

CLIENT'S GRIEVANCE AND APPEAL PROCEDURE

1. Advise your therapist of your grievance.
2. Request that your therapist provide for you, in writing, the name, title, address and telephone number of the supervisor next in line of authority with whom you can register your grievance.
3. After receiving the supervisor's name, you should write a letter to the supervisor to register your complaint. You may also contact the supervisor and verbally register your complaint but the written procedure is preferred.
4. Upon receiving your grievance, the supervisor will contact you and review the situation with you.
5. A written response incorporating the resolutions of the grievance will be sent to you from the supervisor within ten (10) working days after you file the grievance.
6. If you do not accept the resolution of your grievance, you may appeal to the next level of authority within Catholic Charities. The final level of appeal is to the Executive Director of Catholic Charities. Again, you should state your grievance following the same process as outlined in the first appeal.
7. The decision of the Executive Director will be binding on all parties involved in the grievance process.

You may withdraw your grievance at any time in the grievance and appeal procedure.

CATHOLIC CHARITIES COUNSELING OFFICES

Capital Region Office

939 East Park Drive • Suite 101 • Harrisburg, PA 17111
(717) 233-7978 • FAX (717) 233-4194

Lancaster Office

925 North Duke Street • Lancaster, PA 17602
(717) 299-3659 • Español (717) 392-2113
FAX (717) 299-1328

Paradise Outpatient

Paradise School
6156 West Canal Road • Abbottstown, PA 17301
(717) 259-9537 • Fax: (717) 259-9262

York Office

253 East Market Street • York, PA 17403
(717) 845-2696 • FAX (717) 843-3941

Administrative Office

4800 Union Deposit Road • Harrisburg, PA 17111
(717) 657-4804 • FAX (717) 657-8683



Visit our web page at: www.cchbg.org

Catholic Charities of the Diocese of Harrisburg, PA Inc is a non-profit tax exempt organization providing multiple human and social services to persons in the 15 counties which comprise the Diocese of Harrisburg. Services are provided regardless of race, gender, age, ethnicity, religion, nationality, disability, political belief or ability to pay. Catholic Charities operates on an annual budget of ten million dollars funded by grants from government agencies, United Way, fees from clients, as well as contributions from individuals, foundations and corporations and the Bishop's Annual Lenten Appeal.



FAMILY COUNSELING & FEE INFORMATION



CATHOLIC
CHARITIES
DIOCESE OF HARRISBURG

OUR PROGRAM

We are pleased to welcome you to our agency and we hope you will find our services helpful to you and your family.

Catholic Charities is a private, non-profit organization providing professional counseling services, psychotherapy and education programs to the community. We are supported by the United Way, the Diocesan Bishop's Lenten Appeal, Special Funds, private donations, mental health funding, Medical Assistance and client fees. Counseling fees are an important source of income which enables us to continue to offer professional services to the residents of our Diocese. If counseling with you involves extensive telephone discussion, your therapist may discuss with you the need to consider that as counseling time and apply the agreed upon fee per hour. Our fees are based upon two factors: the actual cost of services and the individual's or family's ability to pay for those services. Your fee is determined from a scale which takes into account gross annual income, family size, mortgage or rental payments and other significant financial obligation.



Any changes in your family size, housing expenses, income, etc., which affect your ability to meet your payment agreement or any questions about your fee, the services you receive, or additional services you need should be discussed with your therapist. Please feel free to discuss these matters at any time. We will do whatever is necessary and appropriate to make your experience here a most constructive one.

Some families are able to obtain reimbursement for counseling fees through their insurance. Your insurance carrier can give you information about your coverage. We would be happy to give you any assistance you may need in completing insurance forms. Payment may also be made in cash or personal checks.

No client is ever denied services due to inability to pay. The service you receive will be the same regardless of your economic condition.

Your appointment time is reserved for you and normally prevents its use for another person. Consequently, if you fail to keep your appointment without giving 24-hour notice, you may be charged your usual rate for 1 hour of service.

Should there be an outstanding balance at the time you end treatment, you agree to make monthly payments until the balance is paid in full.

MISSION STATEMENT

Catholic Charities for the Diocese of Harrisburg, PA, Inc. exists to respond to the human service needs of people throughout the Diocese of Harrisburg and Central Pennsylvania. Catholic Charities fosters the ideals of Christ through a caring, living faith by: promoting and advocating respect for the sanctity of human life, underscoring the central role of marriage and the family in society, and providing a continuum of high quality services to individuals, children, youth, married couples, families, and the elderly.

A MESSAGE OF WHAT YOU MAY EXPECT FROM US...

Professional Service of High Quality.

Catholic Charities services are accredited by the Council of Accreditation for services to Families and Children. Our staff are professionally trained and supervised, and they adhere to the Code of Ethics of the National Association of Social Workers. Catholic Charities has a very active training program to maintain high standards. Progressive resource tools such as videotaping and observation mirrors aid staff in their ability to assist you, and may be used with your permission. Like other information we receive from you, they are part of the confidential records of Catholic Charities.

Your Involvement in Your Treatment Plan is a right and responsibility you have with us.

During the course of counseling you are strongly encouraged to speak with your therapist about changes, questions, or the nature of your service. Your therapist will assess with you the progress that is being made, and the incorporation of any new treatment goals.

Your Rights as a Client. If you have concerns about any aspect of our services you need to bring this to our immediate attention. Normally, these concerns should be discussed informally with your therapist or the first line supervisor of the therapist. In the event you cannot informally resolve your concern, you may file a formal "grievance". You have a right to file a grievance if you have any problems with matters such as correction to an official record, a perceived violation of your rights, unfair treatment or similar situations.