

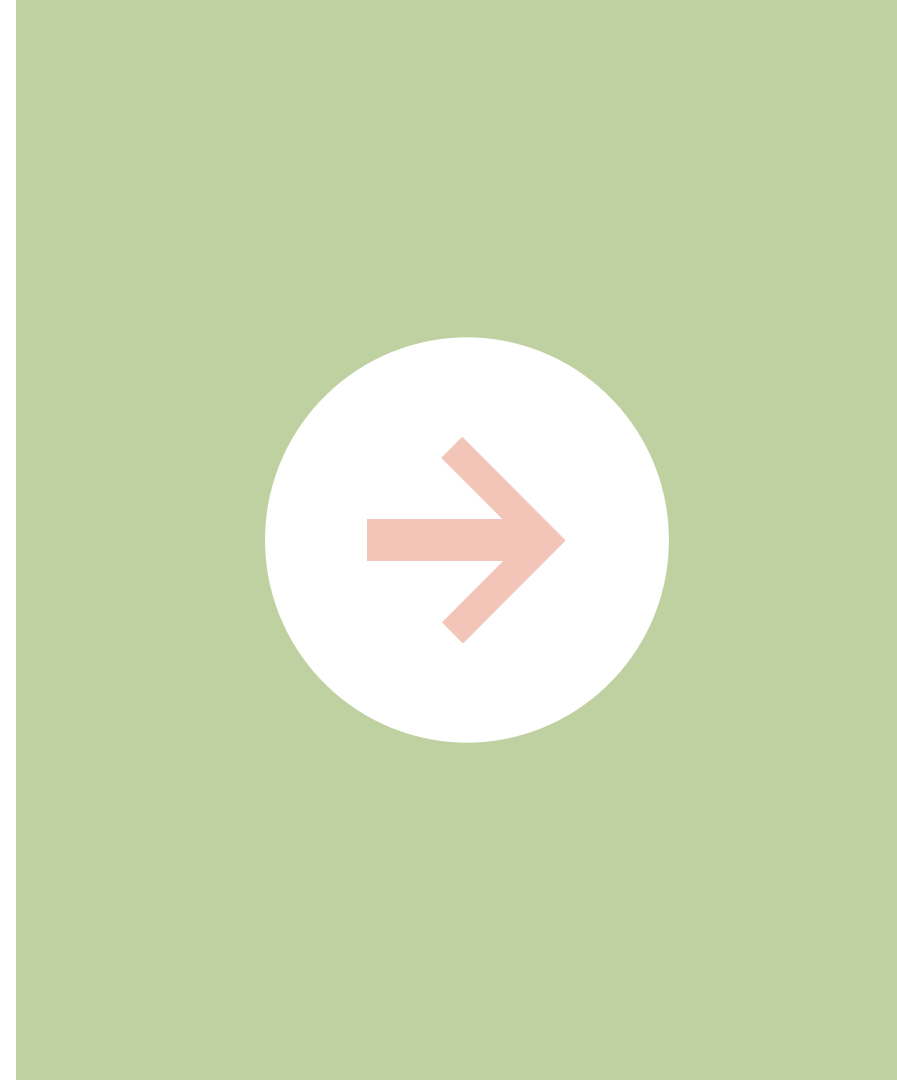


Family Service
of El Paso

New Student Orientation

Welcome to the team!

www.familyserviceofelpaso.org



INTRODUCTION



Family Service
of El Paso

1. Mission, Vision & Purpose
2. Funding Sources
3. Hierarchy & Structure
4. Partnerships
5. Majority of Diagnoses Treated
6. Policies & Expectations
7. The Internship Process

MISSION, VISION & PURPOSE

- **Mission:** We deliver mental health services that improve the life, health, and wellbeing of individuals and families in the El Paso community.
- **Vision:** All individuals and families in the El Paso community have access to mental healthcare services.

Purpose: To create access to mental health services to anyone regardless of ability to pay.

CORE VALUES

- 1. Be truthful and above reproach in all things—we always do the right thing.
- 2. Be compassionate and respectful—we treat others as we want to be treated.
- 3. Be responsive—we respond to needs within our community, and communicate clearly and in a timely manner with stakeholder and partners.
- 4. Exceed expectations in all areas of service.
- 5. Maintain a healthy work/life balance.



FUNDING RESOURCES

- Grants
- Partnerships
- Earned income

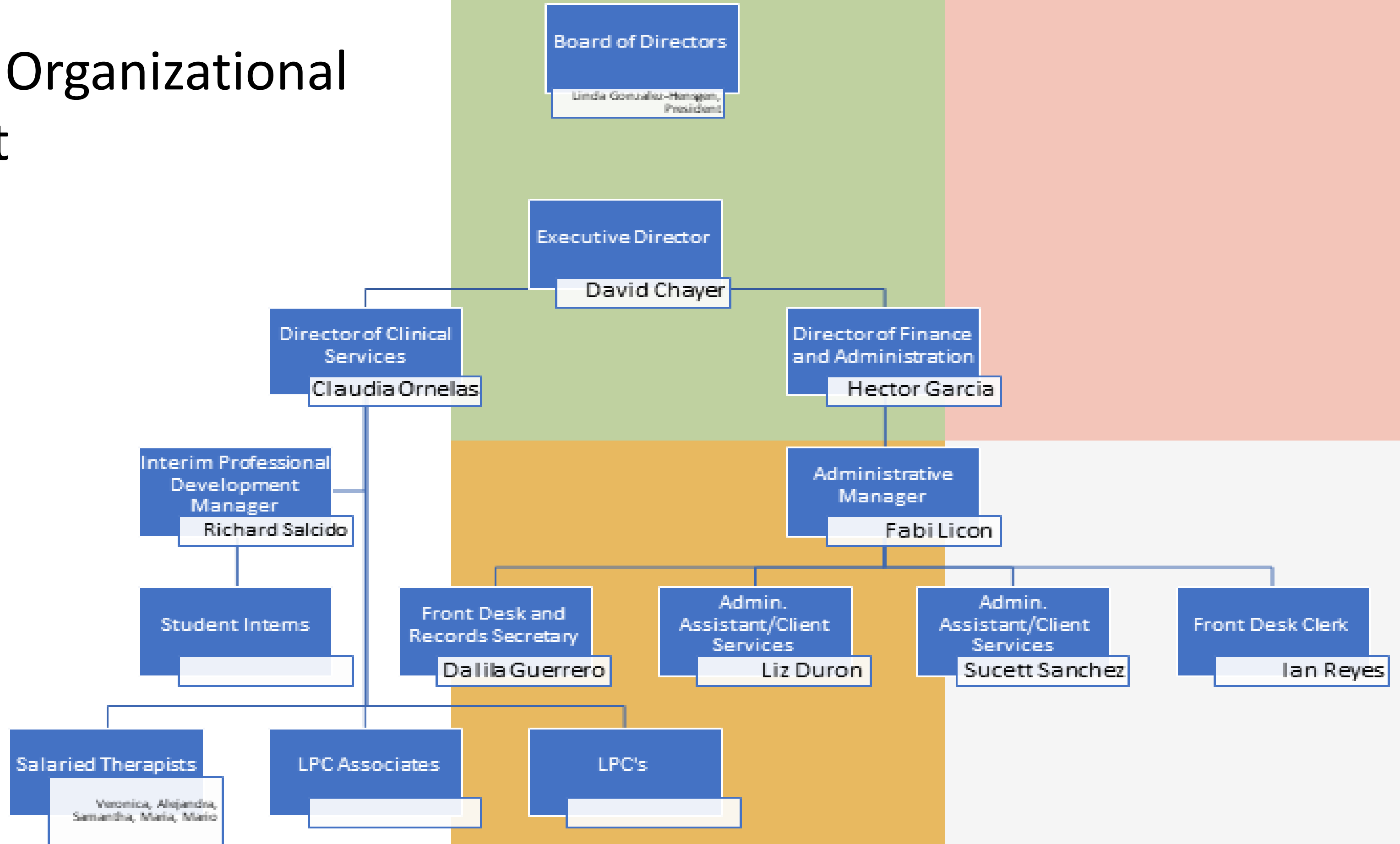


PARTNERSHIPS

- National Alliance on Mental Illness (NAMI)
- Project Vida
- La Fe Clinic
- CHAMPS
- Good Will
- UTEP Social Work
- Advocacy Center for Children of El Paso



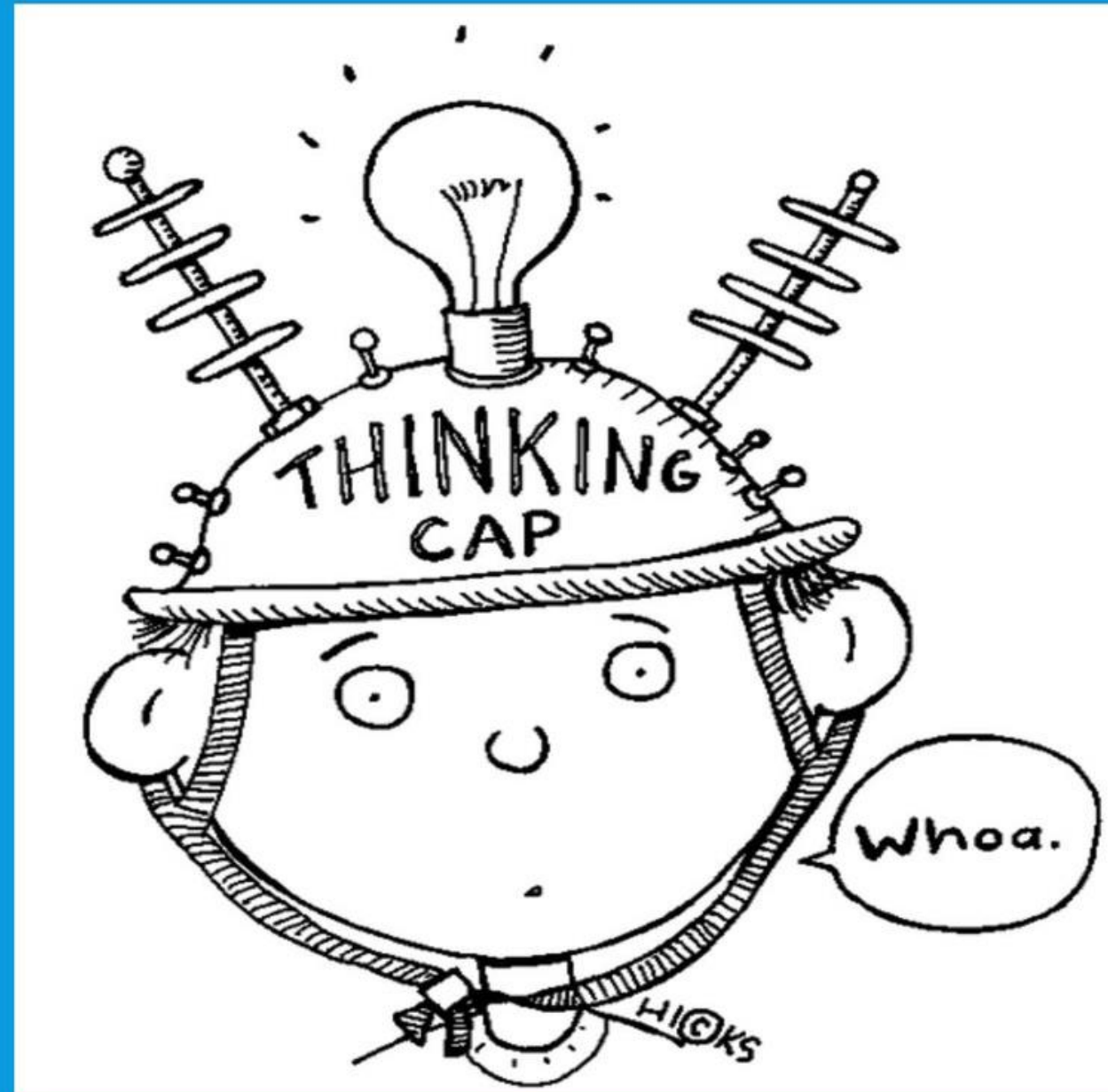
FSEP Organizational Chart



FSEP MODEL: MEDICAL & RECOVERY

- Medical Model: Addresses the biological causes for presenting symptomatology and treats them with medication with the intent to cure or make symptoms subside.
- Recovery Model: Four dimensions in which the individuals are self-driven and intentionally integrated in the decision-making process of the treatment plan to help them achieve their full potential .

MAJORITY OF PRESENTING PROBLEMS TREATED AT FSEP



FAMILY SERVICE OF EL PASO POLICIES & EXPECTATIONS

Meeting Professional Expectations

- Maintaining Records
- Protecting Confidentiality
- Responsible
- Honest
- Respectful
- Fair
- Trustworthy

FAMILY SERVICE OF EL PASO POLICIES & EXPECTATIONS CONT.

Health Records:

- Property of FSEP
- Developed and maintained by therapists

Security of Records:

- Protected by everyone who provides a service at FSEP
- Records are created electronically and secured using TherapyNotes
- Clinicians can access their clients' records only

SUPERVISION

- Group supervision:
 - Tue & Fri, 12pm to 1PM
 - Thu, 4pm to 5PM
- Individual/Triadic Supervision
- Case Specific Consultation
 - Staff cases individually in a 10-15 session
 - Contact supervisor to schedule time to talk or consult immediately if time-sensitive concerns (e.g., safety).

THE INTERNSHIP PROCESS

- Attend the General Orientation
- Fill out Emergency Contact Info Card
- Submit certificates of completion for required trainings
- Complete 50% of the counseling sessions at the FSEP location
- Maintain Documentation
- Attend Supervision Weekly
- Attend Subsequent Mandatory Workshops
 - Treatment Plan
 - Personal Medicine & Power Statement
 - Five Domains of Healthy Living
 - Trauma-Informed Care Approach
- Attend Internal and External Workshops Throughout Your Time at FSEP
 - CBT
 - Suicide Prevention

CONTACT INFORMATION:

MAIN PHONE LINE (915) 781-9900 FAX (915) 781-9930

OFFICE SUPPORT STAFF

- Administrative Assistant of Client Services (scheduling, clients' balances)
Elizabeth Duron, eduron@familyserviceofelpaso.org,
(915) 478-7710
- Administrative Assistant of Client Services (Insurance benefits, registration)
Sucett Sanchez, ssanchez@familyserviceofelpaso.org,
(915) 478-7557
- Secretary (Records, scheduling, faxes, printing)
Dalila Guerrero, dguerrero@familyserviceofelpaso.org (915) 433-8784
- Main receptionist (scheduling, PRIMARY evening contact)
Ian Reyes, ireyes@familyserviceofelpaso.org,
(915) 781-9900

ADMINISTRATIVE STAFF

- Executive Director and Clinical Supervisor (Transfer, fee reduction requests, staffing of cases)
Richard Salcido, rsalcido@familyserviceofelpaso.org, (915) 355-2491
- Director of Finance & Administration (Hector Garcia, hgarcia@familyserviceofelpaso.org)
- Clinical Director & Therapist (group supervision, case consultations, counseling clients)
Claudia Ornelas, Cornelas@familyserviceofelpaso.org,
(915) 999-8715
- Office Manager (payroll, billing)
Fabiola Licon, Fabiola@familyserviceofelpaso.org,
(915) 478-7513
- Questions/comments related to SPECIFICS OF CLINICAL WORK:
Richard Salcido or Claudia Ornelas

WHY IS DOCUMENTATION REQUIRED?



IMPORTANCE OF MAINTAINING PROPER DOCUMENTATION

Maintain License/Business

- Meet licensing boards' requirements (i.e., LPC, LSW)
- Reimbursement for services

Meet Requests

- Social Security Benefits
- Clearance for medical procedure
- Subpoenas

Aid in Treatment Process

- Identify patterns
- Communicate with other professionals