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## J. DAVID KAAZ MEMORIAL CAMPUS

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500 Limit Street  
Leavenworth, KS 66048  
Phone: (913) 682-5118  
Fax: (913) 682-4664

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## ATCHISON COUNTY CENTER

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201 Main Street  
Atchison, KS 66002  
Phone: (913) 367-1593  
Fax: (913) 367-1627

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## JEFFERSON COUNTY CENTER

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1102 Walnut Street, P.O. Box 127  
Oskaloosa, KS 66066  
Phone: (785) 863-2929  
Fax: (785) 863-2972

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## EMERGENCY SERVICES

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Business hours: (913) 682-5118  
After hours: (888) 260-9634  
Compassionate Ear Warm Line:  
5-10pm, 7 nights per week  
(913) 281-2251 or  
toll free (866) 927-6327

### OUR MISSION

The Guidance Center promotes healthy communities by providing integrated behavioral health care services and partnering in the delivery of general healthcare to those we serve.

### OUR VISION

We envision a healthy community of people who can access and benefit from state of the art integrated health care which results in an enhanced quality of life for all.

### OUR GUIDING PRINCIPLES

We will provide accountable and value-based prevention, early intervention, recovery, and wellness-oriented behavioral health care services and supports. Our services will be readily accessible and outcome driven.

We will provide our services in the least restrictive environment possible without compromising quality care.

We practice integrated health care. Community partnerships are central to positive client outcomes.

We are a customer-first organization where quality of services, integrity and ethics are never compromised.

Our priority is to serve the residents of Atchison, Jefferson, and Leavenworth counties.

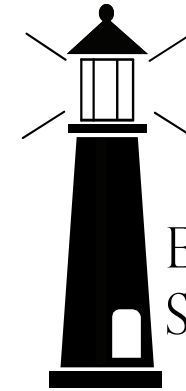
We will not deny services due to genuine inability to pay.

Core services defined by licensing standards will be accessible to every resident of the three county areas. The involvement of clients and their families is essential to providing responsive, accessible, and culturally competent services.

As a learning organization, we continuously assess and improve our processes and performance.

We are committed to providing a mutually supportive work environment that encourages engagement, growth, and performance excellence.

We will be in legal and regulatory compliance and fiscally responsible.



EMERGENCY  
SERVICES

THE GUIDANCE CENTER

*Promoting healthy communities*

SERVING ATCHISON, JEFFERSON, &  
LEAVENWORTH COUNTIES

WWW.THEGUIDANCE-CTR.ORG

## EMERGENCY SERVICES

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The Guidance Center's Emergency Services are provided 24-hours per day, 7 days per week by clinical staff for day time and after-hours crisis intervention. Emergency Services staff are available for consultation, problem solving, and, when needed, face to face intervention. After-hours services are available to clients and referral sources for consultation and problem resolution. To contact a member of the Emergency Services team:

**During the day, call: (913) 682-6953**

**After hours, call: (888) 260-9634**

## CRISIS CLINIC

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The Crisis Clinic provides face-to-face contact with a mental health provider, and is available at two locations. In Leavenworth at the Community Support Services location, it is available Mondays through Fridays, from 9:30 am to 12:30 pm. In Atchison, the clinic is available Mondays and Thursdays from 11:30 am to 12:30 pm.

In Oskaloosa, the clinical staff are available for crisis support on an as-needed basis.

Recognizing that individual needs vary, the type of crisis is not judged by the crisis clinic staff. Rather, a crisis is defined by each individual and/or family coming to the clinic.

The clinic staff offers support, problem resolution, risk assessment, and resource referrals. The crisis clinic is available to all individuals in Atchison, Jefferson, and Leavenworth Counties.

## COMPASSIONATE EAR "WARM LINE"

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In collaboration with the Mental Health Association of the Heartland, the Guidance Center also offers the non-crisis Compassionate Ear "Warm Line."

Staffed by individuals who are also living with a mental illness, warm line members accept calls from 5:00-10:00 PM. They offer supportive listening, information, coping strategies, and knowledge gained from their own personal recovery process.

The warm line is designed to give consumers emotional support during times when they are experiencing difficulty with loneliness, isolation, sadness, anger, or with daily living stress.

While designed specifically to provide peer support for our adult consumers living with severe and persistent mental illness (SPMI), the volunteers are also trained to listen to non-SPMI adults.

**Contact (913) 281-2251 or  
toll-free (866) 927-6327**

## PRE-ADMISSION SCREENING ASSESSMENTS

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Pre-admission hospital screening assessments are offered for individuals experiencing an emergency who may require inpatient psychiatric treatment. Screening assessments are available 7 days a week, 24 hours per day, and are conducted to determine the need for acute psychiatric hospitalization.

If hospitalization is not necessary, an alternative community services plan will be developed with the individual and/or family for appropriate follow-up care. This service is available for all individuals in Atchison, Jefferson, and Leavenworth Counties with Medicaid or no insurance.

Individuals with private insurance are encouraged to contact their insurance company to determine their specific protocol.

## HOSPITAL LIAISON SERVICES

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Hospital liaison services are required for individuals who live in Atchison, Jefferson, and Leavenworth Counties and who are hospitalized at a Kansas state hospital.

The liaison will assist with hospital discharge planning in order to make the transition from hospitalization to community living as easy as possible. The liaison can, on a limited basis, provide this service to individuals outside of the state hospital system. This service is provided by a Qualified Mental Health Professional (QMHP).

## OUR SERVICE PROVIDERS

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The Guidance Center's services are delivered by a team of mental health professionals crucial to the success of the treatment program. Staff are compassionate and understand the physical and emotional factors that contribute to sound mental health. Skilled professionals on our staff include adult and child psychiatrists, nurse practitioners, clinical social workers, psychologists, certified alcohol/drug counselors, adult & youth case managers, mediators, attendants and parent support workers.

## ACCESSING SERVICES

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Services are available for all residents of Atchison, Jefferson, and Leavenworth Counties.

Specialized services for children are available for those youth meeting the criteria for serious emotional disturbance (SED) as defined by the State of Kansas. Specialized services for adults are available for those adults meeting the criteria for severe and persistent mental illness (SPMI) as defined by the State of Kansas.

Appointments can be made over the telephone or by coming in to one of our locations, whichever is more convenient.

## FEES FOR SERVICES

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Many health insurance plans include coverage for mental health and substance abuse services. The type and extent of mental health coverage may vary greatly. Our staff will be happy to assist you with contacting your insurance provider to determine if the Center is a provider on your plan.

For those individuals who do not have insurance, fees are adjusted based upon family income and family size, with funding made possible by state and local sources.

The Guidance Center will not deny necessary and appropriate services to anyone based solely on the consumer's inability to pay for those services. Fees charged by the Center may be adjusted or reduced in compliance with K.A.R. 30-60-64. Ask to speak with a Clinic Administrator if your fee presents a hardship for you.