



Community • Independence • Empowerment

## OPTIONS BOOKLET

### For Parents, Families, and Youth

Youth Mental Health, Developmental Disabilities,  
and Substance Use Services

## TABLE OF CONTENTS

- P. 1** INTRODUCTION
- P. 1** OUR PHILOSOPHY
- P. 3** SCREENING AND REFERRAL SERVICES
- P. 4** PRIMARY SERVICES FOR YOUTH AND FAMILIES
- P. 6** ANCILLARY SERVICES
- P. 8** PARENT AND YOUTH DRIVEN SUPPORTS
- P. 9** INTENSIVE SHORT-TERM CRISIS OPTIONS
- P. 10** INDIVIDUALIZED HEALTH CARE SERVICES
- P. 11** HOW TO START SERVICES
- P. 11** YOUR INPUT
- P. 11** IF YOU DISAGREE WITH SERVICE DECISIONS
- P. 12** CONTACT INFORMATION

**[WWW.ISKZOO.ORG](http://WWW.ISKZOO.ORG)**

(269) 373-6000 OR (888) 373-6200 24/7

# **YOUTH MENTAL HEALTH, DEVELOPMENTAL DISABILITIES, AND SUBSTANCE USE SERVICES**

Youth and their families may struggle due to a variety of challenges. Integrated Services of Kalamazoo (ISK) offers services, resources, and support to help, whether the challenge results from your youth's moods, emotions, developmental delays, physical or cognitive limitations, and/or substance use. There are supports available to help achieve the desired positive outcomes. Through our network of caring and skilled providers, resources, support, and services are available to assist in teaching pro-social behavior, expressing emotions, living a substance free lifestyle, reaching goals, and achieving hopes and dreams.

## **OUR PHILOSOPHY**

Families and youth become equal partners in developing service plans. The needs, strengths, beliefs, and culture of the family determines what supports, resources, and services are provided in a trauma informed system of care.





## SCREENING AND REFERRAL SERVICES

### **Urgent Care Access Center (UCAC)**

ISK will provide same-day access and urgent care treatment for mental health, substance use disorders, and intellectual disabilities for youth and families from 8:00 am to 5:00 pm. Monday - Friday and 9:00 am - 2:00 pm Saturdays, at our Behavioral Health Urgent Care and Access Center (UCAC) at 440 W. Kalamazoo, MI 49007. We serve all ages and incomes, with or without insurance coverage. Anyone seeking service may walk in or call (269) 373-6000.

### **Substance Use Screening**

ISK will work with youth and families to determine if a substance use disorder is present and if there is a need for treatment. Our Access Center is available to assist and guide families in securing an appointment at a community agency.

### **School-Based Prevention**

ISK School-Based clinicians work with local school staff and families to help identify youth with behavioral, emotional, or substance use challenges, and/or developmental disabilities. They assist families in connecting to needed services and provide consultation for planning with the student and family. Examples include linking to community referrals, conducting brief assessments/interventions, and helping to develop individualized in-school support plans.

### **Juvenile Justice & Child Welfare**

ISK works with the 9th Circuit Court–Family Division and the Kalamazoo Department of Health and Human Services to administer assessments and screening of youth for potential mental health and/or substance use disorder treatment.

### **Integrated Healthcare**

ISK works with primary care providers, pediatricians, and family physicians to help identify youth with behavioral, emotional, substance use challenges, and developmental disabilities. ISK staff assist families in connecting to needed services. This may include services such as linking to community referrals and helping to develop individualized plans.

## PRIMARY SERVICES

### **Case Management**

These services help the family to identify needs, connect to resources, and obtain services. Staff will assist the family with accessing, planning, linking, coordinating, and monitoring services and community resources. Case Managers collaborate with the youth and family to assess needs and create individualized plans for success. Case Managers act as a liaison, advocating for the family's best interests, ensuring they receive the necessary support, encouraging problem solving, as well as working collaboratively to assist with navigating the continuum of care.

### **Dialectical Behavior Therapy (DBT)**

Dialectical Behavior Therapy program treats adolescents ages 13+ who are having difficulties with managing intense emotions, struggle with relationships, and engage in self-injurious or other impulsive behaviors. DBT is a comprehensive treatment developed by Marsha Linehan to assist people with creating a "life worth living." Adolescents in our program participate in individual therapy for an hour a week, attend a two hour a week skills class, and have access to our 24/7 phone coaching line. Caregivers are expected to attend the skills class with their adolescent.

### **Healthy Transitions Program**

Transitioning into adulthood represents a particularly challenging period for youth and young adults. The program works with youth and young adults ages 16-25, with either a Serious Emotional Disturbance (SED) or a Serious Mental Illness (SMI). The program prepares and supports youth and young adults in employment, educational opportunities, living situation, personal effectiveness/wellbeing, and community-life functioning. Transition Peer Support Specialists work to connect with the youth through shared lived experiences, empower youth to be independent, and support youth voice and choice in their own treatment. Peer Support goals include instilling hope and empowering clients.

### **Home-Based**

Intensive Home-Based services for youth and their families are provided in their home and in the community. Services focus on promoting healthy development, healthy family functioning, and supporting and preserving families. Services are strengths-based and emphasize caregiver involvement, including teamwork with the therapist, and other providers. This level of care is the most intensive, community-based treatment, typically involving two treatment sessions per week.



### **Infant Mental Health Home Visiting Program**

The Infant Mental Health Home Visiting Program provides intensive home-based therapy services to qualifying at-risk infants, toddlers, young children (ages 0-6), and their families. Services provide home-based, parent support, and intervention services to families to foster healthy parent-child attachments, achieve expected developmental milestones, and improve positive behaviors of the children in the home. This program utilizes a trauma-informed model to serve families who have experienced various adverse life experiences that currently impact the family's overall functioning.

### **Multi-Systemic Therapy (MST)**

This service is a unique, goal-oriented, and comprehensive treatment program designed to work with families whose teens have significant problem behaviors. MST interventions focus on key aspects of the youth's life such as family relations, school performance, peer relations, and neighborhood and community relations. MST is a family driven and youth guided model. All interventions are designed in full collaboration with family members and key figures in the youth's life, e.g. parents, probation officers, school personnel. The goal of MST is to empower parents and assist the youth in achieving their goals. MST is currently available only via referrals from the Court/Probation, or DHHS/Child Welfare.

### **Navigate**

Navigate is a coordinated specialty care for early psychosis. It provides specialized support for individuals aged 15-30 who are experiencing unusual thoughts, feelings, or behaviors. Like other community-based services, Navigate can include psychiatry, individual and family therapy, case management, peer support and supported employment.

### **Outpatient Therapy (OPT)**

This service is designed to help children and youth who are struggling emotionally or behaviorally. Therapy can help a child to learn coping skills, and can foster skills related to behavior at home, school, and with peers; therapy also provides support, education and training for parents. Therapy is available for individuals, parents and families – and in any combination of these, depending on the needs of the family. Additionally, ISK offers group therapy for adolescents, and training groups for caregivers of children and youth who have experienced trauma, and for parents/caregivers who are interested in learning about effective parenting and decreasing conflict in the home (Parenting Through Change). These services are provided in an office setting or through tele-health.

### **PMTO™ (Parent Management Training – Oregon)**

ISK is proud to house the state headquarters for PMTO training. This model is an evidence-based, structured intervention to help parents/caregivers manage the behavior of their children. The PMTO method is designed to promote prosocial skills and cooperation, and to prevent, reduce and reverse the development of conduct problems in children aged 3 – 18 years. PMTO empowers caregivers as primary treatment agents to promote and sustain positive change in families. PMTO emphasizes, identifies, and builds upon strengths already present in caregivers, children, and their environment. This model is delivered individually to families or in a group format, called PTC (Parenting through Change).

### **Psychiatric Services**

This service provides individualized assessment and treatment. Medication may be prescribed by clinic staff and is closely monitored by a team of healthcare professionals. This service requires active participation by the family and youth in taking the medication as prescribed and keeping clinic appointments. The ultimate goal of the psychiatric clinic is to achieve stabilization while working collaboratively with the youth's primary care physician in order to transfer the youth back to them to provide the long-term ongoing care and support for the youth's physical and mental health needs.

## **ANCILLARY SERVICES**

(Provided Along with a Primary Service)

### **Community Living Supports (CLS)**

Assistance with daily living skills training is provided to youth and their parents in order to promote positive behavior, improve overall health, and develop skills. The focus of the support is to further increase skill development to assist with positive community involvement and inclusion.

### **Family Directed Respite Care**

This service is intended to support the parent or primary caregiver. It is provided on an intermittent or short-term basis due to the absence or need for relief for the parent or unpaid caregiver. Respite care is usually for a few hours or during a crisis. This service can be individualized to meet the needs of the youth and their family.





## PARENT AND YOUTH DRIVEN SUPPORTS

### Peer Support Services:

**Family Support Partners (FSP)** are parents/caregivers with lived experience in raising a child that may have behavioral, emotional, developmental, and/or intellectual challenges. FSPs complete the MDHHS certification program to become Peer Support Specialists. They provide direct support, build on systems navigation, self-care, advocacy, local resources, and natural supports to help empower caregivers to support their youth through a family driven and youth guided process. They are members of the treatment team and assist the parent/caregiver in team meetings, service planning, and implementation. This service is delivered directly with the parent/caregiver as part of the family plan of service.

**Youth Peer Support Specialists (YPSS)** are young adults with lived experience that have completed the MDHHS Certification to become Peer Support Specialists. They provide direct support, build on systems navigation, self-care, advocacy, local resources, and natural supports to help empower youth through a family driven and youth guided process. They are members of the treatment team and assist the youth in team meetings, service planning, and implementation. This service is delivered directly with the youth as part of the family plan of service.

### Wraparound/Intensive Care Coordination with Wraparound (ICCW)

The Wraparound Process is a family centered approach which provides an opportunity for families to bring the people who know them best, who work together to develop a plan to meet their individual and family needs. The plan is built on the entire family's strengths, as well as their individual strengths, to achieve their goals in a culturally competent manner specific to their family. Wraparound is organized and delivered by a certified clinician who is trained to facilitate the team process. The team creates a plan that includes ways to assure the youth and their family experience success in their home, community, and school. The entire process is family driven and youth guided.

### ASK Family Services

The mission of ASK Family Services is to empower families and youth who experience developmental or mental health challenges to use their voice to reduce stigma and achieve their potential to successfully participate in their community. Each staff member has lived experience, as a caregiver raising a youth with a Serious Emotional Disturbance (SED), Intellectual Developmental Disability, or is young adult with lived SED experience as a youth. They provide support, community training opportunities, empowerment skills, and collaborate with community partners to improve the System of Care for youth and their family. Other services include information on community resources, parent/caregiver & youth events, referrals to community services/agencies, parent and youth advisory committees. Contact **ASK (269) 343-5896**.

### Calling All Youth (CAY)

Motivating Others through Voices of Experience (MOVE) is a group of young people, 9th - 12th grade who have experience with mood, emotional, and/or behavior challenges. As a group, they work to reduce mental health stigma, educate communities and develop their own leadership skills. They work alongside professionals, parents/caregivers, and community members to help improve mental health services in our community. If you, or a young person you know would like to use their voice to help inform the System of Care, please contact: **ASK (269) 343-5896** and request to speak with our Youth Services Manager.

### Family Support Advisory Council (FSAC)/ Parent Advisory Group (PAG)

FSAC and PAG are groups of parents/family members who want to make a difference in their community by helping improve mental health services and education for youth with a Serious Emotional Disturbance (SED), Substance Use, and/or an Intellectual Developmental Disability. They use their collective experiences to strengthen the System of Care through teamwork, and collaboration, working in partnership with youth, community members, and professionals. If you want to use your lived experience and voice to help inform the System of Care as programs and policies are developed, contact: **ISK at (269) 553-7120 or ASK at (269) 343-5896**.





## INTENSIVE SHORT-TERM CRISIS OPTIONS

### Mobile Crisis Response (MCR)

The Mobile Crisis Response Team is available 24/7. This service is for individuals, youth, and families requiring immediate response when a youth is in crisis. Services include immediate phone or face-to-face interventions, depending on the needs of the family. Assistance is available in the home, community, or school. Referrals to community resources, assistance in developing crisis-safety plans, and follow-up care are offered as needed.

**Mobile Crisis Response Team (269) 373-6000**

### Intensive Crisis Stabilization (ICS)

ICS services are a short-term alternative to inpatient psychiatric services. These services may be used to avert a psychiatric admission, or to shorten the length of an inpatient stay when clinically indicated. The ICS team provides intensive treatment plans for individuals in the community who are currently experiencing a mental health crisis. Our experienced clinicians are community-based, and can meet patients in their home or another safe location as scheduled between the hours of 9:00 a.m. to 8:00 p.m. They also offer 24/7 crisis coaching over the phone.

### Crisis Residential

This program offers a short-term alternative to inpatient psychiatric hospitalization for youth experiencing an acute crisis. These services may avert an inpatient stay or shorten the length of an inpatient hospitalization. These services are intended to provide short term in a safe and therapeutic environment for youth ages 5-17, with a primary mental health diagnosis.

### Partial Hospitalization (PHP)

Partial Hospitalization is an intensive treatment option for individuals who need structure, immediate access to a psychiatrist, therapy and group support, without the need for a full-time, secure setting. This level of care is offered as a step-down service for individuals being discharged from a hospital or as an alternative to hospitalization either in-person, virtually, or a combination of both.

### Inpatient Hospital

This service, typically short-term (2-7 days), treats youth who are experiencing a mental health crisis.

This service is used as a last resort when:

- \* The youth is displaying symptoms of a serious psychiatric disorder.
- \* The youth is at immediate risk of harm to self or others.

## INDIVIDUALIZED HEALTH CARE SERVICES

(Physician Must Prescribe)

### Health Services

Services are designed to enhance or maintain the individual's health in their own home. This may include skilled nursing assessment and evaluation.

### Physical Therapy

Services may include gross motor training, gait training (walking) and strength training. Services are intended to result in a lasting increase or improvement in an individual's ability to perform tasks of daily living.

### Occupational Therapy

Services may include fine motor training, activities of daily living, eating or feeding issues, sensory motor training, and sensory integration.

### Speech Therapy

Services may focus on receptive and expressive speech training to enhance and improve communication skills and abilities.





## HOW TO START SERVICES

ISK provides same-day access and urgent care treatment for mental health, substance use disorders, and intellectual disabilities for youth and families from 8:00 am to 5:00 pm. Monday - Friday and 9:00 am - 2:00 pm Saturdays, at our Behavioral Health Urgent Care and Access Center (UCAC) located at 440 W. Kalamazoo, MI 49007. We serve all ages and incomes, with or without insurance coverage. Anyone seeking services may walk in or call **(269) 373-6000**. Please let us know if you require a scheduled appointment.

## YOUR INPUT

ISK welcomes your input and feedback regarding your services and ways to consistently improve our System of Care. Your input is key to planning your services. Services and supports are planned in partnership with family members, friends, professionals, and others you may choose.

## IF YOU DISAGREE WITH SERVICE DECISIONS

If you disagree with decisions that are made about qualifying for services or about treatment options, please contact the following:

- \* Your Worker: **(269) 373-6000 or 1-888-373-6200**
- \* Customer Services: **(269) 553-7000 or 1-877-553-7160**
- \* Recipient Rights: **(269) 364-6920**

Please note that disagreements about services or complaints about services will not negatively impact the services offered and/or provided to you or your youth.

For more details about our services, please visit:

**[WWW.ISKZOO.ORG](http://WWW.ISKZOO.ORG)**

**To arrange an eligibility assessment, please contact the ISK Access Center:  
269-373-6000 or 888-373-6200**

**Crisis Intervention is available 24 hours/day, 7 days/week:  
269-373-6000 or 1-888-373-6200**

**ISK Customer Services:  
269-553-7000 or 1-877-553-7160**

**ISK Administration Office: 269-553-8000**

**Michigan Relay Center: 7-1-1**

Integrated Services of Kalamazoo was formerly known as “Kalamazoo Community Mental Health & Substance Abuse Services.” The name was changed in October 2019. All services remain the same. ISK services and supports are respectful of all cultures, non-discriminatory and preserve the rights of all individuals.

Integrated Services of Kalamazoo complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: Si habla español, hay servicios gratuitos de asistencia con el idioma para usted.

Llame al **1-877-553-7160 (TTY: 711)**

**Financial support provided by MDHHS and SAMHSA.**

