

Welcome to Trinity Counseling Service (TCS). We appreciate the opportunity to work with you.

We hope that our Client Information Brochure will provide you with clear information about who we are, some of the services we provide, and some information about how our organization works.

We are a group of experienced clinicians and staff with a variety of training and expertise. All of our clinical staff are licensed in their disciplines. The below is a fact sheet with some basic information about TCS and our clinical staff. The remainder of the Brochure is intended to provide you with additional information about TCS and the services we provide.

The Brochure is for you to keep and use as a reference. If you have questions, please consult your therapist, our Associate Executive Director, Kim Casarona, or our Executive Director, Whitney Ross.

Trinity Counseling Service (TCS) Fact Sheet

1. Trinity Counseling Service is an independent, nonprofit organization whose mission is to provide, professional counseling in a caring environment, to individuals and families confronting life's challenges.
2. At TCS we have experienced clinicians providing an array of services including individual, couples, family, and group therapy.
3. Our services are provided by licensed professional counselors, licensed social workers, and licensed psychologists.
4. While our clinicians have different theoretical orientations, they are trained and open to work eclectically and are focused on providing the best treatment for their clients.
5. TCS professionals have close working relationships with colleagues and professional agencies in the greater Princeton area and are committed to helping clients find the right treatment should we not be able to provide it at TCS. We are therefore committed to providing referrals to other professionals when we are not able to provide appropriate care or service at TCS.

About Therapy at TCS

We view therapy as a partnership between you and your therapist. The therapeutic relationship is best provided in an environment of trust. You can expect your therapist to be open and engaged about the progress of your therapy. Your therapist will also expect you to be open and engaged with him or her about your expectations and goals and other matters relevant to your treatment.

At Trinity Counseling Service, our clinicians have a variety of theoretical orientations. All of our therapists are able to work with you on short and long-term goals, depending on your treatment needs. Your therapist would be happy to talk with you about his/her theoretical orientation as well as discuss alternative modalities and options that could be provided elsewhere or in addition to the work we do at TCS. All clinicians have the benefit of working in a collegial environment with access to different resources from which they can draw to be helpful to you.



Therapists benefit (and clients benefit by extension) from consulting with colleagues. In an effort to provide the best treatment for our clients, peer supervision and consultation are an important part of our organizational model. Only information necessary to aid in the support of a client's treatment is shared, and all information is handled confidentially among clinicians engaged in the consultation.

Confidentiality

At Trinity Counseling Service we are vigilant about protecting your privacy and maintaining confidentiality. In the event of an emergency, however, we may not be able to maintain strict confidentiality. It is important for you to know that the following situations cannot be kept confidential:

1. Threats against the physical well-being or life of another person
2. Abuse or neglect of children or the elderly
3. Suicide threats or gestures
4. Other legal reasons where the law requires your therapist or Trinity Counseling Service to disclose confidential information

In addition, in the event that you are in couples or family therapy at TCS and one member of the couple or family requests a copy of the counseling records, *it is important to understand that both members of the couple and/or all family members 14 years and older must agree to release the records to the individual who requests them.*

When the New Jersey Office of Licensing conducts a review of Trinity Counseling Service for the purpose of licensing the agency, a consumer's clinical record may be reviewed for compliance with State standards.

Initial Appointment/Intake

Your initial appointment at Trinity Counseling Service will consist of time to fill out the requisite paperwork (including time to read and review this Client Information Brochure and to sign the Client Informed Consent Agreement) and to meet with your therapist for the first time face-to-face.

Sessions

Session times range between 45 and 55 minutes for psychotherapy. Frequency of sessions is discussed between you and your therapist. ***If you must cancel or change an appointment, we ask that you provide at least 24-hour notice. Failure to do so will result in a \$50 cancellation/ "no show" fee.***

Payment

The standard fee for counseling at TCS is \$155.00 per session. Trinity Counseling Service is a non-profit agency supported by the people of the community it serves as well as by the support of other contributors and foundations. Our policy is that no one is refused service here as a result of an inability to pay full fee. For those who qualify, based on household income, limited financial assistance (our sliding scale) is available. If you are requesting financial assistance, you will be required to provide us with relevant financial information. Should your financial needs change while you are in counseling, please contact our business office and we will be happy to talk with you.

Payment is required before the start of your appointment. We accept cash, check, VISA or Master Card. By signing the Informed Consent Agreement you are agreeing to provide payment for services in a timely manner.

Managed Care Organization/Insurance Plans

Your health insurance may cover part of the costs of our services, but these benefits cannot be paid until approved by your Managed Care Organization (MCO). If you use your health insurance to help pay for your treatment, you must allow your therapist to inform the MCO of information which may include your diagnostic code, the suggested treatment, your progress, and other relevant information. Your Managed Care Organization has forms that your therapist and/or TCS may need to complete and submit to document your progress for authorization. This information will become part of the MCO's records. MCOs are required by federal law to keep this information private. Additionally, your insurance provided may contract with a business associate to do its approvals, billing, and/or risk assessment functions. Your requested health information may be provided to these business associates without additional client consent.

If you are concerned or have questions, you should discuss these issues fully with your insurance company and with your therapist before beginning treatment. You have a choice to pay TCS directly and not use your health insurance.

Contacting TCS

You may reach us at 609-924-0060 during our business hours:

Monday through Friday	8:30a.m.-8:00p.m
Saturday and Sunday	Closed

After hours and on weekends you may leave a message for your therapist or for one of our staff on our voice mail system. Your call will be returned as soon as possible during regular business hours. ***Voice mail is not monitored during non-business hours nor on weekends or holidays. If there is an emergency for which you require assistance, you are urged to go to your nearest emergency room.*** Below are some local crisis resources.

Emergency Resources:

1. University Medical Center of Princeton at Plainsboro (UMCPP): 609-497-4431
2. Capital Health Systems: 609-394-6063
3. Crisis Center Hotline at Capital Health System: 609-396-4357
4. Call 911

Please let us know if you have any questions. In addition to your therapist, all members of TCS staff are available to discuss any concerns or questions with you.

Grievance Policy

To whom may I talk if I have a grievance about therapy that I can't work out with my therapist? If you feel that you would like to resolve your grievance outside of Trinity Counseling Service (TCS), you may contact the following:

- **Division of Mental Health and Addiction Services - Toll Free (800) 382-6717**
DMHAS: 222 Warren St., Capital Place One
P.O. Box 700 Trenton, NJ 08625-0700



- **County Welfare Agency** (for adult abuse)
Department of Social Services, (609) 989-4320
- **Division of Mental Health Advocacy:** 877-285-2844
State of NJ Division of Mental Health Advocacy
Justice Hughes Complex, 25 Market Street, Trenton 08625
- **Division of Mental Health Services Ombudsperson**
Margaret Molnar
PO Box 700, Trenton, NJ 08625
609-984-4813
- **New Jersey Protection & Advocacy** (Disability Rights New Jersey)
Toll Free (800) 922-7233, (609) 292-9742
210 S. Broad St. - 3rd Floor, Trenton, NJ 08608
- **Community Health Law Project** - (609) 392-5553
225 E. State St. - Suite 5, Trenton, NJ 08608
- **Division of Aging Services - New Jersey Department of Human Services**
12B Quakerbridge Plaza, P.O. Box 715, Mercerville, NJ 08625-0715
For Medicare counseling & general aging services questions: **1-800-792-8820**
For PAAD, Sr. Gold, or Lifeline: **1-800-792-9745**
For access to aging services in your county: **1-877-222-3737**
- Valerie Melke – Assistant Commissioner for DMHAS
Contact Paula Turek, Administrative Assistant: **(609) 777-0702**
DMHAS - Capital Place One, P.O. Box 700, Trenton, NJ 08625-0700
- Michele Madiou, County Mental Health Administrator: **609-989-6574**
640 South Broad Street, P.O.Box 08068 Trenton, NJ 08650
- DCP&P (Division of Child Protection & Permanency) - **1 (877) 652-2873**
Emergency Reporting

If you would like to resolve your grievance within Trinity Counseling Service, you should speak with Kim Jordan-Casarona, Associate Executive Director and TCS ombudsperson. She will receive your complaint, act as your advocate, negotiate resolution of the issue, and submit a written report to Whitney Ross, Executive Director. If you think that your complaint has not been sufficiently resolved with the help of Kim Jordan-Casarona, then you should feel free to speak directly with the Executive Director.

It is our goal to be helpful to you as best as we can. No adverse action will be taken against any client who files a grievance or complaint with TCS.

2.26.2019