



## Residential Treatment Services Level 3

**To: Persons Seeking Residential Services**

### **General Nature and Goals**

Alcohol and Drug Dependency Services (ADDS) is the community based substance abuse treatment, problem gambling treatment and prevention program for Southeast Iowa. The treatment programs consists of both outpatient and residential treatment (substance abuse only) services. The treatment staff works from the principle that substance abuse and problem gambling are an illness that leads to life problems for both the client and those who are close to the client. Recovering from substance abuse and/or problem gambling and its effects is likely when there is a clear commitment to treatment.

The first step in the treatment process is the Placement Screening, which determines whether treatment is needed and, if so, what type of treatment would best suit your needs. For residential clients, this process is completed before you arrive. The results of the Placement Screening will be clearly explained to you immediately after results are developed, which is generally within the same appointment. If the Placement Screening determines that residential treatment is the preferred mode of service for you and you are willing to accept responsibility for the problems and seem able to overcome the problems within the residential setting, then you will be admitted to the appropriate level of care with your consent as indicated in the results of the assessment/screening and American Society for Addiction Medicine (ASAM) criteria.

Admission criteria for residential states that the potential client must be a resident of the state of Iowa in order to qualify for the sliding fee scale. Any resident outside of Iowa will be required to pay full fee. Residential counseling staff requires an ASAM based assessment that has been completed within the last 30 days, as well as a recommendation for residential services by a qualified behavioral health practitioner. ADDS must be provided with a photo-ID, Social Security card, or birth certificate. The client must provide a statement of agreement verifying that they are entering a tobacco free campus; that during their duration as a client they will abstain from unapproved nicotine products. If the client is on medications, ADDS requires a list of current medications as well as a statement verifying how their medications will be paid for. Once ADDS receives the above information, also having staffed and approved the client, the client must pay \$230.00 in advance. This \$230.00 fee covers the first 21 days of treatment according to ADDS sliding fee scale - *this fee is non-refundable*. In the case that the prospective client has “no income,” ADDS is willing to make adjustments for them to enter the program. A fee waiver is available for the \$230.00 fee based on financial need, and must be approved first by the Executive Director. If the client does enter the program with income, their fee will be 35% of their net income.

Following admission you will work with an assigned counselor in an individual setting to develop a specific treatment plan which outlines the course of treatment, and discharge criteria based on the ASAM 6 Dimensions. Information on immediate, pending, and potential future treatment needs will be provided to you in a timely fashion. Discharge planning will begin immediately during this time. After developing the treatment plan, you will work with your assigned counselor in an individual and group setting, and with outside support services, in achieving the goals set forth in the treatment plan. The treatment staff’s intention and responsibility is to make involvement in the residential program client centered, pleasant, and beneficial.

Through the treatment process you will make progress in some areas, have trouble in others, or even discover new needs or strengths. Every 7 days (Level 3.5) or 30 days (Level 3.1) you will engage in a treatment review with your counselor to discuss these factors in the treatment process to ensure that the proper course of treatment is being followed based on your needs and ASAM criteria. You will be an active participant in the review process with your counselor. Clients can be transferred to different levels of care with their consent, based on their needs, and based on ASAM criteria.

Clients have the ability to advance from level 3.5 to level 3.1 (halfway house status) based on client need, ASAM based criteria reviewed every 7 days, and progress throughout treatment. Level 3.1 allows the client to either gain employment, perform community service/volunteer, or attend schooling such as college courses or GED classes. Additional privileges are also determined by both client and counselor and are also based on a holistic approach to the client's needs.

Regarding discharge, ADDS utilizes criteria set forth by the ASAM. Based on ASAM 6 Dimensions and criteria, you and your counselor will determine discharge criteria and appropriateness of referrals. Discharge criteria and referral are not simply determined by your counselor as your ideas, concerns, strengths, and needs are invaluable to this process.

Recovery Support Services (RSS) offers a broad array of client-selected provider or community-based supports and services intended to enhance and further the client's recovery journey. Clients must be enrolled in the ADDS problem gambling treatment program and meet eligibility requirements in order to receive these services.

### **Involvement of People Supportive of You**

The involvement of supportive people of your recovery in the treatment process is strongly encouraged at ADDS. The family can include traditional family members such as your spouse, parents, siblings, or other involved relatives. If involving your family is not possible or not appropriate for your treatment process, your counselor will help you find other supportive people in your life (e.g. sober, drug-free, and/or bet-free friends, church / spiritual community members, support group peers) that can be involved in your treatment program. ADDS is committed to family involvement as your support systems are vital to your successful recovery. Developing these family and community supports is important for you to continue to have a positive outcome in your recovery, especially after you complete care here.

As such, ADDS strongly encourages you to include your family in your treatment. Opportunities will be provided by your counselor so that you can actively include your family in treatment, such as attendance at a group session, individual session, or a separate family meeting. Please review our concerned other involvement brochure for more information.

### **Technology**

During your treatment, you can expect that ADDS uses technology in the following ways to increase access to the treatment program, increase supports, and generally enhance the service:

1. Phone calls and/or email to text messages to remind you of your appointments.
2. Access to the ADDS website ([www.addsiowa.org](http://www.addsiowa.org)) for general information about the program, client satisfaction surveys, grievances, documentation, and more.
3. You can feel free to email your counselor about treatment-related issues.
4. Facebook material available for updates and events

5. Counselor can provide information on behavioral health applications
6. Use of videos / PowerPoints to provide treatment services, and websites to illustrate.
7. Access to the client satisfaction survey via a QR code in each office.
8. ADDS utilizes an electronic health records, which can potentially increase your access to health records, and make coordination with other health care or treatment providers much easier.

## **Rights**

You have a right to the confidentiality of your treatment records maintained by this program. That right is protected by federal and state laws and regulations. Generally, the program may not disclose any clinical information unless:

1. You consent in writing; or
2. The disclosure is allowed by a court order; or
3. The disclosure is made to a medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation; or
4. You commit or threaten to commit a crime either at the program or against any person who works for the program.
5. You are evaluated by the treatment staff as being a danger to yourself and/or another human being.

ADDS staff does not utilize blogging, or common forums such as Facebook or Twitter for work-related communication. When email is utilized for work-related communication and it contains client information, only client initials and encrypted client numbers are utilized for identification purposes between staff members.

You have the right to privacy in the receipt of the services ADDS provides. ADDS privacy policy prohibits the disclosure of your information to any third party without proper written permission as outlined in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and federal law 42 C.F.R. Part 2 (substance abuse programming).

Violation of federal law and regulations by a program is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurs. Federal laws and regulation do not protect any information about suspected child or dependent adult abuse or neglect from being reported under state law to appropriate state or local authorities.

You will have information provided to you as needed for referral to a legal entity/representation, self-help groups (e.g. 12 Steps), and advocacy support services.

You have the right to expect meaningful and professional treatment. This includes having the treatment process and individual progress explained in language that can be clearly understood. You may be referred to another agency or institution if we believe we are unable to provide services that will be beneficial to you. Also, you have the right to request access to your clinical records.

As an ADDS client, you have the right to refuse services, although results of the screening process may recommend them. You also have the right to refuse concurrent services such as Problem Gambling or mental health, should a screening indicate need for further case review. Services will only be provided with your consent.

You will have available current and accurate information on AIDS (HIV) and strategies for its prevention and be able to discuss personal concerns regarding this disease with a counselor. You may be referred for AIDS (HIV) screening at a testing site of your choice and have specific counseling about testing and test results.

According to the Substance Abuse and Mental Health Services Administration (SAMHSA), medication-assisted treatment (MAT) is the use of medications, in combination with counseling and behavioral therapies, to provide a whole-patient approach to the treatment of substance use disorders. Research shows that when treating substance-use disorders, a combination of medication and behavioral therapies is most successful. Medication assisted treatment is clinically driven with a focus on individualized patient care. For additional information and a list of providers, please refer to SAMHSA's website or ADDS clinical staff will assist you in further exploring your MAT options.

Staff at ADDS comply with Personnel Policy and Procedures 3653 (rules of conduct), and 3654 (client abuse) which outline what is considered by the organization as absolutely unacceptable behavior based on ethical standards for their profession. Beyond these rules of professional conduct, ADDS expects staff to adhere to ethical standards established by the Iowa Board of Certification, International Gambling Counselor Certification Board, and others.

ADDS staff is committed to the highest level of care. As such, ADDS strives toward the effective use of evidence based practices by ensuring that all clinical staff (i.e. counselors) are well trained in them. Also, ADDS requires that clinical staff become certified in their respective field within 2 years of employment. In general, ADDS utilizes Iowa Board of Certification and the International Gambling Counselor Certification Board to certify clinical staff.

ADDS will make any reasonable accommodation for you to receive treatment services including those accommodations delineated in the American with Disabilities Act (ADA).

You have the right to discuss these rights and rules or any other concerns, opinions or recommendation for the provision of treatment services with your assigned counselor without fear of retaliation. If there is any problem or you sense your rights have not been clearly provided for you and you have not resolved this with your counselor, please contact the Associate Director for Treatment Services, Nicolas Foss, MS, IADC, NCGC-II, at (319) 753-6567. He will attempt to correct the problem and further explain your rights for grievance or correction.

### **Rules and Agreements**

Once the treatment plan is established, you will agree to work toward progress in achieving treatment goals and to follow staff recommendations. Failure to do this may result in discharge from the residential program. You are expected to keep all scheduled appointments. If this is not possible, you are responsible to notify the counselor 24 hours in advance and reschedule the appointment. Threats or acts of violence against staff or others is not tolerated and may be grounds for discharge. You will be expected to agree that you will not disclose to anyone outside the program, the names of other clients who are in treatment with you or any other information you may have gained about them.

ADDS does not allow any type of sexual harassment including sexual harassment of staff towards clients, clients toward staff or clients toward other clients. This includes gestures, verbal or physical that reference sexual acts, sexuality, or objectify the individual sexually. You can expect freedom from any kind of physical or emotional abuse between staff and clients, or between clients. This includes neglect regarding providing for what needs ADDS can meet within its program capacity.

Also, ADDS is committed to providing a safe environment that does not tolerate humiliating or shaming behavior between staff and clients, or between clients. ADDS will ensure that persons served are protected from fiduciary abuse, or other exploitative actions used for financial gains.

The use of tobacco products at all ADDS properties, both owned and leased, within all buildings, vehicles, and on any grounds is strictly prohibited. All clients' tobacco use status will be assessed upon admission to a program. Clients identified as tobacco users will be informed of the tobacco cessation programs and the tobacco free policy and will be informed about nicotine replacement therapy.

Clients will refrain from bringing any weapons or illegal substances onto ADDS campuses. This includes prescription medications that may be used incorrectly for purposes unintended by the prescribing doctor, or were not prescribed for the person in possession of them.

All ADDS properties are monitored by electronic cameras for the purpose of the security and safety of all ADDS staff, clients, visitors and property. This monitoring system is clearly posted in every office location. All recordings will be stored and treated as confidential information.

ADDS expects each client to maintain any legal appointment, follow sanctions, and respond appropriately to court notifications as required by law. Failure to do so may affect your treatment status and care due to the legal consequences that will follow. Clients are encouraged to consult with their counselor and lawyer on these types of needs to schedule meetings in a manner most conducive to following these legal requirements.

Clients not adhering to the above policies may be subject to disciplinary action up to and/or including discharge from the program.

## **Fees**

Please see page 1 regarding admission criteria and the advance fee required to enter the program. To receive a "bed date" eligible individuals appropriate for residential must pay \$230.00. The \$230.00 fee will cover the first 21 days of treatment, at which time the client will be charged according to the sliding fee scale. If the individual does not show for their admit date, they forfeit the \$230.00. A fee waiver for the \$230.00 is available for clients based on need, and with the approval of the Executive Director.

Residents with a steady income will be expected to contribute an amount of their income, according to the sliding fee scale, to cover treatment costs. Additional revenue of a "non-steady" variety will also be assessed to cover treatment costs. The amount paid will not exceed 100% of the cost of treatment. All payments are non-refundable. No client will be denied services based on an inability to pay. When you are admitted to residential treatment, a reduced rate for each service may be obtained depending on your income. The counselor will discuss the details of the sliding fee scale with you.

The regular charge for residential services is \$230.00 per day. Fees are payable at the time services are received. ADDS makes a sliding fee scale available to citizens of the State of Iowa. Your fees may be reduced based on income and family size. All admitted residential clients are required to apply for food stamps through the Department of Human Services. The value of the food stamps will pay for the client's meals in the Therapeutic Community (TC). Each admitted client is required to do

different chores in the TC to offset the cost of treatment. Clients can opt out of applying for food stamps and/or assigned chores, but will be required to pay the full fee for treatment services.

Some health insurance plans will cover all or part of the cost of treatment services. ADDS staff will assist in the processing of insurance claims. In some cases problem gambling services may not be covered by insurance due to ongoing changes in healthcare reform and the Diagnostic and Statistical Manual 5<sup>th</sup> Edition (APA, May 2013). Any information shared for billing purposes is done so according to confidentiality guidelines discussed above regarding HIPAA and 42 C.F.R. However, until the amount covered by insurance is clearly determined, the client must pay the agreed upon reduced fee. ADDS accepts Title XIX as a source of payment for substance abuse services, but not problem gambling services at this time.

If you have made an arrangement for payment on the ADDS sliding fee scale or make some other prearrangement for payment and fail to make payment according to the established plan, your account will be charged for the full cost of the services that have been provided (Residential - \$230.00 per day).

### **Staff Availability**

In general, residential counseling staff are available during office hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. by appointment. Evening appointments are possible but must be prearranged with a counselor. Counselor aides are available during times when counseling staff is not scheduled as normal. They will be present wherever the group as a whole has assembled or in the residential facility. In the event of an emergency during a pass, work, school, or other off-campus activity not supervised by residential staff, please call 9-1-1 or go to your nearest hospital emergency room.

For residential clients also admitted to or interested in Problem Gambling Treatment, in case of emergency during a pass, work, school, or other off-campus activity not supervised by residential staff, where you need an immediate response regarding gambling-related emergencies please contact 1-800-BETS-OFF.

Thank you for taking the time to review the program.

FORMS/to persons seeking services/9/15/2013, 11/5/2013,10/6/15,1/6/16,7/5/16