



MECKLENBURG COUNTY

Community Support Programs

2020-2021 Intensive Outpatient Treatment Core Program Description

The Fiscal Year 2021 Intensive Outpatient Treatment Program Description was updated by the Substance Use Manager in conjunction with the Program Supervisor. This document was reviewed and approved by the Performance Improvement Council (PIC) on August 27, 2020.

PHILOSOPHY

Community Support Services (CSS) provides periodic substance use services in several locations in Mecklenburg County. The philosophy of the Intensive Outpatient Program is to approach all clients using a strengths-based framework and to provide person centered and culturally competent services. This philosophy is reflected in the agency's performance improvement plan and other management tools and guidelines. Services are provided to clients and families based on concept that individuals and families possess unique strengths, knowledge and abilities that enable them to set goals for growth and positive change.

DESCRIPTION

The Substance Abuse Intensive Outpatient Program is designed to assist clients with beginning their recovery and learning skills for recovery maintenance. The program offers structured individual and group addiction activities and services. The following types of services are included in the Program:

- Individual counseling and support;
- Group counseling and support;
- Family counseling, training and support;
- Urine drug screens to identify recent drug use;
- Strategies for relapse prevention to include community and social support systems in treatment;
- Life skills;
- Crisis contingency planning;
- Disease management; and
- Treatment support activities that have been adapted or specifically designed for persons with physical disabilities, or persons with co-occurring disorders of mental illness and substance use, intellectual or developmental disabilities and substance use or disorders.

SERVICE MODALITIES

Services are provided directly to clients using an Integrated Dual Disorder Treatment (IDDT) model, peer support, group counseling, recreational therapy, psycho-educational lectures and an introduction to the 12-steps. It is a planned program of professionally directed evaluation, care and treatment aimed at restoration of functioning for persons with substance use or substance use/psychiatric disorders. Services offered are directly provided to clients in a fashion that empowers clients and families to gain greater self-sufficiency.

STAFF REQUIREMENTS

Staff are certified as Substance Abuse Counselors by the North Carolina Substance Abuse Professional Practice Board with a bachelor's degree in Human Services Field and two years of experience in substance abuse counseling, or persons who are licensed as Clinical Addictions Specialist by the North Carolina Substance Abuse Professional Practice Board with a master's degree, depending upon area of placement. Staff identified above are employees of CSS. Service Orders deeming medical necessity for services is provided by a contracted individual.

GOALS

The program strives to improve the lives of the individuals and families being served by increasing abstinence and improved health and psychosocial functioning, reduction in public health and safety concerns, and reduction in relapse risk. The program seeks to improve client safety through education about diagnoses, medications, and high-risk behaviors. The program will facilitate an assessment of the person to determine the next appropriate level of care and refer appropriately.

POPULATION SERVED:

The program serves the following populations who are in shelters:

- Adult Substance Use Clients; or
- Adult Substance Use Clients with co-occurring Mental Illness.

SPECIAL POPULATIONS

Shelter Programs

- Individuals who reside at the Shelters.
- Priority access to the program is given to individuals who are pregnant intravenous (IV) drug users, pregnant substance abusers, or IV drug users.

PROGRAM STRUCTURE

The program operates at two locations from 8:00 AM 5:00 PM a minimum of 3 days per week (Monday – Friday) at the following locations:

- Men's Shelter of Charlotte
- The Salvation Army Center of Hope (Women's Homeless Shelter)
- Treatment frequency at least 3 days per week, at least 3 hours per day
- Treatment may be up to 90 days, but length of time is based on individual client need.

Enrollment in the program is limited to the population of the site.

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In the event of a community crisis or pandemic, program structure may change to assure the health and safety of participants and will be adjusted per County and DHHS guidelines.

RESOURCES AVAILABLE / SUPERVISION

CSS utilizes a staffing pattern to maintain the staff to client ratio for each population. If necessary, programs may utilize appropriately cross-trained staff to assist from other programs. Qualified personnel from a staffing agency may also be used.

Certified Clinical Supervisors and administrative supervisors are assigned to each staff member, trainee, intern or student. Volunteers are not used to provide clinical services. Clinical supervisors employ a variety of methods to ensure quality service is being provided to clients and their families and that staff continually improve their skills.

Formal training is available to staff. Substance Use Intensive Outpatient staff and supervisors agree on an individual training plan for the staff member at least annually as part of supervision.

Other available resources include physical office space for meeting with individuals and families; use of county vehicles; computers and phones.

REFERRAL SOURCES

Primary local referral sources for the Shelter Programs include:

- Individuals are referred to the Shelters by: Atrium Health –Randolph, Anuvia, McLeod, Hope Haven, Mecklenburg County Department of Social Services, the Managed Care Organization, and the Criminal Justice System. Self-referrals are accepted. Clients must gain access to the shelter which is dependent upon bed availability and then shelter staff will refer individuals to the Shelter Substance Use Program.

When individuals require a higher level of services, staff will make an appropriate referral to meet the client's needs. This process is noted in our Operational Procedures.

PAYOR SOURCES

Revenue for the shelter programs is generated from services billed to the state. The shelter program receives a significant portion of its operating budget directly from the County. A small percentage of funding is received through billing of Medicaid for treatment and for diagnostic assessments.

FEES

Financial information is collected from clients by the Shelter Program staff at the time of admission and charges are applied based on a sliding fee scale.