

FAIRBANKS NATIVE
ASSOCIATION

Behavioral Health Services

Consumer Orientation Handbook



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Welcome to FNA Behavioral Health Services!

Taking the step toward recovery shows great courage, and we are honored to walk this path with you. Since 1967, the Fairbanks Native Association has been a dedicated advocate for Native rights and wellness in our community. Building on this long-standing commitment, FNA Behavioral Health Services offers a safe, supportive space for healing.

Supported by new grant funding, we now offer comprehensive care for mental health and substance use recovery to all people, across the lifespan, regardless of background. From outpatient support for our local Fairbanks North Star community to residential treatment for adults across Alaska, our approach blends traditional Alaska Native wisdom with proven, evidence-based practices to treat the whole person. Our dedicated team is here to support you in achieving a healthy, empowered life.

Our Services, Guided by Community

To make sure we're providing the support you actually need, we regularly listen to our community's feedback. Through our partnership Dr. Spero Manson and the Fairbanks Behavioral Health Coalition, annually, we identify service gaps and prioritize the resources that matter most to our community.

Our vision: We are a unified, healthy, and empowered Native community that embraces all cultures.

Our mission: To improve the quality of life for individuals and families by promoting justice, healing and wellness in our community.

Hours of Operation

Monday – Friday 8:00 am – 5:00 pm

Residential services 24/7

Location - Main Office

605 Hughes Avenue
Fairbanks, AK 99701

Call to schedule an appointment today!

(907) 452-6251 x6400

or

Fax in a Pre-Service Application to (907) 456-4849

Other FNA BHS Program Locations in Fairbanks

<u>MAIN OFFICE</u>		
SBIRT/Assessment Ralph Perdue Residential Adult Outpatient MH SOAP/Basic Center 605 Hughes Ave Fairbanks, AK 99701	Adult Outpatient SUD & Intensive Outpatient SUD BHS Administration 315 Wendell Avenue Fairbanks, AK 99701	Adult Outpatient Satellite Office - University of Alaska Fairbanks Student Health & Counseling Center 1007 N. Chandalar Dr. Fairbanks, AK 99775
Women and Children Center for Inner Healing 1027 Evergreen Avenue Fairbanks, AK 99709 (907)-451-8164	Healing and Recovery Through Culture & Peer Support Services 317 Wendell Avenue Fairbanks, AK 99701	New Beginnings Recovery Housing Sophie Plaza Apartments 1733 S. University Ave Fairbanks, AK 99709
Youth Outpatient & Healing the Hurts 615 Bidwell Ave Fairbanks, AK 99701	Youth Day Treatment Hope for Our Children 399 Helmericks Ave Fairbanks, AK 99701	Prevention, Outreach & Project Administration 748 Gaffney Road Fairbanks, AK 99701
BHS Billing, Data & Records 516 2 nd Ave, Suite#220 Fairbanks, AK 99701	FNA Administration Human Resources, Head Start (907)-452-6251 3830 S. Cushman Ave Fairbanks, AK 99701	Youth Outpatient Satellite Office Effie Kokrine Charter School 601 Loftus Road Fairbanks, AK 99701

**Behavioral Health Emergencies – 24/7 - for FNA Consumers - (800)-544-6444
Or call 911 or 988**

Visit us online to learn more about our services:

<https://www.fairbanksnative.org/behavioral-health/>

Follow us on Facebook for regular updates and event announcements:

<https://www.facebook.com/Fairbanks.Native>

Our Approach to Recovery

At FNA Behavioral Health, our team works closely with you and your family to make sure you receive the best care possible. We are constantly growing and learning together to ensure our services stay hopeful, welcoming, and ready to support you with both mental health and substance use recovery.

Our Approach: Proven Science & Time-Honored Wisdom

Our care combines "Evidence-Based Practices"—methods that have been rigorously studied and proven to support mental health and recovery from drugs and alcohol—with deeply rooted Indigenous practices. We recognize these cultural traditions as "Promising Practices." While they may not always be found in modern research papers, they carry the weight of intergenerational knowledge and community resilience that have sustained Indigenous well-being for centuries.

Culturally Resonant: Care That Fits Your Life: We are committed to cultural fluency. This means we listen to your view of well-being and adapt our services to match your cultural beliefs, ensuring we work together effectively for your health outcomes.

Linguistic Competence: Everyone deserves to be understood. If English is not your first language, or if you have a language-based disability, we provide free support—including interpreters and translated materials to the best of our abilities—to make sure you have full access to our services.

Person Centered: We believe nobody knows your life better than you do. We use a "readiness to change" framework to help you set realistic, achievable goals that fit your current needs and preferences. We understand that change takes time, and moving through these stages can be a spiral, not a straight line. We know that "relapse" or struggling is a normal part of the process, not a failure. We are here to help you get back on track without judgment.

Strengths Based: We believe that healing begins by focusing on what is working in your life, not just what is wrong. Our Strength-Based Approach means we see you as a resilient individual capable of profound change. Instead of focusing solely on past failures, we will work together to identify your inner strengths, resources, and talents to build a new foundation for recovery. You are the expert on your life, and we are here to support you in leading your own journey.

Family Oriented: We believe the best results happen when the whole family is treated not just the individual - by addressing the needs of children, partners and parents to support long-term recovery.

Our services are built around your needs and preferences, and if your family is available and willing to be involved they will be welcomed members on your treatment team.

Recovery Oriented: We believe recovery is a personal journey toward health, purpose, and a life you lead. It's about more than just feeling better—it's about reaching your full potential. Our partnership is built on hope and respect. We honor your unique background, support you through past traumas, and connect you with peers who understand. Together, we focus on the four pillars of a good life: your **health**, your **home**, your **purpose**, and your **community**.

A Safe Place for You: Our Trauma-Informed Approach

We know that many people have faced difficult or painful experiences in their lives. We are committed to providing a safe, welcoming environment where you feel heard and respected. Our team is trained to understand how past experiences can affect your health today. We move at your pace, prioritize your physical and emotional safety, and ensure you always have a say in your care.

Measurement-Based Care We use screening tools to track your progress and check-ins to hear directly from you about how you're doing. This helps us ensure your treatment plan is actually improving your quality of life. By sharing this data together, we can adjust your care in real-time to match your evolving needs.

Understanding Our Approach: The ASAM Criteria: To give you the best care, we use the American Society of Addiction Medicine (ASAM) Criteria. This is not just one program; it is a way for our clinical team to match your unique needs to the right level of support. We look at the "whole person," not just your addiction or mental health diagnosis. We evaluate six key areas (dimensions), including your physical health, mental health, readiness to change, and your support system.

Key Benefits:

- **Least Restrictive Care:** We aim for the least intense treatment necessary to keep you safe and supported, allowing you to maintain your daily life whenever possible.
- **Personalized Pace:** Treatment is not one-size-fits-all. You may move to more or less intensive levels based on your progress.
- **Integrated Care:** We treat both substance use and mental health conditions together.

Access to Care & Eligibility

Referral Sources: We make accessing care simple and welcome individuals at any stage of their journey. We accept both self-referrals (individuals reaching out for themselves) and formal referrals from a wide network of community partners, including tribes, families, courts, corrections, hospitals, other treatment program, internal programs, health clinics, clinicians, tribal health systems, Office of Children's Services and other community organizations.

How to Start Services

We have designed our intake process to be simple, welcoming, and fast.

1. Are you in crisis or need immediate support?

If you are feeling overwhelmed or in crisis, **do not wait**. Please walk-in or call us immediately at (907) 452-6251 x6400 during office hours M-F 8am – 5pm.

You do not need an appointment. We are here to listen and help right away.

After hours and weekend contact:

Behavioral Health Emergencies – 24/7 -(800)-544-6444 Or call 911 or 988.

2. Routine Intake (Non-Emergency)

To start services, simply complete our one-page pre-service application.

- **Online:** Visit www.fairbanksnative.org/behavioral-services
- **In-Person:** Visit our main office at **605 Hughes Ave, Fairbanks, 99701.**
- **Fax:** Send completed forms to **(907) 456-4849**

3. What Happens Next?

- **Screening & Assessment:** We will do a brief screening (in-person, phone, or Virtual) to understand your needs. If you already have an assessment, we will review it. If not, we have assessors who are available to meet with you. We also provide court ordered assessments.
 - **Urgent Needs:** If an urgent need is identified at any time, we will connect you with a crisis clinician immediately.
 - **Getting Started:** A Navigator (Case Manager) will meet with you to discuss your assessment results, which may include internal services or connect you with other helpful resources in the community.
 - **Decision Letter:** You will receive a letter describing your assessment recommendations, accepted services, waitlist status, or external referral.
- Need help?** Please call us at **(907) 452-6251 x6400.**

How We Review & Prioritize Applications

To ensure a safe, supportive, and successful treatment experience for everyone, we review and prioritize applications based on the following criteria. These standards help us make sure our program is the right fit for your current needs.

1. Priority placement –

- a. **Pregnant women** – We aim to place you within **72 hours**. If a spot isn't available, we will provide active case management to help you find a placement elsewhere within that same timeframe.
 - b. **Injection drug users** - We aim for placement within **14 days**. In the meantime, we will offer or provide pre-treatment services to support you.
 - c. **Families with OCS Involvement:** We prioritize individuals currently working with the Office of Children's Services to support family stability.
 - d. **Internal transfers** – We prioritize current consumers moving between our programs as openings become available.
2. **Disposition/Application Review:** Once the pre-service application and internal or external assessment is received, the intake teams reviews the application materials and makes a determination of treatment acceptance, waitlist, referral or denial.
 3. **Reasons for referral/denial:**
 - No program available for the recommended level of care
 - Medical conditions** are considered unstable and too high severity
 - Psychiatric conditions** are considered unstable and too high severity
 - Legal History**

- a. Felony Convictions: Individuals with closed 1st/2nd felony charges must provide a risk assessment with low/moderate risk results.
- b. Pending Legal Charges: Open 1st Degree charges or open sex offense charges require legal resolution before participation in services can be considered.
- c. Sex Offense History: Individuals with a history of sexual offenses against minors (or 1st degree against an adults) must provide documentation of completed sex offender treatment and a risk assessment indicating low risk rating.
- d. Sex Offense History: Individuals with a history of 2nd degree sexual offense against an adult must provide a risk assessment indicating low risk rating.

4. Conflicts of Interest and Safety

To ensure a safe environment for all, consumers must have no active conflicts of interest with current staff or other consumers. A conflict of interest is any personal relationship or history that could compromise the safety, well-being, or peace of mind of others in our community.

Examples may include but are not limited to:

- Active or past restraining/protective orders.
- Past or present romantic relationships with current staff or consumers.
- Histories of violence or assault involving current staff or consumers.

Note: If you become aware of a potential conflict, please notify a staff member immediately so we can work together to ensure everyone's safety. We will make every effort to address the situation to keep services available to you, if possible.

Behavioral Health Summary of Services:

All FNA BHS programs are on the local bus routes, residential programs have reliable vehicles to provide transportation for consumers to access necessary community appointments and activities; bus tokens are available as well for programs with less restrictive environments; check with your Directing Clinician or the front desk to request bus tokens or assistance with transportation to your appointments.

Recovery Community Center – (Peer Run Cultural Healing Center)

- **Healing and Recovery Through Culture (HARTC)** – 317 Wendell Avenue, Fairbanks
Population served: Alaska Native/American Indian adults with substance use disorders or co-occurring disorders including those in recovery.
Setting: Located in the Hannah Solomon Building in downtown Fairbanks, a significant community resource recognized as a safe, welcoming, central location for providing community services.
Hours/Days of services: Monday – Friday 8am – 5pm
Frequency of service: Daily - Traditional Talking Circle, Alaska Native Art Group, Life Skills Groups
Payers and funding sources: Medicaid, Health Insurance, Self-Pay, sliding Fee Scale

Fees: Fees charge for consumers in formal treatment slots for individual and group community recovery support services.

Referral sources: All internal and external referrals accepted.

Services Offered: Weekly groups centered on Athabascan values including Talking Circle, Alaska Native Art, Evidence-Based Family Training, American Indian Life Skills Training and Employment counseling.

Program Description: The HARTC program offers peer-led, culturally influenced recovery services in a welcoming, alcohol and drug-free setting. We assist individuals in Fairbanks with life skills development and long-term recovery support."

Program Philosophy: The target population, AI/AKN with SUD are a highly at-risk group that needs to heal from the effects of cultural disruption, boarding schools, intergenerational trauma, substance abuse, and mental illness before recovery is achievable. To address this, the recovery center is guided by Athabascan values and premised on the concept of "cultural healing," a concept that reconnects people to the vibrancy and strengths of their culture and in doing so, enhances health and wellness.

Program Goals: To provide a welcoming environment focused on enhancing long-term recovery. Teaching in Alaska Native arts connects consumers to their culture and strengthens their sense of identity, which is key to adapting to an ever changing world dominated by a non-Native culture.

Service Modalities: Talking Circle, Beading, Sewing

Staff Credentials: Certified Peer Support Associates, Certified Counselor Technicians, Licensed Bachelor Social Worker, Alaska Native Elder.

Outpatient SUD Services: Your Path to Wellness

- **Outpatient Counseling (ASAM 1.0):** 315 Wendell Ave, Fairbanks

Population Served: Adult Males & Females in Fairbanks North Star Borough with Substance Use Disorders, may also have Co-Occurring Mental Health and Medical Conditions.

Project Initiatives for special populations:

- HARTC 1.0: Culturally responsive counseling for AKN/AI consumers.
- New Beginnings 1.0: Behavioral health support for individuals experiencing homelessness.
- New Hope 1.0: Specialized support for AKN/AI dealing with opioid use disorders.
- CCBHC 1.0: Virtual care options for adults.
- Preparing Future Leaders 1.0: Adolescent Community Reinforcement Approach for age 12-25

Setting: Centrally located in a community based downtown area that is safe, welcoming with easy access to public transportation.

Hours/days of services: Monday – Friday 8am – 5:00 pm

Frequency of services: Up to 8 hours per week

Payers and funding sources: Medicaid, Health Insurance, Self-Pay, Tri-Care, Sliding Fee Scale

Fees: Integrated Intake Assessment, Treatment Plan Development, Outpatient SUD 1.0 Individual / Group

Referral Sources: Any internal and external referral

Services Offered: Individual and Group Counseling Sessions

Program Description: ASAM Level 1.0 (Outpatient Services) is a low-intensity, community-based treatment program designed to help individuals address substance use disorders (SUD) while maintaining their daily lives, such as work, school, or family commitments. I\

Program Goals: Establish and Maintain Recovery, Develop Coping Skills, Identify & Manage Triggers, Improve Daily Functioning, Provide Long-Term Monitoring:

Service/Treatment Modalities: Motivational Interviewing, Cognitive Behavioral Skills Development, Community Reinforcement Approach, Adolescent Community Reinforcement Approach

Staff Credentials: Certified Chemically Dependency Counselors supervised by a Licensed Professional Counselor.

- **Intensive Outpatient (ASAM 2.1)** - 315 Wendell Ave, Fairbanks

Population Served: Adult Males & Females in Fairbanks North Star Borough with Substance Use Disorders, may also have Co-Occurring Mental Health and Medical Conditions.

Setting: Centrally located in a community based downtown area that is safe, welcoming with easy access to public transportation.

Hours/Days of Service: Monday – Friday 8am – 5:00 pm

Frequency: 9-19 hours per week – 2 hour Groups Daily M-F, Weekly Individual Sessions

Payers and Funding Sources: Medicaid, Health Insurance, Self-Pay, Tri-Care, Sliding Fee Scale

Fees: Integrated Intake Assessment, Treatment Plan Development, Outpatient SUD 2.1 Individual / Group

Referral sources: Any internal and external referral

Services Offered: In-person individual and group counseling.

Program Description: Ralph Perdue Center Intensive Outpatient Services utilizes the Matrix Model, a 16-week, curriculum designed to provide a highly structured, supportive framework for overcoming substance use disorders. The groups are early recovery skills, relapse prevention, family education, social support and

Program goals: Abstinence, Skill Development, Improved Relationships and Long-term Recovery.

Service/Treatment Modalities: Motivational Interviewing, Cognitive Behavioral Skills Development, Matrix Model

Staff Credentials: Certified Chemically Dependency Counselors supervised by a Licensed Professional Counselor.

Outpatient Mental Health Services

- **Behavioral Health Clinic** - 605 Hughes Ave, Fairbanks, (907) 452-6251 x6400

Population Served: all ages across the lifespan, all genders, and all cultures.

Setting: Welcoming and safe environment on public transportation bus lines. Adult services take place at the Ralph Perdue Center Building, Youth Services take place next door at the Doyon Building.

Hours/Days of Service: Monday – Friday 8am – 5pm

Frequency: Services are provided weekly, or more as needed

Payers and Funding sources: Medicaid, Health Insurance, Self-Pay, Sliding fee Scale

Fees: SBIRT, Assessment, Psychiatric Evaluation, Follow-up, Crisis Intervention, Therapy, Treatment Plan Development, Community Recovery Support Services

Referral Sources: Internal and External Referral sources

Services Offered: SBIRT, Integrated/MH Assessment, Individual/Family/Group Therapy, Psychiatry Evaluation, Medication Prescription/Monitoring, Targeted Case Management, Health Screening/Monitoring, Peer Navigation/Supports, Veterans Services

- **Program Description:** The Behavioral Health Clinic is funded with Certified Community Behavioral Health Clinic so it is working towards providing nine core services, including crisis intervention/stabilization, screening/assessment/diagnosis, treatment planning, outpatient mental health/substance use services, health screening/monitoring, peer support, and care coordination, psychiatric rehabilitation, veterans/armed forces services. Services are available to everyone in the community, regardless of their ability to pay, insurance status, or place of residence (no wrong door). Behavioral health is integrated with physical health care, offering screenings for physical conditions. Funds are intended to reduce wait times for mental health treatment. Evidence-based practices are utilized for treatment

Program Goals: The primary goal of a Certified Community Behavioral Health Clinic (CCBHC) is to increase access to, and improve the quality of, community-based mental health and substance use disorder treatment .Expand access to care, provide mobile crisis care, integrate physical health screening & monitoring, improve care coordinating,

Service/Treatment Modalities: Medication Assisted Treatment, EMDR, Rapid Case Management, Peer Support Services, Alaska Native Recovery Coaching, Trauma and Grief Component Therapy for Adolescents

Staff Credentials: Licensed Professional Counselors, Licensed Clinical Social Workers, Licensed Psychiatric Mental Health Nurse Practitioners, Certified Peer Support Associates/Specialists

Youth Day Treatment – 399 Helmericks, Fairbanks

Population Served: youth with severe emotional disturbance 12-17

Hope for Our Children: Focused on improving outcomes for youth/young adults with serious emotional disturbances.

Setting: Outpatient community based location with a kitchen for meal preparation

Hours/Days of Service: Monday – Friday 9am – 3pm

Frequency: 5 days/week, 20+ hours per week

Payers and Funding Sources: Medicaid, Health Insurance, Self-Pay, Sliding fee Scale, Tri-Care

Fees: Integrated Intake Assessment, Treatment Plan, Individual/Group Psychotherapy

Referral Sources: Internal / External Referrals

Services Offered: Talking Circle, Group Therapy, Cultural Activity, Family Meeting,

Program Description: The Hope program is a service expansion project and will implement new treatment services one of which is day treatment, the others are outpatient, home based treatment and recovery support. It uses an Athabascan Recovery model that integrates culturally specific principles and groups into treatment.

Program Goals: To improve mental health outcomes for children and youth at risk for or with serious emotional disturbance and their families.

Service/Treatment Modalities: Trauma Grief Component, Talking Circle, Peer Support Specialists, Outpatient, Day Treatment, Recovery Support, Home Based Services

Staff Credentials: Certified Peer Support Associates/Professionals, Licensed Master Social Worker

Home Based Family Services

Population Served: youth under age 18, at risk of out of home placement, or diagnosed with or at risk to develop a mental, emotional, or behavioral disorder or substance use disorder, as determined by a screening.

Setting: Services can be provided in the home, school, homeless shelter, group home, work, community mental health center or other location in the community.

Hours/Days of Service: Monday – Friday 8am – 5pm

Frequency: Weekly or more as needed.

Payers and Funding Sources: Medicaid, Health Insurance, Self-Pay, Sliding fee Scale, Tri-Care

Fees: Home Based Family Treatment Services Level I

Referral Sources: Internal and external referrals accepted.

Services Offered: Crisis Diversion/Intervention, Case Coordination/Referral, Skills Development, linkages to other services.

Program Description: HBFS1 is a prevention/early intervention service for family/individual units focused on engagement; for individuals at risk of out of home placement, or at risk of developing a mental, emotional, or behavioral disorder or substance use disorder,

Service/Treatment Modalities: assisting parents develop appropriate parenting, communication, problem solving, conflict resolution, life-skills to restore functioning, self-regulation/anger management and other mood management, peer support, family services plan

Staff Credentials: Licensed Clinical Social Worker, Licensed Master Social Worker, Licensed Professional Counselor

Residential Services: Your Home for Healing

Our residential programs provide a safe, structured environment where you can focus entirely on your recovery. We offer two different levels of residential care tailored to where you are in your journey.

Low-Intensity (ASAM 3.1) Residential Services

- **Ralph Perdue Center South** 605 Hughes Avenue, Fairbanks, AK 99701 (907) 452-6251 x6457
Population Served: Co-ed Adults 18+ (across Alaska) with severe substance use disorders.
Setting: 10-beds, 24/7 monitored, safe, and stable community-based residential environment
Hours/days of service: 24 hours a day, 7 days a week with readily available staff
Frequency of Services: 24-hour care with, Daily Clinical Services & Recovery Activities, 5+Treatment Hours per week. Length of stay: short-term
Payers and Funding Sources: Medicaid, Health Insurance, Tri-Care, Self-Pay, Sliding Fee Schedule.
Daily Fee Structure: Each day of your stay includes three distinct charges to cover the full scope of your care and residency:
 - **Clinical Services:** Covers all ASAM 3.1 therapeutic care and recovery activities.
 - **Room:** Covers your daily lodging and facility use.

- **Meals:** Covers all daily meals and snacks.

Program Description: RPC South offers a 24/7 safe, sober living environment designed to bridge the gap between treatment and independent living. All consumers are required to participate in structured activities, including looking for employment if not already employed, attending school/training, or engaging with family/significant others to improve your recovery support. The onsite counseling staff and relapse prevention support can be scheduled around your work and school schedules to build a sustainable, healthy lifestyle in Fairbanks.

Program Goals: To help consumers develop recovery skills, prevent relapse, and improve their ability to manage daily life while transitioning toward independence in the community.

High-Intensity (ASAM 3.5) Residential Services

- **Ralph Perdue Center** - 605 Hughes Avenue, Fairbanks, AK 99701 (907) 452-6251 x 6440

Population Served: Co-ed Adults 18+ (across Alaska) with severe substance use disorders

Setting: 16-beds, 24/7-days-a-week supervision in a secure, closed setting.

Hours/days of service: 24 hours a day, 7 days a week with readily available staff

Frequency of Services: 24 hour care, Daily Clinical Services & Recovery Activities, 20+Treatment Hours per week. Length of stay: short-term.

Payers and Funding Sources: Medicaid, Health Insurance, Tri-Care, Self-Pay, Sliding Fee Schedule

Daily Fee Structure: Each day of your stay includes three distinct charges to cover the full scope of your care and residency:

- **Clinical Services:** Covers all ASAM 3.5 therapeutic care and recovery activities.
- **Room:** Covers your daily lodging and facility use.
- **Meals:** Covers all daily meals and snacks.

Program Description: Our 3.5 high-intensity 16-bed residential treatment program is designed for adult men and women throughout Alaska who have been assessed at a ASAM 3.5 level of care and need a highly structured, supportive, and secure environment to stabilize, begin recovery and build foundational skills. We ensure safety and clinical monitoring for individuals with severe substance use disorders and who may also have co-occurring mental health conditions.

This is a high-intensity, structured residential program designed to maximize your focus on treatment. To maintain a safe and therapeutic environment, this is a restricted campus. Consumers are authorized to leave the premises with monitored community support activities or for approved, urgent medical appointments, or essential family/community obligations cleared by staff.

Program Goals: Internalize acceptance of SUD as a chronic disease, learn how to rely on others for support, practice interpersonal skills, practice building and sustaining a support system, build pro-recovery attitudes, reduce pro-substance attitudes and behaviors and build mindfulness ,emotional awareness, emotional coping skills, impulse control and frustration tolerance in order to safely and effectively continue treatment at a lower level of care.

- **Women and Children’s Center for Inner Healing (3.5)**

Address: 1027 Evergreen Street, Fairbanks, AK 99709 (907) 451-8164

Setting: 12 Bedroom home with a fenced in backyard in a quiet neighborhood within walking distance of an elementary school. 24/7 supervision in a secure, closed setting.

Population: Pregnant, parenting, postpartum or single adult women throughout Alaska and up to 3 children (up to age 7) length of stay: long term

Hours/days of service: 24 hours a day, 7 days a week with readily available staff

Frequency of Services: 24 hour care, Daily Clinical Services & Recovery Activities, 20+Treatment Hours per Week

Payers and Funding Sources: Medicaid, Health Insurance, Tri-Care, Self-Pay, Sliding Fee Schedule.

Daily Fee Structure: Each day of your stay includes three distinct charges to cover the full scope of your care and residency:

- **Clinical Services:** Covers all ASAM 3.5 therapeutic care and recovery activities.
- **Room:** Covers your daily lodging and facility use.
- **Meals:** Covers all daily meals and snacks.

Program Description: WCCIH is a safe, high-intensity residential program specifically tailored for pregnant, postpartum, and parenting individuals on their journey to recovery. We offer comprehensive, specialized care designed to treat severe substance use disorders and co-occurring mental health condition while strengthening the parent-child bond. You may bring up to three children (up to age 7) to live with you while you engage in treatment. We also welcome single women not currently parenting who are seeking a supportive, structured environment to build a stable foundation for recovery.

- **Program Goals:** The Women and Children’s Center provides comprehensive care for trauma, substance use disorders (SUD), and behavioral health. We offer a unique, safe, and stable environment for mothers and children to reunite and break the cycle of addiction. Our goal is to empower women to: Understand and accept SUD as a chronic disease, build healthy, supportive relationships and interpersonal skills, develop pro-recovery attitudes while reducing pro-substance behaviors, cultivate mindfulness, emotional awareness, and coping skills, improve impulse control and frustration tolerance and ultimately, we aim to prepare you to safely and effectively transition to a lower level of care.

Recovery Residence (Structured Sober Living Housing)

- **New Beginnings Recovery Housing** - Sophie Plaza Apartments 1733 S. University Ave
6 2-bedroom Apartments - length of stay: long-term up to six months

Setting: Residential apartment buildings nestled in a quiet wooded setting with direct access to public transportation, close to shopping and essential services.

Population: Homeless, Co-ed – adults and families, with substance use disorders, in the Fairbanks North Star Borough.

Hours/days of service: Staffing M-F 8-5

Frequency of Services: 1 Clinical Service Daily M-F; Must engage with outpatient SUD

and/or co-occurring services

Payers and Funding Sources: Medicaid, Health Insurance, Tri-Care, Self-Pay, Sliding Fee Schedule

Fees: While rent & utilities are covered by a federal grant, you are responsible for providing your own food and household items; you are required to participate in outpatient level of care identified in your assessment and weekday groups as part of the structured recovery living program.

Outpatient services at the New Beginnings program are fee-based. Charges will be incurred for:

- Treatment Plan Development & Review
- SUD 1.0 Individual & Group Counseling (based on assessed level of care)
- Daily (M-F) Individual & Group Community Recovery Support Services"

Program Description: New Beginnings is a clinical recovery residence/integrated treatment home, providing - comprehensive, coordinated, and evidence-based treatment and services for individuals, including with substance abuse and co-occurring mental health conditions, who are experiencing homelessness in order to reduce substance abuse and improve housing stability.

Rent is supported by a grant for the Benefit of Homeless Individuals by the Department of Health & Human Services, Substance Abuse and Mental Health Services Administration.

Program Goals: To improve access to services and to engage and connect the population of focus to service and supports, to provide behavioral health treatment, harm reduction services, case management, recovery support services, and recovery housing, to assist with identifying sustainable, permanent housing by collaborating with homeless services organizations and housing providers including public housing agencies

Basic Center Program: Emergency shelter and Counseling (ages 12-17)

- **SOAP/BASIC Center** - 605 Hughes Avenue, Fairbanks, AK 99701 (907) 452-6251
Setting: 24/7 safe residential environment, 8-bed, co-ed, immediate, short-term emergency shelter up to 21 days
Population: co-ed, runaway and homeless youth 12-18, from across Alaska
Hours/Days of Services: 24 hours a day, 7 days a week with readily available staff
Frequency of Services: daily skills development, screening, assessment, crisis intervention
Payers and Funding Sources: Medicaid, Health Insurance, Families, Division of Juvenile Justice (DJJ), Office of Children's Services (OCS)
Fees: Room & Meal fees paid by DJJ, OCS or Family. Medicaid/health insurance pays for daily clinical services – therapy, assessment, treatment plan development or community recovery support services.
Program Description: The SOAP Basic Center is a 24/7 program providing emergency shelter and support for youth aged 12–17 at risk of or experiencing homelessness. It offers a safe space with services including counseling, life skills training, case management, and transportation. SOAP aims to prevent trafficking and abuse, supporting up to 300+ youth annually. Staff assist youth with getting to school, work and any appointments in the community.
Program Goals: Basic Center Program Goals are: Immediate Emergency Shelter, Family Reunification/Safe Placement, Counseling and case management, Crisis Counseling &

Support, Crisis Stabilization, Safety Planning/Prevention, Developing exit plans within 3 days of entry, educating youth on reducing risks of violence, sexual abuse, and exploitation. Basic Needs Support: Providing food, clothing, medical care, and transportation services. Preventative Outreach: Connecting with youth who are at risk of running away or becoming homeless through community outreach.

Residential Service Structure

Residential treatment is highly structured to help you develop a healthy routine. Your day includes early morning tasks (room checks), required counseling groups, and individual sessions with assignments for relapse prevention homework, journaling and reflection. Every day has scheduled therapeutic activities.

Core Clinical Activities - To support your recovery, you are responsible for engaging in structured group and individual sessions designed to build skills for relapse prevention, resilience and emotional regulation.

- If you are in **Level 3.5**, you are responsible for attending all the scheduled groups and activities, but at least 20 hours of individual/group clinical counseling sessions per week and at least 1 clinical counseling session per day.
- If you are in **Level 3.1**, you are responsible for attending all the scheduled groups and activities outside of your scheduled work, school or family appointment times, but at least 5 hours of individual/group clinical counseling session per week and at least 1 individual/group counseling session per day.
- *Note: While Recovery Housing consumers do not have a weekly treatment hour requirement, you are responsible for participating in all the program's scheduled activities as possible to support your sustained recovery.*

What to Expect: A typical Day in FNA’s Residential Programs

ASAM 3.5 Clinically Managed High-Intensity Residential Daily Schedule	
Requires at least 20 Treatment Hours Weekly & at least 1 Ind/Grp Session Daily	
Ralph Perdue Center Residential – 3.5	Women and Children’s Center for Inner Healing – 3.5
<p><u>A Typical Day</u></p> <p>6:30 AM: Wake Up & Personal Hygiene</p> <p>7:00 AM: Breakfast / 9 AM Brunch Weekends</p> <p>7:30 AM: Cleanup Chores</p> <p>8:00 AM: Prepare for the Day</p> <p>9:00 AM: Counseling Group /10 AM Weekends</p> <p>11:00 AM: Lunch</p> <p>11:30 AM: Cleanup Chores</p> <p>12:00 PM: Community Recovery Meetings (Wednesday Case Staffing 12-2)</p> <p>1:00 PM: Individual Sessions (Scheduled) / Medical Appts</p> <p>2:00 PM: Afternoon Counseling Group</p> <p>4:00 PM: Individual Sessions (Scheduled) Medical & Community Appts</p> <p>5:00 PM: Dinner / 4 pm Weekends</p> <p>5:30 PM: Cleanup Chores</p> <p>6:00 PM: Evening Activities (Visitation – Wed)</p> <p>8:00 PM: Community Recovery Meetings / Sober activities</p> <p>11:00 PM: Bedtime – weeknights / 12:00 AM weekends</p> <p>**Thursday Tele-Mental Health / Psychiatry</p>	<p><u>A Typical Day</u></p> <p>7:00 AM: Wake up Time; Parents & Children Prepare for the Day</p> <p>8:00 AM: Breakfast (and clean-up)</p> <p>8:30 AM: Bring Children to School / Headstart / Daycare</p> <p>9:00 AM: Counseling Group</p> <p>11:00 AM: Lunch (and clean-up)</p> <p>12:00 PM: Deep Clean/Bedroom Chore (Wed 12-230) (Wednesday Case Staffing 12-2)</p> <p>12:30 PM: Counseling Group</p> <p>2:30 PM: Household Tasks/Recovery Support Activity</p> <p>3:30 PM: Playground Time</p> <p>4:30 PM: Dinner (and Clean-up)</p> <p>5:30 PM: Prepare for Recovery Support Activity</p> <p>7:00 PM: Community Recovery Support Activity</p> <p>8:30 PM: Prepare Children for bed. Bathtime & Stories Shhh</p> <p>9:00 PM: Quiet Time / Prepare for Bed</p> <p>10:00 PM: Lights Out – Good Night!</p> <p>**Thursday Tele-Mental Health / Psychiatry</p>

ASAM 3.1 Clinically Managed Low-Intensity Residential Daily Schedule					
Requires at least 5 Clinical Treatment Hours Weekly & at least 1 Ind/Group Session daily					
Ralph Perdue Center South 3.1 Program					
<p><u>A Typical Day</u></p> <p>7:00 AM: Breakfast/ Individual Sessions (scheduled) prepare for work (note work shifts may be day, swing or evening, weekday or weekends, work with your counselor to schedule your daily clinical sessions around your work time)</p> <p>8:00 AM: Prepare for the Day</p> <p>8:30 AM: Morning Group</p> <p>11:00 AM: Lunch</p> <p>12:00 PM: Case Staffing / Community Meeting / Work / School / Family Meetings / Individual Sessions (scheduled)</p> <p>5:00 PM: Dinner</p> <p>6:00 PM: Community Recovery Meeting / Activities (Wednesday & Sunday Family Visitation)</p>					
New Beginnings Recovery Home					
Monday	Tuesday	Wed	Thursday	Friday	* Note- work shifts may be day, swing or evening, weekday or weekends, work with New Beginnings staff to let them know when you can attend the groups and activities.
Life Skills 1-2	Talking Circle 10-11	Life Skills 1-2	NA / AA meeting 1245 - 115	Life Skills 1-2	

Auxiliary Activities and Specialized Services are optional but strongly encouraged to support your overall health, we provide daily recreation opportunities, including gym time and opportunity for events and activities in the community designed to reduce stress and meet healthy peers and access to mental health, psychiatric care and other many community resources.

Treatment Modalities

Core Treatment Modalities, Specialized Services & Auxiliary Services in all Residential Programs

Core Clinical Services & Daily Activities (Required)	Auxiliary Services (Strongly Encouraged)	Specialized Services (Optional)
<ul style="list-style-type: none"> • Individual Counseling • Daily Group Counseling • House/Room Chores • House Meetings • Meal Participation • Bi-Weekly Case Staffing • Transportation • Urine / Drug Testing • Nursing Intake Assessment • Treatment Plan Development/Review • Behavioral Health Intake Assessment 	<ul style="list-style-type: none"> • Relapse Prevention Planning • Discharge Planning • Safety Planning • Recovery Support Groups • Physical Exam • Aftercare Planning • Care Coordination • Breathalyzer 	<ul style="list-style-type: none"> • 12 Step Meetings • Community Recovery Meetings • Community Volunteer Activities • Community Church/Worship • Friends/Family Visitation • Healing and Recovery Culture Groups • Vocational Training • Community Recovery Support Activities • Employment skills training
		<ul style="list-style-type: none"> • Psychiatric Consultation • Psychiatric Evaluation • Medication Prescription • Medication Follow-ups • Mental Health Assessment • Individual Therapy • Family Therapy • Crisis Intervention • Medication-Assisted Treatment

Our Qualified Clinical Team in Residential Programs

- **Clinical & Counseling Team:** Alaska Certified Chemical Dependency Counselors (Level I or II) work under a Clinical Supervisor to lead daily group and individual sessions. Our Licensed Clinical Social Worker (LCSW) provides Mental Health Assessment, Individual and Family Therapy and trauma-informed groups.

Additionally, a Licensed Professional Counselor with at least five year experience in addiction treatment provides “clinical management” and oversight of FNA’s residential treatment programs ensuring the therapeutic milieu is implemented according to evidenced based practices.

- **Medical Team:** Led by a consulting Psychiatrist (MD) and specialized Nurse Practitioners, our medical staff provides consultation and weekly psychiatric evaluations and medication management through a contractual relationships with the University of Colorado and Access Care Colorado with availability through zoom platforms.
- **Nursing Support:** Full-time Registered Nurses (RNs) are on-site to review health screenings/referrals, organize medications and coordinate self-administration, and coordinate routine and random urine drug screens.
- **Support & Peer Staff:** Our residential aides are trained in CPR, first aid, and trauma-informed care. Many are certified Counselor Technicians, Peer Specialists or Behavioral Health Aides, bringing lived experience and professional skill to support you 24/7.

Evidenced Based Treatment Interventions

<p>Motivational Interviewing is used in all staff interactions as a guiding style that emphasizes partnership, acceptance, compassion and evocation.</p>
<p>Psychoeducation Groups – Teaches about common health issues, nutrition, alcohol/Drug Education (Tobacco use disorders, HIV/AIDS, Hepatitis C, FASD and Tuberculosis) and ways to improve one's health and overall wellness. Learn budgeting skills and gain pertinent information regarding housing options and employment readiness.</p>
<p>Talking Circles: Based on the sacred tradition of sharing circles, solve problems, and encourage healing. Group discussion format that promotes open and respectful communication and fosters community support and healing, often used in the context of substance use recovery and mental health care.</p>
<p>Counseling Groups – Healing from Trauma (strength based approach that seeks to empower women and increase their sense of self), Beyond Trauma, Exploring Trauma (designed to help men begin to recover from the effects of trauma and help them find ways to grow), Anger, Art Therapy, Helping Women Recover</p>
<p>American Indian Life Skills: AI/AN specific curriculum that teaches such life skills as communication, problem solving, depression and stress management, anger regulation, and goal setting.</p>
<p>Parenting Skills / Strengthening Families (WCCIH) - This group reviews parenting skills through the use of games for children and parents, as well as structural concepts to increase communication and consistency.</p>
<p>Skills Development Groups - Seeking Safety, Living in Balance, Recovery Education, Relapse Prevention, Emotion Regulation, Communication</p>
<p>Creative Expressions for Recovery- Uses various forms of visual arts (including drawing, painting, sculpture, and related techniques) to communicate or express thoughts, emotions, physical sensations and goals</p>
<p>Conflict Resolution- Develop new tools and concepts to better understand your own reactions to conflict and alternative methods to communicate when in conflict with others.,</p>
<p>Cultural Groups -Peer based Recovery services to promote healing through traditional culture with hands on activities including but not limited to sewing, beading</p>
<p>Peer Support – Small group workshops with motivational guest speakers who share their stories of recovery</p>
<p>Community Integration – Community Recovery Support Activities, 12 Step Meetings, Church Services</p>
<p>Community Reinforcement Approach (RPC South)</p>

Consumer Rights

Access to Care, Respect and Dignity

- Consumers shall be given impartial access to available care within the admissions criteria.
- Consumers shall be provided information pertaining to their treatment decision needs in a timely manner.
- Consumers have the right to considerate, respectful care always.
- Consumers have the right to receive treatment in a safe environment, free from all forms of abuse including but not limited to physical, bullying, threatening, sexual, psychological, neglect, retaliation, harassment or humiliation.

- Consumers have the right to receive treatment in a safe environment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
- Consumers have the right to receive treatment in a safe environment free from financial abuse or exploitation.

Privacy and Confidentiality

- Consumers have the right within the law to privacy of personal information. Any confidential information will only be shared according to confidentiality guidelines that recognize applicable regulatory requirements including 42 CFR and the Health Insurance Portability and Accountability Act (HIPAA).

Provision of Care, Inclusion of Family

- Consumers have the right to participate in the development and implementation of their individual treatment plan that includes consideration of their social, spiritual, and cultural needs, as well as their unique characteristics, abilities and preferences.
- Consumers have the right to their family members and significant others involvement in the treatment progress, including treatment planning and discharge planning.

Advance Directive

- Consumers have the right to have an advance directive(s).

Physical Restraints

- Consumers have the right to be free from restraints in any form.

Identity of Care Team

- Consumers have the right to know the identity and professional credentials of individuals providing services to them and to know which counselor is their Directing Clinician, who is primarily responsible for coordinating their care.
- Consumers have the right to express preferences regarding choice of counselor, therapist or other service provider.

Access to Records

- Consumers have the right to obtain complete current and past treatment records either visually or by hard copy in a reasonable timeframe. Requests can be made to their Directing Clinician or Compliance Director. There may be occasion to withhold or delay certain records if information might be considered to upsetting or harmful to your current progress.
- Consumers have the right to request corrections or amendments to their records as stated within federal law and FNA BHS procedures.

Billing

- Consumers have the right to a clear explanation of all fees, including an estimate of what their insurance will cover and what their out-of-pocket costs will be before starting treatment and a right to ask questions and to request a review of fees if their financial situation or income changes during treatment.

Informed Consent

- Consumers have the right to be fully informed about the services to be provided to them, in clear and understandable language regarding the purposes, risks, limitations and costs of treatment services and reasonable alternatives.
- Consumers have the right to make informed choices about their treatment. At any time, they may:
 - Give or withdraw consent for services and the release of confidential information.
 - Choose to participate in—or refuse—concurrent services.
 - Express preferences regarding treatment team’s composition.
 - Decide whether or not to be involved in research projects.
- Consumers have the right to be informed about the risks, side effects, and benefits of all medications.

Transfer and Continuity of Care

- Consumers have the right to access additional services and levels of care within FNA BHS if eligible according to admissions criteria and if recommended and agreed upon. Consumers have the right to propose and discuss a transfer with their treatment team.

Referral

- Consumers have the right to request a referral to other care providers including but not limited to legal entities for appropriate representation, self-help support services and advocacy support services.

Research

- Consumers have the right to be fully informed about research’s purpose, risk, and benefits, and adherence to research guidelines and ethics, when involved, and have a right to decline to participate or quit the study at any time without it affecting the quality of services they receive.

Consumer Advocacy

- Consumers have the right to request assistance from the FNA/BHS Director for concerns about services or quality of care. An expression of concern does not in itself serve to compromise current or future access to care.

Infringement of Rights

- Consumers have the right to discuss their concerns or file a complaint regarding their experience as a consumer in the organization, to receive a response in a timely manner, and to be free from retaliation for filing a complaint.
- Consumers have a right to an investigation and resolution of alleged infringement of rights and the right to an internal appeal to any response that they receive.
- Consumers have the further right to file a complaint with an external agency.

Civil Rights Compliance

- Consumers have the right to expect that their civil rights will be protected including access to or referral to legal entities for appropriate representation and access to self-help services.

Confidentiality & Privacy Practices

This notice describes how individually identifiable health information about you may be used and disclosed and how you can get access to this information, please review it carefully.

Our Commitment to You:

We understand that the information we collect about you and your health is personal. Keeping your health information confidential and secure is one of your most important responsibilities. All information regarding your treatment, including your identity, diagnosis, and progress, is strictly confidential. Federal laws (**HIPAA** and **42 CFR Part 2**) prohibit us from sharing your information with anyone outside of our facility without your express written consent, except in some specific situations.

We keep a record of the care and services you receive at this facility. We need this record to provide you with quality care and to comply with certain legal requirements. We are committed to protecting your health information and to following all state and federal laws regarding the protection of your health information.

You may revoke specific authorizations to release your alcohol and drug record information in writing or verbally at any time, except if the information is under a release for the criminal justice system. If you revoke an authorization, we will no longer release your information to the authorized person, except to the extent that we have already used or released that information in reliance on your original authorization. You understand that we are unable to take back any disclosures already made with your permission, and that we are required to retain our records of the care we have provided.

We are required by law:

- To make sure health information that identifies you is kept private.
- To give you notice of our legal duties and privacy practices.
- To follow the terms of the notice currently in effect.

Health Information Rights

- **Right to Inspect and Obtain Copies:** You have the right to inspect and obtain a copy of health information that may be used to make decisions about your case. Usually, this includes medical and billing records. It does not include information that is needed for civil, criminal, or administrative actions and proceedings. We may charge a fee for the costs of copying, mailing, or other supplies associated with your request.
- **Right to Amend:** If you feel that the health information we have about you is incorrect or incomplete, you may ask us to amend that information. We may deny your request if you ask us to amend information that (1) was not created by us, (2) is not part of the health information kept by us, (3) is not part of the information which is permitted to be

inspected or copied, or (4) is determined to be accurate and complete. You have the right to request an amendment for as long as the information is kept by or for us. To request an amendment, your request must be made in writing and submitted to the program's Clinical Director. In addition, you must provide a reason that supports your request.

- **Right to an Accounting of Disclosures:** You have the right to request a list of information releases that we have made of your health information. Federal Law 42CFR Part 2 governing the confidentiality of alcohol and drug abuse patient records also protects alcohol and/or drug treatment records. Under this Federal regulation, there are certain times in which disclosure is allowed without prior written authorization by the patient. These include: (1) disclosure in a medical emergency or to qualified personnel for research, audit or program evaluation, (2) a court ordersubpoena signed by a judge, or (3) the patient commits or threatens to commit a crime either at the program, or against any person who works at the program. Federal law and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities. To request this list or accounting of disclosures, you must submit your request in writing to the program's Clinical Director. Your request must state a time period, which may not be longer than 7 years. Your request should indicate if you want the list on paper or electronically. The first list of documents you request within a 12-month period will be free. For additional lists, we may charge you for the costsof providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are occurred.
- **Right to Request Restriction:** You have the right to request a restriction or limitation on the health information we use or disclose about you for the purpose of treatment, payment, or health care operations. Alcohol and drug abuse treatment records are protected from disclosure and require a written authorization by you prior to releasing any health information.

When We May Share Information Without Your Consent

Under federal and state law, we are permitted or required to disclose limited information without your signature in the following "Mandatory Reporting" or emergency situations:

- **Medical Emergencies:** If you require urgent medical care and cannot provide consent, we may share vital information with emergency personnel.
- **Safety Threats:** If you make a specific threat of serious physical harm to yourself or another person, we are required by law to notify the appropriate authorities or the person at risk.
- **Child or Elder Abuse:** We are "mandated reporters." If we suspect a child, elderly person, or vulnerable adult is being abused or neglected, we must report this to the proper state agency.
- **Court Orders:** We may disclose information if served with a specific court order signed by a judge. A subpoena alone is generally not enough for substance use records.
- **Crimes on Premises:** We may report a crime committed by a consumer at our facility or against any staff member.

- **Pursuant to an Agreement with a Qualified Service Organization/Business Association.** FNA BHS may disclose your protected health information without your consent to another medical facility to provide health care to you as long as there is a qualified service organization/business associate agreement in place.
- **Designated Collaborating Organizations (DCOs)** - We may securely share necessary information with our authorized DCOs such as other healthcare providers to support your treatment and care coordination. Confidential information is only shared with our DCO partners on a 'need-to-know' basis to coordinate your care. All DCO partners are bound by confidentiality agreements, complying with federal and state privacy laws, including HIPAA.
- **Audits and Evaluations** - We may share your health information with authorized government agencies for activities like audits, inspections, or investigations. These organizations include those that oversee the health care system, manage benefit programs, coordinate national accreditation activities or ensure civil rights laws are followed.
- **Internal Use of Information** - To provide you with the best care, our staff works as a team. This means your "need-to-know" information may be shared among your treatment team members, clinical supervisors and consultants at BHS for treatment and payments.

Disclosures Requiring Your Written Authorization

For almost all other situations, we will ask you to sign a **Release of Information (ROI)** form. This includes:

- Sharing updates with your family or friends.
- Coordinating care with your primary care doctor or outside specialists.
- Providing records to legal representatives or employers.

Consumer Responsibilities

To promote positive outcomes and the most efficient use of behavioral health resources, FNA BHS will hold consumers to the following expectations:

- 1) **Active Participation** - Play an active role in your recovery by attending all scheduled groups, therapy sessions, and activities as outlined in your treatment plan and in the program treatment schedule. Be on time for scheduled appointments and activities and notify the provider when it becomes impossible to keep the appointment.
- 2) **Honesty & Communication:** Provide accurate and complete information about your history, physical health, and progress to help your team provide the best care. Inform the provider when information about a course of action is unclear until fully satisfied with the explanation.
- 3) **Goal Setting:** Collaborate with your treatment team to develop and follow treatment goals and strategies. Advise your team if you would like to update or change any goals and strategies.
- 4) **Mutual Respect:** Treat all staff, fellow consumers, and visitors with courtesy and respect. This includes a zero-tolerance policy for violence, threats, or verbal abuse.
- 5) **Privacy & Confidentiality:** Respect the rights of others by keeping all information shared in groups or common areas private.

- 6) **Environment Safety:** Follow all rules regarding prohibited items (contraband), weapons, tobacco, and illegal substances.
- 7) **Providing Productive Feedback** - Express any concerns or frustrations in a constructive way. By speaking directly with the person involved or your counselor when a problem arises. Focus on the specific issue and how we can help you solve it. Communicate in a calm, respectful manner that supports a healthy environment for everyone.
- 8) **Helping Us Grow** - Share your ideas and suggestions for how we can improve our services. By participating in surveys and providing honest feedback, you help make our program better for yourself and future consumers.
- 9) **Boundaries:** Maintain appropriate personal boundaries, which often includes a "hands-off" policy regarding physical contact or entering other consumers' rooms
- 10) **Personal Hygiene:** Maintain daily grooming and cleanliness to promote self-esteem and a healthy environment.
- 11) **Household Duties:** For residential programs, complete assigned chores, keep your bedroom neat, and follow the program's daily schedule (e.g., wake-up times and "lights out").
- 12) **Financial Obligations:** Provide accurate information for billing and meet agreed-upon payment schedules. Inform billing staff of any alternate funding resources, such as private insurance or Medicaid available to pay for care and to cooperate in applying for and obtaining resources.
- 13) **Advance Directives:** Make sure to provide your primary counselor with a copy of your advanced directives (such as a Living Will, Psychiatric Directive or Healthcare Power of Attorney) if it impacts how you want to receive care.
- 14) **Speak Up About Your Care:** Let your treatment team know if you feel your current level of care is not the right fit, whether you feel you need more support or are ready for more independence you know your needs better than anyone.
- 15) **Take Ownership of Your Journey** - Recovery is a personal process that requires honesty with yourself. We ask that you take responsibility for your choices and actions while in the program, focusing on your own progress rather than the actions of others.
- 16) **Embrace Your Emotional Journey**-Your recovery involves a full range of feelings. We ask that you give yourself permission to experience the highs and lows of this process—including grief, successes, and setbacks—and to share these experiences openly with your community and treatment team.

Rules & Regulations

Zero Tolerance - Immediate Intervention Action

Sexual Misconduct and Romantic Relationships To maintain a focus on recovery, personal growth, and treatment goals, romantic or sexual relationships with other consumers, staff, or visitors are not permitted. We ask that you maintain platonic (friendship-only) boundaries during your stay. Any sexual contact is strictly prohibited and will result in immediate intervention and potential discharge from the program.

Sexual Harassment - We are committed to a facility free of harassment. Sexual harassment includes any unwelcome or non-consenting behavior of a sexual nature, whether physical or

verbal, some examples are requests for favors, derogatory comments. This behavior is not tolerated toward consumers, staff, or visitors and will result in immediate investigation and possible discharge.

Violence, Threats of Violence, Intimidation, Bullying and Abusive Behavior - We have a zero-tolerance policy for violence, threats of violence, intimidation, bullying, or aggressive behavior towards staff, peers, or visitors. Threatening gestures, sexist or racist remarks and physical horseplay are considered unacceptable and a breach of our community safety. Any act of physical violence or credible threat of violence will result in immediate removal from the program and potential legal action.

Weapons-Free Environment - To ensure the safety of our community, weapons of any kind (including knives, firearms, toy or replica weapons) are prohibited. Any weapons must be surrendered during intake for secure storage until treatment is complete. If a firearm is present, the Alaska State Troopers will be notified to take possession of the weapon. Possession of a weapon after admission is grounds for immediate discharge.

Theft & Property - Theft is a criminal act and violates the trust of our community. Per Alaska Statute AS 11.46.100, theft is defined as taking someone else's property without authorization. Respecting the belongings of others is a requirement of remaining in the program. This includes theft of personal items from other consumers, or staff, or damage/theft of agency property.

Refusal of Screening - Refusal to submit to a requested urine drug screen or breathalyzer test will result in immediate intervention and discharge from treatment or referral to another appropriate level of care.

Usage/Possession: The use, possession, or distribution of alcohol, illegal drugs, or unauthorized prescription medications on or off campus will result in immediate intervention. Inability to maintain abstinence from substances (alcohol or drugs) will trigger an immediate clinical review. This process involves an assessment by your counselor, a review of your treatment plan, and potential transfer to a higher or more appropriate level of care to ensure you get the support you need.

Giving, trading, or selling any drugs or alcohol to another consumer will result in immediate discharge from the program.

Program Guidelines

Morning Wakeup and Preparation - To prepare for a successful day, all consumers are responsible for managing their own wake-up and morning preparations. We understand that this may be a new skill. Our staff are here to provide support, guidance, and assistance as needed to ensure you are ready for group, meals, and counseling. Let your counselor know if you would like wake up reminders. An alarm clock will be provided upon your request.

Meals Commitment - You are expected to join your peers for meals, regardless of your hunger level. We understand that waking up early or navigating a new schedule can be

difficult. However, attending meals helps you: 1) Establish a healthy routine that supports long-term recovery. 2) Fuel your body and brain for a day of healing. 3) Connect with peers and build a supportive, sober community and 4) Maintain accountability for your morning chores schedule.

Dining and Food - We provide nutritious meals and snacks. To ensure the safety, cleanliness, and health of all consumers, eating is restricted to the dining room. **No food or beverages (except water) are allowed in bedrooms or common areas.** Forks, spoons, knives, plates, bowls, etc. should remain in the dining area. Outside food needs prior approval before it is permitted on unit. If you are not eating at the specified mealtime, but still want a meal, request that a staff member save you a plate. **In some programs** You are not permitted to be in the pantry storeroom, or the kitchen fridge/freezer; you may request that a staff member retrieve items you may need – please check with your program staff.

Caffeine Policy & Restorative Sleep: Quality sleep is a vital component of the healing process. To support healthy sleep patterns and reduce anxiety, caffeine consumption at the Ralph Perdue Center (3.5) is restricted after 2:00 PM. Please consult your specific program guidelines for additional details on caffeine intake.

Personal Property and Valuables: To ensure your belongings remain secure, we ask that you bring only essential items. Consumers are responsible for all personal property brought into the program. Depending on your specific program, you may be asked to complete a personal inventory at admission. Please note that we are unable to provide storage for valuables or suitcases, and any items remaining after discharge will be donated or discarded.

Medications - To ensure your safety, all medications (including vitamins and supplements) must be checked in with staff upon arrival. A nurse will inventory and securely store them in the medication room. You may request your medications for self-administration during our regularly posted medication times. If you require assistance outside of these hours, please notify a Residential Aide.

For your safety, medications may not be kept in guest rooms. **Exceptions:** Prescription inhalers, nitroglycerin, EpiPens, or other provider-approved emergency medications may remain with you at all times

Contraband Items At admissions, your possessions will be searched for these items before you are allowed into the residence. If any of these items are found during your stay, they will be confiscated and an incident report will be completed. Examples of contraband include:
Mind and mood-altering substances (including paint, white-out, glue, inhalants).
Substance use paraphernalia, weapons (including toy weapons and pocket knives)
Certain personal electronics (including cameras).

Daily Hourly Checks & Whereabout Policy -To ensure your safety and well-being, staff monitor consumer whereabouts and document hourly checks. Our team is available 24/7 to support you. To ensure you are safe, we require that you notify a staff member if you are leaving the premises, going to your room, or visiting another area in the building.

Personal Cell Phones Consumers are permitted to have their personal cell phones during their stay, provided they follow these guidelines:

- Personal phones must be turned off and put away during all counseling sessions. If you have an urgent, pre-approved matter (such as an employer or attorney communication), please speak with your counselor to make arrangements.
- No photos, videos, or audio recordings of other consumers or staff are permitted at any time to protect the privacy of everyone in the facility.
- Cell phone usage is for personal, supportive communication, and should be kept to a minimum to maximize your healing time in therapy.

Confidentiality in Communication: Incoming Phone Calls: To protect your confidentiality, we do not identify you as a consumer to outside callers. All incoming calls are screened. We do not use personal cell phones to prevent the unintentional sharing of other consumer's privacy. You may use our secured, private, in-house phones to call approved family members. To allow staff to speak with your family, you must sign a Release of Information (ROI) form. If you do not sign an ROI, we cannot confirm you are here, even to a spouse or parent."

Mail Delivery - Mail is received at our administrative office Monday-Friday, then given to our staff. All letters and packages must be opened in the presence of a staff member.

Visitors and Family Participation - Visitation occurs at scheduled times weekly in each program, check the schedule for current times, at the time of the writing of this manual:

Ralph Perdue Center 3.5: Sundays 5pm – 8pm & Wednesdays 6:00pm - 7:30pm

Ralph Perdue Center 3.1: Sundays & Wednesdays 6pm – 9pm

Women and Children's Center: Saturdays 3pm – 6pm & Sundays 1pm – 4pm

If you need alternate arrangements, please speak with your counselor or the Program Manager. We encourage family member participation. During the program, your family members maybe concerned about you and want to discuss your progress, however, we will not discuss your treatment with family members unless you sign consent for us to do so. Weekly family group sessions can be requested. You have the right to request or deny family participation for any reason.

Outside Appointments and Travel Passes - All appointments (including medical, dental, social services) and off-site travel passes must be pre-approved by your counselor and the program manager or residential aide coordinator. Requests must be submitted at least **24 hours in advance** to allow for coordination. Failure to pre-approve travel may result in having to reschedule, unless for urgent, emergent situations. Passes for weekends need to be turned in by 7:00pm on Friday evening. You must include exact locations with addresses.

Medical appointments must also be preapproved by the nurse or other program personnel. All appointments must be made outside of treatment activity times unless authorized by the program manager or clinical supervisor. In the situation that a pass was unable to be submitted in advance, it may still be considered for approval dependent upon availability of staff for transportation and urgency of appointments.

Transitioning to Independence: For consumers in transitional programs such as the **Ralph Perdue Center (3.1)**, the final two weeks of treatment focus on building self-reliance. During this time, you will be encouraged to utilize community resources—such as public transit, walking, or cycling—to attend appointments. This shift helps ensure you are confident and prepared for independent living after discharge.

Return from Pass & Property Inspections: To ensure a safe, therapeutic environment for all consumers, all items, bags, and shopping receipts must be presented to staff for inspection immediately upon returning from an approved pass. Any items deemed contraband, prohibited, or in violation of program rules will be surrendered.

Employment Policy: Consumers who are approved to maintain employment while in residential services must submit a copy of their weekly work schedule to their primary counselor or authorized staff by Sunday evening for the following week. Note this is only for low intensity residential services or the basic center shelter.

Drug and Alcohol Testing: We use random drug screening and breathalyzers to help monitor your progress, celebrate your milestones, and maintain a safe environment for everyone in recovery. You may be asked to provide a urine, saliva or breath sample at any time, including upon returning from off-site passes. We encourage you to be honest with your treatment team, as a positive test is viewed as an opportunity to adjust your treatment plan to better support you. Some samples may be sent off for further analysis to a contracted lab for the following reasons:

- At intake, to establish a baseline.
- To confirm a specific substance that shows positive on an instant screen.
- To confirm a result that varies from baseline and is considered questionable.
- To identify a negative, or confirm a positive, presumptive result inconsistent with your self-report, presentation, medical history or current prescribed medication.
- To rule out an error as a cause of an unexpected presumptive result (blurry or light lines).
- When there are no lines at all, or the urine temperature is outside the expected range.
- Random testing.
- If you dispute the result.

Personalizing Your Space: We encourage you to make your room feel like home. This is your personal space, and you are welcome to decorate it to your taste to create a calming,

comfortable atmosphere during your stay. Please keep in mind that all decorations must be approved by staff.

What You Can Bring:

- Photos: You are encouraged to bring photos of loved ones, mementos, and letters to hang on your designated bulletin board or wall space.
- Textiles: Feel free to bring personal items like blankets, pillows, or rugs to make your area more comfortable.
- Cozy Items: Books and positive, inspirational quotes are welcome.

What you Can't Do:

Do not cover any safety equipment like sprinkler heads, light fixtures, smoke detectors and do not decorate with anything related to drugs, alcohol or violence.

Television and Computers - Television viewing time is posted in the daily schedule. You are encouraged to read treatment related materials and view treatment related videos. All DVDs and videos must be approved by staff.

Linen and Laundry Policy: Upon admission, you will be provided with a set of bedding (sheets, blanket, pillow) and towels for your stay. . Each consumer is responsible for washing, drying, and folding their own clothing and linens, making your bed and tidying your room daily, notify staff immediately if you notice any damaged or missing linen. Keep the laundry room clean and the link traps clear. FNA is not responsible for lost or damaged clothing.

Washing machine schedules are posted in each program – please be mindful of the times.

Chores - Each program is responsible for keeping their building and living quarters clean. You will be assigned chores and will be given a chore schedule. The chore schedule is posted and rotates weekly, which may change depending on how many consumers are participating in your program. When you have completed your tasks, a staff member will inspect your assigned area to verify completion. If your chores are consistently left undone your counselor will perform an intervention to find out how to help.

Property Damage -If you damage any furniture or property, an incident form will be completed. At the time of your discharge, any damage noted will be documented and a bill for repairs or replacement will be sent to you.

Cleaning/Tidying Bedrooms & Bathrooms: Beds must be made every morning. Clothes must be stored in closets/drawers—not on the floor. All tabletops, dressers, and floors must be kept free of clutter. Sweeping your room and bathroom and emptying your garbage cans is required daily. Mopping/vacuuming rooms is required weekly. Always keep the exit routes in the hallways clear in case of evacuation.

Hygiene and Personal Care Product (Not allowed): To ensure the safety and success of every consumer, our facility maintains a strictly alcohol-free environment. This extends to personal care items. We ask that you do not bring these items if they have alcohol: perfumes, colognes, mouthwash, aftershaves, scented lotions with high alcohol content, or aerosol sprays. These

items will be kept in a locked area and distributed to you upon request.

Food: No food or drinks (other than water) are permitted in bedrooms to prevent pests and maintain hygiene.

Do not enter another person's bedroom.

Room Searches: To ensure the safety of all consumers, staff conduct routine, random, and 'for-cause' searches of bedrooms and personal items. These are thorough searches for contraband to help maintain a healthy, drug-free community, allowing you to focus entirely on your treatment. We make every effort to have at least two staff present and to have you present if your room and/or personal items are being searched.

Daily Room Checks: Staff will not enter your room for these checks; they will simply open the door to see if things are in order.

Nighttime Safety checks: To ensure a safe, supportive, and restful environment, staff conduct regular, quiet safety checks throughout the night strictly for your safety. They help us ensure you are not experiencing medical distress or in need of immediate support. Staff are trained to be as unobtrusive as possible to avoid waking you. Staff need to open your bedroom door to perform these checks. A staff member will lightly knock on your door and announce their name, if you do not respond they will knock again, announce their name, as well as state "Staff, I am opening the door." They will look for "signs of life" (such as breathing) and ensure the environment is secure. All observations are kept confidential.

Medications: All medications (prescription, over the counter, vitamins, and supplements) brought into the facility must be surrendered to staff upon admission and will be secured in a locked, private medication room/cabinet, accessible only to designated staff, in compliance with state and federal regulations. Medications requiring refrigeration will be stored in a secured, temperature-controlled medication refrigerator. Staff will provide you with your medication so you can self-administer from the medication room at scheduled times. You are not permitted to keep any medication in your personal living space besides emergency medicines. Please report any changes in your medication to staff immediately

Quiet Hours & Music Policy: Music may only be enjoyed using headphones, provided the volume is low enough that it cannot be heard by others. Please respect your peers' need for rest and concentration.

Personal Grooming and Haircutting: Consumer can cut their own hair; however, consumers are strictly prohibited from cutting, styling, or shaving the hair of other consumers.

Tobacco and Nicotine Use: No smoking, vaping, or chewing tobacco is allowed inside the building or vehicles, or at the backyard playground at the Women and Children program. This

includes all cigarettes, e-cigarettes, vapes, cigars, chewing tobacco, snuf, nicotine pouches and any other tobacco products.

These products are permitted during scheduled times for those who are 21 years of age or older, in designated smoking areas outside of the building at least 50 feet from the building. Cigarette butts must be disposed of properly in the outdoor ashtray provided. Staff can provide you with smoking cessation resources.

Dress Code and Personal Attire

To support a safe, respectful, and therapeutic environment, please follow a modest, casual dress code. Staff may ask you to change your clothing if these guidelines are not followed:

- Clothing displaying substance use, profanity, sexual themes, drugs, alcohol, bars, racism, or violence/gang affiliation is not acceptable.
- Clothing should cover cleavage and pants must be worn at the waist.
- Shorts may be no higher than 2 inches above the knee.
- Shirts must cover the shoulders and torso.
- Excessively tight clothing is prohibited.
- You must be fully dressed when leaving your room.
- Appropriate sleepwear must be worn at bedtime.
- Hats and bandanas are not to be worn inside.
- Weather appropriate footwear must be worn while outside of your bedroom at all times. Suggest closed toe shoes. Slippers may be worn in your bedroom area. NO FLIP FLOPS.

If you are unsure if an item is appropriate, please ask a staff member. Items that do not meet these guidelines will be stored until your discharge.

Required Attendance at all Offered Groups and Scheduled Activities

Active participation in daily groups is the foundation of your recovery journey. To ensure you receive the full benefit of our program, attendance at all groups and scheduled activities is required. If you are unable to attend due to illness or approved medical appointments, you must notify your counselor or staff immediately. Missed sessions may need to be made up to ensure continuity of care. If you are unable to meet the required weekly treatment hours, a treatment team meeting will take place to review your progress, the treatment plan and consider another level of care that may be a better fit for your situation.

Consumer Illness/Injury - If you are ill and unable to attend group, you must see the nurse. If you are unable to get out of bed, request that the nurse come to your room. The nurse may assist you with any medical needs. The nurse may refer you for further examination or medical intervention if necessary. Staff may coordinate medical care by assisting with scheduling appointments, providing documentation and transportation as needed.

Support Groups and Sponsor Meetings: You are encouraged to attend community recovery meetings. RPC hosts a NA and AA meeting once perweek and participation in the set-up and

meeting is encouraged. You will be encouraged to chair meetings during your treatment.

Behavioral Plans/Contracts: Our Approach to Your Growth. We are committed to helping you reach your recovery goals. While we have community guidelines, we know that growth requires overcoming challenges. If you are struggling with program rules or behavior, we will not simply discharge you. Instead, we will work with you to create a Behavioral Contract. This is a collaborative, written plan that outlines specific, positive, and achievable goals to get you back on track.

Why do we use them?

To keep you in treatment: Our goal is to help you stay, not send you away.

To provide structure: It helps to focus on specific behaviors that are impacting your progress.

To support you: You identify what tools you need to succeed. Your recovery is a team effort. This contract is a tool for you to take ownership of your recovery and ensure you continue to move forward.

Fees, Billing & Financial Responsibility

Payer Sources and Fees:

Medicaid and most insurances are accepted and billed; no one is denied behavioral health care services because of their inability to pay for such services. Fees are adjusted on a sliding fee discount schedule. At intake, a fee schedule and payment plan will be developed with each family.

Fee Schedule by Service – Effective 2026

Service Description	Billable Unit	Standard Fee	CPT Code
Screening, Brief Intervention (SBIRT)	15-30 min	\$59.90	99408
Crisis Intervention	1 hour	\$152.94	S9484
Crisis Stabilization	1 hour	\$146.96	H2011
Peer Based Crisis Services	1 hour	\$89.36	H0038-V1
Substance Use Assessment	Each	\$379.44	H0001
Mental Health Assessment	Each	\$521.12	H0031
Integrated Intake MH/SUD Assessment	Each	\$599.28	H0031-HH
Psychiatric Evaluation	Each	\$683.23	90791
Psychiatric Medication Follow-up Services	Each	\$172.90	H2010
Community Recovery Support Services - Group	1 hour	\$24.56	H2021-HQ-V1
Community Recovery Support Services - Individual	1 hour	\$93.76	H2021-V1
Home Based Family Treatment Level 1	1 hour	\$105.56	H1011-V2

Treatment Plan Development & Review	Each	\$100.57	T1007- V1
Individual Therapy	hourly	\$155.62	90837
Family therapy without client	hourly	\$163.70	90846
Family therapy with client	hourly	\$159.02	90847
Outpatient SUD 1.0 Individual Counseling	1 hour	\$112.00	H0007-V1
Outpatient SUD 1.0 Group counseling	1hour	\$36.84	H0007-HQ- HB-V1
Intensive Outpatient SUD 2.1 Group Counseling	1 hour	\$42.68	H0015-HQ-V1
Intensive Outpatient SUD 2.1 Individual Counseling	1 hour	\$129.32	H0015—V1
*Residential Daily Meals	Daily	\$21.00	MEALS
*Residential Daily Rent	Daily	\$15.00	RENT
Residential SUD Treatment ASAM 3.1	Daily	\$437.72	H2036-HF-V1
Residential SUD Treatment ASAM 3.5	Daily	\$497.19	H0047-TG-V1

SLIDING FEE SCALE BASED ON 2026 POVERTY GUIDELINES FOR ALASKA

Home Size	You pay 10% of total services	You pay 20% of total services	You pay 30% of total services	You pay 40% of total services	You pay 50% of total services	You pay 60% of total services	You pay 70% of total services	You pay 80% of total services	You pay 90% of total services	You pay 100% of total services
1	\$19,950	\$21,945	\$24,140	\$26,553	\$29,209	\$32,130	\$35,343	\$38,877	\$42,765	\$47,041
2	\$27,050	\$29,755	\$32,731	\$36,004	\$39,604	\$43,564	\$47,921	\$52,713	\$57,984	\$63,782
3	\$34,150	\$37,565	\$41,322	\$45,454	\$49,999	\$54,999	\$60,499	\$66,549	\$73,204	\$80,524
4	\$41,250	\$45,375	\$49,913	\$54,904	\$60,394	\$66,434	\$73,077	\$80,385	\$88,423	\$97,265
5	\$48,350	\$53,185	\$58,504	\$64,354	\$70,789	\$77,868	\$85,655	\$94,220	\$103,643	\$114,007
6	\$55,450	\$60,995	\$67,095	\$73,804	\$81,184	\$89,303	\$98,233	\$108,056	\$118,862	\$130,748
7	\$62,550	\$68,805	\$75,686	\$83,254	\$91,579	\$100,737	\$110,811	\$121,892	\$134,081	\$147,490
8	\$69,650	\$76,615	\$84,277	\$92,704	\$101,975	\$112,172	\$123,389	\$135,728	\$149,301	\$164,231

*For families/households with more than 8 person, add \$7,100 for each person.

****MUST PROVIDE PROOF OF INCOME TO FNA BILLING DEPARTMENT TO BE CONSIDERED FOR SLIDING FEE SCALE****

****Rates effective February 1, 2026**

Updated 1/29/2026

Transition & Exit Criteria

Transition is a collaborative process based on your goals. This section outlines the benchmarks for completion and how we will help you prepare for continued success after leaving our program

Transition Criteria:

- 1. Accomplishing Treatment Goals** - Transition to a lower level of care or to community recovery support services can occur when you have completed all or most of your treatment plan goals and objectives, regularly attended the required weekly # treatment hours and have demonstrated stability in your recovery.
- 2. Building recovery in your community** – You have established a strong support system outside this program to support long-term recovery. This may include securing a sponsor, finding a home group, joining a recovery-focused community, or attending support meetings of your choice. A strong support network is a key part of long-term recovery.
- 3. Finalizing your Relapse Prevention Plan** – You have worked with your counselor to create and practice a written plan that identifies your triggers, warning signs, and concrete coping skills. This plan is finalized and ready to be used in your daily life to maintain your sobriety.
- 4. Proactive Life Skills (Self-reliance)** – You are actively managing your recovery and making confident decisions. You are resolving problems on your own or with support, you are likely ready to step down to a less restrictive level of care.
- 5. Worsening Clinical Symptoms** - If your symptoms are worsening, transitioning to a higher level of care may be necessary to ensure your safety.
- 6. Symptoms not Improving** – If your symptoms do not respond over time, it is common to explore new strategies such as transitioning to a different level of care, a different treatment provider, a different treatment approach or modality.

Exit Criteria:

- 1. Successfully completed treatment.**

Consumer who achieves the agreed upon goals in their treatment plans, regularly attended the required weekly # treatment hours, created a relapse prevention plan and aftercare plan will receive a completion certificate and coin out celebration.
- 2. Referred to another program/service with or without Satisfactory progress.**

Consumers who have been referred/transferred to another program with satisfactory progress may also be considered as treatment complete and receive a completion certificate if they have participated in enough treatment time, check with your counselor.
- 3. Left on own against staff advice with or without satisfactory progress.**

You have the right to leave treatment even though your clinical team recommends you stay longer, leaving early puts you at higher risk for relapse, if you change your mind and would like to return you can reach out to the admissions team.
- 4. Incarcerated due to Offense committed while in treatment with or without satisfactory progress.**

This category is when the individual is removed by law enforcement due to a criminal offense committed while in treatment regardless of progress made in treatment.
- 5. Involuntarily discharged due to violation of rules**

A forced discharge occurs when a consumer violates critical program safety rules (e.g., violence, threats, theft, bringing drugs on the unit etc.) Safety is our priority; these behaviors result in immediate involuntary termination from the program.
- 6. Involuntarily discharged due to nonparticipation**

A forced discharge due to a sustained lack of engagement, including poor attendance at treatment groups, failure to follow the treatment plan, or lack of progress despite staff support. Discharge occurs after staff have attempted to re-engage you and it is determined you are not benefiting from the current level of care.

7. Incarcerated due to old warrant from before entering treatment with or without satisfactory progress.

A discharge resulting from legal issues arising from before you entered the treatment program. Administrative discharge due to legal obligations, with the possibility of returning if legal matters are resolved.

8. Transferred to another facility for health reasons.

You are transferred to a hospital or medical facility because your physical or mental health needs exceed the capacity of this residential program. A supportive transfer to ensure your medical safety and appropriate care.

Emergencies and Evacuations

In the event of a fire/fire alarm/other evacuation:

- Stop what you are doing and leave the building IMMEDIATELY if a fire alarm sounds, or when you are instructed to do so.
- Follow instructions from staff, avoid panic, and cooperate with those responding to the emergency.
- Proceed to the nearest exit and gather in the identified spot
- DO NOT delay your exit by looking for belongings or other people.
- DO NOT re-enter the building until instructed to do so by staff.

In the event of an earthquake:

- KEEP CALM. Do not run or panic. Stay where you are. If outdoors, stay outdoors. If indoors, stay indoors.
- If an earthquake strikes when you are indoors. Take cover under a desk, table, bench, or against inside walls or doorways. Stay away from glass, windows, and outside doors.
- Do not use elevators because the power may fail.
- If an earthquake catches you outside, move away from buildings and utility wires, once in the open, stay there until the shaking stops.

EMERGENCY PROCEDURES / CONTACTS

<u>FNA Behavioral Health Front Desk: 907-452-6251 x 6400</u>
<u>FNA – BHS Consumers After Hours Behavioral Health Emergencies 1-800-544-6444</u>
<u>Emergency Crisis: 911</u>
<u>Suicide / Crisis Lifeline: call text or chat 988</u> <u>Fairbanks Careline (877) 266-4357</u>
<u>Fairbanks Mobile Crisis Team – 911 or 988 ask for the mobile crisis team</u>
<u>LGBTQ Support (The Trevor Project) - 1-866-488-7386 or text ‘START’ to 678-678</u>
<u>Poison Control: 1-800-222-1222</u>

Orientation: During your intake, we will review all evacuation routes and safety protocols with you.

We perform emergency drills on a rotating schedule (monthly to annually) on all shifts for:

- Fire
- Bomb threats
- Natural disasters
- Utility failures
- Medical emergencies
- Violent or threatening Situations

Know Your Routes For your safety, please review the evacuation maps located in hallways and common areas. It is important to be familiar with:

- Emergency exits
- Fire extinguisher locations
- Primary and secondary evacuation routes
- Designated assembly areas

Evacuation Rally Points/Meeting Spots:

In the event of a fire alarm, please exit the building immediately and head to the designated Meeting Spot. Once there, stay with the group and wait for further guidance from a staff member. Do not re-enter the building until you are officially cleared to do so.

605 Hughes (RPC/SOAP) Meet at the Sunrise Bagel, on the north side of the building across Hughes Avenue.	1027 Evergreen (WCCIH) Meet at the parking lot in the front of the building.	1733 University Ave New Beginnings Meet at the parking lot in the front of the building.
In case of inclement weather , move to Six Roblees warehouse. If extended shelter, then move to La Quinta Inn and Suites on Dale Road or Clarion Hotel & Suites on 10th Ave	In case of Inclement weather /extended shelter, e La Quinta Inn and Suites on Dale Road or Clarion Hotel & Suites on 10th Ave	In case of Inclement weather /extended shelter, e La Quinta Inn and Suites on Dale Road or Clarion Hotel & Suites on 10th Ave
315/317 Wendell Meet in the parking lot, in case of inclement weather after initial head count, relocate to the Morris Thompson Center	615 Bidwell / Youth Services Meet at the designated FNA parking spots in the parking lot, in case of inclement weather , after initial head count, move to Ralph Perdue Center	399 Helmericks Meet at the parking lot in front of the building.

Emergency Codes:

Code Red – Fire	Code Orange - Fire/Other
Code Black – Lockdown and Shelter-in-Place	Code Rapid Response – Verbal/Physical Threat
Code Blue – CPR/Medical Emergency/Overdose	Code Pink/Adam – Child Missing/ Abducted
Code White – Suicide Attempt/Death on Site	Code Yellow – Bomb Threat
Code Silver – Active Shooter	Code Green - Natural Disaster
Code Violet – Utility/IT/Phone Failure	Code Brown – Bus/Transp emerg/Vehicle

Staff Code of Conduct

Our BHS program staff is bound by the NAADAC Code of Ethics. FNA also has an internal Code of Ethics and Business Conduct. For more information on these national standards, please visit <https://www.naadac.org/code-of-ethics> or ask your counselor for a full copy.

The Counseling Relationship - Staff do not engage in any form of intimate (sexual or romantic) relationship with any current or former consumer, nor do they accept as a consumer anyone with whom they have engaged in a romantic, sexual, social, or familial relationship.

Staff are prohibited from engaging in counseling relationships with friends or family members.

Your Privacy in the Community - To protect consumer confidentiality, staff will not initiate greetings or acknowledge consumers if seen in public. We want to ensure that consumer participation in at FNA remains private. However, if consumers choose to say hello first, staff are happy to return the greeting.

Uninvited Solicitation - Staff do not solicit referrals to treatment nor accept items, gifts, money, or services from a consumer, potential consumer, or another agency.

Confidentiality - Counselors inform the consumer when the provider is a participant in a multidisciplinary care team providing coordinated services to the client. The consumer has the right to ask who the members of the team are and what information is being shared.

Gifts and Money: To maintain professional integrity, staff cannot accept money, expensive gifts, or personal favors from consumers or their family.

Privacy of Records: Consumer participation in this program is strictly confidential. Staff will only share consumer information with written consent or as required by law (such as in cases of immediate danger to self or others).

Discretion: Staff are trained to discuss consumer information only in professional, private clinical settings to protect consumer dignity.

Sobriety and Fitness - all staff must remain "fit for duty." This means they will be unimpaired by substances and mentally present to support you during their shifts.

Non-Discrimination: Staff will provide the same high standard of care regardless of race, religion, age, sexual orientation, gender identity, or disability.

Honesty: Staff will be truthful and clear about the services provided and will not make promises they cannot keep.

Respectful Language: Consumers can expect staff to speak with dignity and avoid any language that is shaming, demeaning, or culturally insensitive.

Right to Report: If consumers feel a staff member has violated the Code of Ethics, they have the right to file a grievance without fear of retaliation. (

Consumer Satisfaction

At FNA Behavioral Health Services, your voice is essential to our growth. We want to hear about your experiences with our staff and programs—whether you have a success story to share or a suggestion for improvement.

Ways to share your feedback:

- **Locked Survey Boxes:** Share your thoughts anytime at any of our BHS locations. These boxes are checked weekly by the BHS Director to ensure your feedback leads to real change.
- **Focus Groups:** Join our semi-annual, in-person focus groups to provide direct feedback to our program evaluator.
- **Discharge Satisfaction Surveys:** We offer a formal in-person satisfaction survey interview when you leave your program whether you leave complete, early, or have been asked to leave for a program violation.
- **Open Door Policy:** You are always welcome to reach out directly to the Behavioral Health Director or Clinical Director to discuss any issues of concern.
- **Grievance Policy** For formal concerns, please refer to the Grievance Policy found at the end of this manual.

Complaints and Reporting Violations

We are committed to providing a safe, respectful, and high-quality recovery environment. We encourage open communication and urge you to discuss any concerns, dissatisfaction with services, or staff issues directly with your counselor or any member of the clinical team. Most concerns can be resolved quickly through this informal process. However, if a problem is not resolved to your satisfaction, or if you wish to file a formal grievance, you have the right to do so without fear of reprisal, retaliation, intimidation, or disruption of your treatment or that the action will result in barriers to services.

To file a complaint with FNA Behavioral Health Services

A copy of the Consumer Complaint Form is at the end of this manual and is readily available, posted in all programs.

- 1) **Informal** – speak directly with your Directing Clinician or the Clinical Supervisor or Program Manager.
- 2) **Formal** – access or request a written “Consumer Complaint Form” from any staff member, once completed please submit to your Directing Clinician or the Clinical Supervisor, Program Manager or any other staff member you feel comfortable with.
- 3) **Process** – all formal complaints will be investigated by a member of the management team, and a written response will be provided to you within three to five business days.
- 4) **Appeal** – if the resolution recommend by FNA is not satisfactory to the consumer, they may notify the BHS Director in writing and include copies of all documents. The final documented decision of the BHS Director is provided to the consumer within 5 working days after receipt of the written appeal.
- 5) **Final Decision on an Appeal** – may include

- a. Rejecting any further inquiry into the complaint
 - b. Selecting a committee to investigate and recommend a final decision
 - c. Referring the complaint to an attorney or
 - d. Some other method for seeking consumer satisfaction with the resolution
- 6) Further Appeals – If the consumer is still not satisfied with the resolution, the consumer has the right to contact the Division of Behavioral Health (DBH) at **907-465-3370** or **907-465-2668** (fax), or email doh.dbh.info@alaska.gov.

Under HIPAA if you feel your privacy rights have been violated, you may file a complaint with FNA Behavioral Health Services Privacy Officer or the Secretary of the United States Department of Health and Human Services, Office of Civil Rights at the address listed below. You will not be retaliated against for filing such as complaints.

To file a complaint with FNA Behavioral Health Services or for further information regarding this Notice of Privacy Practices, contact:

Harry Conway, FNA Behavioral Health Director & Privacy Officer
315 Wendell Ave
Fairbanks, AK 99701
(907) 452-1648 x 6027
hconway@fairbanksnative.org

To file a complaint with the Secretary of the United States Department of Health and Human Services contact:

Office for Civil Rights
Medical Privacy, Complaint Division
U.S. Department of Health and Human Services
200 Independence Avenue, SW, HHH Building, Room 509H
Washington DC 20201
OCRComplaint@hhs.gov

Consumer Complaint Form

Consumer Name: _____

Date of Complaint: _____

FNA Program Name: _____

Type of Complaint (please check the box)

- Health & Safety
- Legal
- Staff Attitude
- Treatment Issues
- Other _____

Please explain your complaint in your own words. State the time, place and date of the event. _____

How would you like to see this resolved? _____

I, _____, hereby authorize release of the above Consumer Complaint Form, related information, and any related attachments, to individuals within the Fairbanks Native Association, Inc. assigned to investigate or carry out a response to my complaint.

HANDBOOK RECEIPT & ACKNOWLEDGEMENT FORM

Consumer Name: _____ **ID #:** _____ **Date:** _____

By signing below, I acknowledge and agree to the following:

Receipt of Handbook

I have received a copy of the Fairbanks Native Association Consumer Orientation Handbook either in print or electronic format. I understand it is my responsibility to read and become familiar with its contents.

Consumer Rights and Confidentiality

I have been informed of my rights as a consumer, including the **Notice of Privacy Practices (HIPAA)**. I understand how my information may be shared and my right to confidentiality.

Agreement to Participate (Responsibilities)

I agree to follow the program rules and treatment objectives outlined in the handbook. This includes:

- Attending scheduled appointments or informing staff when I can't make it
- Actively participating in the development of my **Individualized Treatment Plan**.
- Treating staff and other consumer with respect and maintaining the confidentiality of others in group settings.

Consent to Treatment

I voluntarily consent to participate in a Behavioral Health Assessment and Evaluation and understand that it will result in a diagnosis and therapeutic care recommendation and that I have the right to ask questions about the assessment results and have a right to disagree with the diagnosis and overall recommendation.

I voluntarily consent to receive behavioral health services and understand the purpose of treatment is to address substance use and/or mental health and that I have the right to withdraw from treatment at any time, although it is recommended to discuss with your counselor first. I understand that behavioral health treatment is not an exact science and no specific outcomes are guaranteed.

Questions and Clarifications

I have had the opportunity to ask questions about the handbook and the program's policies and have received satisfactory answers.

Consumer Signature (or Legal Guardian) Date

Staff Witness Signature Date