

## Important Information

My assessor is: \_\_\_\_\_

Office phone: \_\_\_\_\_

Cell phone: \_\_\_\_\_

My treatment program is: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

My recovery support program is: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

### For assistance or information:

CARE Call Center:  
866-350-8773

Department of Alcohol and Drug Programs, CARE Unit  
1700 K Street, Sacramento, CA 95811  
Phone: (916) 323-4445; FAX: (916) 445-0846  
[www.CaliforniaCares4Youth.com](http://www.CaliforniaCares4Youth.com)

**We want you to succeed!**



# Welcome to CARE!

## Substance abuse treatment and recovery support services for youth

# CLIENT HANDBOOK

*The California Access to Recovery Effort (CARE) program is funded by a federal Access to Recovery grant from the Substance Abuse and Mental Health Services Administration administered by the California Department of Alcohol and Drug Programs (ADP)*

## What is CARE?

The California Access to Recovery Effort (CARE) program is a program for young people in need of help for alcohol and drug use and abuse. It is available to youth who live in the counties of Butte, Los Angeles, Sacramento, Shasta, and Tehama.

★ CARE allows you to **CHOOSE** where and from whom you receive services to best match your personal values.

★ CARE empowers you to be involved in your recovery—**YOU** are part of **ALL** decisions made about the services you receive.

## Do I have to pay?

**NO**—there is no cost to you for CARE services. You will receive a voucher to use at the program you choose—they cannot charge you or your parents a fee for any CARE service.

## How do I get started?

A CARE staff will do an assessment to identify your needs, strengths, and preferences and orient you to the CARE program. They will talk with you about the programs and services available so you can make choices that best meet your needs. You will be asked some questions which are required by the agency that funds the program. The assessment should be a positive experience to help you get the services you need and want, understand your rights, and let you know what you can expect in the program.

## Your rights... (continued)

- To have an interpreter help you communicate, as needed.
- To give consent (say yes or no) to services. You don't need to ask your parents or any other adult for their consent, except for residential services.
- To have the services you are provided be confidential (private). The program cannot tell anyone about your services or release your records without your consent or unless legally authorized.
- To file a grievance about anything that is a concern to you, without fear of retaliation, and to appeal decisions on grievances by contacting:

*Anything you say about drugs, sex, or feelings is **CONFIDENTIAL** unless you give permission to share it.*

Department of Alcohol and Drug Programs (ADP),  
CARE Program  
1700 K Street, Sacramento, CA 95811  
(916) 323-4445

## What is a grievance?

A grievance is a formal complaint regarding a condition, circumstance, or action you consider to be unfair. ADP encourages informal communication of these problems with the appropriate person at the program. However, if the informal process is not working, or if you prefer not to address the issue informally, you may file a grievance by contacting ADP. Don't take matters into your own hands—allow the grievance process to work for you to fix the issue.

## How can I have “free choice” if I’m being required to get treatment by my parents, school or probation officer?

If you are mandated to treatment by your probation officer or someone else and you utilize the CARE program, you **MUST** be offered a choice of where you receive your treatment. That means that the probation officer can require that you seek treatment, but if your services are paid for by the CARE program, he/she cannot specify which program you receive services from—that is your choice.


## Do I have rights in CARE?

Absolutely! You have the following rights:

- To be protected from harm and be treated with respect by staff, volunteers and other clients.
- To not be discriminated against for any reason.
- To choose your service provider from among the approved CARE network without coercion (no one can force you to pick a particular provider).
- To not participate in religious activities, unless you choose to receive services from a program that includes religious activities as part of their requirements. If you do not agree to this, you may choose another provider.
- To be informed of any rules or policies that affect you while you are in the program, and be part of, and have your needs be foremost in, all decisions made about your services.
- To get the help you need. If you don’t get the help you need from your counselor, don’t give up. Ask to speak to your counselor’s supervisor or the program director. If that doesn’t work, you can contact ADP (see next page).

## What questions will I be asked?

At assessment, you will be asked about your drug and alcohol use, your family and living situation, school or job, and where you get social support. Some of the questions may be personal and hard to answer, but it is important that you provide correct information so you can receive the services you want and need. The assessor will also need to ask you similar questions when you complete services and again six months from now to learn how the program helped you. You will receive \$20 for participating in these follow up interviews. We appreciate your honesty, and the data collected will help us continue providing the services we offer. All information will be kept completely confidential.



What you say here...stays here

## Will my parents know I’m in the program?

Unless you choose to tell them, parents or guardians will typically not know that you are in the program (although parental consent is required for minors to enter residential treatment). Also, depending upon how you were referred to the CARE program, your parents might be involved (such as a referral by the court). It is usually a good idea to let your parent or guardian know about your treatment or recovery. If appropriate, your counselor will help you gain confidence about telling them and getting them involved in your program and your treatment and recovery goals.

**You don’t have to tell others about your services, but sometimes it’s good to discuss things with an adult you trust**

## Is the voucher a piece of paper?

No, the CARE program uses electronic vouchers. You will not need to carry around a piece of paper or card to get services.

## Do I have to use my voucher?

You should use the voucher as soon as possible by going to the program you choose and participating in the services. If you do not use any of the services authorized by the voucher within 14 days, the voucher will become inactive. You will have to go back to an assessor to receive another voucher.

## How do I get to the program to use my voucher?

Once you choose a service provider, your assessor will call them to make sure they have space for you and to make a first (intake) appointment. If you need other help (directions, transportation, an interpreter), the assessor can arrange these for you as well.



## What services are available under CARE?

CARE provides both treatment and recovery support services. Treatment services include individual and group counseling and family therapy in both outpatient and residential settings. Recovery support services are activities and services to help you be successful, such as tutoring, homework assistance, employment preparation, spiritual coaching, mentoring, recreational activities (music, art, sports), and classes on life skills, coping skills, and anger management.



## What if I don't like the program I chose?

At first, you may feel scared, nervous, and upset. You may feel like you can't trust anyone. That's normal. Just remember that it often takes some time to build trust, and that rules or expectations that may seem unreasonable at first are often the very things that help you turn things around in your life. However, the right to genuine, free choice of service providers is a main goal of the CARE program. So, if you find that the program you select is not a good fit for you, you can request a change by talking to the program staff.

The right to choose your provider is a main component of CARE