



### CHILD AND ADOLESCENT SERVICE SYSTEM PROGRAM (CASSP) PRINCIPLES

The following is a summary of the Hawai'i CASSP Principles. A full version is available on the [CAMHD website](https://health.hawaii.gov/camhd/cassp/) (https://health.hawaii.gov/camhd/cassp/).

1. Services will be child and family centered and will respect the culture of the family.
2. Services will address needs such as health, feelings, behaviors, school, community, and each stage of growing up.
3. The main goal is to help the family get stronger and stay together.
4. Services will take place in the least restrictive, most natural environment that will match the child and family needs.
5. When a child needs to receive services away from home, all other choices will be considered first. The out-of-home services will be short-term and focused on reuniting the family.
6. Services will be helpful and should match the child's individual needs, even if their needs change.
7. Families and caregivers will be included in making treatment decisions and plans.
8. As children get older, they will be included in making decisions about their services.
9. Helping a child as soon as possible is important. Problems at home and school or with friends and family should be addressed early to reduce the need for more serious services later.
10. It is important to protect and speak up for the rights of children.

### YOUR RIGHTS

People who receive services and other supports have certain rights and legal protections. Knowing and understanding these rights and protections can help you make decisions about your treatment, solve problems, and speak up for yourself, your child, and your family.

1. You have the right to be treated with respect.
2. You have the right to privacy.
3. You have the right to treatment regardless of your:
  - Race
  - Ethnicity
  - Sex
  - Religion
  - Nationality
  - Sexual Orientation
  - Disability
  - Primary Language
  - Gender Identity
4. You have the right to know about CAMHD, the services you can receive and who will provide the services. You also have the right to know your treatment and service choices.
5. You have the right to know all your rights and responsibilities. You have the right to get help from CAMHD to understand your services.
6. You are free to use your rights. You will not be treated differently and your services will not be changed because you use your rights.
7. You have the right to receive information and services in a timely manner.
8. You have the right to be involved in all decisions about your treatment and you have the right to disagree with your treatment. You also have the right to have your treatment plan in writing and to ask for changes to your treatment plan.
9. You have the right to ask for a different provider. If you want a different provider, we will try to find another one to work with you.
10. You have the right to refuse treatment.
11. You have the right to get services in a way that respects your culture and beliefs.
12. You have the right to ask for and receive special help, like an interpreter or assistance if you have trouble seeing.
13. You have the right to look at your records and add your opinion when you disagree. You can ask for and get a copy of your records. You have the right to expect that your information will be kept private as permitted by law.
14. You have the right to complain about your services and expect that no one will try to get back at you. If you complain, your services will not stop unless you want them to. See "How to File a Grievance" below for more information.
15. You have the right not to be held down or placed alone in a room unless a qualified doctor or psychologist says it is needed to keep you or others safe from harm. Restraint and seclusion can never be used to punish you, keep you quiet, force you to do something you don't want to do, or get back at you for anything.

### YOUR RESPONSIBILITIES

Participation makes a difference! Treatment is more likely to be successful when you are actively involved. Here are some ways to show your commitment and get the most from your services:

- Keep your appointments. If you need to miss one, call the person you are supposed to meet and ask to reschedule.
- Answer questions honestly so we can give you the best care.
- Get involved in your treatment – participate in service meetings and ask questions when something is unclear or confusing.

### HOW TO FILE A GRIEVANCE

A grievance is a formal complaint. If you are not happy with the services you have received or feel your rights have been violated, you can file a grievance.

There are two (2) ways to file a grievance:

1. Contact your Care Coordinator or the Quality Assurance Specialist at your Family Guidance Center; or
2. Call the CAMHD Grievance Office at: (808) 733-9352.

### CONFIDENTIALITY

Your information is private. If someone wants information about your treatment, we have to get your permission first.

However, CAMHD may share information *without* your permission if:

- There is a very serious emergency (like a car accident).
- We believe your child will hurt themselves or someone else.
- The court orders us to provide information.
- There are signs of child abuse or neglect.
- There is a Med-QUEST audit.

CAMHD obeys the following State and Federal Laws:

- The Civil Rights Act, 1964
- The Age Discrimination Act, 1975
- The Vocational Rehabilitation Act, 1973
- The Americans with Disabilities Act
- The Health Insurance Portability and Accountability Act (HIPAA)
- 42 CFR – Confidentiality of Substance Abuse Patient Records
- The Individuals with Disabilities Education Act (IDEA)