



Asian Pacific Counseling & Treatment Centers

*A Division of Special Service for Groups*

# Welcome Packet

English

[apctc.org](http://apctc.org)

# INTRODUCTION

## Welcome to Asian Pacific Counseling and Treatment Centers!

APCTC was established in 1977 as a directly-operated program of Los Angeles County Department of Mental Health. APCTC was the very first mental health center in Los Angeles County specifically developed to meet the unique needs of rapidly increasing numbers of Asian Pacific immigrants and refugees who were in need of a wide range of mental health services. Through intensive program development efforts in response to ever-growing service needs, APCTC has since expanded to its current operation with multiple funding sources. In 1990, APCTC made a major transition through privatization to become a county-contracted agency, and is a division of Special Service for Groups, Inc (SSG), a non-profit organization dedicated to providing community-based solutions to the social and economic issues facing those in greatest need.

APCTC provides vital services to adults, older adults, adolescents, and children whose lives and daily functioning are impacted by mental health issues. Most of these individuals come from the following Asian Pacific communities: Cambodian, Chinese, Japanese, Korean, Laotian, Filipino, Thai and Vietnamese. While the focus of APCTC has been on serving the needs of Asians and Pacific Islanders, the Centers have also extended their services to other individuals and families in English and Spanish. Services are currently available to individuals residing in Los Angeles and Riverside Counties, with offices in Los Angeles, San Gabriel Valley, San Fernando Valley, West Covina, Cerritos, and Riverside.

## OUR LOCATIONS

**Main Center:** Phone: 213-252-2100 Fax: 213-252-2199

**Alhambra Center:** Phone: 626-248-1800 Fax: 626-248-1899

**Alhambra Center II:** Phone: 626-248-1851 Fax: 626-427-1755

**Cerritos Center:** Phone: 562-860-8838 Fax: 562-860-0248

**San Fernando Valley Center:** Phone: 818-267-1100 Fax: 818-267-1199

**West Covina Center:** Phone: 626-653-9913 Fax: 626-653-9914

**Wilshire Center:** Phone: 213-483-3000 Fax: 213-483-6529

**Riverside Center:** Phone: 951-405-8250 Fax: 951-213-6182

**SSG-Riverside Counseling Center:** Phone: 951-653-1800 Fax: 951-653-1815

# THE TEAM

**You** play a vital role in your recovery by working together with the treatment team which may include the following:

**Mental Health Therapist** – will address and treat emotional and mental health issues to assist you with your symptoms and behaviors. The therapist is trained in different therapeutic techniques and interventions, and they address issues such as depression, anxiety, stress, self-esteem, relational conflict, and grieving or loss.

**Case Manager**– will provide referrals and linkages to community resources as additional support for your recovery (i.e., vocational rehab, transportation, housing, legal, benefits acquisition).

**Consumer Support Specialist/Parent Partner** – will provide peer counseling and help you with accessing resources as well as social support. Will work with you to develop skills needed to improve quality of life and achieve treatment goal.

**Substance Abuse Counselor** – will help to provide you with treatment and support to recover from your addiction or modify your problem behaviors.

**Psychiatrist** - a physician who will assist with determining your diagnosis, treatment, and provide medication if needed for your individual mental health.

# WHAT TO EXPECT

Your treatment will ultimately be tailored to your individual needs. Here are a few steps that you can expect upon entrance to the APCTC Program:

1. You will meet with your assigned therapist who will introduce the program to you and review the content of the Welcome Packet during the initial phase of treatment.
2. The therapist will ask you many questions to make sure this program is right for you. The therapist will also ask you some background information to complete the assessment. If it is determined that this program is not right for you or you need different services at this time, the therapist will provide

- information, referrals, and/or linkage to other services. If this program seems to match your service needs, then a treatment plan will be developed.
3. After successful completion of the steps above, your service will begin.

## **Services**

We find that treatment is most successful and effective when services are delivered in person. However, APCTC staff members may also utilize telehealth and telephone when necessary and clinically appropriate.

## **Confidentiality**

What you discuss with your treatment team is confidential and will not be revealed to anyone without your written permission. However, there are times when your treatment team will have to disclose your personal information without your permission. These limits to confidentiality include, but are not limited to:

- Suspected abuse (physical, sexual, verbal, neglect, etc.) of children
- Suspected abuse (physical, sexual, financial, verbal, neglect, etc.) of any elderly and/or dependent persons.
- Serious threat to your health and safety or the health and safety of others (i.e., a threat to harm oneself and/or someone else).

Additionally, we can share your information with others (i.e., family members, other providers, etc.) at your request with a signed authorization form to release records. You may also request to review or receive a copy of your treatment records. Please ask your treatment team for additional details.

## **What Success Might Look Like**

- Coping with stressful events
- Managing mental health symptoms
- Developing positive relationships in life
- Managing daily activities independently
- Developing and engaging in meaningful activities
- Increasing social activities and extending social support
- Good self-care

## Preparing to Exit

In consultation with you and your treatment team, we will work on the completion of the following to prepare you for a successful transition from the APCTC mental health program. Transition may include but is not limited to:

- Development of a Transition/Discharge Plan
- Referral services for follow up care if needed

## Re-Admission Procedure

Individuals who discontinued with the APCTC program can re-enter the program under certain conditions and requirements. Individuals must meet the eligibility criteria and demonstrate that they are interested in re-entering the APCTC program. The individual will be required to submit to a pre-screening. If the individual meets the medical eligibility criteria, the individual will be provided with an appointment to begin the intake process.

## YOUR RESPONSIBILITIES AS A CLIENT

For our team to provide you with the best services possible, we would like to partner with you in every step possible. **You are the most important part of the treatment team.** Therefore, to help us help you, we ask that you communicate with us on a regular basis. To make sure everything runs smoothly, our team asks the following from you:

Please,

- Attend scheduled appointments with your therapist and case manager, and, if referred to, your primary care provider, substance abuse counselor, and/or psychiatrist.
- If you need to cancel or reschedule your appointment, please provide a minimum of 24 hours' notice. This will assist us in rescheduling your appointment and in providing services to the other clients we are working with.

- Inform the therapist and/or case manager if your address and/or telephone number changes.

We want you to get the most out of our services; therefore, it is very important that you come to your scheduled appointments and be consistent with treatment. However, we understand that there are times when circumstances are out of your control, such as your medical conditions or some family issues. If these situations come up, please take the time to communicate with us so the treatment team can work to accommodate you.

## **Attending / Cancelling Appointments**

Regular and consistent attendance contributes to positive treatment outcomes. Missing appointments and failing to cancel in advance is a disruption to treatment. They also affect our ability to provide appointments to others who are in need of treatment.

After two (2) late cancellations (cancelling within less than 24 hours of the appointment time), your preferred appointment time cannot be held or guaranteed. Multiple appointment cancellations within a 60-day period may result in the closing of your case with APCTC.

**If you miss three (3) consecutive scheduled/re-scheduled appointments without notification and/or we are unable to contact you over that time, we will assume that you are no longer interested in services and will begin the discharge process.**

## **FOR YOUR SAFETY**

The following is intended to ensure your safety at all times while you are here with us at APCTC.

### **Respect / Code of Conduct**

APCTC is committed to providing an environment of fair and respectful treatment to our clients. In order to participate in our program, it is important to follow the codes of conduct and procedures put in place.

The following are not accepted:

- Use of abusive language towards a staff member, volunteer, or another client
- Verbal, physical, or visual harassment of another client, staff member or volunteer
- Conduct that will endanger the life, health, safety, or well-being of others

Should you violate any of these codes of conduct, the situation will be assessed, and appropriate intervention will be determined, which may include loss or modification of privileges. These privileges could include, but are not limited to, transportation assistance, financial assistance (e.g., flex fund allocation if in FSP program), group participation, smoking privileges, therapist or case manager assignment, service location, or types of services received.

When privileges need to be removed due to health and safety concerns of you, the staff, or the environment, your therapist will explain how and when you can reinstate your lost privileges, if reinstatement is clinically appropriate.

## **Substance / Marijuana / Tobacco Use Policy**

APCTC is committed to maintaining a drug and alcohol-free environment for the safety and concern of our staff, clients, their families, and the general public. We do not permit the use, sale, or consumption of any controlled substance, marijuana, or alcohol on our premises, except when explicitly permitted and supervised by medical personnel. Also, we do not allow our clients at APCTC to receive services when under the influence of any controlled substances, marijuana, or alcohol, except when explicitly permitted and supervised by medical personnel. We also do not allow marijuana or tobacco use in our offices and buildings, and smoking outside of our facilities is in accordance with city, county, state ordinances and public health codes.

## **Weapons / Violence Policy**

APCTC strives to maintain a safe environment free from violence and intimidation. All weapons are prohibited in all APCTC facilities. We will ask for your cooperation to maintain safety. When an individual refuses to follow policy, they will be asked

to leave the property immediately. Security and law enforcement will be contacted if any aggression is shown.

## **Self-Harm / Personal Safety**

At APCTC, we are committed to the ongoing safety of all our clients. Most of the time, everyone has some successful solutions to life stressors. However, there are times when we are feeling down or under a lot of stress and it can be difficult to remember good coping strategies. If you ever find yourself in that position, your team is here to help. Your therapist will work with you to complete a **Personal Safety Plan**. These forms are intended only to be helpful; they will not be used for any purpose other than to help staff understand how to best work with you to maintain your safety and find quick solution in times of crisis.

If at any point you feel uncomfortable disclosing any information, do not hesitate to let us know. **Together, we can work to make your story a success story!**



## Here are additional phone numbers which may be helpful:

- *LAC-DMH ACCESS 24-hr Information & Referral* (800) 854-7771
- *LAC-DMH Patient's Rights Office* (800) 700-9996 (213) 738-4888
- *Friendship Line (6 pm -10 pm M-F, 2 pm -10 pm Weekends & Holidays)* (888) 448-9777
- *National Suicide Prevention Hotline* (800) 273-8255
- *Suicide Prevention and Survivor Hotline (Korean)* (877) 727-4747
- *Teen Line* (800) 852-8336
- *Trevor Project (LGBTQ)* (866) 488-7386
- *Domestic Violence Hotline* (800) 978-3600
- *Asian Language Domestic Violence Hotline* (800) 339-3940
- *Child Abuse Hotline* (800) 540-4000
- *Adult Protective Services Hotline* (877) 477-3646
- *Los Angeles County Info Line* 211

### Mental Health Urgent Care Centers

- Exodus Mental Health Urgent Care (LAC-USC Medical Center)* (323) 276-6400
- Exodus Mental Health Urgent Care (Martin Luther King Medical Center)* (562) 295-4617
- Exodus Mental Health Urgent Care (Washington Blvd)* (310) 253-9494
- Starview BH Urgent Care Center (City of Industry)* (626) 626-4997
- Starview BH Urgent Care Center (Long Beach)* (562) 548-6565
- Long Beach Mental Health Urgent Care* (562) 790-1860



“988” is the three-digit, nationwide phone number to connect directly to the 988 Suicide and Crisis Lifeline.

**IN A CRISIS?**

**Text HOME to 741741 to  
connect with a volunteer  
Crisis Counselor**