

**FAMILY GUIDANCE CENTER
OF WARREN COUNTY
CLIENT GUIDE**

Main Office

492 Route 57 West
Washington, NJ 07882
908-689-1000
<https://www.fgcwc.org>

Site Offices

370 Memorial Parkway
Phillipsburg, NJ 08865
908-454-4470

108 Bilby Road, Suite 302
Hackettstown, NJ 07840
908-852-0333

Gateway Partial Care

492 Route 57 West
Washington, NJ 07882
908-689-6212

Supported Employment

492 Route 57 West
Washington, NJ 07882
908-689-8844

School Based Youth Services

Warren Hills Regional High School
Warren Hills Middle School
Memorial and Taylor Street Schools
908-835-3350, ext. 317

Better Future Self-Help Center

21 West Washington Avenue
Washington, NJ 07882
908-835-1180

Prevention Connections

21 West Washington Avenue
Washington, NJ 07882
908-223-1985

**Crisis Intervention 24-Hour Hotline
908-454-5141**

WELCOME to the Family Guidance Center! The following information is provided to introduce you to the Center and to inform you of office policies so that you will have an idea of what to expect while receiving services here. We hope to make your association with us a beneficial one. By working together, we can address your needs and realize our mission of *improving the quality of life of children and adults affected by problems related to mental illness, substance abuse, family conflict or emotional adjustment.*

ABOUT THE CENTER:

The Family Guidance Center of Warren County (FGC) is a private, non-profit corporation offering a full range of mental health and substance abuse treatment services. Included are the following: outpatient mental health counseling for individuals, couples, family and group settings; substance use counseling in individual and group modalities; substance use prevention services; partial care services; crisis intervention, outreach and screening services for psychiatric emergencies and family crises; family support services; vocational rehabilitation, including supported employment opportunities; a self-help center for mental health consumers; and school based youth services in the Warren Hills school district.

The Center is governed by a Board of Trustees. Membership on the Board is open to individuals who reside in Warren County. In some instances, non-residents may be accepted for membership if they have a principal interest in Warren County.

FGC is partially funded by state and county allocations. Additional funds are derived from client fees, individual contributions and third-party reimbursements, including Medicaid, Medicare, commercial insurance companies and a number of managed care contracts.

PROFESSIONAL STAFF:

Professional staffing is provided by a team of psychiatrists, social workers, master's level counselors, registered and advanced practice nurses, alcohol and drug counselors and caseworkers. Staff are duly licensed or certified to provide the services you receive.

CONFIDENTIALITY:

The Center is committed to maintaining the privacy of your health information. Federal laws (including 42 CFR, Part 2, and the Health Insurance Portability and Accountability Act or HIPAA) and state regulations govern the privacy of your personal health information and specify under what circumstances it may be released. For example, disclosure may be required when there is suspicion of child or elder abuse or when there is reasonable suspicion that a client presents a danger of violence to him/herself or others. All clients receive a copy of our *Notice of Privacy Practices*, which explains the guidelines for use and disclosure of your personal health information and the exceptions under federal and state regulations. You may discuss any concerns you may have about confidentiality with your therapist or contact the Center's privacy officer at the main office for more information.

OFFICE HOURS:

Washington (main office): Mondays and Fridays, 8:30 a.m.–5 p.m.; Tuesdays–Thursdays, 8:30 a.m.–8 p.m.

Hackettstown: Monday, Wednesday–Friday, 8:30 a.m.–5 p.m.; Tuesdays, 8:30 a.m.–8 p.m.

Phillipsburg: Monday–Wednesday, 8:30 a.m.–8 p.m.; Thursday–Friday, 8:30 a.m.–5 p.m.

Supported Employment: Monday–Friday, 8:30 a.m.–4:30 p.m.

24-HOUR EMERGENCY SERVICES:

During regular office hours, you may call your therapist at the office in which you are being seen. If the therapist is not immediately available, your call will be returned as soon as possible. Should the situation require immediate attention, please notify the receptionist. In the event of an emergency after normal business hours, you may call the Crisis hotline at 908-454-5141.

SCHEDULING APPOINTMENTS:

Initial appointments for outpatient services are made by calling the Intake department in the Washington office at 908-689-1000. Subsequent appointments are made with your therapist at the time of your visit or by calling the office in which you are being seen. Initial appointments for Partial Care are made by calling 908-689-6212 and for Supported Employment by calling 908-689-6212, ext. 340.

CANCELLATIONS/FAILED APPOINTMENTS:

Since the scheduling of an appointment involves setting aside time specifically for you, 24-hour notice is required for canceling an appointment. We ask for your cooperation in meeting this timeframe so that another client may use the time slot you are vacating. A fee is charged for sessions failed or cancelled without 24-hour notification.

CHANGE OF ADDRESS:

Any changes in your address or telephone number should be reported to the receptionist as soon as possible.

FEES:

Services are provided to residents of Warren County on a sliding fee scale. An “ability-to-pay” allowance, based on family income and size, is available to clients if they provide the necessary documentation indicating that they are unable to pay the full fee. Further fee reduction or arrangements for a payment plan may be arranged in special situations. The fee structure will be explained by your therapist at the initial session. Clients in continued treatment will have periodic assessments of their “ability-to-pay” allowance.

- Payment is expected at the time services are provided. Consumers with Medicare or insurance are expected to pay any applicable deductibles and/or their office co-pay at the time of the visit.
- Checks should be made payable to “Family Guidance Center.” A \$30 charge will be assessed for checks returned due to insufficient funds.

- Clients with third-party coverage are expected to present ID cards for Medicaid, Medicare, general assistance, insurance or managed care companies on a regular basis.
- Clients with insurance who are given an “ability-to-pay” allowance must submit completed and signed insurance forms assigning benefits to the Center and provide a signed release of information form to allow the Center to submit third-party billing.
- If insurance requires prior authorization, the client will need to contact the insurance company prior to the first visit to obtain the necessary authorization for treatment.
- Clients are expected to advise their therapist or the receptionist of any change in third-party coverage.
- The Intensive Family Support Services program is free of charge.

CLIENT RIGHTS & RESPONSIBILITIES:

All clients receive a copy of FGC’s *Client Rights and Responsibilities*, which includes information on presenting complaints if you feel your rights have been violated. This also provides a listing of advocacy organizations that are available to you.

PROGRAMS OF THE FAMILY GUIDANCE CENTER OF WARREN COUNTY

Patient Care Programs

- Outpatient Mental Health
- Partial Care (Gateway)
- Crisis Intervention Unit (IOC, Emergency Services/Screening and Family Crisis)
- Outpatient Substance Use Treatment
- Intensive Outpatient Treatment & Support Services
- Certified Community Behavioral Health Clinic
- Opportunities for Wellness
- Sexual Abuse Treatment

Educational/Prevention/Support Programs

- School Based Youth Services at Warren Hills Regional High School, Middle School and the Taylor Street and Memorial Elementary Schools
- Intensive Family Support Services
- Supported Employment
- Consumer Self-Help Center (Better Future)
- Prevention Connections Substance Abuse Prevention Program
- Opioid Overdose Recovery Program
- Safe Passage-Intensive Outpatient Substance Use Program
- Healing, Empowerment, Recovery Program
- STAR Program
- Operation Helping Hands
- Maternal Wraparound Program (MWRAP)
- Community Peer Recovery Center