

Welcome to the Drug Abuse Alternatives Center Outpatient Services Program



CLIENT HANDBOOK

December 21, 2010

Outpatient Services Director Date

Associate Executive Director Date

**DRUG ABUSE ALTERNATIVES CENTER (DAAC)
OUTPATIENT SERVICES**

Substance Abuse treatment and recovery support for adults and youth

For information or assistance call DAAC Outpatient at 707-544-3295

WELCOME

The staff at DAAC is dedicated to providing a quality experience for you. We try to meet the needs, interests and well being of the people that we serve. We encourage your active participation and input and ask you to make decisions regarding your treatment. Our mission is to the provision of services that improve the quality of life for individuals, their families and the community.

Outpatient Mission Statement

The mission of the DAAC Outpatient Drug Free Treatment Program is to empower individuals in making the transition from active substance use, abuse, and/or addiction to a healthy, intact, productive alcohol and/or drug-free lifestyle.

Treatment Philosophy

The Outpatient Drug Free Treatment Program is primarily based on a cognitive-behavioral change approach and is designed to help individuals understand the impact that their substance use and other behavioral health difficulties have on their lives, and motivate and support them to pursue treatment, recovery, sobriety, education, employment, stability in their lives and positive behavior. The objectives of the program are to provide insight into how our beliefs and thoughts help form our behavior patterns and provide motivation and skills to maintain a healthy substance-free lifestyle. We believe in each individual's ability to change his/her own life by taking responsibility for personal choices. We are committed to the provision of a safe, nurturing environment which encourages self-assessment and a client-centered treatment approach.

Your Input is Important

DAAC is committed to providing services that improve the quality of life for individuals, their families and the community. Our vision is to be recognized as a prominent treatment provider within the community. In order to improve the quality of our programs, we obtain input from the client's that we serve. You will be given ongoing opportunities to express your preferences concerning your treatment, services, and progress. We may ask you to complete a client satisfaction survey at various times during your treatment. You may also be contacted after discharge in order to inform us of your experience at DAAC and for you to provide information about your progress after you leave our program. We provide copies of our survey results to participants, upon request.

How to Reach Us

The DAAC Outpatient phone number is 707-544-3295 and is accessible from 9:00am to 9:00pm Mondays through Thursday and 9:00am to 5:00pm on Fridays. DAAC is closed on the following holidays: Martin Luther King Jr Day, Memorial Day, Independence Day, Labor Day, Thanksgiving (and the day after Thanksgiving), Christmas and New Year's Day.

EMERGENCY AFTER-HOURS CONTACT: If an emergency arises after hours, please call DAAC at 707-284-2950 for assistance.

Program Objectives

The Outpatient Drug Free Treatment Program services are provided in accordance with each individual participant's needs according to the severity of alcohol and/or other drug involvement. Services are designed to support, facilitate and encourage positive changes within the participant's life which result in improved participant outcomes, reduced level of care needs, and to ameliorate the problems associated with alcohol and/or other drug use by promoting long-term recovery.

Confidentiality

Client identity and privacy is protected consistent with California and Federal law. In response to these regulations, procedures have been developed which guard client confidentiality. Alcohol and drug abuse client records maintained by this program are protected under Federal Confidentiality Rules (42 C.F.R. Part 2) and the Health Insurance Portability and Accountability Act of 1996 (HIPAA) (45 C.F.R. Parts 160 and 164). Generally, the program may not say to a person outside the program that a patient attends, or does not attend, the program, or disclose any information identifying a patient as an alcohol or drug abuser unless:

- The client consents in writing authorizing release of client record information, OR
- When there is a bona fide Medi-Cal emergency;
- When scientific research, management audits, financial audits and program evaluations are being conducted;
- The disclosure is allowed by a court order;
- The disclosure is made to Medi-Cal personnel in a Medi-Cal emergency or to qualified personnel for research, audit, or program evaluation;
- When there is evidence of child abuse or neglect, staff is mandated by law to report such information to Child Protective Services;
- When there is a threat of violence to self or others, staff is mandated by law to report such information to the appropriate authorities and to the person and/or person being threatened

A summary of the Federal Confidentiality Regulations is available upon request.

Client Rights and Responsibilities, Outpatient Services

All clients served have rights. Our Compliance Officer can be reached at 707-54-3295 if you have questions regarding your rights or responsibilities regarding your treatment.

You have the right:

- To confidentiality as provided for in Title 42, Subchapter A, Part 2 Sections 2.1 through 2.67-1, Code of Federal Regulations. A copy is available upon your request.
- To be accorded dignity and respect in contact and personal relationships with staff, volunteers, board members and others persons associated with the Drug Abuse Alternatives Center and its programs.
- To be accorded safe, healthful and comfortable accommodations to meet your needs.
- To be free from verbal, intellectual, emotional, and/or physical abuse and inappropriate sexual behavior.

- To be free from discrimination based on ethnic group identification, race, religion, age, gender, color, sexual preferences, disability and/or political beliefs.
- To be free to attend religious services or activities of his/her own choice and to have visits from a spiritual advisor provided that these services or activities do not conflict with the facility program requirements. Participation in religious services will be voluntary only.
- To be accorded access to your file.
- To be informed by the program of the procedures to file a grievance or appeal of discharge.
- To appeal an action taken by any program of the Drug Abuse Alternatives Center you must do so in writing within ten days of the action. Please direct written appeals to:
Associate Executive Director
2403 Professional Drive, Suite 101
Santa Rosa, California 95403

To file a complaint: In accordance with Title 9, Chapter 4, Section 10544(c), of the California Code of Regulations, any individual may request an inspection of an alcohol and/or other drug treatment clinic. Complaints should be directed to:

Division Director
Alcohol and Other Drug Services
1430 Neotomas Avenue
Santa Rosa, California 95405
(707) 565-6945

Licensing and Certification Branch
Department of Alcohol and Drug Programs
1700 K Street
Sacramento, California 95814-4037
Attention: Complaint Coordinator (916) 322-2911

Drug Medi-Cal beneficiaries have a right to a fair hearing related to denial, termination or reduction in Drug Medi-Cal services as it relates to their eligibility or benefits. If you are a Drug Medi-Cal beneficiary and disagree with a decision made by DAAC to deny, terminate or reduce your services, you may appeal the decision by submitting a request to:

California Department of Social Services
State Hearings Division
P.O. Box 944243, M.S. 19-37
Sacramento, CA 94244-2430

Oral requests should be directed to:

Telephone: 1-800-952-5253 TDD Number: 1-800-952-8349

Your responsibilities:

You may be asked to provide the following at your first appointment:

- Referral Source Information
- Insurance information
- Proof of income
- Payment in full

Program Description

The DAAC Outpatient Program (OPT) offers a variety of services to fit your needs including individual and group counseling sessions, and peer support. We also offer comprehensive alcohol and other drug assessments to meet court requests or requirements. Outpatient services include gender-specific treatment, programming for adolescents, treatment for those individuals with co-occurring disorders

(mental health and substance abuse) and treatment for those involved with the criminal justice system. Individual sessions include intake, assessment, treatment planning, collateral, crisis, discharge planning, and final discharge. Services available include:

- Individual Counseling
 - Intake
 - Assessment
 - Treatment Planning
 - Collateral (with family members or significant others)
 - Crisis
 - Discharge Planning
 - Final Discharge

- Group Counseling
 - Early Recovery Group
 - Denial Management Group
 - Relapse Prevention Group
 - Parenting in Recovery
 - Dual Diagnosis Group
 - Managing Thoughts and Feelings
 - Process Groups

- Family Counseling and Education

Admission

No Admission to an Outpatient Program shall be denied on the basis of ethnic group identification, religion, sex, color, or disabilities. Outpatient Programs address the needs of special populations, taking into consideration when the need arises, the disabilities, cultural, racial, linguistic, gender and sexual orientation differences of participants. The Outpatient Program meets the regulatory requirements of the Americans with Disabilities Act. Whenever the non-disability needs of any applicant and or participant cannot be reasonably accommodated, efforts shall be made to make referrals to appropriate services in accordance with DAAC's referral procedures. All participants shall be physically and mentally able to comply with the program rules and regulations.

*** No individual shall be admitted who, on the basis of staff judgment exhibits behavior dangerous to staff, self or who requires immediate Medi-Cal evaluation, Medi-Cal or nursing care.

Intake Screening

Persons requesting outpatient services are asked to call the main office to schedule a screening appointment. During the intake interview, DAAC staff will meet with you and assess whether DAAC outpatient services meet your needs. If DAAC services are appropriate, forms will be completed at that time. The screening determines the status of your alcohol and/or other drug use, support system, health, employment, education, life stressors, and mental health. The purpose of this screening is to identify your expectations, strengths, needs ability and preferences during treatment, your motivation for change and the goals you would like to attain while in treatment.

In the event that DAAC OPT is determined to be an inappropriate placement, the individual will be referred to a more appropriate treatment service.

Ongoing outpatient services are provided by appointment. Appointments are established based on necessity as documented on each participant's current treatment plan. Each participant may be scheduled for at least one (1) and up to five (5) group counseling sessions per week, with the frequency determined by a participant's needs and progress toward treatment planning goals.

Client-centered Treatment Planning

Your treatment plan is developed, with your participation, from the information collected during your assessment. DAAC clinicians and personnel encourage your active participation in the planning process. You will work with your clinician to identify and rank problems to develop goals and steps to meet your goals. Your treatment plan will be developed after the initial assessment and will focus on community reintegration and involvement in support systems. Your plan will include how many individual and/or group sessions will be scheduled, when services will end, strengths, needs, abilities and preferences, and family involvement.

Readmission

Individuals applying for readmission to the Outpatient Program who were discharged within 90 days prior to the request for readmission are provided an opportunity to discuss any problems that may have occurred during the prior treatment episode (e.g., program rules, hours of operation, or the previous counselor assigned to the participant). The Intake/Assessment Counselor and/or program staff will evaluate the prior treatment attempt in conjunction with all other re-admission criteria in an effort to determine suitability of requested services to participant's needs.

Financial Responsibility

The sliding scale fee schedule is based on the participant's total income from all sources and the number of dependents. Fees are reviewed periodically and changed as the participant's circumstances change. Written verification of income is required so that fees for service may be appropriately set. If the participant is a minor who fails to qualify for Minor Consent Medi-Cal, the fee is based on their parent's income and number of dependents. Fees are charged on a per session basis and payment is expected at the time of service. Clients who cannot pay at the time of service will be allowed to attend their scheduled session, but must pay in full before the next session.

OPT participants may pay for services using their Drug Medi-Cal benefits including minors with Minor Consent Medi-Cal benefits. OPT participants may utilize their private insurance benefits with verification of coverage prior to treatment and/or fees will be assessed on a sliding scale based on the participant's ability to pay.

Attendance Policy

In maintaining integrity with the Attendance Policy requiring regular attendance, all absenteeism is discouraged; if you are not in attendance you are not "in" treatment. We acknowledge that, on rare occasions, absenteeism will occur due to a variety of legitimate and unavoidable circumstances. No policy and procedure can adequately predict all such circumstances; therefore, all absences will be handled on an individual basis and addressed immediately as a treatment concern. Absenteeism deemed excessive may result in immediate discharged from the Program. The decisions of the Program staff are final.

Check-In Procedures

Participants are required to check in at front desk upon their arrival for services. Records staff shall give the participant a check in slip or a receipt, if a participant pays privately, after a TTR has been created.

Group facilitators shall collect a check-in slip or receipt from each participant. No participant shall be permitted to attend group without a check in slip or receipt.

Late Policy

Participants are required to be on time for their scheduled appointments. Participants will not be admitted to group for any reason if they are late.

Group Sign-In Sheets

California Drug Medi-Cal Regulations require the use of a common sign-in sheet for all group participants of any group attended by a DMC beneficiary. This means that other participants in the group will see your full name. The completed sign-in sheet will be used only for purposes of complying with this regulation during program evaluation and oversight audits. Group facilitators shall circulate the sign-in sheet at the beginning of group for each participant to sign beside their printed name verifying their attendance.

Medication Policy

Participants taking self-administered medications prescribed or recommended by a licensed physician shall immediately disclose this to counseling staff at the time of admission or when prescribed new medication. Participants who are permitted to use prescribed or recommended medications while enrolled in DAAC must be able to participate meaningfully in treatment and cannot allow the use of such medications to interfere with the treatment process of themselves or others. At no time may a participant appear altered and/or under the influence. Any participant exhibiting any appearance of being altered and/or under the influence, including but not limited to the odor of marijuana smoke, will be removed from contact with other participants in order to maintain safety and integrity of the drug free treatment environment. Participants shall refrain from discussing their use of medication with other DAAC clients. Possession or use of medications on any DAAC Outpatient Drug Free facility is prohibited.

Smoke-free Campus

DAAC's Outpatient Programs are nicotine free facilities. No smoking or use of any tobacco product is allowed on the premises.

Alcohol and Drug Free Environment

All services are delivered in an alcohol and drug free environment. The goal of the program is for each participant to achieve an alcohol and drug free lifestyle. Participants are to be alcohol and drug free while on the premises. If a participant is suspected of being under the influence while on the premises, staff asks the participant directly if he/she is under the influence. Participants of the Outpatient Drug Free Treatment Program shall be alcohol and drug free while on the program premises. If any Outpatient Drug Free Treatment Program staff suspects a participant is under the influence of drugs or alcohol that participant shall be immediately removed from any contact with other participants. The Outpatient Drug Free Treatment Program staff will practice due diligence in removing the participant from the program premises.

Relapses may be part of an individual participant's treatment process. Each participant who relapses is evaluated on an individual basis and a clinical response is then added to the client's individual treatment plan. The participant's respective referral court and/or agency are advised of the relapse and the documented clinical response in accordance with established releases of information. Such notification is documented in the participant's file.

Alcohol and Other Drug Screens (UAs)

Alcohol and Other Drug Screening (UA and Breathalyzer) Services are available for utilization as a method to determine alcohol and/or illegal drug usage. Participants may be tested on a

random basis or when alcohol and/or other drug use is suspected for illicit drugs. Urinalysis testing may be done at the request of the case manager/primary counselor, upon request/order of a third party (e.g. probation, parole, CPS), or upon request of the participant. Payment for urinalysis testing is determined prior to collection and testing and documented in the participant file. Breathalyzer testing may be done at the request of a case manager/counselor upon request.

Discharge Status

Discharge shall occur in compliance with the following criteria:

Completed Treatment/Recovery Plan Goals – Referred. This discharge is a successful treatment completion status and occurs when a resident has completed his/her treatment/recovery plan, has established a treatment exit plan, participated in the completion of the discharge interview as planned and is being referred to further Alcohol and Other Drug treatment.

Completed Treatment/Recovery Plan Goals – Not Referred. This discharge is a successful treatment completion status and occurs when a resident has completed his/her treatment/recovery plan, has established a treatment exit plan, participated in the completion of the discharge interview and is not being referred to further Alcohol and Other Drug treatment.

Left Before Completion With Satisfactory Progress – Referred. This discharge occurs when a resident was doing well in his/her treatment, but did not complete the treatment episode as planned, participated in the completion of the discharge interview and is being referred to further Alcohol and Other Drug treatment.

Left Before Completion With Satisfactory Progress – Not Referred. This discharge occurs when a resident was doing well in his/her treatment, but did not complete the treatment service as planned and is not available to receive a referral for further Alcohol and Other Drug treatment or to conduct a discharge interview.

Left Before Completion With Unsatisfactory Progress – Referred. This discharge occurs when a resident has made unsatisfactory progress or is being referred to another treatment program to complete the services they have been receiving or to begin a different level of treatment. The resident is available to complete the discharge interview.

Left Before Completion With Unsatisfactory Progress – Not Referred. This discharge occurs when a resident has made unsatisfactory progress in the program, does not complete the treatment services as planned and is not available to be referred for other Alcohol and Other Drug treatment or to complete the discharge interview.

Death. This discharge is used for a resident who dies while enrolled in the program.

Incarceration. This discharge occurs when a resident becomes incarcerated while enrolled in the program.

CONFIDENTIALITY AMONG PARTICIPANTS

Just as the confidentiality of each participant must be respected and protected by the staff at DAAC, it is extremely important that each of you respect and protect one another's confidentiality.

In order for treatment to work, each of you must be safe to speak honestly and openly about yourself and your issues, which may at times involve others. In certain instances, you may share a friendship or at least the acquaintance of someone involved in another group member's sharing.

It is extremely important that you respect your own recovery efforts and the recovery efforts of your group members by maintaining their confidentiality. Basically this means, keep what you hear in your DAAC groups between other group members, the group facilitator and your Case Manager.

Please think before you speak about someone in your group, and/or someone you have seen at DAAC....

What are the consequences of your actions?

- **You may be jeopardizing someone's home by giving away information that could be used by a landlord to throw him or her out!!!**
- **You may be setting someone up to be assaulted if the information you share falls on the ears of irrational anger and someone bent on revenge.**
- **You may be placing someone's employment in jeopardy if their employer is previously unaware of the individual being in treatment.**
- **You may be placing someone at risk of injury at the hand of an abusive and irrational spouse.**
- **You may be placing someone at risk of relapse due to issues arising from your gossiping.**
- **And you will always be placing yourself at risk of relapse by engaging in an "old, unhealthy, using behavior known as gossip".**

RECOVERY INVOLVES RESPECT

RESPECT STARTS WITH YOU

RESPECT YOURSELF AND OTHER BY RESPECTING CONFIDENTIALITY!