



Information for Clients

This sheet contains important information about Family Service’s operations, staff and policies and procedures. Please read carefully and keep this information on hand for future reference.

Family Service is a private, non-profit agency certified by the State of Wisconsin to provide outpatient counseling and psychotherapy services at the following Waukesha County locations:

Main Office: 101 W. Broadway, Second Floor, Waukesha, WI 53186 (Phone: 252-547-5567)

Office hours: Mon - Thurs 8:30 AM – 5:00 PM with therapy hours available most evenings

Children’s Place: 726 N. East Avenue, Waukesha, WI 53186 (Phone: 262-544-9622)

Office hours: Mon – Thurs 8:30 AM – 5:00 PM with scheduled therapy hours available most evenings

Oconomowoc: 175 East Wisconsin Avenue, Suite H, Oconomowoc, WI 53066 (Phone: 262-567-4455)

Office hours: Mon - Thurs 10:00 AM – 6:00 PM with scheduled therapy hours available most evenings

School-based psychotherapy services are available at select schools within in the following Districts:

- Hartland-Lakeside
- Kettle Moraine
- Oconomowoc
- Muskego-Norway
- New Berlin
- Waukesha
- Wauwatosa

NO FIREARMS ARE PERMITTED ON THE PREMISES AT ANY FAMILY SERVICE LOCATION.

Outpatient Mental Health and Wellness Services:

Family Service offers personalized counseling care for people of all ages. Our counseling services address emotional, behavioral, mental health, relationship, and family issues. Our skilled mental health professionals provide a variety of services to children, adolescents, adults, families, and couples. Please refer to the agency website at www.fswaukesha.org for further information about specific conditions and issues treated at agency clinics and approaches used by agency psychotherapists.

Clinic Administrator: Laura Cherone, Director of Program and Clinical Services Phone: 262-547-5567

Client Rights Specialist: Lisa Wallace, Director of Administration and Finance Phone: 262-547-5567

Eligibility: Eligibility for Family Service counseling programs is based on the existence of a presenting problem. An initial assessment is conducted by a mental health professional during the first clinic visit to determine the nature of the problem and identify treatment options. No one will be denied services specifically because of inability to pay. You may be referred to another community resource if you (1) do not meet the eligibility criteria; (2) there is insufficient staff time or appropriate staff resources available to help you; or (3) there is a more appropriate service provider elsewhere in the community or your insurance company has another counseling resource for you.

After you begin working with Family, services may continue: (1) so long as there are identified treatment goals that have not yet been met; and (2) there is evidence that you are interested in pursuing these goals.

The agency may discontinue services if: (1) all the treatment goals have been met; (2) you fail to demonstrate an interest in actively pursuing treatment goals, for example, by showing a pattern of regularly missing appointments; (3) you fail to pay for services as agreed upon in your Fee Agreement; or (4) upon the professional recommendation of your therapist.

Informed Consent: It is the policy of Family Service that each client, or individual acting on behalf of the client, will receive complete and accurate information regarding the psychotherapy or other treatment they receive through the agency. You will be asked to read and sign the Informed Consent Policy form prior to beginning work with your therapist. If at any time you believe your rights have been violated, you may review the agency's grievance policy upon request by contacting the clinic administrator.

Appointments: Appointments are scheduled with individual therapists. A counseling or psychotherapy hour generally consists of a 45-60 minute interview with your therapist. If you need to cancel an appointment, please do so at least 24 hours in advance. You, not your insurance, may be billed and held financially responsible for missed appointments.

Insurance, Co-pays, Deductibles, and Self-Payments: Self-payments are collected at time of service. If you are insured, an insurance specialist will verify that mental health coverage is available through your insurance plan prior to your first date of service. However, the agency cannot guarantee payment and the agency cannot waive the requirements of your personal insurance contract/plan. Payment arrangements and/or financial hardship discounts may be available on a case-by-case basis. For further information, please contact:

Karen Roberts, Billing Specialist 262-522-6439

Consultants: Your therapist often collaborates with other agency licensed therapists in his/her clinical work to ensure that all clients receive high quality, state of the art services. Your therapist also has a supervisor whom you may contact with questions or concerns. You may request a meeting with the supervisor or the supervisor may meet with you at the request of your therapist.

Referrals: The agency maintains lists of referral resources in the community and your therapist may recommend that you seek additional services or services elsewhere in the event that your needs warrant assistance beyond what can be provided at Family Service. If you receive services from other professionals during the course of your treatment at FSW, your therapist may seek a signed release to allow communication to occur between the professionals working with you.

Confidentiality: All contacts between staff and clients are strictly confidential and will not be revealed to any person or agency outside of Family Service, without your written consent. There are a few exceptions; the primary exception to this rule is a situation in which reporting is mandatory in Wisconsin Law (e.g. child abuse, child neglect, sexual abuse, etc.) In addition, please note that with your permission, the agency may determine your eligibility to use insurance reimbursement for any services and your signature on a fee agreement gives the agency permission to release information necessary for the processing of claims for payment.

Emergencies: In an emergency, you may call the office 24 hours, 7 days a week at **262-547-5567** to speak to an on-call therapist who is available to handle non-life threatening emergencies. During non-working hours, you may leave messages on voicemail for non-emergencies and at your request, a staff member or your therapist will return your call as soon as possible. In the event of a life-threatening emergency, phone 911 for immediate assistance. Following are a list of common local numbers that may be helpful in emergencies:

911 – Life threatening Emergencies

The Women's Center Crisis Line – 262-542-3828 for domestic violence/abuse assistance or shelter

211 – Telephone and Crisis Counseling

Addiction Resource Counsel – 262-524-7920

Waukesha County Sheriff's Dept. Emergency – 262-548-7117

Waukesha Memorial Hospital Assessment and Referral – 262-928-4036

Waukesha Co. Child Protective Services Access – 262-548-7212