

The Extension, Inc.
future **Women's Residential Recovery Program**
Program Description

Our mission is to help restore lives suffering from the devastating effects of substance abuse. We serve the community through a comprehensive Residential Recovery Program for homeless addicted men, outpatient counseling, and various outreach initiatives. We seek to foster a spiritual awakening in those that come to us for help. Through a life-long process of recovery, life becomes whole, wounds are healed, and new possibilities become evident.

Program Abstract

The Extension is a community supported work/therapy long-term recovery program for homeless women that serves the Cobb County area and addresses one of the primary root causes of homelessness, which is chemical dependence. The success of the program is based on the concept of integrating long-term treatment with the reality of practicing new behaviors in real life situations.

To enter this program a client must meet the criteria of homelessness and display a high level of commitment to change in a face-to-face interview with no less than two staff members present.

Women that have adult children, single women or women whose children are in the care of temporary custody with family or DFACS will be eligible for services.

The program will be modeled after The Extension's existing men's program that is an evidenced based effective treatment concept. The program will require a minimum commitment of six months but projected transition date may be adjusted as circumstances dictate but will not exceed one year.

Program Components

The success of The Extension's Residential Recovery Program gives ample credence to the belief that comprehensive services make the efforts of long-term housing effective. Our program involves the collaboration of in-house professional services as well as resources offered by other service providers.

Every element of our program is concentrated on a particular issue while working in conjunction with other components. This avoids duplication of services while maintaining a seamless programmatic structure. Our comprehensive services are as follows:

Recovery 101

During the first three weeks of residency clients will participate in our Recovery 101 course that includes all components of the disease of addiction, an introduction to 12-Step Recovery, relapse prevention, introduction to life skills, rules and regulations, expectations, and client rights. The different sessions are as defined below.

- **History** – The Extension’s history and why it works.
- **Disease Concept** – According to the American Medical Association, addiction is a disease without a cure but remission is possible if the prescription of recovery is taken daily. This frees the client from the guilt and shame associated with the perception that she is immoral or weak.
- **Policies and Procedures** – Recovery is about accountability and responsibility. Rules and regulations are a necessary tool to teach and enforce better choices and positive outcomes. This introduction is to ensure the understanding of our rules, regulations, expectations, and client rights.
- **Program Book Section 1, 2, 3, and 4** – Each client is given a personalized textbook for their personal use and resource while they transition. The textbook was created and copyrighted by the staff of The Extension to address specifically the disease concept and twelve-steps in depth, while accompanying homework and goals.
- **Intro to Conflict Resolution** – Clients learn the concepts of appropriate recovery based disciplines to deal with anger, family dysfunction and communication.
- **Medical Assessment** – The Medical Director performs and records a self-reported medical history, administers a TB test when needed, and gives referrals to community based services as deemed appropriate.
- **Community Resources** – Clients are issued bus passes, instructions on how to get social security cards, drivers license, photo identification and birth certificates. Clients then seek full-time employment in the community and participate concurrently in intensive psycho-educational treatment and case management with our professional counseling staff.

In addition, the client will complete a comprehensive bio-psycho-social assessment that will be used as a foundation to formulate an individualized service plan (ISP) which will include mandatory participation in 12-step recovery meetings, sponsorship and actively work the 12-steps of recovery.

The ISP will be monitored, adjusted and updated in regularly scheduled individual case management and substance abuse counseling sessions. All pertinent information will be documented in client files using the same protocol established for the successful men’s program.

Individualized Service Plan (ISP) – Defines goals and objectives with measurable outcomes. Each client is assigned to a case manager and substance abuse counselor. These regular scheduled meetings are a critical component to determining the successful transitioning of the client. Counselors will monitor the client’s goals, objectives, and specific actions with time lines and proper documentation to ensure a cohesive effort with the multi-disciplinary treatment team.

Group and Individual Substance Abuse Counseling – *Group Counseling*, facilitated by a trained substance abuse counselor, provides a safe, structured environment for emotional expression, exploration, resolve and healing. Additionally, group support provides encouragement, self-acceptance, acceptance of others, and non-threatening confrontation of denial.

Individual Substance Abuse Counseling provides safe and confidential exploration and resolve for the common issues that so often surface for a woman once she has achieved sobriety.

Conflict Resolution – Clients may enter into treatment blaming and angry and in many cases do not know how to engage in constructive, appropriate communication. This course explains where anger comes from, effective ways to communicate and deal with anger, non-confrontational methodology with family, employers and the community.

Life Skills – All clients must complete the life skills course. This will include budgeting, savings, credit repair and many other life problems. Homework will consist of a plan for debt reduction, contacting creditors and the struggles of living responsibly.

GED Testing and Placement – When necessary clients will be required to complete the course then take the test. We collaborate with Cobb Literacy Council who will send a certified teacher to our location to work with identified clients two nights a week.

Parenting Classes – Many clients may be mothers who lack adequate parenting skills. We will provide professional parenting classes to enable them to fulfill that critical need. They may engage in the sometimes heartbreaking process of reunification with their children. Our trained counselors will provide a safe setting conducive to their recovery.

Professional Family Therapy – We know the disease of addiction affects the entire family. If a recovering client returns to a dysfunctional family who has had no counseling, the chances of success are greatly diminished. Regular meetings with our Licensed Professional Counselor enables the family to work together to identify the challenges they are facing. We know that every situation is different; therefore we assist with different strategies that may help overcome such challenges.

Psychiatric Evaluation and Medications – A large percentage of the clients may suffer from mental conditions resulting from years of chemical dependence. We have collaborated with a mental health professional with a strong background in chemical dependency to evaluate and prescribe appropriate medications.

Monitoring – All clients are required to work with a sponsor within the first couple of weeks upon entering treatment. Their sponsor will guide them through the twelve-step process and be a part of their life long journey through recovery. Sponsors are part of the treatment team that monitors the individual growth of our clients. The most important component of long-term sobriety is to be fully and actively engaged within the twelve-step process. We offer six community supported twelve-step meetings weekly that clients are required to attend.

The resident will remain engaged in the residential recovery component for six to twelve months as determined in regular staff meetings with the treatment team. Upon transition to independent living, the treatment plan is to incorporate a specific continuum of care plan that is monitored for up to twenty four months from the date of entry into the program.

Program Performance Measures

The program described in the previous sub-divisions of this narrative illustrates how residents of our Residential Recovery Program will be assisted in increasing their incomes and living independently. The best description for these efforts is summarized through various measurements of program outputs and related client outcomes.

The Extension offers professional addiction rehabilitation services and long-term residency for its clients. While housing and supportive services do indeed serve two separate functions, at The Extension they serve three common goals. Upon transition, residents will:

- Achieve a higher level of self-determination.
- Increase their skills and income earning potential.
- Obtain stable, permanent housing and remain self-sufficient.

Anticipated Outputs during the First Year of Operation

Quantified measurements of the delivery of program services:

The Residential Recovery Program for women will maintain a capacity of 20 women participating in the program at all times. We expect to be at our service capability within 30 days of opening. While it is difficult to project with certainty the rate at which residents will leave prior to completing the program, we know that some residents will leave the program before completing it.

Since every residents needs are somewhat different and their ability to reach the goals set forth in their ISP will not be the same, the length of time it takes to complete the program will vary. We expect the average length of time spent in the program of those that complete it will be 6 to 12 months. Given the qualifications above, we expect to serve 65 women during the first year, with 20 of these women remaining in the program as we enter our second year of operation.

At a minimum each resident will receive the following services each week while in the program.

3 hours of Individual Addiction Counseling

2 hours of Case Management

8 hours of Substance Abuse Counseling

2 hours of Family Counseling

1 hour Group Family Counseling

2 hours of Life Skills

2 hours of Anger Management

After residents begin working 40 hours a week they will also complete one hour each of the above with the exception of 3 hours per week Group Substance Abuse Counseling.

Anticipated Outcomes during the First Year of Operation

Quantified measures of change in client's abilities and performance:

- 70% of clients that complete life skills will attain a minimum of 10% increase in wages.
- 85% of clients that complete the money management module of life skills will establish a regular savings account in the community and made regular deposits at a level to be determined and verified by their case manager.

- 80% of clients will complete their treatment plan and maintain stable housing and employment for twenty four months.
- 60% of clients enrolled in GED preparation will obtain their diploma thereby increasing their ability to obtain better employment and increase their self-determination.

Program Evaluation Means and Methods

The Extension employs a variety of methods to ensure the success of the overall program, as well as its individual components. Knowledge and retention of key concepts and skills for each client is monitored closely by the program staff while the client is in the program. This monitoring continues periodically for 24 months after a resident successfully completes the program.

There are two primary means of assessing the program's success during the time a client is in the program. Both work together to measure the program's effectiveness and at the same time provides a quantifiable method of verifying that clients meet specific benchmarks.

Pre- and post-tests are administered for applicable program components. Pre-tests establish a baseline of knowledge and helps the program staff identify specific areas of focus. Post-tests determine the level of increased understanding of key concepts and will readily identify areas needing remediation.

Of course, much of what testing illuminates is theoretical. The ultimate test of knowledge is in the ability to apply newly learned concepts within the context of real-world challenges. By confirming that clients are meeting the goals of their Individual Service Plan through the specific application of vital skills, program staff can more fully discern program effectiveness. Granted this method is somewhat subjective, but careful attention is paid to document a measurable basis of judgment.

Program monitoring continues after a client successfully completes the program. Clients who have successfully transitioned to independent living are contacted throughout the following 24 months and self-report on a series of questions designed to identify needs they may have and at the same time allow program staff to recognize program deficiencies. The questions objectively measure the success of former clients in achieving program goals and provide the staff with a direct means of evaluating program proficiency. Areas of evaluation include:

- ◆ Ability to apply general skills learned in the program
- ◆ Perception of value of Life Skills and Anger Management Program
- ◆ Maintenance of after care program
- ◆ Employment status
- ◆ Violations of the law
- ◆ Sobriety

Collaboration with Other Public and Private Agencies and Helping Professionals

The Extension provides comprehensive addiction treatment services unparalleled in our area. The variety of services address addiction, the root causes of addiction, and all of the issues that conspire to make recovery otherwise allusive. However, we cannot accomplish the task at hand alone.

The Extension depends on a myriad of other public and private agencies to provide critical services to meet the client's needs. As part of our case management efforts, we help each resident identify their needs and the available community resources to meet those needs. A large part of our resources come from federally funded programs such as the Workforce Investment Act, healthcare and various other programs provided by the Veterans Administration, and a host of additional resources made available through other public agencies.

The Extension collaborates with some of the same referral sources. We continue to develop partnerships with DFACS, the Cobb County Crisis Stabilization unit, the court system, Cobb County Probation, churches and other treatment facilities. The Extension's case manager coordinates the efforts of these diverse entities to ensure the best possible likelihood of success for our residents.

Criteria for Admissions

It is the policy of the organization to follow an admission procedure that verifies compliance with the Department of Housing and Urban Development's (HUD) definition of homelessness, including third-party verification of applicant's homeless status and to ensure that all applicants are interviewed with a consistent protocol to guarantee fairness. The procedure is as followed:

1. Applicant must be interviewed in person on our premises by first completing an application for residential services. If applicant cannot read or write, a staff member will help with the completion process.
2. The initial interview will be done with a minimum of two members that may consist of the Director of Recovery, a substance abuse counselor, or case manager. It will be determined if the applicant is appropriate for the program by reviewing presenting problems, need for services, appropriate fit for available services, and level of motivation on a scale of 1 to 6.
3. All applicants must be willing and able to work a minimum of 40 hours per week.
4. Applicants must consent to a drug screen during the application process to establish a base line of recent drug use and remain drug free while in the Women's Residential Program.

Only homeless, substance abusing women 18 years of age and older who do not have physical custody of their children will be considered. Designated recovery team members will screen clients in a personal interview and meet the Diagnostical and Statistical Manual of Mental Disorders (DSM-IV) diagnosis for chemical dependency. The American Society of Addiction Medicine (ASAM) criteria will be used to ensure the client requires modality of treatment for residential services. If the potential client is determined as inappropriate, suitable referrals will be provided.

Referrals may come from family members, local parole and probation offices, detoxification units, shelters and outreach programs. Third- party verification is preferred and may come from the following sources:

- Verification from an emergency shelter or agency that can confirm homelessness
- Eviction notice from dwelling where client's name was on the lease
- Letter from person(s) with whom client was residing explaining that client has to vacate the living space and why

Clients coming into the program from the streets, without third-party verification, are required to write in their own words how they became homeless.

Client intake will follow acceptance into the residential program and will consist of processing all appropriate paperwork, documentation and consent releases. The Medical Director will perform an evaluation and if any referrals for mental or physical issues are needed they will be addressed at that time.

Staff Qualifications

Our counselors are either certified or licensed depending upon their area of expertise. In addition to Certified Addiction Counselors, the program is headed by a Certified Addiction Counselor II who is also a Certified Clinical Supervisor. Our family therapist holds a Master's Degree as a Licensed Professional Counselor. The Extension is committed to maintaining the highest level of excellence in our delivery of services. In keeping with that, The Extension is dedicated to ongoing staff development and education.

Volunteer Opportunities

Volunteers have a big impact on our ability to bring life-saving and life-changing services to those in our community who need it most. Volunteers are integrated into every facet of our organization.

The Extension offers many opportunities for groups and individuals to become involved in helping to restore the lives of these women. Volunteering opportunities include preparing and serving breakfast and dinner and various clerical administrative tasks.

In addition, there are opportunities for females who may have a certain expertise that could benefit our female clients in bettering their presence, employability, professional growth, overall health and well-being.

Churches and social groups can enjoy fellowship while providing building and landscaping maintenance.