

# Procedure – Operation Manuel

SAMHSA Grant #T1024770

Web Orientated Recovery Care (WORC)



---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

TABLE OF CONTENTS

<b>SUBCHAPTER A. STANDARD OF CARE APPLICABLE TO ALL WORC.....</b>	<b>4</b>
WORC MISSION/GOAL/OBJECTIVES.4N TO BE SERVED .....	4
§448.201. POPULATION TO BE SERVED.....	5
§448.202. SCOPE OF PRACTICE.....	5
§448.203. COMPETENCE AND DUE CARE. ....	5
§448.204. APPROPRIATE SERVICES. ....	6
§448.205. ACCURACY. ....	6
§448.206. DOCUMENTATION .....	6
§448.207. DISCRIMINATION.....	6
§448.208. ACCESS TO SERVICES.....	6
§448.209. LOCATION.....	6
§448.210. CONFIDENTIALITY. ....	6
§448.211. COMMUNICATIONS.....	7
§448.212. EXPLOITATION.....	7
§448.213. DUTY TO REPORT.....	7
§448.214. IMPAIRED STAFF. ....	7
§448.215. ETHICS.....	8
§448.217. SPECIFIC ACTS PROHIBITED. ....	8
§448.216. STANDARDS OF CONDUCT.....	9
<b>SUBCHAPTER B. FACILITY REQUIREMENTS.....</b>	<b>9</b>
§448.301. FACILITY ORGANIZATION. ....	9
§448.302. OPERATIONS PLAN AND PROCEDURES. ....	9
§448.303. QUALITY MANAGEMENT. ....	9
§448.304. REQUIRED REPORTING. ....	10
§448.305. GENERAL REQUIREMETNS .....	10
§448.306. GENERAL DOCUMENTATION REQUIREMENTS. ....	10
§448.307. PARTICIPANT RECORDS. ....	11
§448.308. INCIDENT REPORTING. ....	11
§448.309. PARTICIPANT TRANSPORTATION.....	12
<b>SUBCHAPTER C. PERSONNEL PRACTICES AND DEVELOPMENT.....</b>	<b>13</b>
§448.401. HIRING PRACTICES. ....	13
§448.402. STUDENTS AND VOLUNTEERS. ....	13
§448.403. TRAINING.....	13
§448.404. Recovery Coach Supervision and Documentation of Services.....	14
<b>SUBCHAPTER D. PARTICIPANT RIGHTS.....</b>	<b>15</b>
§448.501. PARTICIPANT BILL OF RIGHTS. ....	15
§448.502. PARTICIPANT GRIEVANCES. ....	16
§448.503. ABUSE, NEGLECT, AND EXPLOITATION.....	16
§448.504. PROGRAM RULES. ....	17
§448.505. PARTICIPANT LABOR AND INTERACTIONS.....	18
§448.506. RESPONDING TO EMERGENCIES. ....	18

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

<b>SUBCHAPTER E. SCREENING AND ASSESSMENT.....</b>	<b>18</b>
§448.601. SCREENING. ....	18
§448.602. ASSESSMENT.....	18
§448.603. RECOVERY PLANNING, IMPLEMENTATION AND REVIEW.....	19
§448.604. DISCHARGE.....	19
<b>SUBCHAPTER F. WORC PROGRAM SERVICES.....</b>	<b>20</b>
§448.701. REQUIREMENTS FOR WORC PROGRAM.....	20
§448.702. SPECIALTY COMPETENCY OF RECOVERY STAFF PROVIDING SERVICES ..	<del>20</del>
§448.703. RECOVERY SERVICES PROVIDED BY ELECTRONIC MEANS.....	21
<b>SUBCHAPTER G. FACILITY MANAGEMENT. ....</b>	<b>21</b>
§448.801. MEALS IN OUTPATIENT PROGRAMS. ....	21
§448.802. Exits.....	21
§448.803. Fire Systems.....	21

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

**SUBCHAPTER A. STANDARD OF CARE**

**WORC Mission/Goal/Objectives.**

**Mission**

The overall purpose of WORC e-ROSC is to use technology-assisted care to expand and enhance the capacity of substance abuse treatment providers in Bexar county and four surrounding rural counties to serve primarily minority, low income adults and veterans in need of recovery support services and who have been previously underserved due to various geographical, personal, and structural barriers.

**GOAL 1. To use Technology Assisted Care in Bexar County and the surrounding nine-county catchment area to enhance the ability of providers to effectively communicate with traditionally underserved persons in treatment/recovery and to track and manage their health to ensure treatment and services are available when and where needed.**

**Objective 1.1.** Use Technology-Assisted Care, namely an electronic-Recovery Oriented Systems of Care (WORC e-ROSC) available in English and Spanish, to serve approximately 450 participants in need of recovery services more effectively and efficiently by *supplementing face-to-face recovery services with e-ROSC services*, both facilitated by peer-recovery coaches.

**Objective 1.2.** Allow enrolled participants to actively monitor, via technology that can be accessed from computers, iPads, or smart phones, in real time their own treatment and progress in recovery as well as ancillary health information related to the treatment of substance abuse.

**Objective 1.3.** Improve outcomes for participants by facilitating earlier and more persistent participation in services including the assessment of “recovery capital” and development of a personal recovery plan, resulting in decreased rates of relapse and improved physical and behavioral health.

**GOAL 2. To increase the recovery capital of the San Antonio/Bexar County and surrounding rural county areas by training a cadre of peer coaches to deliver recovery services to traditionally underserved individuals including the uninsured, minorities, and those living in rural areas.**

**Objective 2.1.** To identify up to 20 peers in recovery from substance disorders (recruited the existing pool of Texas Department of Health (DSHS)-trained recovery coaches and other local recovery resources) over three years and develop and enhance their skills to serve as peer coaches using the 46-hour Texas Peer Recovery Coach Institute mentor training program promoted by DSHS.

**Objective 2.2.** To supplement the core peer recovery training of the 20 peers with training in evidence-based practices to be used in the project (i.e., Motivational Interviewing, brief strength-based case management) as well as the delivery of technology-assisted recovery support care to be delivered in face-to-face encounters and through the WORC eROSC.

**GOAL 3. To identify and recruit 450 underserved participants with substance use disorders over three years through linkage with community agencies and through public WORC e-Recovery Oriented System of Care (e-ROSC) portal.**

---

## **Procedure - Operating Procedures**

### **San Antonio Council on Alcohol & Drug Abuse Web Orientated Recovery Care (SAMHSA Grant)**

**Objective 3.1.** Conduct five focus groups (two with individuals with substance use disorders, one with peer recovery coaches, one with program staff from service agencies, and one with members from community at-large) by Month 02 in order to plan for the overall implementation of the WORC e-ROSC.

**Objective 3.2.** Provide at least six trainings per year throughout the targeted geographical area for peer recovery coaches as well as staff from referring community agencies on how to make referrals to the WORC e-ROSC project as well as how to use the e-ROSC system.

**Objective 3.3.** Develop formal MOUs between WORC and community agencies needing peer mentors and/or who have individuals they can refer to be a peer mentor.

**Objective 3.4.** Link individuals requesting services through direct agency referrals or through the WORC e-ROSC portal to a peer-recovery coach who will utilize face-to-face and/or e-ROSC services.

**Objective 3.5.** Provide each enrolled participant the opportunity to attend a two-hour digital literacy class as well as to facilitate effective use of WORC e-ROSC resources.

### **GOAL 4. To evaluate the impact of the technology assisted recovery-oriented systems of care intervention on health, wellness, and recovery status of enrolled participants.**

**Objective 4.1.** Assess digital literacy, abstinence, relapse, unmet needs, general health, wellness and recovery capital of enrolled participants at baseline and six-months post-baseline.

**Objective 4.2.** Assess satisfaction with and acceptability of WORC services including peer recovery services delivered face-to-face and through the e-ROSC portal at 6-month follow-up.

#### **§448.201 Population to be Served.**

WORC provides electronic Recovery Orientated Systems of Care (ROSC) to both adult male and female adults who reside in Region #8 and seek help through the website [recoverytexas.org](http://recoverytexas.org). The WORC program is prepared to provide services in English and Spanish based on population found eligible and appropriate for program.

#### **§448.202 Scope of Practice.**

WORC staff recognizes the limitations of their ability and will not offer services outside the scope of practice or use techniques that exceed their professional competence. WORC staff will not make any claim, directly or by implication, that they possess professional qualifications or affiliations that they do not possess.

#### **§448.203 Competence and Due Care.**

WORC will plan, supervise adequately, and evaluate any activity for which they are responsible. WORC will render services carefully and promptly. WORC will follow the technical and ethical standards related to the provision of services, strive continually to improve personal competence and quality of service delivery, and discharge our professional responsibility to the best of their abilities. WORC is responsible for assessing the adequacy of our own competence for the responsibility to be assumed. Services are designed and administered as to do no harm to recipients. WORC will always act in the best interest of the individual being served. WORC will terminate any professional relationship that is not beneficial, or is in any way detrimental, to the individual being served.

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

**§448.204      Appropriate Services.**

Services are appropriate for the individual's needs and circumstances, including age and developmental level, and are culturally sensitive. WORC possess an understanding of the cultural norms of the individuals receiving services. Services are respectful and non-exploitative.

**§448.205      Accuracy.**

WORC will report information fairly, professionally, and accurately when providing services and when communicating with other professionals, SAMHSA, and the general public. WORC will document and assign credit to all contributing sources used in published material or public statements. WORC will not misrepresent either directly or by implication professional qualifications or affiliations.

**§448.206      Documentation.**

WORC will maintain required documentation of services provided and related transactions including financial records. Each participant in program will have a chart/file and this file will hold copies of all documents that require a participant's signature. Some assessments and the GPRA may be maintain in electronic format, available for printing when needed. Any electronic documents will be kept in a passworded file, available only to the appropriate program staff.

**§448.207      Discrimination.**

WORC will not discriminate against any individual on the basis of gender, race, religion, age, national origin, disability (physical or mental), sexual orientation, medical condition, including HIV diagnosis or because an individual is perceived as being HIV infected. WORC will not consider economic condition and financial resources in admission criteria, and all services are voluntary and free.

**§448.208      Access to Services.**

WORC will provide access to services through the web site [recoverytexas.org](http://recoverytexas.org), including providing information about other services and alternatives, taking into account an individual's special needs if any.

**§448.209      Location.**

WORC will not offer or provide services in settings or locations that are inappropriate or harmful to individuals served or others. WORC's main office is located at 7500 Hwy 90, West, AT&T Bldg., Suite 100, San Antonio, TX 78227.

**§448.210      Confidentiality.**

WORC will protect the privacy of individuals served and will not disclose confidential information without express written consent, except as permitted by law. WORC will remain knowledgeable of, and obey, all State and Federal laws and regulations relating to confidentiality of records relating to the provision of services. WORC will not discuss or divulge information obtained in clinical or consulting relationships except in appropriate settings and for professional purposes that demonstrably relate to the case. Confidential information acquired during delivery of services are safeguarded from illegal or inappropriate use, access and disclosure or from loss, destruction or tampering. These safeguards will protect against verbal disclosure, prevent unsecured maintenance of records, or recording of an activity or presentation without appropriate releases. Safeguards include:

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

- (a) All participant files are marked confidential
- (b) All participant files are stored in a locked file cabinet in a room that locks and had no public access.
- (c) All staff is trained on the importance of HIPAA and 42, CFR, part 2 and importance of confidentiality of substance abuse treatment and medical information.

**§448.211 Communications.**

WORC will inform the individual receiving services about all relevant and important aspects of the service relationship.

**§448.212 Exploitation.**

WORC will not exploit relationships with individuals receiving services for personal or financial gain of WORC or its personnel. WORC will not charge any fees for any services while federally funded. WORC will not pay or receive any compensation, or benefit of any kind related to the referral of an individual for services.

**§448.213 Duty to Report.**

When SACADA, WORC Grantee, or its staff have knowledge of unethical conduct or practice on the part of a person or provider, they have a responsibility to report the conduct or practices to their supervisor and/or the Executive Director immediately. When SACADA receives an allegation or has reason to suspect that an individual has been, is, or are subject to abuse, neglect or exploitation by any provider will immediately inform the Executive Director. WORC will also take immediate action to prevent or stop the abuse, neglect, or exploitation and provide appropriate care and treatment. SACADA will report allegations of child abuse or neglect to the Texas Department of Protective and Regulatory Services as required by the TEX. FAM. CODE ANN. §261.101 (Vernon 2002 & Supp. 2004). SACADA will report allegations of abuse, neglect or exploitation of elderly or disabled individuals to the Texas Department of Protective and Regulatory Services as required by the TEX. HUM. RES. CODE ANN. §48.051 (Vernon 2001 & Supp. 2004). If the allegation involves sexual exploitation, the service provider will comply with reporting requirements listed in the TEX. CIV. PRAC. & REM. CODE ANN. §81.006 (Vernon 1997 & Supp. 2004).

**§448.214 Impaired Staff.**

WORC staff should recognize the effect of impairment on professional performance and should be willing to seek needed treatment. Where there is evidence of impairment in a colleague, WORC will follow its personnel policy #1.12 Drug Free Workplace which states:

“Early recognition and treatment of alcohol or drug abuse is important for successful rehabilitation. WORC encourages the earliest possible diagnosis and treatment for alcohol or drug abuse. Employees must voluntarily seek help.

Assistance in overcoming alcohol or drug abuse for employees who voluntarily seek help may be available under medical insurance coverage or through DSHS funded programs. The employee should seek professional guidance outside the agency for help with this problem.”

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

**§448.215 Ethics.**

WORC will adhere to established professional codes of ethics. These codes of ethics define the professional context within which WORC works, in order to maintain professional standards and safeguard the participant or participant. SACADA and all of its personnel will protect consumers and act in an ethical manner at all times. SACADA also requires its staff comply with the agency Personnel Policy #1.8, Code of Ethics.

**§448.216 Specific Acts Prohibited.**

In addition to WORC's general duty to provide services in a professional manner, the following acts are specifically prohibited and will constitute a violation of these rules:

- (a) WORC will not provide services, interact with individuals receiving services, or perform any job duties while under the influence or impaired by the use of alcohol, or mood altering substances, including prescription medications not used in accordance with a physician's order.
- (b) WORC will not commit an illegal, unprofessional or unethical act (including acts constituting abuse, neglect, or exploitation).
- (c) WORC will not assist or knowingly allow another person to commit an illegal, unprofessional, or unethical act.
- (d) WORC will not falsify, alter, destroy or omit significant information from required reports and records or interfere with their preservation.
- (e) WORC will not retaliate against anyone who reports a violation of these rules or cooperates during a review, inspection, investigation, hearing, or other related activity.
- (f) WORC will not interfere with DSHS reviews, inspections, investigations, hearings, or related activities. This includes taking action to discourage or prevent someone else from cooperating with the activity.
- (g) WORC will not enter into a personal or business relationship of any type with an individual receiving service until at least two years after the last date an individual receives services from WORC.
- (h) WORC will not discourage, intimidate, harass, or retaliate against individuals who try to exercise their rights or file a grievance.
- (i) WORC will not restrict, discourage, or interfere with any communication with law enforcement, an attorney, or with the DSHS for the purposes of filing a grievance.
- (j) WORC will not allow unqualified persons or entities to provide services.
- (k) Provider will not hire or utilize known sex offenders in adolescent programs or programs that house children.
- (l) WORC will prohibit adolescent participants and participants from using tobacco products on the program site. Staff and other adults (volunteers, participants, participants and visitors) will not use tobacco products in the presence of adolescent participants or participants.



---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

**§448.217 Standards of Conduct.**

- (a) SACADA and all of its personnel will protect participants' rights and provide competent services.
- (b) SACADA and its personnel will comply with TEX. HEALTH & SAFETY CODE ANN. ch. 164 (Vernon 2001 & Supp. 2003)(relating to Treatment Facilities Marketing and Admission Practices).
- (d) SCADA has written policies on staff conduct that complies with this section in Personnel Policies 1.9 & 1.17.

**SUBCHAPTER B. FACILITY REQUIREMENTS.**

**§448.301 Facility Organization.**

- (a) Governing Body. SACADA is governed by a board of directors, and the board meets with sufficient frequency to monitor the quality of care provided and maintain minutes for each meeting. WORC Board of Directors is provided training regarding their responsibilities and liabilities.
- (b) Organizational Structure. SACADA has current documentation of the staffing structure, including lines of supervision and the number of staff members for each position.
- (c) Facility Contact Information. SACADA has provided SAMHSA Program Official with a current mailing address, electronic mail address, contact name, and contact phone number in writing or through electronic mail and will update that information in writing or through electronic mail when there are changes.
- (d) WORC will use the "Idea Exchange" whenever possible to stay informed about SAMHSA information and services.

**§448.302 Operational Plan, Policies and Procedures.**

WORC operates according to the following Operational Procedure: SACADA Quality Management Plan, SACADA Personnel Policies, SACADA Disaster Plan, and WORC Operations Manuel. These documents include:

- (1) program purpose or mission statement;
  - (2) services and how they are provided;
  - (3) description of the population to be served; and
  - (4) goals and objectives of the program.
- (b) WORC has adopt and implement written procedures. The procedures contain sufficient detail to ensure compliance with the federal rules for SAMHSA Grantee's.
  - (c) The policy and procedure manuals are current, consistent with program practices, individualized to the program, and easily accessible to all staff at all times.

**§448.303 Quality Management.**

SACADA has developed procedures and implemented a quality management plan. (See Quality Management Plan) The procedures address:

- (1) goals and objectives that relate to the program purpose or mission statement;
- (2) methods to review the progress toward the goals and a documented process to implement corrections or changes;
- (3) a mechanism to review and analyze incident reports, monitor compliance with rules and other requirements, identify areas where quality is not optimal and procedures to analyze identified issues, implement corrections, and evaluate and monitor their ongoing effectiveness;

---

## **Procedure - Operating Procedures**

### **San Antonio Council on Alcohol & Drug Abuse Web Orientated Recovery Care (SAMHSA Grant)**

- (4) methods for the review of confidentiality and utilization of electronic medical record (CMBHS);
- (4) methods of utilization review to ensure appropriate participant placement, adequacy of services provided and length of stay; and
- (5) documentation of the activities of the quality management process.

#### **§448.304 Reporting Measures.**

WORC will submit the following information and reports, electronically or in paper form, in a format provided by SAMHSA:

- (1) 1<sup>st</sup> Bi-Annual Report;
- (2) 2<sup>nd</sup> Bi-Annual Report;
- (3) 1<sup>st</sup> Bi-Annual Fiscal Report
- (4) End of Year Fiscal Report
- (3) Health Disparities Impact Statement;
- (3) Continuation Report;
- (4) GPRA (at baseline, 6 month follow-up and discharge);
- (5) any other information requested by SAMHSA.

#### **§448.305 General Environment.**

- (a) SACADA complies with applicable requirements of the Americans with Disabilities Act (ADA). SACADA maintains documentation that it has conducted a self-inspection to evaluate compliance and implemented a corrective action plan, as necessary, with reasonable time frames to address identified deficiencies.
- (b) SACADA has a copy of the certificate of occupancy from the local authority that reflects the current use is for substance abuse prevention and treatment.
- (c) The site, including grounds, buildings, electrical and mechanical systems, appliances, equipment, and furniture are structurally sound, in good repair, clean, and free from health and safety hazards.
- (d) SACADA, provides a safe, clean, well-lighted and well-maintained environment.
- (e) SACADA has adequate space, furniture, and supplies.
- (f) WORC has private offices for confidential interactions, including two large group counseling sessions.
- (g) WORC offers a smoke-free work environment to all staff members. No smoking is allowed by employees on/in WORC property, facilities, or vehicles. This policy applies to all property owned, leased or rented from us. WORC Participants may not smoke within 15 feet from any entrance to any building(s) and only in areas clearly marked as designated smoking areas. Staff will not provide or facilitate participant access to tobacco products.
- (h) SACADA prohibits firearms and other weapons, alcohol, illegal drugs, illegal activities, and violence at the facility or at or during the course of any program activity, except as provided for in paragraphs (1) and (2) of this subsection. SACADA is responsible for any noncompliance with this subsection.
- (i) Animals are properly vaccinated and supervised if brought on property.

#### **§448.306 General Documentation Requirements.**

- (a) WORC keeps complete, current documentation.
- (b) All documents are factual and accurate.
- (c) All documents and entries are dated and authenticated by the person responsible for the content.

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

- (1) Authentication of paper records are an original signature that includes at least the first initial, last name, and credentials. Initials alone may not be used.
- (2) Authentication of electronic records are by a digital signatures.
- (d) Documentation are permanent and legible (no pencil).
- (e) When it is necessary to correct a participant record, incident report, or other document, the error are marked through with a single line, dated, and initialed by the writer.
- (f) No abbreviations are used.

**§448.307 Participant Records.**

- (a) WORC maintains a single record for every participant beginning at the time of admission. The content of participant records is complete, current, and well organized.
- (b) WORC will protect all participant records and other participant-identifying information from destruction, loss, tampering, and unauthorized access, use or disclosure.
  - (1) All active participant records are stored at WORC. WORC has no off-site storage of participant files at this time. All original participant records are maintained in the State of Texas.
  - (2) Information that identifies those seeking services is protected to the same degree as information that identifies participants.
  - (3) Electronic participant information are protected to the same degree as paper records and will have a reliable backup system.
- (c) Only personnel whose job duties require access to participant records have such access.
- (d) Personnel keeps records locked at all times unless authorized staff is continuously present in the immediate area.
- (e) WORC ensures that all participant records can be located and retrieved upon request at all times.
- (f) WORC complies with Federal and State confidentiality laws and regulations, including 42 C.F.R pt. 2 (Federal regulations on the Confidentiality of Alcohol and Drug Abuse Patient Records), TEX. HEALTH & SAFETY CODE ANN. ch. 611 (Vernon Supp. 2004)(relating to Mental Health Records) and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). WORC protects the confidentiality of HIV information as required in TEX. HEALTH & SAFETY CODE ANN. § 81.103 (Vernon 2001)(relating to Confidentiality; Criminal Penalty).
- (g) WORC does not deny participants access to the content of their records except as provided by TEX. HEALTH & SAFETY CODE ANN. § 611.0045 (Vernon Supp. 2004) and HIPAA.
- (h) Participant records are maintained for at least six years.
- (i) If participant records are microfilmed, scanned, or destroyed, WORC will take steps to protect confidentiality. SACADA will maintain a record of all participant records destroyed on or after September 1, 1999, including the participant's name, record number, birth date, and dates of admission and discharge.

**§448.308 Incident Reporting.**

- (a) WORC will report to the Executive Director, all allegations of participant abuse, neglect, and exploitation. Acts constituting participant abuse, neglect and exploitation are specifically described in §448.703 of this title (relating to Abuse, Neglect, and Exploitation).
- (b) WORC staff will complete an internal incident report for all participant incidents, including:
  - (1) a violation of a participant rights, including but not limited to, allegations of abuse, neglect and exploitation;

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

- (2) accidents and injuries;
  - (3) medical emergencies;
  - (4) psychiatric emergencies;
  - (5) medication errors;
  - (6) illegal or violent behavior;
  - (7) loss of a participant record;
  - (8) personal or mechanical restraint or seclusion;
  - (9) release of confidential information without participant consent;
  - (10) fire;
  - (11) death of an active outpatient or residential participant (on or off the program site);
  - (12) participants absent without permission from a residential program;
  - (13) suicide attempt by an active participant (on or off the program site);
  - (14) medical and psychiatric emergencies that result in admission to an inpatient unit of a medical or psychiatric facility; and
  - (15) any other significant disruptions.
- (c) The incident report are completed within 24 hours of the occurrence of an incident on-site, or within 24 hours of when WORC became aware of, or reasonably should have known of an incident that occurred off-site. The incident report will provide a detailed description of the event, including the date, time, location, individuals involved, and action taken.
- (d) The individual writing the report will sign it and record the date and time it was completed.
- (e) All incident reports are stored in a single, separate file.
- (f) WORC has designated individuals responsible for reviewing incident reports and all incidents should be evaluated through the quality management process to determine opportunities to improve or address program and staff performance.
- (g) Incident reports are available to all staff on shared drive under forms.

**§448.309 Participant Transportation.**

- (a) SACADA has a written policy (personnel policy #1.12) on the use of facility vehicles and/or staff to transport participants. WORC staff will follow this policy.
- (b) SACADA/WORC allows the use of facility vehicles and/or staff to transport participants, therefore:
- (1) Any vehicle used to transport a participant must have appropriate insurance coverage for business use with a current safety inspection sticker and license.
  - (2) All vehicles used to transport participants must be maintained in safe driving condition.
  - (3) Drivers must have a valid driver's license.
  - (4) Drivers and passengers must wear seatbelts at all times the vehicle is in operation as required by law.
  - (5) A vehicle will not be used to transport more passengers than designated by the manufacturer.
  - (6) Drivers will not use cell phones while driving.
  - (7) Use of tobacco products will not be allowed in the vehicle.
  - (8) Every vehicle used for participant transportation will have a fully stocked first aid kit that is easily accessible.

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

**SUBCHAPTER C. PERSONNEL PRACTICES AND DEVELOPMENT.**

**§448.401      Hiring Practices.**

- (a) As SACADA is not an approved Clinical Training Institution, the program will not use any counselor intern until which time that we receive our CTI #.
- (b) SACADA verifies by Internet the current status of all required credentials with the credentialing authority. This information is printed out and kept in the staff members personnel file (personnel policy #3.35).
- (c) SACADA is aware of its obligations under TEX. CIV. PRAC. & REM. CODE ANN. § 81.003 (Vernon 1997 & Supp. 2004).
- (d) SACADA will obtain and assess the results of a criminal background check from the Department of Public Safety on all staff within four weeks of the hiring date. Individuals hired do not have any participant contact until the results of the criminal background check are assessed. WORC use the criteria listed in TEX. OCC. CODE ANN. § 53.022, § 53.023 (Vernon 2004) to evaluate criminal history reports and make related employment decisions.
- (e) SACADA does not hire an individual who has not passed a pre-employment drug test that meets criteria established by the DSHS. This requirement does not restrict facilities from implementing random drug testing of its staff as permitted by law (personnel policy #1.13).
- (f) WORC has developed a job description which outlines job duties and minimum qualifications for all personnel.
- (g) SACADA maintains a personnel file for each employee, and all contractors, students and volunteers with any direct participant contact which contains documentation demonstrating compliance with this section.

**§448.402      Students and Volunteers.**

- (a) WORC ensure that students and volunteers comply with all applicable rules.
  - (b) Students and volunteers are qualified to perform assigned duties.
  - (c) Students and volunteers will receive orientation and training appropriate to their qualifications and responsibilities.
  - (d) Students and volunteers are appropriately supervised.
  - (e) Students and volunteers are required to obtain a criminal background check and drug screen.
- All information gathered about students and volunteers is kept by the Human Resource Department.

**§448.403      Training.**

- (a) Unless otherwise specified, video, manual, or computer-based training may be used by WORC. If video, manual, or computer-based training is used the supervisor of staff member will discuss and document the material covered with the staff person in a face-to-face session to highlight key issues and answer questions.
- (b) SACADA maintains documentation of all required training in individual participant personnel files, training checklist. Staff will provide certificates for all external and internal trainings.
- (c) SACADA verifies training received by:
  - (1) Documentation of all external training:
    - (A) date;
    - (B) number of hours;

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

- (C) topic;
- (D) instructor's name; and
- (E) signature of the instructor (or equivalent verification).
- (2) SACADA maintains documentation of all internal training performed at SACADA. For each topic, the file includes:
  - (A) an outline of the contents;
  - (B) the name, credentials, relevant qualifications of the person providing the training, and
  - (C) the method of delivery.
- (3) For each group training session, SACADA maintains on file a dated attendee sign-in sheet.
- (c) Prior to performing their duties and responsibilities, WORC will provide orientation to staff, volunteers, and students. This orientation includes information addressing:
  - (1) WORC Screening, Intake and Admission Procedures
  - (2) facility policies and procedures;
  - (3) participant rights;
  - (4) participant grievance procedures;
  - (5) confidentiality of participant-identifying information (42 C.F.R. pt. 2; HIPAA);
  - (6) standards of conduct; and
  - (7) emergency and evacuation procedures.
- (d) The following initial training(s) are received within the first 90 days of employment and before the employee can perform a function to which the specific training is applicable. Subsequent training are completed as specified.
  - (1) HIV, Hepatitis B and C, Tuberculosis and Sexually Transmitted Diseases. All personnel with any direct participant contact will receive this training. The training are based on the Texas DSHS on Alcohol and Drug Abuse Workplace and Education Guidelines for HIV and Other Communicable Diseases.
  - (3) 46 Hour Recovery Coach Training (for Recovery Coaches)

**§448.404 Recovery Coach Supervision and Documentation of Services**

- (a) WORC Project Coordinator will be responsible for supervision of up to 5 Recovery Coaches at one time. Project Director will assist with supervision at any time that Recovery Coaches exceed 5.
- (b) Supervision will include direct supervision of Recovery Coach providing services both on-line and in person coaching until supervisor feels the Recovery Coach has displayed confidence and professionalism. This supervision will be documented in Recovery Coach file including date, time and place of supervision.
- (c) All Recovery Coaches will document services they are providing on the Recovery Coach Service Documentation Form. This includes documentation of:
  - 1. Client #
  - 2. Start/Stop time of recovery coaching
  - 3. How communication was made (e.g., web, phone, in person)
  - 4. Stage of Change participant is in
  - 5. Recovery Domains Addressed (e.g., assessment, recovery planning, housing)
  - 6. A narrative note
  - 7. Future sessions scheduled

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

- (d) The Documentation of Services form will be used by supervisor to verify on-line contact and for payroll.
- (e) Recovery Coaches will cosign the evaluation consent form before any services can be provided to clients.
- (f) The Recovery Coach supervisors will periodically check to web site administrative access to ensure that services are being rendered at times and dates noted.

**SUBCHAPTER D. PARTICIPANT RIGHTS.**

**§448.501 Participant Bill of Rights.**

(a) WORC will respect, protect, implement and enforce each participant right required to be contained in Participant Bill of Rights. The Participant Bill of Rights for all programs will include:

- (1) You have the right to accept or refuse treatment after receiving this explanation.
- (2) If you agree to recovery coaching, you have the right to change your mind at any time.
- (3) You have the right to a humane environment that provides reasonable protection from harm and appropriate privacy for your personal needs.
- (4) You have the right to be free from abuse, neglect, and exploitation.
- (5) You have the right to be treated with dignity and respect.
- (6) You have the right to appropriate treatment in the least restrictive setting available that meets your needs.
- (7) You have the right to be told about the program's rules and regulations before you are admitted, including, without limitation, the rules and policies related to restraints and seclusion. Your legally authorized representative, if any, also has the right to be and are notified of the rules and policies related to restraints and seclusion.
- (8) You have the right to be told before admission:
  - (A) the condition to be treated;
  - (B) the proposed treatment;
  - (C) the risks, benefits, and side effects of all proposed treatment and medication;
  - (D) the probable health and mental health consequences of refusing treatment;
  - (E) other treatments that are available and which ones, if any, might be appropriate for you; and
  - (F) the expected length of stay.
- (9) You have the right to a recovery plan designed to meet your needs, and you have the right to take part in developing that plan.
- (10) You have the right to meet with staff to review and update the plan on a regular basis.
- (11) You have the right to refuse to take part in research but this will affect your ability to access a recovery coach.
- (12) You have the right not to receive unnecessary or excessive medication.
- (13) You have the right to have information about you kept private and to be told about the times when the information can be released without your permission.
- (14) You have the right to be told in advance of all estimated charges and any limitations on the length of services of which WORC is aware.
- (15) You have the right to receive an explanation of your treatment or your rights if you have questions while you are receiving services.
- (16) You have the right to make a complaint and receive a fair response from WORC Program Director or SACADA Executive Director within a reasonable amount of time.
- (17) You have the right to complain directly to SAMHSA.

---

## **Procedure - Operating Procedures**

### **San Antonio Council on Alcohol & Drug Abuse Web Orientated Recovery Care (SAMHSA Grant)**

- (18) You have the right to get a copy of these rights before you are admitted, including the address and phone number of the Project Director and SAMHSA.
- (19) You have the right to have your rights explained to you in simple terms, in a way you can understand, within 24 hours of being admitted.

#### **§448.502 Participant Grievances.**

- (a) SACADA has a written participant grievance procedure.
- (b) Staff will give each participant and consentor a copy of the grievance procedure within 24 hours of admission and explain it in clear, simple terms that the participant understands.
- (c) The grievance procedure tells participants that they can:
  - (1) file a grievance about any violation of participant rights or DSHS rules;
  - (2) submit a grievance in writing and get help writing it if they are unable to read or write; and
  - (3) request writing materials, postage, and access to a telephone for the purpose of filing a grievance.
- (d) The procedure also informs participants that they can submit a complaint directly to the DSHS at any time and include the current mailing address and toll-free telephone number of the DSHS's investigations division.
- (e) WORC will have a written procedure for staff to follow when responding to participant grievances. WORC will:
  - (1) evaluate the grievance thoroughly and objectively, obtaining additional information as needed;
  - (2) provide a written response to the participant within seven days of receiving the grievance;
  - (3) take action to resolve all grievances promptly and fairly; and
  - (4) document all grievances, including the final disposition, and keep the documentation in a central file.
- (f) WORC will not:
  - (1) retaliate against participants who try to exercise their rights or file a grievance; or
  - (2) restrict, discourage, or interfere with participant communication with an attorney or with the Project Director or SAMHSA.

#### **§448.503 Abuse, Neglect, and Exploitation.**

- (a) Any person who receives an allegation or has reason to suspect that a participant has been, is, or are abused, neglected, or exploited by any person will immediately inform SACADA's chief executive officer or designee. If the allegation involves the chief executive officer, it are reported directly to SACADA's Board of Directors.
  - (1) The person will also report allegations of child abuse or neglect to the Texas Department of Protective and Regulatory Services as required by TEX. FAM. CODE ANN. § 261.101 (Vernon 2002 & Supp. 2004).
  - (2) The person will also report allegations of abuse or neglect of an elderly or disabled individual to the Texas Department of Protective and Regulatory Services as required by TEX. HUM. RES. CODE ANN. § 48.051 (Vernon 2001 & Supp. 2004).
- (b) If the allegation involves sexual exploitation, the chief executive officer or designee will comply with reporting requirements listed in TEX. CIV. PRAC. & REM. CODE ANN. § 81.006 (Vernon 1997 & Supp. 2004).



---

### **Procedure - Operating Procedures**

#### **San Antonio Council on Alcohol & Drug Abuse Web Orientated Recovery Care (SAMHSA Grant)**

- (c) The chief executive officer or designee will take immediate action to prevent or stop the abuse, neglect, or exploitation and provide appropriate care.
- (d) The chief executive officer or designee will ensure that a verbal report has been or is made to the DSHS's investigations division as required in subsection (a) of this section.
- (e) The person who reported the incident will submit a written incident report to the chief executive officer within 24 hours.
- (f) The chief executive officer or designee will complete a written report within two business days after receiving notification of the incident. This report will include:
  - (1) the name of the participant or participant and the person the allegations are against;
  - (2) the information required in the incident report or a copy of the incident report; and
  - (3) other individuals, organizations, and law enforcement notified.
- (g) The chief executive officer or designee will also notify the consentor. If the participant is the consentor, family members may be notified only if the participant gives written consent.
- (h) SACDA investigates the complaint and takes appropriate action. The investigation and the results are documented.
- (i) The SACADA or its designee will take action needed to prevent any confirmed incident from recurring.
- (j) SACADA:
  - (1) documents all investigations and resulting actions and keep the documentation in a single, segregated file;
  - (2) have a written policy that clearly prohibits the abuse, neglect, and exploitation of participants and/or participants;
  - (3) enforces appropriate sanctions for confirmed violations; including, but not limited to, termination of personnel with confirmed violations of participant or participant physical or sexual abuse or instances of neglect that result in participant or participant harm.

#### **§448.504 Program Rules.**

- (a) WORC has therapeutically sound written program rules addressing participant behavior designed to protect their health, safety, and welfare. The rules are:
  - 1) No smoking anywhere inside or outside of building including in cars except in designated smoking area.
  - 2) If transported by family who are waiting, no smoking in cars. Please ask people to use designated smoking area.
  - 3) No food allowed in individual or group counseling sessions.
  - 4) No posting of sexual or inappropriate comments on the recoverytexas.org blog or forum.
  - 5) No display of any gang dress or colors while at the WORC offices.
  - 6) No clothing that displays or glamorizes alcohol, drugs, or tobacco use while at the WORC offices.
  - 7) Females may not wear short shorts, miniskirts, tube tops, or any other type of clothing that can be considered inappropriate. If in doubt, check with your Recovery Coach.
  - 8) Although we sometimes experience intense emotions when working with Recovery Coaches and on occasion will use strong language to express our feelings, no profanity outside of individual recovery coaching sessions.
  - 9) Any drugs brought on facility grounds may result in discharge from program and/or calling of the police.
  - 10) Any physical or verbal displays of aggression or fighting may result in discharge from program and/or calling of the police.

---

## **Procedure - Operating Procedures**

### **San Antonio Council on Alcohol & Drug Abuse Web Orientated Recovery Care (SAMHSA Grant)**

11) Any theft or destruction of program equipment or building/grounds may result in discharge and/or calling of the police.

(c) At the time of admission, every participant are informed verbally, and in writing, of the program rules and consequences for violating the rules.

(d) WORC enforces the rules fairly and objectively and does not implement consequences for the convenience of staff.

#### **§448.505 Participant Labor and Interactions.**

(a) SACADA will not hire or utilize participants to fill staff positions in the WORC program. Former participants are eligible for employment as a WORC Recovery Coach but it is strongly encouraged they can document at least one year in active recovery.

(b) SACADA will not require participants to take part in any fund raising or publicity activities for WORC.

(c) SACADA and its personnel will not enter into a business or personal relationship with a participant, give a personal gift to a participant, or accept a personal gift of value from a participant until at least two years after services to the participant cease.

#### **§448.506 Responding to Emergencies.**

(a) SACADA ensures that staff have the training and resources necessary to protect the health and safety of participants and other individuals during medical and psychiatric emergencies.

(b) SACADA has written procedures for responding to medical and psychiatric emergencies.

(c) Emergency numbers are posted by all telephones.

(d) SADADA has fully stocked first aid supplies that are visible, labeled and easy to access.

## **SUBCHAPTER E. SCREENING AND ASSESSMENT.**

#### **§448.601 Screening.**

(a) To be eligible for admission to WORC, an individual will:

1. Register at the [recoverytexas.org](http://recoverytexas.org) recovery coach chat web page.
2. Read and electronically sign the evaluation consent. This consent will then be verified and signed by recovery coach.
3. A Recovery Coach will be assigned or the Recovery Coach on-line at the time will assist the participant in completing required admission paperwork.

(b) All screening non-electronic documentation is maintained in the participant record. Documentation consists primarily of the consent to participate in the evaluation of the WORC program.

#### **§448.602 Admission and Assessment.**

(a) A Recovery Coach will call the client or meet with client in person to conduct and document the SAMHSA – GPRA Assessment as the first document completed by the participant as part of the admission process. This document will be given to the data manager who will enter data into the SAIS online data system.

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

(b) Provide participant with guidance while they fill out:

- 1) Follow-up Contact Information Form
- 2) Digital Literacy Assessment
- 3) Recovery Capital Scale.
- 4) Telephone Monitoring & Adaptive Counseling (TMAC) progress Assessment/support Questionnaire.
- 5) Unmet needs/Services needed-received

Evaluators are able to download 2-5 from their location without client identifying information.

(c) If the assessment identifies a potential mental health problem, WORC Recovery Coaches will seek supervision on referral of client for mental health assessment

**§448.603 Recovery Planning, Implementation and Review.**

(a) The Recovery Coach and participant will work together to develop and implement an individualized, written Recovery Plan that identifies services and support needed to address problems and needs identified in the assessments. When appropriate, family will also be involved.

- (1) When the participant needs services not offered by WORC, appropriate referrals are made and documented in the participant record.
- (2) The participant record will contain justification when identified needs are temporarily deferred or not addressed during treatment.

(b) The recovery plan includes goals and "Recovery Capitol" to do list.

- (1) Goals are based on the participant's problems/needs, strengths, and preferences.
- (2) "Recovery Capitol" to do plans are individualized, realistic, measurable, time specific, appropriate to the level of change, and clearly stated in behavioral terms.

(g) The recovery plans are evaluated on a regular basis and revised as needed to reflect the ongoing reassessment and progress of the participant's response to recovery coaching.

(i) The recovery plan review may include:

- (1) an evaluation of the participant's progress toward each goal and objective;
- (2) completing an update Recovery Capitol Scale (will see progress in on-line chart); and
- (3) completing an update TMAC Questionnaire (will see progress in on-line chart).

(j) WORC staff document all recovery services (e.g., assessment, referral, Leisure, Wellness) on the service documentation form **within 72 hours**, including the date, nature, and duration of the contact, and the name of Recovery Coach providing the service.

**§448.604 Discharge.**

(a) Recovery Coach encourage client to complete the Satisfaction Survey on-line.

(b) Recovery Coach will complete a final note in participants chart that reports:

- (1) dates of admission and discharge;
- (2) summary of services provided;
- (4) assessment of the participant's progress towards goals (e.g., being and ending Recovery Capitol Scale Score);
- (5) reason for discharge (e.g., unable to locate, did not require any additional services); and
- (6) referrals and recommendations, including arrangements for recovery maintenance.

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

**SUBCHAPTER F. WORC PROGRAM SERVICES.**

**§448.701 Requirements for WORC.**

- (a) The WORC Program is designed to provide recovery orientated services to Region #8.
- (b) WORCs Recovery Coaches ensures access to full continuum of care including substance abuse treatment. Intensity and content of services is appropriate to the participant's.
- (c) Recovery Support services include individualized recovery planning based on an assessment, and Recovery Coach guidance.
- (e) Each participant's determines their length and intensity of program participation and the program is voluntary.

**§448.702 Specialty Competencies of Recovery Staff Providing Services to Participants.**

- (a) WORC ensures that services to participants are age-appropriate and are provided by Recovery Coaches within their scope of practice and they have the following minimum knowledge, technical, and interpersonal competencies prior to providing services.

**(1) Knowledge:**

- (a) of the Stage of Change Theory, Motivational Interviewing, Contingency Management, and Cognitive Behavioral Techniques.
- (b) of behavioral problem solving techniques for addiction treatment
- (c) of principles of recovery from SUD or mental illness
- (d) of case Management activities and knowledge of community resources for social support
- (e) of mutual-help groups, their functions, values/beliefs and how to access.

**(2) Technical competencies:**

- (a) ability to perform age-appropriate assessments of participants; and
- (b) ability to formulate an individualized treatment plan and community support plan for participants;
- (c) basic computer skills in Word and Outlook;
- (d) 46 hours of training in peer coach/recovery training and to work 10 hours weekly.

**(3) Interpersonal competencies:**

- (a) ability to tailor interventions to the process of recovery for participants;
- (b) ability to tailor interventions with readiness to change; and
- (c) ability to engage and support participants who choose to participate in 12-step recovery programs.
- (d) If not in recovery, a non-judgmental attitude towards SUD or psychiatric disorders and willingness to learn a variety of approaches to recovery
- (e) demonstrated empathy, caring, and concern to bolster person's self-esteem and confidence

Documentation of all staff training will be maintained in staff personnel folder.

---

## **Procedure - Operating Procedures**

San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

### **§448.703 Recovery Services Provided by Electronic Means.**

**WORC currently does provide services by electronic means.** When WORC provides services by electronic means they will ensure criteria outlined in this section are addressed.

- (1) Services are provided to adult participants only; and
- (2) Services are provided by trained Recovery Coaches.
- (b) All treatment sessions have two forms of access control as follows:
  - (1) all on-line consent between a WORC and participants must begin with a verification of the participant through a name, password, and signature; and
- (c) All data, including audio, video, text and presentation materials are transferred using 128 bit-Encryption.
- (d) WORC maintains compliance with HIPAA and 42 C.F.R. pt. 2.
- (e) WORC will not use e-mail communications containing participant identifying information .
- (f) WORC ensures timely access to individuals qualified in the technology as backup for systems problems.
- (g) WORC maintains an e-mail and phone contact on site.
- (h) WORC will develop a contingency plan for participants when technical problems occur during the provision of services.
- (i) WORC will provide a description of all services offered.
- (j) WORC will provide develop criteria, to assess participants for appropriateness of utilizing electronic services (e.g., digital literacy test);
- (k) WORC will provide appropriate referrals for participants who do not meet the criteria for services.
- (l) WORC will develop a grievance procedure for filing a complaint when using [recoverytexas.org](http://recoverytexas.org) including toll-free number.
- (m) Prior to participants engaging in Internet services, WORC will describe and provide in writing the potential risks to participants. The risks will address at a minimum these areas (found in consent):
  - (1) clinical aspects;
  - (2) security; and
  - (3) confidentiality.

## **SUBCHAPTER G. FACILITY MANAGEMENT**

### **§448.801 Meals in WORC.**

- (a) WORC will not provide meals to clients.

### **§448.802 Exits.**

- (a) The WORC building has at least two well-separated exits on one story.
- (b) Every route of exit is free of hazards and obstructions, well lit, and marked clearly with illuminated exit signs at all times.
- (c) Rooms for 50 or more people will have doors that swing out.
- (d) No door may require a key for emergency exit. Locked facilities will have emergency exit door releases as described in the Life Safety Code and approved by the fire marshal.

---

**Procedure - Operating Procedures**  
San Antonio Council on Alcohol & Drug Abuse  
Web Orientated Recovery Care (SAMHSA Grant)

**§448.803 Fire Systems.**

- (a) A fire detection, alarm, and communication system required for life safety is installed, tested, and maintained in accordance with WORC's occupancy and capacity classifications.
- (b) Quarterly fire alarm system tests are conducted and documented by facility staff.
- (c) Alarms are loud enough to be heard above normal noise levels throughout the building.
- (d) Fire extinguishers are mounted throughout WORC as required by code and approved by the fire marshal.
  - (1) Each walk-in mechanical room has at least one portable A:B:C extinguisher, and each kitchen will have at least one B:C fire extinguisher.
  - (2) Each extinguisher has the required maintenance service tag attached.
- (e) Management Agency conducts quarterly inspections of fire extinguishers for proper location, obvious physical damage, and a full charge on the gauge. This information is available at SACADA's request for audit purposes.