



Exclusionary Criteria

1. The consumer/legal guardian refuses services or does not consent to services
2. The individual requires a level of structure and supervision beyond the scope of non-programmatic outpatient services.
3. The individual has medical conditions or impairments that would prevent beneficial utilization of services.
4. The primary problem is social, occupational, economic, educational (i.e. housing, family conflict, etc.), or one of physical health without a concurrent major psychiatric episode meeting criteria for this level of care.
5. Outpatient services are being used as an alternative to incarceration unless the individual is court ordered and deemed incompetent or NGRI.

Program Descriptions



Adult Outpatient Philosophy

Supports the organization's mission, to provide the highest standard of care & strengthen our island community by enhancing every person's emotional & behavioral health through evidence-based practices that is person-centered & culturally responsible.



ADULT OUTPATIENT SERVICES

Hours of Operation

Monday –Friday

8:00am to 5:00pm

For appointments call: 647-5440

DTS (Day Treatment Services)

DTS Services shall be provided up to four (4) hours per day, five (5) days per week. Facility-based hours are Monday through Friday, 9:00 AM–3:00 PM.

Full time and part time schedules are available depending on the treatment plan of the consumer.

Crisis Services

Monday-Sunday

24 hours

Crisis Hotline:

(671) 647-8833/ 647-8834



ADULT OUTPATIENT SERVICES

Program Eligibility Criteria

1. The individual demonstrates behavioral symptoms consistent with a DSM (the most current version of the DSM) diagnosis which requires and can reasonably be expected to respond to therapeutic intervention. (This is documented within the individualized treatment plan)

OR

2. The individual has a chronic affective illness, schizophrenia, or a refractory behavioral disorder, which by history, has required hospitalization

3. There are significant symptoms that interfere with the individual's ability to function in at least one life area.

4. There is an expectation that the individual has the capacity to make significant progress toward treatment goals or treatment is necessary to maintain the current level of functioning.

5. Individuals 18 years of age or older may be serviced primarily by the adult mental health program.



Benefits of Treatment/ Evaluation

Evaluation and treatment may be administered with interviews, assessments, testing, medication management, and other evidence based practices. It may be beneficial to me/my child, as well as the referring professional, to understand the nature and cause of any difficulties affecting my/my child's daily functioning, so that appropriate recommendations and treatments may be offered. Uses of this evaluation include diagnosis, evaluation of recovery or treatment, and rehabilitation planning. Possible benefits to treatment include

Charges

Fees are based on the length or type of the evaluation or treatment, which are determined by the nature of the service. I will be responsible for any charges not covered by insurance, including co-payments and deductibles. Fees are available to me upon request.

Medication Clinic

Description

Program Description

The Medication Clinic, comprised of a team of psychiatrists, nurses, and psychiatric technicians, provides follow-up care for all consumers (adults and children) with behavioral health and/or substance abuse issues in the outpatient setting.

Services Provided

- Psychiatric Evaluation & Treatment
- Pharmacologic Management
- Nursing Services
- Crisis Intervention
- Psychiatric Consultations with outside providers

Psychology

Description

Program Description:

Professional Support Division provides outpatient psychiatric, psychological and case management services for Guam's consumers with acute and/or chronic mental health issues and conditions.

Services provided:

- Assessments & testing
- Evaluations
- Diagnosis & evidenced based & culturally relevant psychotherapy
- Provide clinical consults

ADULT OUTPATIENT SERVICES



Statement of Consumer Responsibilities

- The consumer is responsible for following the treatment plan established by his/her treatment team.
- The consumer is responsible for keeping appointments and for notifying center when he/she is unable to do so.
- The consumer is responsible for his/her actions should he/she refuse treatment or not follows his/her treatment team's orders.
- The consumer is responsible for assuring that the financial obligations of his/her treatment and services at GBHWC are fulfilled as promptly as possible.
- The consumer is responsible for following DMHSA policies and procedures.
- The consumer is responsible for being considerate of the rights of other consumers and DMHSA staff.
- The consumer is responsible for being respectful of his/her personal property and that of other persons at DMHSA.
- The consumer is responsible for dressing appropriately (i.e. no bare feet, no swimsuit, etc.) and not bringing contraband in to the Department (i.e. weapons, drugs, alcohol, etc.).



Statement of Consumer Responsibilities

The outcome of treatment depends partially on the consumers' effort. Therefore, in addition to these rights, a consumer has certain responsibilities as well.

- The consumer has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses, medications and other matters relating to his/her health.
- The consumer is responsible for reporting perceived risks in his/her treatment and unexpected changes in his/her condition to the responsible treatment team member.
- The consumer and family are responsible for asking questions about the consumer's condition, treatments, and procedures.
- The consumer and family are responsible for asking questions when they do not understand what they have been told about the consumer's treatment or what they are expected to do.
- The consumer and family are responsible for immediately reporting any concerns including reporting all allegations of abuse, neglect, and exploitation by staff or another consumer and reporting allegations of rights violations while receiving treatment at DMHSA.

Counseling Description

Mission:

We are committed to promoting and improving the quality of life of the people we serve...
our island community.

Program Description:

Using a holistic approach, the Adult Counseling Services branch provides evidenced-based therapy to: individuals, couples, families and groups, who are dealing with issues that affect their mental health and wellbeing.

Counseling

Services provided:

- Conduct mental health assessments to evaluate, assess, diagnose and treat undesired behavior.
- Develop individualized treatment plans
- Lead Individual or group therapy sessions
- Make referrals and consultations with clinical team
- Provide supervisory training for practicum students & interns.



ADULT OUTPATIENT SERVICES

Statement of consumer Rights

- Knowledge of the name of the provider & professional who has primary responsibility for coordinating treatment.
- Receive information from his/her provider about mental status, purpose and course of treatment.
- Obtain information on the center Notice of Privacy Practices
- Formulate advance directives in regards to healthcare & to have GBHWC staff comply
- Notification to family member/personal representative & personal physician of admittance into Adult Inpatient Unit.
- Family involvement in treatment
- Full consideration of privacy regarding treatment
- Be advised of the reason for presence of individual for treatment planning.
- Receive information to promote understanding of treatment.
- Receive psycho education on the medication being administered.
- Knowledge of DMSHA grievance process
- Informed of treatment requirements
- Examine and receive explanation of charges
- Exercise all civil and legal rights
- Knowledge of GBHWC rules and policies
- Have all consumer rights apply to person.



ADULT OUTPATIENT SERVICES

Statement of consumer Rights

(for full version of Consumer rights, see your assigned lead provider.)

The Statement of Consumer Rights includes, but is not limited to, the consumer's right to:

- Participates in decision making for treatment & services
- Adequate routine & emergency psychiatric, psychological & behavioral services
- All records kept confidential with the exception of cases outlined in the Center (Notice of Privacy Practices.
- Informed of his/her rights
- Exercise rights without regard to sex, race, national origin or cultural, economic, educational or religious background.
- Provided with a safe, considerate, dignified and respectful treatment and environment.
- Have his/her cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- Receive treatment in the least restrictive setting
- Access protective and advocacy services
- Have access and accommodation for religious & spiritual services.
- Remain free from seclusion and undue bodily restraint of any form
- Be advised of the grievance process when making complaint.
- Be

Community Support Services Description

CSS Mission Statement

"Support, strengthen , and promote opportunities for adults with serious mental illness to recover and maximize their abilities and choices to live, work, and develop relationships in the community."

Program Description

CSS is an outpatient service under the Clinical Services Division. We support the recovery of adults with serious mental illness and their family. Our team assists with solving problems through case management and care coordination, advocacy, referral and linking of resources, education and supportive counseling, and intensive community home-based services. The nature of the work depends on the need of the person we are servicing. We network with various government and non-government agencies to help our consumers.

Community Support Services

Services Provided

- Medication Management
- Screening/Intake
- Treatment Planning and Monitoring
- Supportive Counseling
- Advocacy
- Linkages and Referrals to community services
- Assist with enhancing daily living skills
- Home Visits
- Administrative Duties
- Discharge Planning
- Psycho-education on recovery and wellness



ADULT OUTPATIENT SERVICES

Confidentiality

The Guam Behavioral Health and Wellness Center is required by law to maintain the privacy of your Protected Health Information (PHI) and to provide you with notice of its legal duties and privacy practices with respect to your PHI. A Notice of Privacy Practices will be provided to our client's upon receiving services with GBHWC.



Public Law 17-21

It is hereby declared to be the public policy of the territory of Guam, to provide comprehensive inpatient and community-based outpatient mental health, alcohol and drug programs and services for the People of Guam, and to continually strive to improve, enhance, and promote the physical and mental well-being of the people of Guam who experience the life disrupting effects of mental illness, alcoholism, and drug abuse or are at risk to suffer those effects and who need such assistance and; to provide assistance in an efficient and effective manner in order to minimize community disruption and strengthen the quality of personal, family and community life.

DTS– Day Treatment Services

Program Description:

The Day Treatment Services (DTS) aims to help individuals with serious and persistent mental illnesses to perform the physical, emotional, social, vocational, familial, problem-solving, and intellectual skills needed to live, learn, and work in the community with the least amount of assistance. The social skills curriculum is utilized to enable individuals to learn specific skills that are missing or lacking.

The DTS is staffed and facilitated by a trained treatment/recovery team and consists of on-site and off-site activities aimed at psycho-education. The goal of the program is to support individuals in their recovery process so they can ultimately be successful in a community living setting of their choice or maintain the level of independence that he/she currently enjoys.

Although each individual has unique goals, many of the components and skills to be learned are shared. Therefore, each individual is working on their own personal goals and at the same time benefiting from group interaction, observation and learning from others, and positive and corrective feedback from fellow group members and staff.

DTS– Day Treatment Services

Services Provided

- Psycho-education/education on wellness and recovery.

Skill building activities such as socialization training skills, community living, independent living skills training, self-care, domestic skills training, etc.

The DTS uses the Liberman curriculum which includes topics such as:

- Medication management
- Symptom management
- Recreation for leisure
- Basic conversation skills
- Interpersonal problem solving
- Workplace fundamentals
- Community re-entry
- Friendship and intimacy

There are additional group topics that are not part of the Liberman curriculum that will be offered which include but are not limited to:

Illness Management & Recovery (IMR), personal control, arts and crafts, budgeting, nutrition, and psycho education, etc.



ADULT OUTPATIENT

Statement of Values

Cultural humility– Understanding of our cultural heritage and sensitivity to our consumers and their families.

Achievement– Providing gold standard care by utilizing evidence based program, policies and trainings while respecting and integrating cultural practices.

Respect– Treating our consumers and their families, colleagues, and professionals from other organizations with respect and dignity.

Engagement and cooperation- with the persons and organizations working together for the benefit of our consumers.



ADULT OUTPATIENT SERVICES

“It made a difference for that one.”

The star fish story.

There was a wise man who used to go to the ocean to do his writing. He had a habit of walking on the beach before he began his work. One day, as he was walking along the shore, he looked down the beach and saw a human figure moving like a dancer. He smiled to himself at the thought of someone who would dance to the day, and so, he walked faster to catch up.

As he got closer, he noticed that the figure was that of a young man, and that what he was doing was not dancing at all. The young man was reaching down to the shore, picking up small objects, and throwing them into the ocean. He came closer still and called out 'Good morning! May I ask what it is that you are doing?' The young man paused, looked up, and replied 'Throwing starfish into the ocean.' 'I must ask, then, why are you throwing starfish into the ocean?' asked the somewhat startled wise man.

To this, the young man replied, 'The sun is up and the tide is going out. If I don't throw them in, they'll die.' Upon hearing this, the wise man commented, 'But, young man, do you not realize that there are miles and miles of beach and there are starfish all along every mile? You can't possibly make a difference!' At this, the young man bent down, picked up yet another starfish, and threw it into the ocean. As it met the water, he said, 'It made a difference for that one.'

Other Services in GBHWC

- **Healing Hearts– (671) 647-5351**

Individuals whom been exposed to any Sexual Assault, be it rape or abuse. Our program coordinates services to assist these individuals during this traumatic experience.

- **Drug & Alcohol treatment -(671) 475-5444**

Provide intensive outpatient program for intensive therapy, education, group sessions, continued care and family Involvement.

- **Residential Recovery Program -(671) 647-2045**

Provide high quality habilitation and multi-disciplinary treatment services for consumers with behavioral issues, cognitive, intellectual, substance abuse, and behavioral disabilities within a supportive living environment.

- **Nursing Services - (671) 647-5350**

Provide inpatient/outpatient care to adults and children with acute mental health symptoms and those with chronic behavioral issues.

- **Child Adolescent Services Division (I' Famaguonta)
(671) 300-4083**

Provide services to children & adolescence

- **Prevention & Training (PEACE) (671) 477-2305**

Provide training to agencies to provide awareness to our community.



DATES TO REMEMBER:

Horizontal lines for writing dates to remember.

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**ADULT OUTPATIENT
SERVICES**

GBHWC Mission

“To provide a culturally respectful quality behavioral health services that support & strengthen the well-being of the persons served, their families & the community in a safe environment.”

GBHWC Vision

“A Healthy island, committed to promoting & improving the behavioral health & well-being of the community.”

DATES TO REMEMBER:



Call:

Registration desk
(671) 647-5440

for Emergencies, call 911

Crisis Hotline:
(671) 647-8833/ 647-8834

Rape Crisis Intervention:
(671) 647-5351
Hours: 24 hours

POISON HELP:
1-800-222-1222

National Suicide Prevention

1-800-273-8255

National Youth Crisis Hotline

1-800-422-4673

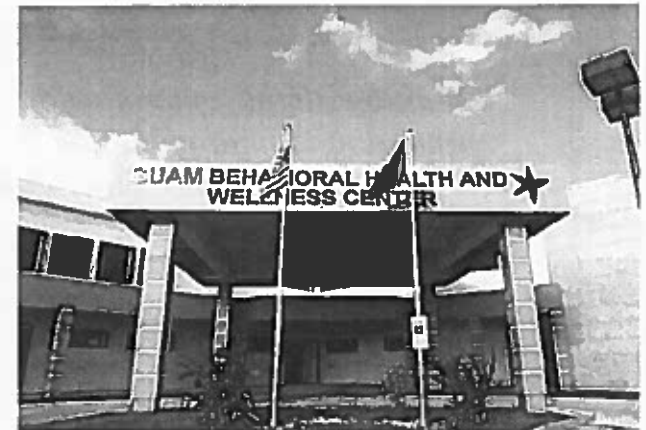
(671)647-5440

Fax:
(671) 647-0250

Website:
www.gbhwc.guam.gov

**Guam Behavioral Health &
Wellness Center**

Mental Health Adult Outpatient Services Handbook



Contact: (671) 647-5440