

## How to Catch the RecoveryWave RecoveryWave.com and A Catalogue of Residential Treatment Facilities

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### **Summary**

For those seeking a residential facility for the treatment of drug and alcohol addiction—either for themselves or for another individual—Santa Cruz County provides a web site with introductory information: RecoveryWave.com. This resource was developed several years ago by members of the County’s Alcohol and Drug Abuse Commission (ADAC) and by personnel of the Santa Cruz County Health Services Agency (HSA). Unfortunately, the County has not vigorously promoted this web site. Anecdotal evidence suggests that few who have enrolled in residential treatment facilities in Santa Cruz County used the web site as the springboard for making contact with the facility.

RecoveryWave.com can provide important and useful information to those who are looking for local residential treatment programs, but the importance and utility depend on the information being current, accurate, and comprehensive. The Grand Jury conducted an investigation to assess the ease of use of this online resource and to see if the descriptions of the facilities were correct and adequate in scope. The Jury also compiled comprehensive details about the residential treatment facilities listed on the web site. Information regarding the specifics on the facilities begins on page 13. The Grand Jury recommends a few changes to RecoveryWave.com, especially the update and expansion of the treatment facility listings using the material gathered during its investigation.

Clearly, the foundation for providing information on drug and alcohol rehabilitation exists. By strengthening and building on this existing tool, Santa Cruz County can transform RecoveryWave.com into a more vital and helpful resource for those with alcohol and drug addiction problems seeking treatment in a residential facility. The Grand Jury advocates this transformation.

### **Definitions**

**12-Step Program:** Pioneered by AA in the 1930’s, 12-step programs are utilized with many forms of addictions. A 12-step program is a set of guiding principles outlining a course of action for recovery from addiction to a substance or behavior. According to the American Psychological Association the process involves:

- Admitting that one cannot control one’s addiction or compulsion
- Recognizing a greater power that can give strength
- Examining past errors with the help of a sponsor (experienced member)
- Making amends for those errors
- Learning to have a new life with a new code of behavior
- Helping others that suffer from the same addiction or compulsion

**Aftercare:** Upon completing an agreed-upon treatment in a facility, recovering addicts typically participate in aftercare. This can consist of attending follow-up meetings and consulting with a mentor to ensure that their living and working environments are conducive to success.

**Alcohol and Drug Abuse Commission (ADAC):** A panel of ten individuals appointed by the Board of Supervisors of Santa Cruz County. Each supervisor appoints two people to serve on the commission. Its mission is to act in an advisory capacity to the Board of Supervisors with regard to issues in the addiction arena. Those serving on the commission should have either a personal commitment to or professional interest in the issues.

**Biofeedback:** A scientific method of learning tension reduction. Biofeedback practitioners use specialized instruments and technology to measure quantifiable reactions and responses of the body, such as blood pressure, heart rate and muscle tension. Patients receive immediate feedback about the tension in their bodies. People practicing biofeedback often say they gain psychological confidence when they learn they can control their physiology. It is essentially mind over matter.

**Biophysical Detoxification:** A type of detoxification that does not utilize medication. The process involves natural methods incorporating sauna, hydration, and vitamins to rid the body of toxins. In addition, diet and exercise are key components.

**California Work Opportunity and Responsibility to Kids (CalWORKs):** A program that provides temporary financial assistance and employment services to families with minor children who have income and property below the State minimum limits for their family size. The program is operated locally by County welfare departments.

**Cenaps Model:** Integrates the principles of Alcoholics Anonymous and the Minnesota Model Treatment to meet the needs of relapse-prone patients. The principles are self-regulation, integration, understanding, self-knowledge, coping skills, change, awareness, significant others, and maintenance. Each principle is complemented by a procedure or clinical technique that can be used to implement that principle with patients.

**Certified Alcohol and Drug Abuse Counselor (CADAC):** Counselors in residential treatment centers need to be certified in the field of addiction. This certification combines classroom training and practical experience in the field. There are two levels of certification: CADAC I requiring 2,000 hours of education and group hours, and CADAC II requiring 4,000 hours.

**Cognitive Behavior Therapy:** Not a specific therapy but several different types of therapies in the same family. It is based on the cognitive model of emotional response where thoughts cause feelings and behaviors, not externals, such as people, situations, and events. By utilizing this model, patients can change the way they feel even if the situation does not change. It is a collaborative effort between therapist and patient.

**Commission on Accreditation of Rehabilitation Facilities (CARF):** The commission reviews and grants accreditation services nationally on request of a facility or program. The process is based on the concepts of peer review, networking and sharing ideas. Peer professionals provide

an impartial, external review of the facility, conduct an onsite survey, and examine the processes used. Once a facility receives accreditation, it is eligible for discounts on insurance premiums as well as recognition from the accreditation.

**Completion Rate:** A statistic provided by a rehabilitation facility to indicate what percent of the clientele has successfully finished the program. At face value this could be a very easy number to produce. How many people went through the entire program? However, there are variables to take into account. For example, some start the program and leave within a week, but then return at a later date to finish. Completion rate might also be tied to the success rate at some facilities. There is no clear definition of what constitutes completion.

**Dual Diagnosis:** Identifies individuals who suffer from both an addiction to alcohol and/or drugs and mental illness. The use of alcohol or drugs can mask the symptoms of mental illness; therefore it may be difficult to determine the appropriate treatment. Not all treatment facilities are equipped to handle the needs of dual diagnosis patients.

**Health Services Agency (HSA):** The public health organization for the County responsible for the following:

- Clinical Services
- Environmental Health
- Mental Health and Substance Abuse
- Public Health Services
- Health Benefit Programs
- Health Information Resources
- Health Alerts

**Intervention:** A means to assist an individual engaged in self-destructive behavior to realize the extent of the damage to self and others. Typically done with the assistance of a professional interventionist, it helps break down barriers an addict has created. Once the intervention is successful, the individual enters some type of addiction treatment.

**Matrix Model:** An intensive outpatient treatment developed in the 1980s that any treatment center can implement. It is a proven, effective, evidence-based protocol that covers six key clinical areas:

- Early recovery
- Family education
- Individual/conjoined therapy
- Relapse prevention
- Social support
- Urine testing

**Medical Detoxification:** The process to remove unwanted contaminants from the body. Detoxification is a necessary step in beginning the process of recovery from addiction. When undergoing medical detoxification, a patient will have been thoroughly evaluated by a physician to determine individual needs. During the actual process a trained professional monitors the patient's progress to ensure a successful outcome. Various types of medication can be used to

reduce the symptoms of withdrawal and decrease physical discomfort. The typical length of acute detoxification is three to five days for alcohol; in the case of opiates it may be about ten days.

**Non-medical Detoxification:** Typically known as going “cold turkey.” Individuals are monitored for acute distress but no medication is provided. This is a natural therapy that uses nutrients to assist in a smooth, comfortable drug withdrawal. If the withdrawal symptoms are not tolerated, transfer to a facility administering medications may be necessary.

**Residential Treatment Facility (RTF):** One type of treatment available to assist in the process of recovery. The patient moves into a specialized residence to participate in therapies and activities that promote a healthier lifestyle. Treatment duration in Santa Cruz County varies from twenty-eight days to six months. Many of these facilities also offer aftercare.

**Serial Inebriate:** A term used to describe someone who is chronically drunk, e.g., one who has been arrested more than five times within a six-month period. This condition often is associated with homelessness.

**Success Rate:** A statistic provided by a rehabilitation facility to indicate the percent of graduates completing the program and remaining sober. There is, however, no standard definition of success. How is success measured by each facility? Some of the methods used are contacting graduates by phone and inquiring if they are sober, or contacting the individual who paid for the treatment, e.g., parent or spouse. Some programs weed out high-risk individuals, which will help the program perhaps achieve a higher success rate. One needs to ask many questions to obtain an accurate picture of a facility’s success.

## **Background**

*For whatever reasons, people of all ages abuse and become addicted to alcohol and drugs. Can addictive behavior be stopped? Yes. It’s called recovery – a way to gradually re-establish control.*

RecoveryWave.com

RecoveryWave.com is a joint project between the Alcohol and Drug Program of the Health Services Agency and members of the County’s Alcohol and Drug Abuse Commission (ADAC). ADAC is a ten-member panel appointed by the County Board of Supervisors to four-year terms. The members represent the entire county with two representatives from each of the five districts.

The information on RecoveryWave.com was gathered and developed by HSA over many years in an on-going effort to compile the many programs within the county into a comprehensive directory. The web pages that we see today were improved quite recently through the work of ADAC commissioners and HSA personnel. Knowing that web searches now are a very common and well-used means to get information and contacts, their goal was to make this important information more accessible and useable.

The RecoveryWave.com home page layout is easy to use with a *Questions and Answers* section on the right side (1), a highlighted and easy-to-read center section introducing four strategies for recovery (2), and a list of sixteen categories under the *Options* title on the left (3). Help-line information (454-HELP) (4) is in the upper right corner in bold print on a red background. On the left side of the page, highlighted in yellow, is a link (Recuperación en Español) to a Spanish version of all the web page information (5). Every portion is further linked and cross-linked to additional information and contacts. At the very bottom, in blue fine print, is a link to the Santa Cruz County HSA disclaimer (6).



Figure 1. RecoveryWave.com Home Page

The Grand Jury was curious about the possible relationship between Santa Cruz County and the programs described on RecoveryWave.com. The listing of a program on the web page has the appearance of a program endorsement. Additionally, the Grand Jury wondered if there were financial ties between the County and any of the listed programs and what those ties might be. It was noted that some of the programs have religious affiliations, and the Grand Jury questioned

whether the County regarded this as an issue. Finally, the Grand Jury was interested in what process there might be for the maintenance and expansion of the RecoveryWave.com site itself.

Because of the multitude of options listed on RecoveryWave.com, the Grand Jury narrowed its focus to Residential (Live-in) Recovery. Eleven residential treatment facilities (RTFs) were listed at the “Residential” link under RecoveryWave *Options* at the time the Grand Jury investigation began in the fall 2009. Three of these facilities (The Camp Recovery Center, Narconon Vista Bay, and Providence Recovery Center) are private businesses. The remainder (Janus of Santa Cruz, Janus Perinatal (formerly Mondanaro-Baskin Center), Las Hermanas, New Life Community Services of Santa Cruz, Paloma House, Santa Cruz Residential Recovery, Sí Se Puede, and Tyler House) have connections to Santa Cruz County through funding.

Seven of the RTFs serve special populations generally underserved in access to addiction treatment:

- Teens (The Camp and Tyler House)
- Pregnant women (Janus Perinatal)
- Dual diagnosis (Paloma House)
- Parolees (Santa Cruz Residential Recovery, Sí Se Puede)
- Gang members (Sí Se Puede)
- Latinas (Las Hermanas)

The Grand Jury noted that there currently are no residential treatment programs serving the serial inebriate population of the county.

The listing for each RTF includes its address and phone number(s) and a short descriptive paragraph of varied information. Some reference a contact person and list a web page link. The information about the RTFs generally is not of sufficient scope to be useful, and it is not consistent for all listings. Furthermore, upon first review the Grand Jury found inaccuracies in the information. The Grand Jury decided to investigate the process by which the web site is managed and to correct and expand the information available about the RTFs, benefiting the public, HSA, and ADAC. The Grand Jury was encouraged to undertake this effort by County officials.

## **Scope**

The Grand Jury’s investigation was threefold. First, it reviewed the RecoveryWave.com web site to determine the ease of use and relevance of the components. Additionally, the Grand Jury interviewed members of HSA and ADAC to understand their process for managing and updating the site, for selecting the RTFs and collecting salient information about each to add to the web site catalogue.

Second, the Grand Jury was interested in what, if any, financial links there are between the County and the RTFs. The Grand Jury interviewed personnel in many County departments to understand the nature of financial support from public sources for individuals in residential treatment. Additionally, at each interview with RTF personnel, the Grand Jury asked about funding from the County in support of their clients.

Third, the Grand Jury carried out an extensive investigation of the RTFs. After an initial review and comparison of the web site descriptions of the RTFs, the Jury launched a multi-phased fact-finding effort which included a thorough Internet search of each RTF and the organizations sponsoring them, a questionnaire completed by the directors of each RTF, followed by lengthy in-person interviews with the facility and/or program directors. After this Grand Jury investigation began in the fall of 2009, two facilities closed: Las Hermanas, serving a Latina population, and Paloma House, serving a dual diagnosis population.

Topics in the questionnaire included current information regarding:

- Contact information
- Legal information, such as currency of licenses and certification, and ownership
- Fees, costs and payment options
- Program information including types of programs, detoxification, and length of stay
- Staffing and training
- Physical features of the facility
- Support information including languages, family involvement, culture-specific strategies

Using the responses to the questionnaire, in-depth interviews with the facility and/or program directors covered:

- Populations served
- Intake process
- Services and programs
- Costs and financing
- Staffing and professional development
- Connection to the County offices of Santa Cruz County

Finally, the Grand Jury created a comprehensive compilation of useful information for each of the nine remaining RTFs. Information regarding the specifics begins on page 11.

## ***Findings***

### **RecoveryWave Web Site**

The Grand Jury gathered information about the history, development, and maintenance of RecoveryWave.com. Its growth and appearance has depended upon the extra time and energy of a few individuals from ADAC and HSA. At present there are no designated personnel in either organization with the on-going dedicated responsibility for the web site. The helpline (454-HELP) referred to on the home page was established before the web site was initiated. Various personnel at HSA, who might not have special training in the issues handled by the entire department, answer these calls for assistance.

**F1.** The information included in the RecoveryWave.com web page describing each of the listed residential treatment facilities is incomplete, inconsistent, and contains inaccuracies. For instance, the information associated with some RTFs does not include a contact person, and some listings include fees but the stated fees are incorrect. In fact, for one treatment facility

the fees were understated by \$10,000. Updates are handled haphazardly. Some but not all information might be updated to reflect current circumstances. Information on two RTFs was left on the web site long after the facilities had closed.

**County Response: Santa Cruz County Board of Supervisors – PARTIALLY AGREE**

*The County Alcohol and Drug Program's (ADP's) Resource Directory was used as the source of information for RecoveryWave.com. ADP's past practice has been to update the Resource Directory information annually and as specific notifications of changes are received. However, due to budget constraints and County hiring freezes, the position responsible for updating the Resource Directory was vacant for over a year. When the position was eventually filled in January 2010, one of the new staff member's first projects was to update the resource directory, and this information was included in the RecoveryWave.com website. The County Alcohol and Drug Program intends to resume its practice of comprehensively updating the resource directory annually and as notifications of changes are received, and will share this information with the Commissioner who has volunteered to update the RecoveryWave.com website.*

- F2.** At present there is no system in place to periodically correct and update RecoveryWave.com. It is not clear whether this responsibility lies with ADAC or with HSA. Also, there currently is no system interface between the RecoveryWave.com web site and a resource directory maintained by HSA.

**County Response: Santa Cruz County Board of Supervisors – DISAGREE**

*As indicated above, after an extended vacancy in the position responsible for updating the Resource Directory, the County Alcohol and Drug Program has resumed periodic updates of the Resource Directory. Updates are shared with a member of the Alcohol and Drug Abuse Commissioner who has assumed the responsibility for updating the website content. Although it was the website creator's intention that the website would replace the Resource Directory, the Resource Directory fills the need for a hard copy handout to professionals and members of the public.*

- F3.** Personnel not trained in the complex issues of alcohol and drug addiction answer calls on the 454-HELP line. Occasionally calls are transferred to experienced personnel.

**County Response: Santa Cruz County Board of Supervisors – PARTIALLY AGREE**

*Sufficient resources do not exist to have all calls responded to by trained clinicians. Most calls are handled by clerical staff, who are trained to respond to requests for basic information about treatment program services, contact information, etc. Calls requiring a clinical response are transferred to experienced clinical staff.*

- F4.** The entire RecoveryWave.com web site is available in Spanish, except for the disclaimer. Again, these translations were accomplished by a few dedicated employees of HSA. The Grand Jury had the opportunity to ask about these translations during its survey of the RTFs. It appears that some of the translation needs editing and rewording.

**County Response: Santa Cruz County Board of Supervisors – PARTIALLY AGREE**

*HSA's Spanish language Resource Directory listings were used in creating the Spanish version of RecoveryWave.com. Translation of original text created for the site was performed by a bilingual commissioner with the help of a Si Se Puede staffer.*

*Disagreements on the quality or exactness of translations are not uncommon, and periodic review and updating of translations are useful.*

### **Endorsement and Disclaimer**

Part of the mission statement of ADAC is to promote “*high quality public and private programs to eliminate alcohol and other drug abuse in the county.*” To this end ADAC is enjoined to:

*“Encourage and educate the public to understand the nature of alcoholism and other drug dependencies and alcohol and other drug abuse programs; and encourage support throughout the county for development and implementation of effective alcohol and other drug prevention, intervention, treatment and recovery programs.”*

The Commission has responded to this mandate well with the development of RecoveryWave.com. ADAC promotes all programs, public and private, those with religious ties and those without, in an effort to serve as many people as possible. This is in keeping with the mission statement of HSA to promote community health in the public and private sectors. Thus, RTFs are listed on RecoveryWave.com as a service to the county without the intent to validate or endorse the programs.

While the community service aspect of RecoveryWave.com is clearly mandated by HSA and ADAC, the County also needs to limit its exposure to legal liability. To that end RecoveryWave.com includes a link to a disclaimer found in small print at the bottom of the home page only. This disclaimer includes sections covering liability with the phrase “use at your own risk” with language releasing the County from fault. The disclaimer is in English only, even on the Spanish translation pages.

**F5.** HSA and ADAC are actively carrying out the mandate to educate the public and promote alcohol and drug treatment programs with RecoveryWave.com. The seeming appearance of endorsement by the County could be viewed as an unintended consequence of this public service role. The English-only disclaimer on RecoveryWave.com provides the County legal protection from misuse of the web site information. There is tension between the mandate to provide information to the public and the exposure of the County to the misuse of the information. This leads to a lack of clarity about County support and the appearance of an endorsement of the private programs included on RecoveryWave.com.

**County Response: Santa Cruz County Board of Supervisors – PARTIALLY AGREE**

*The disclaimer on the website specifically states, “This site and its content are provided on an ‘as is’ basis. The County of Santa Cruz to the fullest extent permitted by law, disclaim all warranties, either express or implied, statutory or otherwise, including but not limited to the implied warranties of merchantability, non-infringement of third parties rights, and fitness for any particular purpose.” Furthermore, the website only indicates that the recovery programs listed are available, and makes no statements of endorsement. However, the County agrees that it is possible, despite the above disclaimers, that a member of the public could misconstrue listing of a program on the website as an endorsement by the County, and agrees that the disclaimer is not in Spanish.*

### **Santa Cruz County Funding for Individuals in Residential Treatment for Alcohol and Drug Addictions**

In addition to the information gathered about the residential facilities, the Grand Jury interviewed County officials to understand the nature and extent of the funding from the County to the RTFs. With the severe budgetary cutbacks of recent years, there has been a drastic reduction in County support for residential treatment. In many cases funding cuts have meant the curtailment of programs, leaving some special populations without residential treatment entirely. In other cases programs have been shortened to the extent that there is insufficient recovery time. Personnel of the County and those RTFs receiving public support emphasized the difficulty in helping individuals with their addictions when the programs are severely shortened. Providing no support for the most vulnerable populations, like the dual-diagnosed or serial inebriates, presents a challenge for the County.

- F6.** Santa Cruz County provides critical financial support for Santa Cruz residents in treatment at Janus, Janus Perinatal (formerly Mondanaro-Baskin), New Life Center, Santa Cruz Residential Recovery, Sí Se Puede, and Tyler House. Because of the budget constraints, the County has shortened the length of stay it will support for an individual in residential treatment. With the closure of Paloma House and Las Hermanas, two populations often underserved have had resources disappear. At present there is no County support for residential treatment for serial inebriates.

**County Response: Santa Cruz County Board of Supervisors – AGREE**

*Since the time the Grand Jury report was prepared, the County, in partnership with the City of Santa Cruz, Dominican and Sutter Hospitals, and the Central California Alliance for Health, has reinstated the Serial Inebriate Project, which provides residential treatment for serial inebriates.*

- F7.** Adolescents with addiction problems can be treated at Tyler House, often at no cost to their families. Importantly, the program is structured and of sufficient length to promote recovery. Students residing at Tyler House are able to continue their education at La Escuela Quetzal, a sober school adjacent to the house on the same property. Tyler House is not well-known and is underutilized.

**County Response: Santa Cruz County Board of Supervisors – PARTIALLY AGREE**

*Tyler House is very well known to its primary referral sources (Probation, Children's Mental Health, and the Alcohol and Drug Program) and is seeking to be better known by the general public. Although the occupancy rate at Tyler House is typically high, it dipped between January and June of 2010 due to clients with more difficult behavior problems being placed in the program who exited the program earlier than anticipated. Tyler House is working with the Probation Department to coordinate referrals of clients who are more appropriate for the program.*

### **The Role of the Alcohol and Drug Abuse Commission (ADAC)**

The Grand Jury found that ADAC has been dedicated in assisting the Santa Cruz County Health Services Agency in its efforts to stem alcohol and drug abuses. Historically, there have been times when ADAC has had to operate without a full panel of representatives.

- F8.** HSA has been handicapped by a lack of resources to promote broad awareness of RecoveryWave.com in the Santa Cruz county community, especially to those in critical and immediate need of support and information.

**County Response: Santa Cruz County Board of Supervisors – AGREE**

*The County supported the Commission's early promotion efforts, including paying for the printing of 11"x14" color posters and 8"x11" color flyers in English and Spanish. Commissioners, HSA personnel and members of the recovery community helped distribute the promotional materials, and the Commission issued press releases regarding the website. However, in recent years resources have not been available to support these public awareness efforts. The English version of the site has received 16,220 page loads (hits) since the Commission began accumulating data on the site on February 15, 2009. The site's average daily hit count has increased 17.5 percent, from 28.5 hits in 2009 to 33.5 hits through July 21, 2010. The Spanish language site draws significantly fewer visitors, with 3,405 total hits during the same time period.*

- F9.** Both HSA and ADAC have voiced their willingness to accept the recent work of this Grand Jury on the residential treatment facilities as a resource both for HSA and for addition to the RecoveryWave.com web site.

**County Response: Santa Cruz County Board of Supervisors – AGREE**

*The County agrees with this finding and thanks the Grand Jury for the thorough review of the website. The Commission is dedicated to maintaining an accurate, up-to-date, robust and informative website, consistent with the needs of the community and within budgetary constraints.*

## **Conclusions**

- C1.** The RecoveryWave.com web site does not include adequate information to help individuals make an informed decision when choosing a residential treatment facility in Santa Cruz County.
- C2.** Santa Cruz County funding for residential treatment for individuals with drug and alcohol addictions has been cut back to such a severe degree as to deny treatment to many of the most vulnerable, such as the dual-diagnosed and serial inebriates, and to hamper recovery for many others because of shortened programs. Most of the funding available to Santa Cruz County for all these programs has been provided by the State. The drastic reduction in State support has severely affected programs within Santa Cruz County.
- C3.** Despite the presence of a lengthy disclaimer on RecoveryWave.com, there is the appearance of endorsement of the programs listed on the web site by the County Health Services Agency and the Alcohol and Drug Abuse Commission.
- C4.** The Santa Cruz County Board of Supervisors has provided limited support for promoting its public service web site, RecoveryWave.com.

- C5. Because of issues with the Spanish translation and the lack of a disclaimer in Spanish, the usefulness of the web site for Spanish speakers is compromised.
- C6. The disclaimer is nearly hidden in tiny type at the very bottom of the home page only, and a web site user is not easily aware of the cautionary remarks by the HSA.

## **Recommendations**

- R1. The Health Services Agency of Santa Cruz County and The Alcohol and Drug Abuse Commission should review the RecoveryWave.com web site and verify the accuracy of the information provided by the Grand Jury on the residential treatment facilities for inclusion on the web site. They also should establish a clear strategy for ongoing, timely updates and corrections of RecoveryWave.com.

**County Response: Santa Cruz County Board of Supervisors – HAS BEEN IMPLEMENTED**

*This recommendation has been implemented. Now that a long-term clerical vacancy has been filled, the County Alcohol and Drug Program has resumed its past practice of comprehensively updating the resource directory annually and as notifications of changes are received. This updating process relies on treatment programs to provide accurate information. These updates and changes are routinely incorporated into the RecoveryWave.com website by the Commissioner who has volunteered for this task.*

- R2. HSA and ADAC should evaluate and, if necessary, revise the Spanish translations on RecoveryWave.com for best content and grammar. They also should provide a Spanish translation of HSA's disclaimer.

**County Response: Santa Cruz County Board of Supervisors – HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE**

*This recommendation will be implemented by October 1, 2010 or sooner.*

- R3. HSA and ADAC should clarify the appearance of County endorsement for the treatment facilities listed at RecoveryWave.com with a simple and prominent statement of intent. They also should make the existing link to the HSA disclaimer more obvious.

**County Response: Santa Cruz County Board of Supervisors – HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE**

*This recommendation will be implemented by October 1, 2010 or sooner.*

- R4. The Santa Cruz County Board of Supervisors should become more aware of the residential treatment facilities and provide access to relevant facilities for the underserved populations of dual-diagnosed persons and serial inebriates, and they should press the State to reinstate funding for treatment programs.

**County Response: Santa Cruz County Board of Supervisors – HAS BEEN IMPLEMENTED**

*The County Board of Supervisors is very aware of the residential treatment facilities and, within the constraints of available funding, intends to maintain and increase access to under-served persons with dual diagnoses and serial inebriates. As mentioned above, the*

*County, in partnership with key stakeholders, has re-instated the Serial Inebriate Project. The County continues to advocate with the State to preserve and expand funding for alcohol and drug treatment programs.*

- R5.** The Santa Cruz County Board of Supervisors should fund HSA’s efforts to make the public aware of county treatment resources through use of the RecoveryWave.com web site.

**County Response: Santa Cruz County Board of Supervisors – HAS BEEN IMPLEMENTED**

*Through funding provided to the HSA Alcohol and Drug Program, the Board of Supervisors has implemented this recommendation, including provision of timely updates of the treatment resources listed on the RecoveryWave.com website. In addition, the implementation of the county-wide 211 information referral line will help guide the public toward the RecoveryWave.com website.*

**Commendations**

1. The Grand Jury commends the Alcohol and Drug Abuse Commission and the Drug and Alcohol Program of the Health Services Agency for the creation and promotion of RecoveryWave.com. The site provides critical information for those researching the multiple treatment options available in Santa Cruz County for drug and alcohol addiction.
2. The Grand Jury also commends the residential treatment facility personnel for their compassion, dedication, and professionalism in assisting county residents with their addiction recovery process.

**Responses Required**

<b>Respondent</b>	<b>Findings</b>	<b>Recommendations</b>	<b>Respond Within/By</b>
Alcohol and Drug Abuse Commission	F1, F2, F4, F8, F9	R1 – R3	90 Days October 1, 2010
Santa Cruz County Board of Supervisors	F6 – F8	R4, R5	60 Days September 1, 2010
Santa Cruz County Health Services Agency Alcohol and Drug Program	F1 – F9	R1 – R3	90 Days October 1, 2010

Note: The Santa Cruz County Board of Supervisors controls the Health Services Agency and Alcohol and Drug Abuse Commission. The Board of Supervisors, therefore, approves and issues a combined county response to the above findings and recommendations.

***Catalogue of Residential Treatment Facilities***

Camp Recovery Center	45
Janus of Santa Cruz	48
Janus Perinatal (formerly Mondanaro-Baskin)	51
Narconon Vista Bay	53
New Life Community Center	56
Providence Recovery Center	59
Santa Cruz Residential Recovery	62
Sí Se Puede	65
Tyler House	68

## **CAMP RECOVERY CENTER**

### **The Camp**

3192 Glen Canyon Road  
Scotts Valley, CA 95066  
831-438-1868 or  
800-924-2879 – National Resource Center  
Contact: James Bailey, Program Director  
[www.camprecovery@crchealth.com](mailto:www.camprecovery@crchealth.com)

#### **INTRODUCTION**

Camp Recovery Center (The Camp) is located in lovely rural Scotts Valley. It provides services for both adolescents and adults. This is one of two county residential programs for adolescents. The adult residential program is 30 days. The adolescent program is 60 days. In addition, they have both outpatient and aftercare programs. Some of the amenities provided are a swimming pool, tennis courts and a ropes course. The Camp has had very good success in working in conjunction with interventionists to persuade patients to enter the facility.

#### **LEGAL STATUS:**

- CA State licensed and certified, expiration 9/30/2010
- CA Community Care License for Adolescent Unit
- Ownership status: Camp Recovery Center (CRC), Limited Partnership
- CARF certified, expiration 3/2012

#### **CLIENT BASE**

- Treatment options for both adults and adolescents
- Minimum age for adolescents is 14
- Minimum age for adults is 18
- Predominantly Caucasian
- Typical male/female ratio is 3:2
- 25 percent of clientele from Santa Cruz County
- No dual-diagnosed clients
- Utilizes ASI (an assessment tool recognized in the field of addiction) to determine if client has potential mental issues as they do not treat dual diagnosis

#### **REFERRAL PROCESS**

- Open to anyone who calls and fits the admission criteria
- Alumni readmit
- Alumni referral

#### **INTAKE PROCESS**

- Clients must sign clinical and financial criteria/confidentiality release of information/ground rules/privacy rules

### **PROPERTY AND FACILITY CHARACTERISTICS**

- 25 acres in rural Scotts Valley
- 17 adolescent beds/53 adult beds
- Recreation: swimming pool, tennis courts, yoga and ropes course
- Disabled accessible
- Smoking allowed in designated areas

### **DETOXIFICATION SERVICES**

- Medical detoxification provided (physician determines a protocol based on individual needs)
- Nurses monitor vitals and provide necessary medication for those going through detox

### **TREATMENT AND PROGRAMS**

- 30-day program for adults/60-day for adolescents
- Levels of care: detox/rehab/day treatment/intensive outpatient services
- 12-Step as well as Cognitive Behavior Therapy
- All programs focus on relapse prevention and getting outside support
- Individual treatment plans developed for clientele
- Individualized discharge plan developed by case manager
- Weekly yoga classes available to provide an alternate way to calm the mind and soul
- Family programs involve individualized sessions between a case manager and family/client (twice a month)
- Aftercare programs consist of 1-2 times a week at the Camp which is based on 12-Step

### **SERVICES**

- Ropes course provides an opportunity to develop clients' self-esteem, trust, sense of accomplishment
- Large annual alumni gathering with picnic and live music
- Spanish translators available for Spanish-speaking families of clients

### **COSTS AND FINANCING**

- Self-pay: \$12,500 for adults/\$14,200 for adolescents
- Payment options: private pay/managed care insurance (currently preferred provider of over 60 managed care organizations)
- Loans provided by Clark Behavioral Financing (specializing in loans for chemical dependency)

### **STAFF**

- 24 Hour nursing
- Medical assistants
- Medical Director - physician
- Certified chemical dependency counselors
- Two family program counselors
- Technicians
- Ancillary staff (administration, intake counselors, dietary, housekeeping, grounds)

### **SANTA CRUZ COUNTY CONNECTIONS**

- About 25 percent of clientele from Santa Cruz County
- Under Prop 36 Santa Cruz County HSA tried to utilize The Camp for needed beds, however, financially it did not work due to the low reimbursement rate and the County's being on a fiscal year and The Camp on a calendar year
- Participates with Santa Cruz County in September for Recovery month
- Receives no county funds

### **ADDITIONAL INFORMATION**

- The Camp utilizes the National Resource Center for phone calls and preliminary screening (800-924-2879)
- Marketing of The Camp directed to geographical areas with businesses offering insurance to employees (San Jose, San Francisco Bay)
- CRC, which owns The Camp, owns about 150 web sites for facilities and marketing
- CRC changed focus to include more Internet marketing over the past 5 years.
- Contact information for the facility on the RecoveryWave is not correct
- Most clients are in need of medical detox

## **JANUS OF SANTA CRUZ**

200 7<sup>TH</sup> Ave., Suite 150  
Santa Cruz, CA 95062  
831-462-1060 or toll free 866-526-8772  
Contact: Margie Storms  
[www.januscc.org](http://www.januscc.org)

### **INTRODUCTION**

Janus of Santa Cruz is a multi-faceted treatment center providing residential programs, day programs, and detoxification services. Approximately 250 people enter the residential program yearly, and 75 to 80 percent complete treatment. Janus puts a strong emphasis on their clients' return to the community. Janus works to have people "step down" to less restrictive environments and work on real-life stressors. Additionally, Janus emphasizes personal health and considers healthy food services as part of the recovery treatment.

### **LEGAL STATUS**

- CA State licensed, expiration 06/30/2010
- Ownership status: Private nonprofit organization founded in 1976
- CARF certified

### **CLIENT BASE**

- Adult population
- Male to female ratio typically 3:2
- Makeup typically Caucasian 70 percent, Latino 23 percent
- Most residents (85 percent) from Santa Cruz county
- Treatment for dual-diagnosed clients available

### **REFERRAL PROCESS**

- Residents come to Janus through self-admit, web site/yellow pages, professional intervention, CalWORKs, Child Protective Services, or court referral

### **INTAKE PROCESS**

- Wait list requires in-person interview
- To maintain position on the list individual must phone on regular basis
- Individuals might need clearance from a physician before entering the detoxification program
- Clients sign Consent for Treatment agreement

### **PROPERTY AND FACILITY CHARACTERISTICS**

- Janus has 24 bed capacity/18 optimal number
- Disabled accessible
- Eastside Santa Cruz neighborhood location near the ocean
- Smoking permitted (designated areas and times)

## **DETOXIFICATION SERVICES**

- Detoxification program non-medical and of variable length (4 – 6 days)
- Detoxification program also offered to general public not enrolled in the Janus treatment programs

## **TREATMENT AND PROGRAMS**

- Length of residential treatment variable depending on clinical need with goal to stabilize, think clearly
- With healthy outside support, clients can move to outpatient status
- “Step down” model is the determiner of the length of stay
- Self help programs include: 12-Step, Smart Recovery, Celebrate Recovery, Three Principles
- Comprehensive chemical dependency treatments include: Matrix Model, Cenaps Model, Cognitive Behavior and Biofeedback
- Stages of Treatment consists of 5 steps:
  - Step 1 Self acceptance of addiction and its effects
  - Step 2 Express acceptance to peers and develop communication skills
  - Step 3 Develop a support system
  - Step 4 Create strong discharge plan
  - Step 5 Participate in aftercare program
- Family programs (once a month/all day)
- Family session includes counseling and education and multi-process group
- Lifetime aftercare is part of the program
- Janus counselors provide drop-in recovery support sessions in Watsonville and Santa Cruz
- Recreational opportunities include chi gong, tai chi, meditation and yoga
- Clients get NVC (Nonviolent Communication) training

## **SERVICES**

- All programs and treatments available in Spanish

## **COSTS AND FINANCING:**

- Many insurance and health care policies accepted
- Sliding scale fee for Santa Cruz county residents
- Payment options: County support, self-pay, insurance, sliding scale for self-paying clients
- Cost for the detoxification program rated per day
- For a self-pay client Janus maintains an affordable rate with a sliding scale starting from \$4,900 for 28 days of residential treatment
- Self-pay \$1,000 for 4 days of detoxification treatment
- Medical insurances pay for some detoxifications based on physician diagnosis

**STAFF**

- Staff to resident ratios: 1:1 dayshift, 1:5 swing shift, 1:16 for overnight
- Physician on call 24/7
- PA (physician assistant)/RN on site or on call
- 3 or 4 drug and alcohol abuse counselors on site during day and evening hours
- Licensed Marriage and Family Therapist present 2 days per week

**SANTA CRUZ COUNTY CONNECTIONS:**

- Janus offers educational seminars to the Santa Cruz community regarding addiction
- Janus works closely with Santa Cruz County HSA to ensure the highest quality of care for all clients in the larger county service system
- Janus receives County funding for some people in their residential treatment centers
- Janus is a member of the Perinatal Council on Substance Abuse and Families
- Janus sponsors the annual Addiction Conference for addiction professionals and community members

## **JANUS PERINATAL** **Formerly Mondanaro-Baskin**

516 Chestnut Street  
Santa Cruz, CA 95060  
831-423-9015  
831-423-9098  
Contact: Antoinette Williamson  
[www.janussc.org](http://www.janussc.org)

### **INTRODUCTION**

Janus Perinatal is a special resource for chemically addicted mothers and pregnant women. It is part of the Janus of Santa Cruz network with close ties to the County of Santa Cruz for financial and medical resources. Last year 48 residents completed the residential program and 44 completed the day program with 75 to 80 percent of the clients completing the programs. Janus Perinatal is sensitive to the difficult lives of its clients and provides opportunities for emotional recovery. Learning to be a successful parent is central to the treatment program.

### **LEGAL STATUS**

- CA State licensed and certified, expiration 06/30/2010
- Ownership status: Private nonprofit, part of the Janus of Santa Cruz network
- CARF certified

### **CLIENT BASE**

- Treatment option for addicted mothers and pregnant women
- Make-up is typically 45 percent Latina
- All clients from Santa Cruz county
- Treatment available for some who have been dual-diagnosed

### **REFERRAL PROCESS**

- Open only to Santa Cruz county residents
- Can enter only by phoning contact, referral by CalWORKs, Child Protective Services, County service coordinators, or Dominican Hospital

### **INTAKE PROCESS**

- Mandatory wait list by phoning contact number
- Weekly check-in required to maintain wait list

### **PROPERTY AND FACILITY CHARACTERISTICS**

- Downtown Santa Cruz neighborhood location
- 10 adult beds
- Beds available for infants and young children
- Disabled accessible
- Smoking permitted away from proximity of children

### **DETOXIFICATION SERVICES**

- No detoxification at facility
- Janus Main provides detox services if needed

### **TREATMENT AND PROGRAMS**

- Stay at facility varies according to need/1 to 3 months on average
- Modalities used: evidence-based treatment, Matrix Model, Cenaps Model for relapse prevention, self-help groups
- The Perinatal Program is a phased program
- Each phase increases personal and family responsibility/decreases intense program elements
- Stability primary goal of the program
- All clients eligible for lifetime aftercare with programs at Janus and in Watsonville
- All aftercare conducted by Janus counselors
- Successful mothering, positive discipline and positive parenting emphasized
- Family program/family involvement vital component of treatment

### **SERVICES**

- Recreational opportunities available near-by
- All services available in English and Spanish

### **COSTS AND FINANCING**

- Sliding scale/Medi-Cal accepted
- Client cost \$60/month
- County co-pay except for drug Medi-Cal clients
- Installment payments available/no one turned away because of inability to pay

### **STAFF**

- Physician and nurses on call 24/7
- Alcohol and drug abuse counselors

### **SANTA CRUZ COUNTY CONNECTION**

- County funded program

## NARCONON VISTA BAY

262 Gaffey Road  
Watsonville CA 95076  
Director: Daniel Manson  
Key Contact: Jeff Panelli  
831-768-7190  
[www.vistabay.com](http://www.vistabay.com)

### INTRODUCTION

William Benitez founded the Narconon Program in 1966, where it was first utilized in the Arizona State Prison system. The Narconon Program uses the drug rehabilitation technology created by L. Ron Hubbard. The program at Narconon Vista Bay is a non 12-Step, non-traditional disease model. It is drug/medication free with an intensive sauna detoxification program considered to cleanse the body of drugs and toxins. Self-empowering life skills are taught along with cognitive therapy. The program involves four sequential educational phases and clients (students) progress at their own rate of speed.

### LEGAL STATUS

- CA State licensed and certified, expiration 12/31/2010
- Ownership status: Association of Better Living and Education International
- Private non-profit (501c3) organization
- Not CARF certified at time of interview (12/15/09)

### CLIENT BASE

- Dual diagnosis not accepted
- Typical male/female ratio: 3:2
- Approximately 70 percent Caucasian/30 percent Latino
- Approximately 90 percent of clients from outside Santa Cruz county
- Clients must be 18 years or older
- Average age of client: 30 years

### REFERRAL PROCESS

- Internet search ([www.rehab.net](http://www.rehab.net)) primary source of referral
- Alumni referral

### INTAKE PROCESS

- Clients sign admission agreement
- All clients medically examined and screened for non-medical detox
- Payment fee required upon admission
- Upon arrival outside communication “ten-day black out period” imposed

## **PROPERTY AND FACILITY CHARACTERISTICS**

- 40 beds
- Facility generally runs at full capacity
- 12,000 square feet facility located on 30 acres in foothill area
- Recreation: swimming pool, volleyball court, basketball hoop, horseshoe pit and outdoor exercise room
- Disabled accessible
- Smoking allowed

## **DETOXIFICATION SERVICES**

- Medical detox available before entering facility (If it is determined that potential clients cannot safely participate in drug free detox they are sent to a Monterey medical detox facility that has an agreement with Narconon Vista Bay.)
- Non-medical detox takes place during Phase I of the treatment program

## **TREATMENT AND PROGRAMS**

- Typical stay/3 to 6 months
- Daily classes Monday through Saturday, 10:00 am to 7:00 pm with breaks and lunch
- Sunday, students attend one section of class
- Narconon course materials: a “secularized” version of L. Ron Hubbard’s (founder of Scientology) writings/curricula

- **The Narconon program is divided into Four Phases:**

### **Phase I**

- A) Drug Free Withdrawal
- B) The Communication Course
- C) The New Life Detoxification Program (non-medical)
  - Must be medically cleared for sauna treatment
  - 4.5 to 5 hours in dry sauna per day
  - “Vitamin Bombs” are administered once a day and include: niacin, up to 5,000 mg, for seven weeks; calcium and magnesium five times the amount of daily requirement

### **Phase II**

- A) Learning Component Course
- B) Communications and Perception Course

### **Phase III**

- A) Ups and Downs Life Course
- B) Personal Values and Integrity Course
- C) The Changing Conditions in Life Course

### **Phase IV**

- A) Comprehensive Review
  - After care considered part of the six month program

## **SERVICES**

- Pick up at airport
- Transportation to personal medical/dental appointments
- Supervised visits to beach and shopping excursions (earned privilege upon completion of New Life Detoxification Program)
- Individuals can return for 30 days of treatment, free of charge, if they relapse within six months of program completion/graduation
- Referrals to outside resources are offered to family seeking support programs/services
- Visits must be approved 48 hours in advance

## **COSTS AND FINANCING**

- Cost to client \$29,000.00
- Payment option: two installments of \$18,500 and \$12,000 within the first 30 days

## **STAFF**

- Narconon graduates make up 85 percent to 90 percent of staff
- Staff must be drug/alcohol free for 6 months prior to working at Vista Bay
- All alcohol/drug counselors certified through Breining Institute/onsite/online
- 20 onsite staff per shift (12 counselors/8 staff)
- 1 nurse/2 PAs (physician assistants) on staff
- RN or PA present 8:00 am – 6:00 pm
- Medical doctor available to Narconon
- Emergency medical situations transferred to Watsonville Community Hospital ER

## **SANTA CRUZ COUNTY CONNECTIONS**

- Does not receive county funds
- Staff participates in local community work: Sober Grad Night at high school, drug education in schools
- Narconon Vista Bay has made donations to the following local organizations: Watsonville High School, California Grey Bears, Watsonville Police Officers Association, Aptos Academy (source: 2007 990 filings report)

## **NEW LIFE COMMUNITY SERVICES OF SANTA CRUZ**

### **New Life Center**

707 Fair Avenue  
Santa Cruz, CA 95060  
831- 427-1007 or  
831- 458-1668  
831-454-0545 (Fax)  
Contact: Emmanuel DeNike  
[www.nlcsonline.org](http://www.nlcsonline.org)

#### **INTRODUCTION**

New Life Center is the oldest organization in Santa Cruz County providing combined services for the homeless, abused, and chemically dependent. In a year it treats approximately 275 people in residential programs and 350 people in follow-up care. The treatment programs emphasize continued connection with the community. All clients work or volunteer while in recovery. The programs are individualized to promote success in getting control of all elements in one's life. The facility also is unique in serving families with space appropriate for children.

#### **LEGAL STATUS**

- CA state licensed, expiration 04/30/2011
- Ownership status: Private non-profit addiction treatment program established in 1972
- Not CARF certified

#### **CLIENT BASE**

- Emphasis on low-income single adults and families
- Typically 25 percent Latino
- African-American percentage greater than the county
- Male to female ratio typically 2:1
- 80 percent of the population is from Santa Cruz County, most everyone is from California
- Accepts some dual diagnosed clients

#### **REFERRAL PROCESS**

- Walk-ins, use facility contact number, or referral
- Referral sources: probation, criminal justice, Child Protective Services

#### **INTAKE PROCESS**

- Personal interview to establish position on wait list
- Daily phone call required to maintain position on list
- Average wait time two weeks
- Eligible for interim services while on wait list
- Intake papers include: consent to treatment, service agreement, financial contract, house rules and regulations, personal rights statement
- Non-refundable intake fee: \$100.00

### **PROPERTY AND FACILITY CHARACTERISTICS**

- 38 beds for adults/19 beds for children
- Disabled accessible
- Westside Santa Cruz neighborhood location
- Smoking only in outside designated areas

### **DETOXIFICATION SERVICES**

- No detox services available/people referred to area hospitals or Janus

### **TREATMENT AND PROGRAMS**

- Variable length of stay, six months or longer
- Non-custodial facility with transitional/vocational programs
- Treatment elements: men only/women only/co-ed groups: drug and alcohol classes, relapse prevention, crisis counseling, support groups, individual sessions
- 12-Step required
- Initial 12-Step programs on-site, transitioning to a home group with commitment to attend and get sponsored
- Mandatory part time work/volunteer/personal child care targets: time management, paying bills, responsible behavior, and personal health
- Not faith based, house rules require broadly interpreted spiritual component
- Each client designs an individualized medical care program: referred to Medi-Cal, Medi-Cruz, Homeless Persons Health Project, Senior Citizens Rotary Care, and Lions Club for vision services
- Adjustable program schedule accommodates outside jobs
- Scheduled daily recreation time
- Ongoing aftercare at alumni meetings

### **SERVICES**

- Refers clients to clean and sober transitional housing
- Children may stay with their parents during treatment
- Family counseling, marriage counseling, counseling for children
- Monolingual Spanish treatment (education groups, group therapy, individual counseling)
- Children of clients go to school or day-care with goal to make a normal life for them

### **COSTS AND FINANCING**

- Flexible sliding scale fee structure starting at \$21.00 per day/no cost for children
- Insurance payees and SSI recipients accepted
- Payment options: cash, money order, and credit
- Payment plans arranged
- Fees based on a sliding scale depending on weekly income. Lowest rate is \$196.00 per week/highest rate is \$476.00 per week

**STAFF**

- 1.14 to 1 during the day/5 to 1 during the night
- No medical personnel on staff or on call
- Four or five alcohol and drug abuse counselors on site per shift
- Additional staff includes Marriage and Family Therapists
- Most staff in training for degrees in clinical psychology/addiction studies and upon completion of studies often remain as volunteers
- Many certified addiction counselors

**SANTA CRUZ COUNTY CONNECTIONS**

- Receives some County financial support for local clients

## PROVIDENCE RECOVERY CENTER

831 Paget Avenue  
Santa Cruz, CA 95062  
831-475-1326  
Contact: Claudia Porter  
[www.providencerecovery.com](http://www.providencerecovery.com)

### INTRODUCTION

Located in a quiet residential neighborhood near Twin Lakes in Santa Cruz, Providence Recovery Center provides a program that caters to individuals who are looking for a personal approach. The facility accepts both men and women who are at least 18 years old. With only 13 beds, Providence is able to offer individualized attention to all patients. Over the last two years the average population has been approximately 8 residents per month, which allows staff the opportunity to create a family atmosphere. The addict personality is one of manipulation. In a smaller environment, like the one provided by Providence, it is harder to “skate,” as there is a much smaller ratio of patient to clinician. The home has large comfortable rooms as well as an expansive yard with flowering gardens. A physician recommends medical detoxification onsite after an individual assessment, and a medical technician closely monitors the patient throughout the process. In addition, a new recovery track called Fleahab has been implemented. This track incorporates popular recreational activities, a strategy that has been shown to increase the chances of success in beating addiction.

### LEGAL STATUS

- CA State licensed and certified, expiration 6/30/2010
- Ownership status: private corporation
- Fleahab program non-profit
- Not CARF certified

### CLIENT BASE

- Predominantly Caucasian
- Typical male/female ratio is 3:1
- Approximately 40 percent to 50 percent are from Santa Cruz county
- Dual diagnosis accepted

### REFERRAL PROCESS

- Family intervention most common means of admittance
- Advertising
- Word of mouth

### INTAKE PROCESS

- Clients sign a behavioral/compliance agreement honoring 4 standards
- Payment for program required at intake

### **PROPERTY AND FACILITY CHARACTERISTICS**

- Located in a residential neighborhood in eastern Santa Cruz
- 13 beds
- Disabled accessible
- Smoking permitted in designated areas

### **DETOXIFICATION SERVICES**

- Medical detoxification provided
- Detox protocol based on individual needs/determined by physician
- Medical technician continually monitors vitals utilizing an assessment tool and records the information
- Detoxification included in the program fee
- At least 75 percent of the client population needs to go through detox once admitted

### **TREATMENT AND PROGRAMS**

- Programs offered: 30/60/90 days
- Clients encouraged to stay more than 30 days for greater chance of success
- Individual treatment program designed for clientele
- 12-Step program available
- Behavior therapy for those not comfortable with the higher power concept in 12-Step
- Dual diagnosis treated by outside psychiatrist and psychologists/ recommendations available
- Family sessions every Sunday during treatment
- Recreational opportunities are available at a fitness center 3 times a week, 2 hiking outings per week (weather permitting)
- Individual treatment plans developed for clientele
- Saturday morning programs available for life offered for aftercare

### **SERVICES**

- Innovative additional recovery track, Fleahab, utilizes different types of recreational sports (surfing, golfing) for 9 hours per week

### **COSTS AND FINANCING**

- Three alternatives: 30 day \$10,500/60 day \$21,600 /90 day \$30,000
- Additional \$1,500 month for Fleahab
- Payment options are determined on an individual case basis, no financial assistance provided
- Total amount paid upon admission
- Month to month option available if there is doubt of success
- Insurance may cover the detoxification component (typically 17-23 days)

**STAFF**

- Physician available 24/7
- Alcohol and drug abuse counselors
- Staff requirements: must be clean and sober for minimum of 2 years prior to hiring
- Sign contract agreeing to random testing

**SANTA CRUZ COUNTY CONNECTIONS**

- Receives no Santa Cruz County funds

## SANTA CRUZ RESIDENTIAL RECOVERY

125 Rigg St  
Santa Cruz, CA 95060  
831-423-3890 (phone)  
831-423-6657 (fax)  
Contact: Cynthia Evey [cynthia.evey@scccc.org](mailto:cynthia.evey@scccc.org)  
[www.scccc.org](http://www.scccc.org)

### INTRODUCTION

Located in an historic building in downtown Santa Cruz, this 30-bed facility treats an ethnically diverse group of men and women, the majority of whom are currently on probation or parole. Typically the male-female ratio is 22 men to 8 women. The treatment utilizes a criminal thinking model developed by Stanton Samenow who believes that the disease concept does not work for the criminal thinker. Clients with institutional way of thinking will not tell anyone anything, won't be a "snitch" and think like criminals. A criminal looks for the next way to make money and get material things. Clients learn to live in an environment with rules, boundaries, and structure. There is a strong emphasis on relapse prevention and denial management. This is a 3 to 6 month program, but clients with methamphetamine addiction need to realize it takes about a year for the brain to clear toxins from methamphetamine. Services are conducted in English, but if a client is more comfortable with Spanish, a coordinator will be assigned to translate. Anyone who has been a resident of Santa Cruz County for six months can apply for treatment.

### LEGAL STATUS

- CA State licensed, expiration date 6/30/10
- Component of Santa Cruz Community Counseling Center
- Private non-profit SCCCC
- Not CARF certified

### CLIENT BASE

- Adult women and men
- Typical male to female ratio is 3:1
- Almost 100 percent from County Probation or State Parole
- California Youth Agency (higher level offenders ages 18-24) funds recovery/will pay for a Sober Living Environment
- Walk-ins require minimum 6 month SC county residency
- Ethnically diverse
- About 50 percent of clients dual-diagnosed
- Dual-diagnosed clients are not allowed narcotics; anti-psychotic drugs, anti-anxiety, and anti-depressants allowed

## **REFERRAL PROCESS**

- County clients usually referred by probation officer or family member
- State prison client enrolls in SASCA (Substance Abuse Services Coordinating Agency) program for nine months (If the state funds their RTF care, they are considered in custody for the first 90 days. Clients are released from parole (State) upon completion of five month program.)

## **INTAKE PROCESS**

- Intake interview conducted in jail or Blaine Street Women's Facility
- Contract signed at intake
- \$250.00 intake fee
- Individual on wait list referred to AA meetings
  1. Individuals in custody required to call or write weekly
  2. Community residents required to call daily

## **PROPERTY AND FACILITY CHARACTERISTICS**

- Historic building in downtown Santa Cruz
- 30 beds
- Smoking limited to specific times and places
- Partially wheelchair accessible

## **DETOXIFICATION SERVICES**

- Not available
- Client needs to be clean and sober for 3 days/7days required if on heroin
- Client needing detox referred to either Janus or Dominican Hospital

## **TREATMENT AND PROGRAMS**

- Program duration 3-6 months
- 12-Step in house. Off-site meetings used to find sponsor. (A sponsor needs to have been sober for 1 year and have worked all steps)
- Strong emphasis on relapse prevention and denial management
- Change attitudes/no emotional outburst allowed/identify positive and negative triggers
- Educational seminars followed by writing assignments focus clients on "denial patterns" and triggers which negatively impact their lives
- Primary counselor develops individual treatment plan
- Parenting training ("Positive Discipline For Parenting In Recovery")
- Acupuncture from 2:30-3:30 pm on Monday
- Because of budget cuts, aftercare is being redesigned to be on-site
- Two Sober Living Environments: 8 men/5 women

### **SERVICES**

- Job training
- Family visits-supervised family sessions if clinically appropriate: Saturday ongoing family orientation on expectations and allowed topics of discussion; Sunday child visitation
- Recreation: movies, beach, volleyball, cultural events

### **COSTS AND FINANCING**

- \$250.00 non-refundable intake fee
- \$250.00 monthly fee
- Pro-rated refund available
- No one refused services due to lack of ability to pay
- Sliding scale, some County funding, self-pay
- People who walk in on their own without a referral from a County agency do not qualify for sliding scale
- Santa Cruz County will pay 89 percent SDI (disability) or unemployment
- State funding for clients on parole

### **STAFF**

- Marriage/Family Therapist consultant for clinical supervision, more complex cases and dual diagnosis
- Interns get field experience for their certification
- Alcohol and drug abuse counselors

### **SANTA CRUZ COUNTY CONNECTIONS**

- County pays for 10 beds out of 30
- Clients volunteer at Walnut Avenue Women's Center doing yard work and also participate in the Human Race

## **SÍ SE PUEDE RECOVERY CENTER**

161Miles Lane  
Watsonville, CA 95076  
831-761-5422 (phone)  
831-761-3772 (fax)  
Contact: Jorge Sanchez, Jorge Gutierrez  
[www.scccc.org](http://www.scccc.org).

### **INTRODUCTION**

In existence for 19 years, Sí Se Puede (“Yes, we can”) is a comprehensive rehabilitation service for men with drug and alcohol abuse problems. Services are provided in English and Spanish. The program provides opportunities for men to face their addiction and build a strong foundation for recovery. Connecting the culturally diverse men back to their various cultures through blending food, tradition, and way of dressing into their treatment is important. A sweat lodge is used two times a month. The men, 90 percent of who are current or former gang members, are taught: to take care of business, to take care of health, and to be wary of magical thinking. While at Sí Se Puede, the men are encouraged to quit smoking and to leave their gangs. They are taught anger management and the cycle of domestic violence. Sí Se Puede works with the family as well, as these men have injured relationships with family and have trust issues. The family often denies that they are co-dependants. Fathers take care of their children on visiting day and attend parenting classes. Sí Se Puede provides mentors to county youth at risk. Many clients return to visit and give support to current residents. Sí Se Puede encourages graduates to relocate to gang-neutral areas for safety. Success is when a person who completes the program has a job and a steady place to live.

### **LEGAL STATUS**

- CA State licensed, expiration 6/30/10
- Private nonprofit SCCCC
- Not CARF certified

### **CLIENT BASE**

- Male adults
- Over 90 percent involved in gangs
- 80 percent on probation
- 80 percent with history of mental and/or sexual abuse
- Ethnic make-up primarily Latino, also Caucasian, African American, Asian
- Not a dual diagnosis program, but can accommodate some who are on medication
- Men with history of repeated violence or sexual crimes not allowed
- Clients primarily from Santa Cruz county
- Average age: 25-30

### **REFERRAL PROCESS**

- Clients primarily from Probation

## **INTAKE PROCESS**

- Interview often taken in jail
- Wait list referred to Fenix Service (out-patient alcohol and drug abuse counseling)
- Court referred client has responsibility to check in for space available
- Smokers asked if they want to quit (primary counselor coordinates cessation effort)

## **PROPERTY AND FACILITY CHARACTERISTICS**

- Capacity: 23 beds
- Watsonville residential neighborhood
- Smoking allowed at specific times and places
- No smoking with family
- Disabled accessible

## **DETOXIFICATION SERVICES**

- Not available
- Referred to Watsonville Health Clinic for detoxification

## **TREATMENT AND PROGRAMS**

- Program duration 3-6 months:
  - Phase 1:** Orientation/Socialization (one to one and a half months)
  - Phase 2:** Rehabilitation (two months)
  - Phase 3:** Transition and Re-Entry into community (evaluation of progress/needs, outside community connection set up one month before exit)
- Criminal thinking model by Stanton Samenow utilized (Clients are taught that criminal thinking works against them even more than their drug use. They need to learn their denial patterns and be responsible for changing these patterns)
- Treatment for abusive behavior, drugs, alcohol
- 12- Step Program
- Modalities: Matrix, Denial Management Counseling, and Cenaps models
- Counselor mentors irresponsible, unhealthy client on issues related to court problems and/or health
- Smoking cessation program (non-smokers have better success in quitting addiction)
- Cultural awareness sessions
- Sweat lodge optional twice a month
- Gang intervention education
- Survivor Healing; Triangle Speakers; Defensa de Mujeres; SCAP (Santa Cruz AIDS Project); Parenting class; Lesbian, Gay, Bisexual, Transgender (LGBT)
- Family seminar participation required prior to visitation (seminars focus on chemical dependency, co-dependency, and domestic violence)
- Clients attend Positive Parenting Classes at Manzana Complex in Watsonville
- Assistance offered to clients who need to enroll in Homeless Person Health Project (HHP)
- Connect clients with Cabrillo College, education encouraged
- Connect clients with temporary job agencies and with Santa Cruz County's unemployment office's job search help

- Aftercare is conducted on site, client participation according to need
- Sí Se Puede manages a Clean and Sober House of 11 beds

### **SERVICES**

- All services available in Spanish and English
- Recreational activities: beach, parks, 6 Flags, camping trip
- Tuesday and Thursday acupuncture appointments to assist with sleep problems

### **COSTS AND FINANCING**

- \$250.00 intake fee
- \$100.00 minimum monthly rent/payback arrangements are made
- County pays for 16 beds out of 23
- Funded through Health Service Agency, Santa Cruz County Human Services Department, and the City of Watsonville

### **STAFF**

- Alcohol and drug abuse counselors
- Residential addiction specialists
- 99 percent are former addicts, five years clean and sober before employed, 40 percent Sí Se Puede graduates
- All staff receives 40 hours of training on specific topics

### **SANTA CRUZ COUNTY CONNECTIONS**

- Mentors to Tyler House regarding gang intervention
- Gang intervention talks given at all major county high schools
- Probation officers encourage graduates to return for after care.

## TYLER HOUSE

2716 Freedom Boulevard  
Freedom, CA 95019  
831-688-6293  
Contact: Bill McCabe, Director  
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### INTRODUCTION

Tyler House is a residential facility dedicated exclusively to the treatment of adolescents between the ages of fourteen and seventeen seeking treatment for substance abuse and/or mental issues. Located in the southern part of the county in Freedom, the residence is a clean, spacious, and well-equipped two-story building with beds to accommodate up to six adolescents. The facility is under the supervision of the Santa Cruz Community Counseling Center.

Structure is key to success in the program, and much effort is given to providing such an environment. At intake parents and their adolescent must sign several agreements relating to expected behavior, discipline, program, and grounds for dismissal from the residence.

Students residing at Tyler House are able to continue their education at La Escuela Quetzal, a school adjacent to the house on the same property. The operation of the school is shared between Youth Services and the Santa Cruz County Office of Education. The student's day is organized and structured.

Residents of Tyler House commit to a six-month program, which, through government funding, is provided at no cost to most, if not all, of the participants.

### LEGAL STATUS

- CA State licensed, expires 09/08/2010
- Private nonprofit SCCCC

### CLIENT BASE

- Male/female ages 14-17
- Dual treatment (mental health and substance abuse) facility
- Residents may stay beyond age 17 if they turn 18 while a resident
- Admittance preference is given to those older than 14
- Admits residents of Santa Cruz county only
- Male to female ratio of 2:1 (optimal)
- Majority of residents Latino
- Capacity: 6 beds

### REFERRAL PROCESS

- Parents, school officials, probation, County mental health department, therapists, and social services

## **INTAKE PROCESS**

- Clients and parents/guardians sign the following agreements:
  - (1) Admissions Agreement
  - (2) Program Rules and Procedures
  - (3) Discipline Policy and Personal Rights
  - (4) Complaints and Grievance Policy
  - (5) Discharge/Removal Policy
- Once the adolescent enters, he/she becomes a ward of the State for the duration of the stay at the residence

## **PROPERTY AND FACILITY CHARACTERISTICS**

- Rural setting with abundant orchards nearby
- Two-story building with a spacious office and reception area, modern kitchen, and large living room
- Six beds
- Smoking not permitted
- Disabled accessible

## **DETOXIFICATION**

- Not available

## **TREATMENT AND PROGRAMS**

- Program duration/6 months
- The structure of the program consists of four phases:
  - (1) Preparation and Challenge
  - (2) Acceptance and Commitment
  - (3) Leadership and Integrity
  - (4) Gratitude and Accountability
- The Seven Challenges is a commercial curriculum specifically designed to help adolescents:
  - (1) Commit to change
  - (2) Develop the skills and strategies to implement the desired changes
- A 12-Step program provided but optional
- Supporting strategies include motivational interviewing, group therapy, and milieu therapy
- Residents attend school for three hours per weekday
- Two hours three days a week reserved for homework
- Special focus on honesty and self-regard
- Medical, dental, and eye care included
- Zero tolerance for contraband
- The residence is a dual treatment (mental health and substance abuse) facility
- Aftercare strongly recommended

### **SERVICES**

- Reading materials/English and Spanish
- No religious affiliation

### **COSTS AND FINANCING**

- Parents charged on a sliding scale up to \$4,490 per month
- Services free if parents cannot afford to pay
- Clients receive foster care financial support by virtue of being designated a ward of the State

### **STAFF**

- No medical or psychiatric staff on site
- There is one alcohol and drug abuse counselor on site for two of three shifts
- Staff training required of all employees
- Therapist on site four days a week
- Additional therapists contracted as needed

### **SANTA CRUZ COUNTY CONNECTIONS**

- The residence is under the supervision of the Santa Cruz Community Counseling Center.
- Receives State licensed care facility money allocated through the County (once the adolescent enters the residence he/she becomes a temporary ward of the State)
- Receives a mix of federal, state, and county money allocated to the Children's Mental Health agency. The money is accessed through Medi-Cal. This funding covers the costs for dual diagnosis.
- If the parent is uncomfortable with consenting to the child having the ward label, the parent may opt to pay, on a sliding scale, up to the current rate of \$4,490 per month.

## Sources

### Interviews/Contacts

Key Personnel of the Following Residential Treatment Facilities:

- Camp Recovery Center
- Janus of Santa Cruz
- Janus Perinatal (formerly Mondanaro-Baskin)
- Narconon Vista Bay
- New Life Community Services of Santa Cruz
- Providence Recovery Center
- Santa Cruz Residential Recovery
- Sí Se Puede
- Tyler House

Personnel of Santa Cruz County Agencies

- Alcohol and Drug Abuse Commission
- Auditor-Controller's Office
- County Administrative Office
- Health Services Agency
- Mental Health and Substance Abuse Services
- Office of the County Counsel
- Office of the District Attorney
- Probation Department
- Sheriff's Office

Personnel of California State Department of Alcohol and Drug Programs

- Licensing and Certification
- Office of Legal Services

### Meetings

Alcohol and Drug Abuse Commission: September 14, November 9, December 14, 2009;  
January 11, February 8, March 8, 2010

### Publications/Documents

*Alcohol and/or Other Drug Programs Certification Standards*, Department of Alcohol and Drug Programs, Health and Human Services Agency, State of California, 2004

California State Health and Safety Code Section 11834.01-11834.18

Complaints Against Residential Treatment Facilities, Department of Alcohol and Drug Programs, Health and Human Services Agency, State of California: 2008, 2009

Deficiency Notices for Residential Treatment Facilities, Department of Alcohol and Drug Programs, Health and Human Services Agency, State of California, 2009

Licensing Documents for the Residential Treatment Facilities, Department of Alcohol and Drug Programs, Health and Human Services Agency, State of California: 2007, 2008, 2009

*Resource Referral Directory*, County of Santa Cruz, Alcohol and Drug Program, 2010

*Standards for Drug Treatment Programs*, Department of Alcohol and Drug Programs, Health and Human Services Agency, State of California, 1982

**Web Sites**

<http://www.12step.org>

<http://www.adp.state.ca.us/>

<http://www.adp.state.ca.us/licensing/>

<http://www.drugabuse.gov>

<http://www.drugrehab.net>

<http://www.Hazelden.org/web/public/matrix.page>

<http://www.hbo.com/addiction/treatment>

<http://www.matrixinstitute.org/>

<http://www.methoide.fcm.arizona.edu>

<http://samhsa.gov>

<http://www.santacruzhealth.org/1disclaim.htm><http://faq.scientology.org/able.htm>

<http://www.santacruzhealth.org/recoverywave/>

<http://www.vistabay.com/program.php>

<http://www.yourrehabilitation.com>