

Important Information

My case manager 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

Thank you for your service.



Welcome to CARE!



Substance use recovery resources for young service members/veterans

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)

Different people's bodies react to war-zone stress with more or less power, and take more or less work to get back in balance. When these stress effects cause other life problems related to alcohol or drug use, it's time to get help.

What is CARE?

The California Access to Recovery Effort (CARE) program offers resources for service members/veterans to pursue their personal goals of recovery from alcohol or other drug use. (Virtual) vouchers for these resources are issued to you so you can custom-build your services based on your own preferences.

- ★ 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 a fee for any CARE service.

Client rights (continued)

- To give consent to 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.

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.
- 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. Speak to your case manager. If that doesn't work, contact ADP.
- To have an interpreter help you communicate, as needed.



How do I get started?

An assessor will help identify your 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 also be asked about your drug and alcohol use, your family and living situation, school or job, and where you get social support. It is important that you provide correct information so you can receive the services you want and need. The case manager 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.

I'm active duty. Will the military know I'm in the program?

All alcohol and drug treatment programs are mandated by law to maintain complete confidentiality regarding any individuals receiving services. Unless you give your written consent to release information, they cannot share it with anyone, including your commanding officer or other military personnel. Most arms of the military have a limited use policy that protects a service member from any adverse military action if he/she self-refers to drug treatment before testing positive during a drug test. If you want more information about this policy, please ask your counselor or case manager.

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.

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

How can I have “free choice” if I’m being required to get treatment by my commanding officer?

If you are ordered to treatment by your commanding officer and you utilize the CARE program, you **MUST** be offered a choice of where you receive your treatment. That means that the military can require that you seek treatment, but if your services are paid for by the CARE program, they cannot specify which program you receive services from—that is your choice.

What services are available under CARE?

Preparing your body, brain, and mind for war included a process of learning and training. Preparing to live in peace back home will also include a process of learning and training, and there are many resources that can help.

CARE provides both treatment and recovery support services. Treatment services are designed to assist you achieve a lifestyle free of alcohol or drug abuse and help you function effectively in civilian life or your military career. Recovery support services are resources to help you transition back to your community, such as employment training and skill building, job search assistance, support to build strong bonds with fellow service members and veterans, and assistance accessing veterans benefits.

A counselor who understands war-zone stress can help train you in questioning your thoughts, managing your body’s reactions, and separating the past from your experience of the present.

