF RECEIPT OF  
CLIENT HANDBOOK**

I acknowledge that I have received a copy of Phoenix Resource Center, Inc.'s Client Handbook. I agree that if there is any policy or provision in the Handbook that I do not understand, I will seek clarification from my assigned Phoenix worker. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time, and if changes are made I will be made aware of them. Please sign and date this receipt and return it to your Phoenix Worker.

\_\_\_\_\_  
Persons Served Name (Please Print)

\_\_\_\_\_  
Persons Served Signature

\_\_\_\_\_  
Date