



Telehealth Program

“Uplifting the Human Spirit”



**A Client's Handbook
For
Telehealth Substance Abuse, Mental Health and Co-Occurring
Treatment for Adults**

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Dear participant,

Welcome to WestCare Las Vegas Community Involvement Center's Telehealth Outpatient Program! WestCare is providing substance abuse, mental health and co-occurring treatment for residents in rural and frontier Nevada via telehealth technology! This is a highly structured, community-based program for men and women. The program focuses on interrupting negative behavior patterns, teaching more effective methods of coping, increasing knowledge so that better decision-making skills are utilized, and helping to provide a support network for adults. Counselors utilize evidenced based therapeutic practices including Cognitive Behavioral Therapy and Motivational Interviewing to assist adults and work towards maintaining abstinence and stability in mental health. The concept is that if thoughts and core belief systems can change then actions and feelings can change to help adults become healthier, happier, and more successful people. The overall goal of the program is to re-establish adults with healthy and positive relationships with self, home, community and law enforcement so they can lead more positive, productive and drug free lifestyles. Thank you for trusting in WestCare!

“You must take personal responsibility. You cannot change the circumstances, the seasons, or the wind, but you can change yourself. That is something you have control of.” ~ Jim Rohn

Sincerely,

Bradford Glover, MCJ
Director
Community Involvement Center

Telehealth: The Benefits of Video conferencing and Mental Health Care in rural communities.

Access to care is vital in treating various types of health problems in our communities, including substance/chemical addiction, mental health and co-occurring conditions. Agencies have seen an increase in these impending issues and an increase in demand for services. Being seen by a professional in most major cities is met with little to no complications and resistance. In other communities where there could be miles of distance between towns, treatment is limited and often becomes the last option unless individuals or even families are willing to travel elsewhere. With an increase in technological advances, it has been made possible to reach communities where access is limited. The shift in delivery from face-to-face interventions is not a new one and research continues to demonstrate the effectiveness of this approach as well as other modalities.

WestCare, Nevada, Inc. has partnered up with community partners to provide substance abuse and mental health treatment (co-occurring) to residents in rural and frontier Nevada. This new program is to be named the Rural Nevada Telehealth Program (RNTP). It is our mission to “empower everyone with whom we come into contact to engage in a process of feeling, growth, and change benefiting themselves, their families, co-workers, and communities.” We believe in delivering efficient and quality services with evidenced based treatment and compassionate care.

Assessment Process

Community partners throughout rural and frontier Nevada will have designated primary contact(s) at each site to ensure strong communication and services are being offered to clients. The designated community partner will complete the WestCare referral form with the client and send to WestCare. The referral form will identify basic information for the telehealth counselor to contact the client directly and schedule the initial assessment.

Assessments include: addiction severity index (ASI) for substance abuse history and/or comprehensive addictions and psychological evaluation (CAAPE) for emotional and mental health history. After an assessment is completed, the counselor will provide recommendation of treatment. There are two options. The first is if a client does not meet criteria for substance

abuse, mental health or co occurring treatment using placement criteria. If someone is not recommended for treatment, they will be provided with referrals that can still assist them in everyday life. The second is if a client does meet criteria for treatment. They will be admitted into the appropriate level of treatment and the primary counselor is responsible to continue scheduling individual appointments.

Program Structure

Each person will be provided with appropriate recommendations of treatment levels that include outpatient, co-occurring treatment, and mental health treatment. Their primary counselor may also refer out for couples or family counseling and will continue to follow up on any outside sessions completed on a monthly basis. Participants will be offered family education sessions which they are able to attend with their family members or have family attend without. The primary counselor is responsible to provide the family education schedule to clients. The overall goal is for each individual client works towards completion of treatment.

During the first session primary counselors will review the program in more detail with the client. This will include information about the research assistant and the GPRA process.

GPRA Process

After the completion of the initial assessment and the first treatment session, the primary counselor will provide an interdepartmental referral to the research assistant. The research assistant is needed to conduct their own assessments, the government performance and results act (GPRA), as a performance measure to the program. By conducting this, we will be able to provide better quality programs through telehealth. The research assistant will then be responsible to complete the following:

- Initial GPRA
- 6 months post admission GPRA and ASI
- Discharge GPRA and ASI

The Research assistant will gain the appropriate information that will include where you are located, up to date contact information, and scheduling in order to complete the 6 months post admission GPRA and ASI as well as the discharge GPRA and ASI.

Program Policies

No Shows and Cancellations

Counselors typically allow clients approximately a ten minute window for late arrivals. Please discuss with your primary counselor upon your admission on his or her specific rule on late attendance. If clients arrive more than ten minutes late to session with no prior notification to counselor, the client will not receive credit for that session and will reschedule.

It is the client's responsibility to schedule and attend treatment sessions in a timely manner. If there is no contact made by client with counselor for a period of thirty days or longer, client will be discharged from the program.

Contacting Counselors Afterhours

Counselors are available during normal operating business hours 8am to 5pm. However, depending upon the schedules of each counselor, these hours may vary. Counselors can be reached by phone and individual extension numbers. Counselors will not answer phone calls if they are with clients or out of the office but will return voicemail messages at their earliest conveniences. Please call 911 for emergency services. WestCare also has facilities open twenty four hours a day, seven days a week. For admission to WestCare's Crisis Stabilization Unit for Youth Detox please call 702-385-2020 or for admission to WestCare's Community Triage Center for Adult Detox please call 702-383-4044.

Conduct/Guidelines

Cell phones are to be turned off or put on silent while in session.

Clients will treat counselor, other staff members and participants with respect.

Clients are to follow directions of all staff members.

Glorifying behaviors and comments are not permitted during sessions.

Clients will avoid self-“put-downs” or name calling. Clients must be willing to give positive and negative feedback to others in respective ways, be willing to accept feedback from others without becoming verbally or physically aggressive or defensive,

Clients will maintain confidentiality any and all other clients seeking services via telehealth.

The counselor holds the right to add to, delete, and/or modify these rules at their discretion.

Consequences

Failure to comply with WestCare Nevada/WestCare’s Telehealth Program can result in an unsuccessful discharge from the program. Counselors may also implement behavior contracts with clients for compliance issues. Each counselor will provide you with the specific reasons for the behavior contract.

Rewards and Incentives

Rewards and incentives are granted on an individual basis. The primary counselor will identify and determine appropriate rewards and incentives. Rewards and incentives may also be issued by the research assistant upon completion of follow ups.

For Further Information

For additional information about WestCare policies that may impact you or your treatment, please review the WestCare Nevada Handbook or contact any WestCare Staff Member.