

Client Orientation

The staff at Street School appreciates the opportunity to work with you and your family. During the orientation, you will receive information about Street School to help you make a decision about enrolling in the program. Street School is a voluntary program, so all of the students who attend the school have made the choice to enroll in the school. If you decide that Street School is not the school you would like to enroll in after hearing the information, then please meet with the Intake Counselor following the orientation, and he can work with you to find a place that will match your preferences. If you decide that you would like to enroll in the program, then you will meet with the intake counselor at an agreed time. After that meeting, you will receive a phone call from one of the school's counselors and an appointment will be set for the intake. The counselor will make this appointment at your convenience, and both you and a parent or guardian will need to be present for the intake.

Client Rights and Responsibilities:

Included in this packet are the Street School Consumer Rights form and the Street School Agreements. We will discuss these during the orientation, and the copies in the packet are for you to keep.

Input Regarding Quality of Care:

At Street School we strive to deliver the best possible services. The staff will work closely with you to discover your strengths, interests, and to set goals. You will help drive your education and treatment while attending Street School. We will ask for your input on a regular basis. This is ongoing with discussions in the classroom as well as with conversations with your counselors. In addition, there are the following options for input:

- **Suggestion Box:** There is a suggestion box located by the main office. You will find forms next to it that can be used for suggestions to put into the box.
- **Surveys:** You will be asked to fill out surveys many times during the course of the year. These surveys will ask for your input regarding the quality of care that you are receiving at the school.

Agency's Services and Activities:

Street School's services are located at 1135 S. Yale, in Tulsa, OK. Street School is a school and a counseling agency combined. All students are assigned to a counselor's caseload, and each student will meet with his or her counselor each week throughout the year. You will also begin each day with "homeroom"; during that time the counselors meet with all of the students on their caseloads. Classes begin immediately after homeroom. We offer groups on Fridays, and you will be meeting with your counselor to discuss which group you will attend each Friday morning.

Street School offers all of the classes needed for a high school diploma. The classes each student is enrolled in will be determined by need after the registrar receives your transcript. A graduation checklist is made for each student and that is updated after each session. Street School students also have the option to earn a "Diploma of Distinction", for all required courses for this diploma are also offered through Street School. Please let your counselor know if you choose this graduation plan.

STREET SCHOOL

Street School's classes are offered using block scheduling. Students attend two classes each day and these classes change every six weeks. You can earn six credits during the school year if you successfully complete six sessions while in attendance here. Students can earn an additional credit through the Work Study program. Those students will need to provide employment information to the Work Study Program Coordinator.

Population Served:

Street School serves youth who live within the Tulsa Public School district, and are classified as 9, 10, 11, or 12 grade students. Street School does not except students who are currently on suspension from a TPS school, unless the student is suspended for drug and/or alcohol related problems.

Agency's Expectations: (See Street School Agreements)

Agency's Hours of Operation:

School Hours are 8:30 to 2:05 Monday through Thursday, and Street School follows the Tulsa Public School schedule during the year. Included in the packet is a TPS calendar. If Tulsa Public is closed due to inclement weather, Street School will be closed as well.

If there is a need for services beyond the school hours, the counselors will assist you with services available in other agencies in the community.

Agency's Code of Ethics:

At Street School, Inc., employees are bound by the agency's Code of Ethics. This is posted in the main office, and a copy is available upon request.

Confidentiality Policy: (See Separate Sheet Enclosed)

Grievance and Appeal Procedures:

Street School, Inc. wishes to maintain an open line of communication, giving the client adequate opportunity to express opinions, recommendations, and grievances.

Counselors verbally inform clients of the grievance process during the intake appointment. Clients wishing to make a formal complaint may obtain grievance forms from his/her counselor or the Associate Executive Director. This form is to be submitted to the Associate Executive Director. Clients will be made aware that filing a complaint or grievance will not result in retaliation or barriers to services. All recommendations, complaints, and/or grievances will be taken into consideration with the appropriate staff.

STUDENT GRIEVANCE PROCEDURES

All youth receiving services from Street School, Inc. shall be informed of this agency's grievance process and be provided with a written notice of the grievance procedures.

If a student requests to file a grievance, the person who receives this information should notify the Grievance Coordinator as soon as possible.

The Grievance Coordinator shall keep a file of blank pre-numbered grievance forms. The Grievance Coordinator will assist the student with filling out the grievance form and writing the information.

The Grievance Coordinator will attempt to resolve the problem within three (3) working days. The Grievance Coordinator will involve the person filing the grievance, and the person against whom the grievance is intended. The Executive Director will be notified as soon as possible when a complaint is filed.

The Grievance Coordinator will submit a copy of the grievance and a written explanation of the results to the Executive Director, if the result is satisfactory to the student. If the result is not satisfactory to the student, the Executive Director will attempt to resolve the matter within five (5) days. If the result is still not satisfactory, the Executive Director's decision will be reviewed by the Board of Directors at their next scheduled meeting. The president of the board shall make written notice of the board's decision to the student. The decision of the board shall constitute the final appeal in the settling of the student's grievance.

If the child is in the custody of the Department of Human Services and has not accepted the resolution of the board, the Executive Director shall immediately forward the grievance, together with the proposed resolution and all supporting documentation to the Office of the Consumer Advocate General, P.O. Box 15352, Oklahoma City, Department's Grievance and Abuse Review Committee.

Under certain unusual circumstances, Street School personnel are obligated by law or professional ethics to provide information to an outside agent. Examples of this type of disclosure include: a subpoena by the courts for records or witness, reporting of suspected or apparent child abuse to the Oklahoma Child Abuse registry, reporting potential suicide or actual attempt at suicide, to legal parent/guardian, educational or medical authorities, and reporting criminal activity to the proper authority immediately. Staff will confer with the Grievance Coordinator and or the Executive Director before reporting the situation described above to the proper authorities. If neither the Grievance Coordinator nor the Executive Director is available, the staff person will then contact the proper authorities as soon as possible and then provide a written report to the Grievance Coordinator.

*If the grievance is against the Grievance Coordinator, a person from a different program will be assigned to the grievance.

After a grievance process has been completed and a decision made, the Executive Director and designated board member shall review each grievance to determine if the grievance policy was followed. This will be reflected in board meeting minutes.

STREET SCHOOL, INC. GRIEVANCE NOTICE: The Board of Directors of Street School, Inc. has adopted a complaint resolution system designed to ensure fair consideration of complaints made by or on behalf of students receiving services from the programs of Street School and quick resolution of those complaints.

WHO MAY FILE A COMPLAINT: Any student receiving services from the program, or any person interested in the welfare of a student receiving services from the program (e.g., relative, foster parent) may file a grievance.

WHAT COMPLAINTS ARE CONSIDERED: The complaint may be about any rules, policy, action, decision or condition made or permitted by the agency or any agency employee.

WHEN A GRIEVANCE MAY BE FILED: It is important that grievances be filed as soon as possible. Most grievances must be filed within three (3) working days of the action grieved.

HOW TO FILE A GRIEVANCE: Request a student grievance form from the Grievance Coordinator or from the main office. Write your complaint on the form and include how you would like to have the problem resolved. Sign the form and return it to the Coordinator. You may request assistance from a staff person in getting the form, writing and filing the grievance. Within a short time after your grievance is filed, an attempt will be made, with your participation, to resolve the problem. You have a right to file grievances, to receive a written response to your complaint, and to appeal if you are not satisfied with the response. You may also contact the ODMHSAS Consumer Advocate directly as you are not required to contact the Street School Grievance Coordinator first. The contact information for the Consumer Advocate is contained in the next paragraph.

If any person attempts to deny you these rights or penalize you for filing a grievance, contact the Grievance Coordinator at 918-833-9800, the Office of Juvenile Affairs Advocate General, 3812 N. Santa Fe, Suite 400, OKC, OK 73118 or call 405-530-2800; the Oklahoma Department of Human Services. PO Box 25325. OKC, OK 74125, or call 405-521-3491; or you may also contact the ODMHAS Consumer Advocacy Division, Advocate General at 405-521-4256, or 866-699-6605. Or email advocacydivision@odmhsas.org.

For more information about the Grievance Procedure, contact Street School's Grievance Coordinator.



STUDENT GRIEVANCE FORM

STUDENT NAME: _____

MY GRIEVANCE IS:

MY RECOMMENDED SOLUTION IS:

STUDENT SIGNATURE: _____ DATE: _____

STREET SCHOOL

Financial Obligations:

There is no charge for the services offered through Street School.

Involvement in Outcomes Management Process:

Street School always strives to offer the best possible services to the students attending the program, and we are always examining ways in which we can improve on those services. There are many different ways in which we evaluate ourselves. Some of the measurements of success are: grades, test scores, attendance, levels of functioning, Treatment Plan outcomes, and survey results. Students work closely with their counselors and their teachers in many ways, such as: designing their treatment plans, setting goals, and directing their course of study. Input from students is always encouraged, and is always taken into consideration. Students are able to see their grades, time, test scores, and Treatment Plans upon request, and counselors and teachers will work with students to set goals for themselves as well as ways in which they can achieve those goals.

Familiarization with the Premises:

For your safety, this agency has a formalized evacuation plan in the event of an emergency. The evacuation plan is posted by each door. The fire extinguishers and the location of first aid kits are also clearly marked. Disaster drills are conducted on a regular basis so students will be prepared in case of an emergency.

Students also enter the school through the metal detector located at the front door, and the security guard checks purses, backpacks, and any other items that are carried into the school. Students will be asked to empty their pockets of any items that may set off the metal detector.

Agency Policy on Seclusion and Restraint:

All students are expected to show respect to those around them. If any problems arise with someone, students are to speak with their counselor regarding the situation. Street School maintains a peaceful atmosphere as a result.

Street School does not use restraint or seclusion as a form of behavior management. Should an emergency situation occur in which a staff member perceives imminent harm to self or others, agency personnel will follow emergency intervention procedures described in the Employee Handbook.

Agency Policy on Use of Tobacco Products:

Smoking and the use of other tobacco products is prohibited in the agency, on the property, and on the surrounding properties. Students are not allowed to smoke in the building, on field trips, in the parking lot, in their cars on the parking lot, in the streets that border the school, or on the lawns of the homes that surround the school. Cigarettes and lighters are not allowed in the building. If these items are found at the security checkpoint or anyplace in the building, they will be confiscated and destroyed. "Tickets" will be issued to students who choose to smoke on school grounds. Students receiving these tickets may have to appear in court and pay a fine of at least \$100.00.

STREET SCHOOL

Agency Policy on Illicit or Licit Drugs/Weapons: (Please see Street School Agreements)

In addition to the attached agreements, Street School's Drug and Alcohol policy will be covered in detail during the intake assessment.

Prescription Medication: Forms for medication will be filled out during the intake. If the client needs to bring their medication to school, she/he will need to give that medication to the counselor when entering the school. The school nurse will maintain copies of the medication forms, the medication will be kept in the locked medication cabinet in the nursing office.

Identification of Staff Responsible for Service Coordination: A counselor will contact you within 5 business days following the orientation. At this time, he/she will set up an appointment for an intake at your convenience. In addition to the primary counselor, each student comes into contact with other agency counselors during groups and "Tribes". All assignments to teachers in the program will depend upon the academic requirements needed by each student. Any of the staff members at the Street School may be part of the Treatment Plan team.

Rules/Events/Behaviors That May Lead to Restrictions: (See Street School Agreements)

Means to Regain Rights/Privileges: The client will work with the counselor to set goals that will lead to requested behavior change. This will be done on an individual basis, and contracts may be drawn up detailing the necessary behaviors. Students may be asked to address the whole staff regarding changes in behavior.

Identification of the Purpose and Process of the Assessment, and Description of how the Individual Treatment Plan May be Developed: All clients participate in counseling while in attendance at the Street School. The assessment is necessary to identify problems and to help in setting goals. Each person served is actively involved in and has a significant role in the assessment and individual planning process and has a major role in determining the direction of his/her individual plan. The individual plan contains goals and objectives that incorporate not only the identified challenges and problems, but also the unique strengths, abilities, needs and preferences of the person served. The plan will be consistent with the desire of the client for confidentiality, excepts where it violates state or ethical guidelines for confidentiality, and with the treatment need of the individual in mind. It shall clearly include the following:

- Statement of the presenting problems
- Short and long term goals
- Treatment methods and procedures to achieve these goals
- Identification of the personnel who will carry out the treatment
- Documentation of the involvement of the client and, if needed, the parent/guardian in the development of the plan.

Students are staffed periodically by the staff, and treatment teams may address specific challenges. The treatment team may consist of the client, counselor, teachers assigned to the student that session, any other providers, and parent/guardian.

Information Regarding Transition Criteria and Procedures, Development of Advanced Directives, and Discharge/Transition Plan Development and Criteria:

A transition plan may commonly be referred to as a discharge plan or a continuing care plan. Its goal is to assist the client in obtaining services that may be needed after discharge from Street School. Each client will be an active participant in the transition planning process. It is recognized that there may be times when the client leaves a program (i.e. quits attending) and the transition planning is not possible with the client present. In such a case, a transition/discharge plan will be completed with recommendations from the providers without the client's input.

The following are answers to some frequently asked questions:

- All of the credits earned at Street School are through Tulsa Public Schools. If you graduate from Street School, "Tulsa Public Schools" will be printed on your diploma. All graduates are invited to attend Street School's commencement ceremony.
- Street School operates on block scheduling. Two classes are offered each day, and all students are enrolled in one class in the morning and another class in the afternoon.
- Lunch is served in the cafeteria each day and the cost is the same as it is in all of the TPS high schools. If you receive a free or reduced lunch through TPS, then that will apply to the lunch here at Street School.
- There are no school buses to provide transportation to and from the school. Street School will issue all students a Street School student ID which allows the student to ride the Tulsa Transit bus system complimentary. If you are attending Tulsa Technology Center, buses are provided for those students to and from the Tech campuses.

Included in your orientation packet are the following forms:

- ❖ Street School Agreements
- ❖ Consumer Rights
- ❖ Confidentiality Policy
- ❖ Session Schedule
- ❖ Daily Schedule
- ❖ Tulsa Public Schools Calendar