

PRIVACY ACT STATEMENT

In accordance with the Privacy Act of 1974, as amended, this notice informs you of the purpose for collection of information on these forms. Please read it before completing the forms.

1. LEGAL AUTHORITY FOR REQUESTING INFORMATION FROM YOU: U.S. Sect. 301 DoD Directive 6400.1, DoD Manual 6400.1-M, 10 USC 5013, Secretary of the Navy; Secretary of the Navy Instruction 1752.3B; 10 USC 5041, Headquarters, U.S. Marine Corps; and Marine Corps Order 1754.11.

2. PRINCIPAL PURPOSE FOR WHICH YOUR INFORMATION WILL BE USED:

The information you provide will help the Behavioral Health Branch professional staff assist you with your clinical counseling, education, prevention and intervention services. (Behavioral Health Branch Programs include: Family Advocacy, New Parent Support, Community Counseling, Substance Abuse Counseling and Sexual Assault Prevention)

3. ROUTINE USES WHICH MAY BE MADE OF YOUR INFORMATION: In addition to the principal purposes noted above, a release may be made pursuant to various officials outside the DoD specifically identified as a Routine Use in the Privacy Act System of Records Notice found at <http://dpclo.defense.gov/privacy/SORNs/component/navy/NO1752-1.html>. Additionally, information may be shared outside of DoD pursuant to the blanket routine uses established by DoD Privacy Office that apply to all DoD Privacy Act Systems of Records and posted at http://privacy.defense.gov/blanket_uses.shtml.

Four of the more important routine uses are:

- a. Disclosure to state and local government authorities in accordance with state and local laws requiring the reporting of suspected child abuse and neglect;
- b. Disclosure to the appropriate federal, state, or local agency chartered with enforcing a law, where MCCS records indicate that a violation of law may have occurred.
- c. Disclosure to certain foreign authorities in connection with international agreements, including status of forces agreements (SOFAs); and
- d. Disclosure of the Department of Justices for litigation purposes.

4. OTHER DISCLOSURE OF YOUR INFORMATION: In addition to using the information you give us for the “principal purpose” and the “routine uses” given above, your information may be disclosed in certain other specific circumstances, as permitted by exceptions to the Privacy Act. These could include clearances, law enforcement programs, life-threatening situations, substance abuse programs, and family abuse situations.

5. DISCLOSURE IS VOLUNTARY: You need not disclose any information to us; however, failure to provide this information may hinder or prevent the Behavioral Health Branch professional staff from being able to assist you. My clinical provider has explained the contents of the Privacy Act statement to me. My signature on the acknowledgement of receipt signature page shall serve as verification that I have read and understand the above Privacy Act statement and the routine uses of the information provided by me.

- Notify your home visitor within 24 hours if you are sick or need to cancel for any reason.
- Let us know when you or a family member may be suffering from a communicable disease (i. e. contagious illness).
- Place pets (with the exception of Service animals or therapeutic assistance animals) in a securely confined outside area prior to visit to assure best use of your time with your home visitor.

As a program participant:

- You will receive excellent care.
- You will be treated with respect, in a non-discriminatory manner with regard to race, culture, gender, sexual identity, age, disability, creed, socio-economic status, marital status, and military status.
- You may request to know the credentials of your home visitor.
- Your home visitor will explain how records about you will be safeguarded, how you may review and access your record, and limitations of confidentiality.
- You may obtain a second opinion about NPSP services from the NPSP Director.

SUBSTANCE ABUSE COUNSELING CENTER

The Substance Abuse Counseling Center (SACC) offers outpatient drug and alcohol treatment services to include assessment, individual and group counseling, intensive outpatient care, aftercare, referrals and case management. Services are designed to address individual needs with the goal of reducing risk and creating permanent positive change to your alcohol and drug misuse.

The type and extent of services that clients receive are determined following an initial assessment and thorough discussion between provider and client, and reviewed by a clinical supervisor. The goal of the assessment process is to determine the best course of treatment for each client. Following initial assessment, your provider will coordinate treatment recommendations, referrals, and any follow up care.

Each client is responsible for providing accurate and complete information about matters relating to his/her health; for following the treatment plan; being considerate and respectful to other clients, personnel, and the property of others; asking questions when he/she does not understand information; reporting the effectiveness or lack of response to treatment; and reporting perceived risks and/or unexpected change in condition during the course of his/her care.

Each client may refuse services; in these cases individuals will be informed of any consequences that may result. Each client has the right to full information in layman’s terms, concerning his/her diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. Each client may be informed of his/her provider’s education/training, qualifications and professional experience as they pertain to SACC services.

SACC staff gather information provided by the client and pertaining to client care. This is maintained to the highest standards of privacy and done in accord with the Privacy Act. However, there may be times during the course of services when the provider will communicate with other Marine Corps Behavioral Health Services. While written authorization is not required, the SACC provider will inform his/her client of any communications related to client care. In all other circumstances, consent to release information is given through written authorization. Verbal consent for limited release of information may be necessary in special circumstances.

Further, there are specific and limited exceptions to this confidentiality which include the following:

- When there is risk of imminent danger to the client by him/herself or to another person, the provider is ethically bound to notify others to prevent such danger.
- When there is alleged and/or suspected child or elder abuse or risk of such abuse, the provider is legally required to take steps to protect the child or elder, and to inform the proper authorities.
- When a valid court order is issued for treatment records, the clinician and the agency are bound by law to comply with such requests.

Treatment of substance misuse offers significant benefits for clients. However, it may elicit uncomfortable thoughts and feelings, or recollection of troubling memories. Clients are encouraged to share these thoughts or feelings with their provider.

If a client has any questions regarding this information or about the services offered, he/she may discuss them with the SACC provider.

**MARINE AND FAMILY PROGRAMS
BEHAVIORAL HEALTH BRANCH
BUILDING 232 - 252-466-3264**

19 September 2016

MARINE AND FAMILY PROGRAMS BEHAVIORAL HEALTH BRANCH

BUILDING 232



You have landed at the Behavioral Health Section of Marine and Family Programs (MFP) aboard MCAS Cherry Point! This brochure includes information about all of the Behavioral Health (BH) programs available to you and/or your family. You may only be seeking/receiving services from one program listed in this brochure. However, information about all BH programs is presented to provide a comprehensive overview for your awareness. In addition to specific BH program information, the Privacy Act of 1974 and the MFP Customer Rights and Responsibilities are included to ensure you are informed and aware prior to consenting to services. Please thoroughly review all content in this brochure so you become familiar with Behavioral Health services, expectations, confidentiality and reporting protocols. If you have questions or concerns about information included in this brochure, you will have an opportunity to discuss further with a counselor or staff member for clarification. We appreciate your interest in MFP Behavioral Health programs and look forward to partnering with you in your life endeavors!

CUSTOMER RIGHTS POLICY AND PROCEDURES

Welcome to Marine Corps Air Station (MCAS), Cherry Point Marine and Family Programs. We appreciate the trust and confidence that you have shown in us, by seeking services through our programs. Our goal is to make using our programs a positive step toward helping maintain yours and your family’s mission readiness. Marine and Family Programs is comprised of four primary branches: Marine Corps Family Team Building, Family Care, Personal and Professional Development, and Behavioral Health. All of the programs have as their primary mission to use exceptional customer service to provide you with the programs and services that will assist you and your family in your military career.

Our regular office hours are from 0730 to 1630, Monday through Friday, excluding federal holidays. Some services are offered during the evenings and on weekends. A calendar with current Marine and Family Program services is available on our webpage: www.mccscherrypoint.com.

Marine and Family Programs services are primarily designed to meet the needs of military service members and their families. Some programs may also serve minor aged military family members, Department of Defense employees, National Guard/Reservist, retirees and their families. Please check specific program information regarding participation criteria for each program. For minor aged military family members, parental consent is always required, prior to service participation.

CUSTOMER COMPLAINT PROCEDURES

Feedback about the services you receive through our programs is important to us. In addition to program specific feedback or evaluation forms, customers may also provide feedback through MCAS Cherry Point’s Interactive Customer Evaluation (ICE) website: <http://ice.disa.mil/index.cfm>.

To convey issues or resolve complaints regarding MFP services, please request to speak to the specific program’s manager. You can be assured, there will be no interference or retaliation for bringing an issue forward. If your concern is not resolved, request to speak to the next higher level supervisor or the Deputy Director, Marine and Family Programs. Based upon the nature of your complaint, we may have to request resolution from higher headquarters.

CONFIDENTIALITY

For ongoing services, confidential case files will be maintained. There are limits of confidentiality as required by civil law and/or military regulations. In the following legally or medically defined situations, information may be revealed to others without your written consent:

1. If you reveal information about child abuse or neglect, or physical abuse of elders or dependent adults, we are required to report it to the appropriate civil and/or military authorities, including the Family Advocacy Program.
2. If you report being the perpetrator of spouse abuse, we are required to report it to the appropriate civil and or military authorities, including the Family Advocacy Program.
3. Adult victims of domestic abuse and/or sexual assault, who wish to pursue an official investigation of the incident, should use standard reporting channels. This is considered an unrestricted reporting.
4. Adult victims, who desire services but do not desire to officially report the incident, can complete a "restricted report", which allows access to all services. However, there is no report provided to command or law enforcement. Restricted reports may be filed through a Sexual Assault Response Coordinator (SARC), a Sexual Assault Prevention and Response (SAPR) representative, a Uniformed Victim Advocate (UVA), a civilian Victim Advocate (VA) in the Behavioral Health, a healthcare provider, or a chaplain. At any time, a victim may "unrestrict" the report, prompting notification of the victim's command and law enforcement.
5. If you are judged to be suicidal or unable to care for yourself, MFP employees are required to take whatever actions are necessary to ensure your well-being.
6. If you threaten bodily harm or death to another person, we are required to warn the intended victim and the appropriate law enforcement agencies.
7. If a court of law issues a legitimate subpoena, MFP employees may be required, pending review of the subpoena by the Installation Staff Judge Advocate (SJA), to provide the information specifically described in the subpoena.
8. If you report a violation of military regulations or law, MFP employees may be required to report it to the appropriate military authorities.
9. If you are active duty, your command may be advised of conditions that may impact your fitness or suitability for duty or may cause harm to the mission.
10. Contents of your case files may also be reviewed by other health care providers and professionals for clinical supervision, Quality Assurance, case consultation, Community Child Protection and Fatality Prevention Team, Child Protection Team, Multi-disciplinary Teams and Permanency Planning Teams, as applicable.

We will strive to safeguard information that you provide while ensuring that only authorized sources have access to the information, in accordance with the guidelines above. Questions regarding limits of confidentiality can be directed to program personnel.

CUSTOMER RIGHTS

- That our employees will, to the best of their ability consistently provide World Class Customer Service, allowing us to earn your trust and confidence.
- No one knows your goals better than you. We will work to solicit your valuable input so together, we will develop attainable goals as you work within our programs.
- Yours or your family member's service (active or retired) allows you to access our programs, free of charge.
- You will be informed of limitations of privacy and the instances when we are mandated by Federal Law, to report.
- You will receive an explanation of services offered by the program that you are working with.
- You may refuse any service or treatment unless mandated by law, court order, or lawful order of a commander; and to be informed about the consequences of such refusal, which may include military discipline procedures.
- You will receive respectful, fair and equitable treatment free from discrimination.
- You may request a review of the services you have received from our programs and the right to request copies of your records through the Freedom of Information Act.
- If working with a clinical provider, you have the right to know their qualifications (education, experience and state licensure).
- As authorized by the Department of Defense, you have the freedom to practice and express your religious and spiritual beliefs.
- You may obtain a second opinion from the program director about your care.

CUSTOMER RESPONSIBILITIES

- Keep appointments or call in advance to cancel so that we may schedule other Marines, Sailors or family members in your appointment time.
- Be open and honest with your service provider so that they can assist you.
- You are responsible to provide relevant information as a basis for receiving services and participating in service decisions.
- Participate with your provider in developing goals that you wish to attain.
- No tobacco, nicotine or alcohol use while inside government buildings.
- Abide by Air Station standards for appropriate grooming and attire in government buildings.

COMMUNITY COUNSELING PROGRAM

The Community Counseling Program (CCP) will provide you with non-medical counseling services to include assessment, individual, couples and family counseling, referrals and case coordination. Services to you are evidence based and outcome driven. We use a community health approach to address issues facing you and your family.

The type and extent of services that you receive are determined following and initial assessment and thorough discussion between you and your provider, which may be reviewed by the clinical supervisor. The goal of the assessment is to determine the best course of treatment for you. Treatment is short term; however, a time limit is difficult to measure due to the different types of issues.

Our goal is that you work closely with your counselor and to provide accurate and complete information about matters related to your health; to follow the treatment plan; to be responsible for your actions; to be considerate and respectful to other clients, clinic personnel, clinic property and the property of others; to ask questions when you don't understand information; and to follow all program rules and regulations.

You have the option to refuse services and will receive information in layman's terms about your diagnosis, treatment options and prognosis, including information about alternative treatments and possible complications. Information about your counselor's education, training, qualifications and professional experience can be disclosed to you upon your request.

The CCP staff collects information provided by you in order provide good care. Information about you, the client, is maintained in accordance with the Privacy Act of 1974, as amended, and Department of Defense regulations. There are times during the course of services when the CCP counselor will communicate with other Marine Corps Behavioral Health Providers and DoD healthcare personnel who have an official need to know. In all other circumstances, consent to release information is given by you through written authorization.

There is a risk that counseling sessions you have may provoke uncomfortable thoughts and feelings, or may lead to the recall of troubling memories.

If you should have any questions regarding this information or about the services offered at CCP, or about the services you are being provided, you may discuss this with your CCP counselor or ask to speak with the program supervisor.

FAMILY ADVOCACY PROGRAM

The Family Advocacy Program (FAP) is a mandated program through the Department of Defense. The goal of the Family Advocacy Program is to prevent child abuse and domestic abuse through public awareness, education and family support programs; to identify, support and treat victims and offenders of child abuse and domestic abuse; and to provide information and referrals as appropriate.

The following information is provided to you as part of the Family Advocacy Program initial assessment process. If you have questions, please ask your clinical provider.

1. REFERENCE: Marine Corps Order 1754.11

2. INITIAL ASSESSMENT: The initial assessment phase involves:

- Completion of intake forms
- An initial interview with the clinical provider in regard to the presenting incident and history
- Explanation of the program

Your clinical provider will assist you by providing the following services, as needed:

- Information and referral to a victim advocate and community resources
- Appropriate supportive services
- Therapeutic and treatment services

3. INCIDENT DETERMINATION COMMITTEE (IDC): If a report was received by the Family Advocacy Program that indicated that you may have been the victim or offender of child abuse or domestic abuse, or the parent/guardian of a victim of child abuse, the information obtained in the interviews and gathered from other sources related to the incident will be presented to the installation Incident Determination Committee (IDC). The IDC is a multidisciplinary committee that makes a determination of whether the incident meets the criteria of child abuse or domestic abuse for the purpose of entering findings into a Department of Defense central registry of child/domestic abuse incidents. IDC members include but are not limited to installation representatives for the Base Commander, Sponsor's Command, Legal, Law Enforcement, Medical, FAP, and in child abuse incidents, the local Child Protective Services. FAP will inform you of the incident status determinations (ISD) following the IDC. If you

are a Service member, your commander may also inform you of the outcome.

Guidelines for requesting reconsideration of an ISD are provided in MCO 1754.11, and are summarized below. In general, a request must rely on one of the following:

- a. The IDC did not have all the relevant information when it made its determination. In such a case, you will be afforded the opportunity to provide documentation that was not available at the time of the IDC determination or was not considered at such time. This information must have existed or been discovered within 30 days of the IDC determination. Information that was not available due to your failure to cooperate during intake and interviews is not a basis for a request for reconsideration.
- b. There is evidence that the IDC did not follow policy published in MCO 1754.11. During reconsideration, the IDC will follow the same published procedures for evaluation, presentation and determination that are used during an initial IDC review. According, as Incident Status Determination (ISD) may be made only if a preponderance of the available information could potentially change the ISD. The case re-evaluation and determination will be documented in the record and IDC minutes.

Requests for review must be made in writing to the installation commander via your chain of command, your sponsor's chain of command if you are not active duty, or the Family Advocacy Program. The request must be submitted no more than 30 calendar days of the date of the determination. It must clearly state what relevant information was not presented to the IDC or what published policy or procedure was not followed, and the information supporting your position. Only one reconsideration request will be considered for each incident. Treatment will not be suspended, interrupted or postponed pending the outcome of the review.

If the installation commander denies a review of the ISD, a request for Headquarters Marine Corps Family Advocacy Program (MFCP2) to evaluate the request for ISD review may be made within 30 calendar days of the date of the notification of the denial of the request for review from the installation commander. MFCP2 will determine if a review is warranted. Service members must submit requests through their chain of command to MFCP2. Non-Service members must submit their request through the Family Advocacy Program Manager to MFCP2.

Requests for review will not be granted unless your request is based upon one of the grounds set forth in (a) or (b) above, and you are one of the following individuals: Alleged Perpetrator/Offender, Alleged Victim, Parent/Guardian of a Minor Child Alleged Victim, Commander, or Initiating IDC Member.

4. CLINICAL CASE STAFF MEETING (CCSM): The Clinical Case Staff Meeting is a clinical meeting that focuses on safety planning, supportive services and clinical recommendations for treatment. The information obtained from you and your family members, and others, will be used to determine recommendations. Attendees at the CCSM may include FAP staff, Child Protective Services, medical personnel, mental health providers, substance abuse staff, and other staff with clinical expertise regarding child abuse or domestic abuse. These providers only attend this meeting when it is relevant to your case. Command representatives do not attend these meetings. Commanders are informed of treatment recommendations of Service members when the Service member is the alleged offender of child abuse and/or domestic abuse, and the victim of domestic abuse in cases of unrestricted reporting. You will be informed of treatment recommendations for you and for your child, if applicable.

NEW PARENT SUPPORT PROGRAM

Parenting can be a challenge, especially for new parents. Accessing parenting education and support programs can be beneficial for families. The New Parent Support Program can contribute to personal readiness by providing opportunities to develop positive parenting skills and increase family cohesion. These enhanced skills can help to minimize parenting stress and improve parent-child relationships.

Services are provided by home visiting staff. Your home visitor will offer you respect, understanding, and support. Your feelings will be validated in an objective, nonjudgmental way.

Our parenting support program is committed to providing excellent services. Each staff member is properly credentialed and is ready to help you. You can expect that your home visitor will:

- Utilize evidence based curriculums and tools to assist you in enhancing your parenting skills.
- Maintain confidentiality within the reporting requirements of the USMC.
- Create an atmosphere of trust.
- Recommend/refer for additional services when appropriate.

Your home visitor will work with you to determine what support will best meet your needs and maximize the benefits of individually tailored home visits. In order to ensure the safety of home visitors, we ask that you do the following:

- Attend and actively participate in all scheduled appointments.