

# 2005 Substance Abuse Best Practices Program

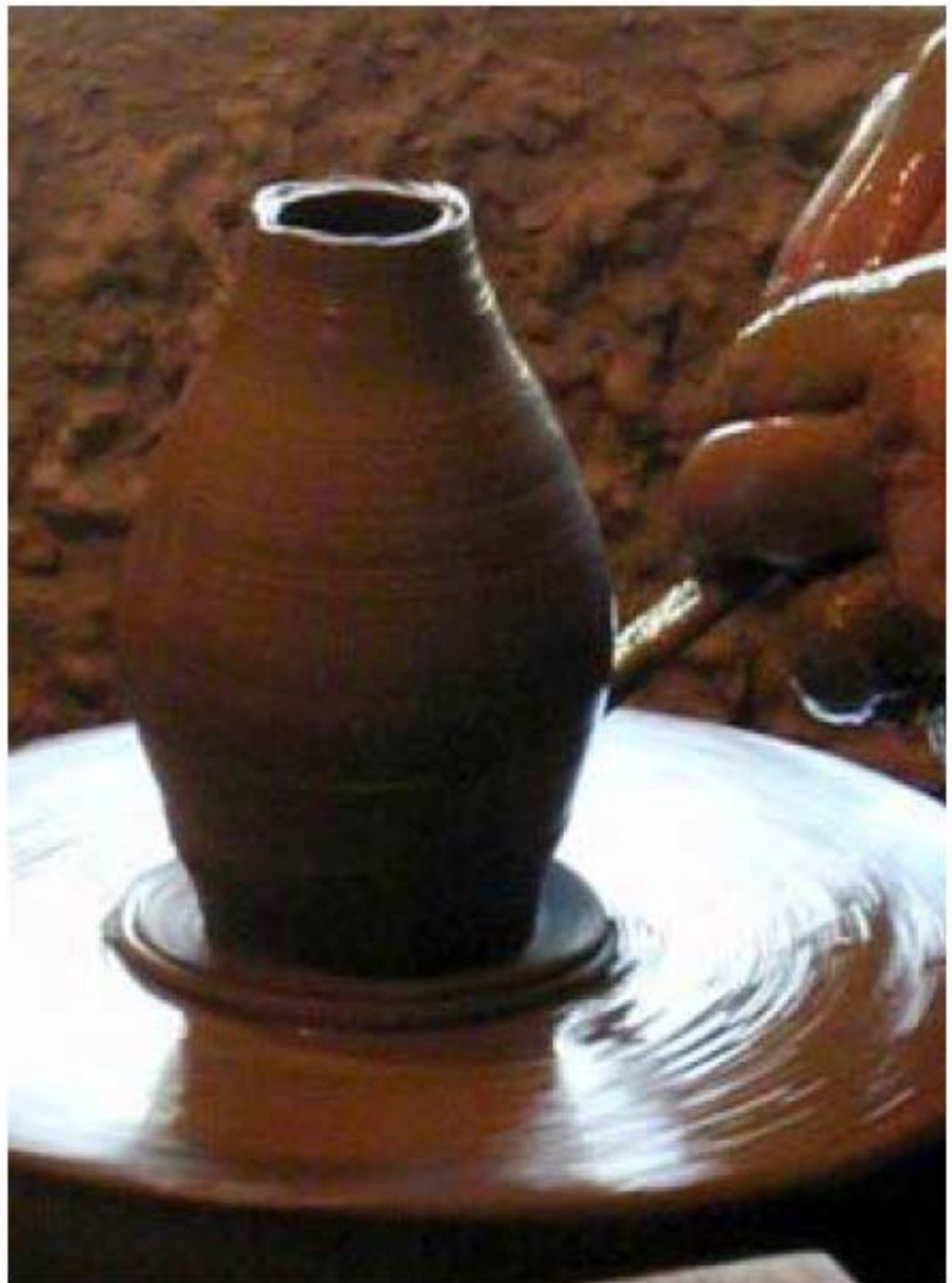
## RECIPIENTS AND PROGRAM DESCRIPTIONS

SPONSORED BY:

FLORIDA DEPARTMENT OF  
CHILDREN AND FAMILIES  
SUBSTANCE ABUSE  
PROGRAM OFFICE

AND

FLORIDA ALCOHOL AND  
DRUG ABUSE ASSOCIATION



# EXEMPLARY PROGRAM

**Agency Name:** Human Services Associates, Inc. for the District 14 Regional Council

**Program Name:** Charting a Course for Change - District 14 Dual Diagnosis Capable Action Plan for Coordinated System Development across Multiple Agencies and Geographic Locations

**Location (City):** Bartow

**Program Contact Name:** Doris Nardelli

**Contact telephone and email:** (863) 519-3655, doris.nardelli@djj.state.fl.us

## **Purpose of Program**

“Charting a Course for Change” implements a system wide change in the way publicly funded District 14 mental health and substance abuse agencies meet the needs of any age client who presents with a co-occurring disorder. Using best practices methodology, the agencies are following a structured strategic plan that includes tracking and reporting mechanisms to ensure adherence to implementation standards throughout the continuum of care from “Welcoming” to client discharge and follow-up.

## **Program Summary**

The target population would be any person presenting with a co-occurring disorder from child to adult. Exact numbers of clients who are undiagnosed in the community are unknown, however reasonable estimates can be made based on multiplier factors from national and state statistical research models. Those models estimate approximately 5% of the general population (with larger numbers in special populations) could be in need of coordinated care.

Agencies will provide coordinated treatment for co-occurring clients. Historically individuals with co-occurring problems commonly appear at facilities that are not prepared to treat them. They may be treated for one disorder without consideration of the other disorder, often “bouncing” from one type treatment to another as symptoms of one disorder or another become predominant. Documentation shows that this type of treatment for co-occurring disorders is oftentimes expensive and ineffective when substance abuse treatment is provided separately and independently of mental illness. The most effective treatment is found in an integrated system in which both disorders are treated simultaneously within the same continuum of care under a recognized “best practices” model.

Studies have revealed that outcomes are usually poorer for persons with co-occurring disorders showing higher rates of: risk behaviors, relapse, re-hospitalization, depression and suicide. Communities cost burdens are markedly higher in situations where care issues are not appropriately met. Outcomes show marked improvement under a coordinated care model.

The community will benefit from the enhanced ability of each provider agency to meet diverse needs of this target population in an efficient and effective manner. This group has also developed considerable expertise in the area and is sharing that information through regular outreach events with other providers, stakeholders and community partners to enhance the service provision within the geographic area and streamline the communication process.

The system framework has been developed and put into place to implement coordinated system wide change. According to the 26 Point Checklist for Dual Diagnosis Capability, in their targeted programs each agency has met all eight objectives for first year implementation ahead of schedule. In addition, four additional items are completed and seven more are near completion. Remaining items will be easily accomplished as expertise is available to speed implementation. With the initial learning curve behind, additional programs will be brought online in rapid succession. The tools and methodology used during this process can be easily replicated in other areas either by individual agencies or through provider networks in a specific location without additional funding.

# TREATMENT PROGRAMS

## First

**Agency Name:** Stewart-Marchman Center

**Program Name:** Residential Adolescent Program (RAP) & Continuing Care

**Location (city):** Daytona Beach

**Program Contact Name:** Amy A. Bradshaw, MS, CAP

**Contact telephone and email:** (386) 947-1335, [Abroadshaw@Stewartmarchman.org](mailto:Abroadshaw@Stewartmarchman.org)

### **Purpose of Program**

RAP serves males and females aged 13 to 18 who reside in Volusia and Flagler Counties and have a primary diagnosis of substance abuse and/or dependence. Adolescents served by RAP have varying degrees of substance abuse or dependency issues, ranging from progressive chronic addiction to those who have entered an experimental stage of substance abuse but whose drug use can be therapeutically addressed prior to severe adverse consequences. Co-existing problems (i.e., mental health, criminality) are common within the population and are therefore addressed in the treatment and continuing care planning process.

### **Program Summary**

RAP has initiated the following treatment services (throughout residential and continuing care), to eliminate substance abuse and associated problem behaviors by addressing risk factors identified in this locale: 1) RAP provides therapeutic activities such as individual and group counseling. Individual and group clinical services are based on the client's individualized treatment plan, and are adapted from motivational interviewing and cognitive-behavioral evidence based approaches. 2) RAP integrates the "Brief Strategic Family Therapy" model during residential treatment and continuing in the home following discharge; 3) RAP assists youth in the development of social support networks by utilizing outside resources such as AA/NA, church group activities, and other outside groups; 4) Educational activities are conducted by the Volusia County School Board that utilize a computer lab as well as vocational focus to assist clients in developing competencies necessary for earning education credits; 5) RAP provides a culturally- and adolescent-specific recovery and relapse-prevention group curriculum with an emphasis on community reintegration for Continuing Care clients; 6) RAP provides case management services, emphasizing the Assertive Case Management community reinforcement approach, with a focus on improving client access to support mechanisms, including education, employment, recreation, and housing.

For residential care, target number of bed days per month is 564. This requires a census ranging from 18 to 24. For fiscal year-to-date (July, 2004 through March, 2005), this goal is on target. For Continuing Care, target number of clients to be served through grant services, from grant inception (October, 2002) through completion (September, 2005) is 100 youth. Since grant inception through present (October, 2002 through March, 2005), 116 clients have participated in grant services.

Outcome evaluation provides support for a high rate of successfully residential program completers (73%), decreased involvement with the juvenile justice system following intake (reduced 85.7% from intake to 12-months following intake), as well as reduced rates of substance abuse and associated problem behaviors (percentage of clients experiencing reduced substance abuse related consequences increased 93.9% from intake to 12-months following intake; and percentage of clients reporting no past month use of alcohol or illegal drugs increased 60% from intake to 12-months following intake). Reduction in juvenile justice system involvement, substance use, and problem behaviors associated with substance use represents a significant benefit to both program participants and the community at large, as these represent priority and secondary risk factors for substance abuse in this locale.

# TREATMENT PROGRAMS

## Second

**Agency Name:** Tri-County Human Services, Inc.

**Program Name:** Women's JASA Program

**Program Location:** Polk Central County Jail, Bartow

**Program Contact Name:** Mel Williams

**Contact telephone and email:** (863) 534-0014, Mwilliams@TCHSonline.com

### **Purpose of Program**

Crimes related to the use of substances continues to be a burden on local law enforcement agencies. The use of substances affects many areas of society, including health and the ability to maintain a productive lifestyle. Substance abusers, particularly those entering the criminal justice system, present themselves with problems associated with mental and physical health, employment, education deficits, and family dysfunctions. Research has demonstrated that programs targeting substance abusing offenders lowers recidivism rates thereby lowering the cost of crime to the community. The Polk County Sheriff's Department has identified that the female population in the county jail is increasing annually and has taken a proactive approach to the problem.

### **Program Summary**

The Women's JASA Program was developed to provide treatment and services to the needs of this unique population. Many of the women entering the program have special issues relating to traumas that have occurred in their lives and other mental health issues resulting in a co-occurring diagnostic impression. The program is designed to help them gain a better understanding of themselves, their situation, and develop appropriate skills to change their lives.

The offenders are housed in their own separate program area to provide a more therapeutic living environment. The use of Cognitive Behavior Modification (CBM) in the treatment of the offender population has been found to be the most effective approach to treatment. We use this method throughout the modalities of treatment. The program utilizes the Therapeutic Community Model (TC) as well. The concept of self-help, mutual help and the other TC concepts of recovery are used of on a daily basis.

This program also focuses on aiding the participant to gain an understanding of the disease of addiction; phases of addiction; physiology of addiction; develop a better understanding of self-concept; anger management, communication skills; family dynamics; parenting skills; positive and socially acceptable values and beliefs; improving their formal education; relapse prevention and aftercare planning. Participants in the program gain insight into their motivations for the use of substances as well as the consequences of their thought processes that lead to negative behaviors. Participants attend psycho-educational as well as therapeutic groups where they are able to be open to themselves and others regarding their problems in life. Participants are provided individual counseling and work with their primary counselors to develop an appropriate Individual Treatment Plan. Clients are continually assessed throughout the treatment process and the treatment plan is updated to meet their needs. Recognizing that some will not be incarcerated long enough to complete the six month program, case management begins on the day the client enters the dorm to provide information on available treatment programs in their localities.

The program began in June of 2003 and statistical data has been accumulated on 44 clients through December 7, 2004. To date 69% have not been rearrested within Polk County after one year of release; of that amount, 59% have no re-arrests in Polk County into the second year after release.

# TREATMENT PROGRAMS

## Third

**Agency Name:** Community Health of South Dade, Inc.

**Program Name:** Substance Abuse

**Location (city):** 10300 Southwest 216 Street, Miami, FL 33190

**Program Contact Name:** Mr. Wilson Washington, Vice President of Behavioral Health

**Contact telephone and email:** 305-252-4835 / w.washington@hcnetwork.org

### **Purpose of Program**

CHI's substance abuse program is a twelve-week program integrating psychosocial therapeutic services to effectively and efficiently meet the individual needs of each client utilizing best practice recommendations from TIP, Series 33. Each client is seen two times per week to include one individual therapy session and one group therapy session. Initially the client is assessed and according to the identified risk and/or protective factors the client is referred to the appropriate treatment modality which may include individual therapy, behavioral family/couples therapy, group counseling, case management, residential treatment referral, and detoxification referrals as needed. If referred for outpatient services, the client is assigned to a therapist that will provide the client with individual therapy, family therapy if needed, group counseling, co-occurring treatment services, and treatment planning.

### **Program Summary**

- a. **Target Population and Number Served:** Community Health of South Dade, Inc.(CHI) provides substance abuse service to residents in Miami-Dade County residing south of Kendall Drive until the Monroe County line regardless of their ability to pay. CHI's substance abuse program served 1276 unduplicated children and adult client in 2004. Currently the program seems to be on target to service at least 1200 to 1500 clients for the year 2005.
- b. **Activities and Services Provided:** The program utilizes individual therapy, behavioral family/couples therapy, group counseling, case management, random urine drug screens, and supportive network therapy.
- c. **Impact of Program:** The substance abuse program at CHI has provided the community with effective services as evidenced by the positive outcomes demonstrated by the program as well as the high number of substance abuser that successfully complete the program.
- d. **Benefits to participants and community:** The program has made substance abuse treatment accessible to those within the community of South Miami Dade County by providing treatment services to uninsured and underinsured persons within the community.

**Program Results:** CHI's substance abuse department has exceeded the statewide outcome mandate by having 98% of the clients completing the program either employed or in school. For the year 2003-2004, 93% of the clients completing the program were employed or in school.

# PREVENTION PROGRAMS

## First

**Agency Name:** Non-Violence Project USA, Inc.

**Program Name:** Non-Violence Project (NVP)

**Location (city):** Miami

**Program Contact Name:** Diane Landsberg

**Contact telephone and email:** (305) 663-1733, [nvpdiane@hotmail.com](mailto:nvpdiane@hotmail.com)

### **Purpose of Program**

The Non-Violence Project USA, Inc. (NVP) exists to bridge social and cultural divides through community activism and deter juvenile delinquency by augmenting the developmental assets of at-risk youth. The agency has modeled its program activities after the youth development approach. This approach is predicated on the understanding that all young people need support, guidance, and opportunities during adolescence, a time of rapid growth and change. With this support, they can develop self-assurance in the four areas that are key to creating a happy, healthy, and successful life: a sense of competence (being able to do something well), a sense of usefulness (having something to contribute), a sense of belonging (being part of a community and having relationships with caring adults), and a sense of power (having control over one's future).

All activities utilized by NVP are designed as protective factors to buffer risks. By counter-balancing risks, NVP prevents problem behaviors and promotes healthy, pro-social growth through motivational programs that channel talents into pro-social community efforts.

### **Program Summary**

Annually, NVP program activities directly impact the lives of 5,000 adolescents ages 10 to 18 residing in high-need jurisdictions in Miami-Dade County based on rates and cases of social and economic indicators; primarily, the City of Miami and surrounding neighborhoods. The majority of program services target youth presumed to be at risk based on their exposure to excessive school, community, family and individual/peer risks.

Program activities capture youth as they enter their formative teen years, linking them with pro-social peers and volunteer opportunities that enhance neighborhood attachment and augment leadership skills through the coordination of school and community activities, and provide community and peer recognition proven to be effective in deterring juvenile delinquent behavior and the antisocial conduct inherent with alcohol, tobacco and other drug (ATOD) use and abuse (Communities That Care Social Development Strategy).

NVP cultivates healthy beliefs and clear standards of behavior through NVP Club meetings and mentoring sessions, as well as through altruistic activities and a variety of recreational initiatives, all designed to prevent, or at least delay the onset of ATOD use. This in turn supports RAND research noting that "even small reductions in use can cause large decreases in social cost. Communities should not undertake drug prevention with the hope that they will see striking declines in the rate of overall drug use, or even noticeable declines. Prevention is a cost-effective tool for improving the public health and for making incremental progress in efforts to manage a mature drug epidemic."

Since its inception in 1996, NVP has impacted the lives of more than 500,000 adolescents contributing to their healthy maturation. Year-end program evaluations continue to report a decrease in negative group involvement, an increase in knowledge gained on ATOD-related issues, an increase in community activism, and an increase in association with pro-social peers.

# PREVENTION PROGRAMS

## Second

**Agency Name:** The Florida Center for Child and Family Development, Inc.

**Program Name:** Families and Schools Together (FAST)

**Location (city):** Sarasota

**Program Contact Name:** Natalie Lampkin

**Contact telephone and email:** (941)371-8820 ext. 1651, natalie.lampkin@thefloridacenter.org

### **Purpose of Program**

The FAST program is designed to build protective factors for children and empower parents to be the primary prevention agents for their children. The purpose of the FAST program is to enhance family functioning, prevent the identified child from experiencing school failure, prevent substance abuse by the child and other family members, and reduce the stress that parents and children experience from daily life situations.

### **Program Summary**

#### a. Target Population

Elementary school youth ages 5-11.

#### b. Activities and Services

Meal, meet and greet, sing along, scribbles, feeling charades, buddy time, parent group, kid's time, special play, winning lottery, closing circle, and rain.

#### c. Impact

The FAST program impacts the school, family, and community by improving the child's academic performance and behavior (social skills and attention span), reducing the child's problem behaviors (aggression, anxiety, and depression in classroom), increasing parent involvement in school, improving the child's social skills and cooperation, reducing the child's aggression and anxiety at home, reducing family conflict, increasing the friendship networks for families, increasing parent leadership in the community, and reducing juvenile delinquency and substance abuse problems in the neighborhood.

#### d. Benefits

Increased parent involvement in the child's school, improvement in family relationships, increase in knowledge of effects of substance use and abuse, and improved behavior and social skills.

#### e. Program Results

The FAST program has documented considerable effectiveness in improving school functioning and improving family functioning.

# PREVENTION PROGRAMS

## Third

**Agency Name:** New Horizons of the Treasure Coast, Inc.

**Program Name:** Student Assistance Program

**Location (city):** St. Lucie, Martin and Indian River Counties

**Program Contact Name:** Maureen Simmons

**Contact telephone and email:** (772) 467-3010, msimmons@nhtcinc.org

### **Purpose of Program**

The Student Assistance Program is a prevention program which helps students who are having school related difficulties due to family and/or interpersonal relationship problems, emotional problems, or alcohol/drug problems. These problems affect students on all levels and can contribute to high-risk behaviors. SAP focuses on science-based materials and those identified as “Best Practices”. SAP promotes the following seven strategies; Information Dissemination, Education, Alternatives, Problem Identification and Referral, Community based process, Environmental process and Prevention Counseling. These strategies are promoted by the Mental Health Services Administration/Center for Substance Abuse Prevention.

### **Program Summary**

The Student Assistance Program is designed to: Promote bonding to family, school, non-drug using peers and community; Define clear consequences of alcohol, tobacco and other drug use; Improve communication skills; Enhance problem solving skills; Reduce alcohol and other drug involvement; Develop healthy coping skills and problem-solving strategies.

The Student Assistance Program is a free and confidential service to all at-risk students and their families. Services are provided at (10) ten middle schools encompassing St. Lucie, Martin and Indian River counties. In St. Lucie county only, (9) nine elementary schools have overlay with conflict resolution groups. SAP serves approximately 8,100 participants in group settings, 1,300 children seen individually and 625 parents each year. Program implementation utilizes group and individual sessions. The program is promoted via community outreach, information packets for school staff and parents, and presentations at school functions. Students and parents may contact the SAP specialist directly. A referral form has been promulgated for this purpose. Additional assessment and screening is done by the specialist to determine inclusion. Interview/intake and surveys determine appropriateness and referral if necessary.

**Level One** services are provided in the classroom, community and during school-wide functions. These include Red Ribbon Week, National Smoke-Out Day, SWAT/SADD group activities, and Health Fairs, for example. Prevention Specialists often mentor; coach and sponsor “mainstream” school groups.

**Level 2** services are directed toward those manifesting behavioral indicators of substance abuse. These youngsters are included in SAP ~ after releases and parental permission is obtained. Curriculum is science-based and typically implemented in-group process. This may include Anger Management, Self-esteem, Divorce, Grief and Drug Abuse modules. All Level 2 students have individual files documenting specific risk-factors, triggers and coping skills. Individual sessions supplement the group curriculum as determined by severity of issue, student request, class schedule, counselor and/or parent input. Program efficacy and client satisfaction is measured by surveys of school staff and parents. Program participants are given pre/post tests to measure baseline knowledge and improvement.

# BEST INTERVENTION PROGRAM

**Agency Name:** First Step of Sarasota, Inc.

**Program Name:** Detoxification Unit

**Location (city):** Sarasota, Florida

**Program Contact Name:** Tamera Achin, RN BSN, Director

**Contact telephone and email:** (941) 552-2066, [tachin@firststepofsarasota.org](mailto:tachin@firststepofsarasota.org)

## **Purpose of Program**

the Detoxification Program is designed to provide adult chemically dependant persons with the safest process for the physical and emotional crisis of withdrawal from alcohol and drug dependency.

## **Program Summary**

The unit is an 18 bed voluntary program and accepts adults age 18 and older who are suffering from alcohol and/or drug dependency. Stabilization, assessment, supportive counseling, educational and recreational activities, discussion groups, and case management/discharge planning provide a foundation for further treatment. Persons from Sarasota, Manatee, Desoto, and Charlotte counties ranging from young adult to the elderly including the homeless to the professional are served by the unit. First Step of Sarasota, Inc. is extensively involved in the community and continues to make changes and improvements based on the identified needs of the community.

# BEST INNOVATIVE PROGRAM

**Agency Name:** Orange County, Lakeside Alternatives, The Center for Drug Free Living, Florida Hospital, Orlando Regional Healthcare, Human Services Associates, Inc.

**Program Name:** Central Receiving Center

**Location (city):** Orlando

**Program Contact Name:** Donna Wyche

**Contact telephone and email:** (407) 836-6205, Donna.Wyche@ocfl.net

## **Program Description**

The CRC is a temporary waiting unit where individuals are assessed for crisis need upon which placement is then determined. As soon as possible, once a bed has been secured at the appropriate receiving facility, the client is transported to that provider and clients are admitted. Upon arrival at the CRC, clients are first provided a nursing assessment where the clients medical status can be determined. Clients must be medically cleared to move on to the Mental Health/ Substance Abuse integrated assessment. Clients who do not meet medical clearance criteria are immediately transported to the local Emergency Department for medical attention. Clients who are medically cleared are assessed for mental health and substance abuse status. Once the assessment has been completed, the client's payment source is identified. Clients are then identified for appropriate placement. A bed is secured at the appropriate facility and clients are transported. Per Florida statute, clients may choose the receiving facility of choice.

Clients are moved out of the CRC in the shortest amount of time possible. A typical assessment and placement process takes approximately 3 1/2 hours. Clients do not stay at the CRC for longer than 24 hours. Food and a comfortable waiting environment are provided to the clients while awaiting transportation. Desired outcomes are related to jail diversions, minimum amount of time spent at the CRC prior to placement, decreased delivery to emergency departments by law enforcement agencies and appropriate placements based on payer source.

The operations at the CRC are supervised by a clinical and an administrative staff. CRC staff is representative of three agencies in Orange County: Lakeside Alternatives (LA), The Center for Drug Free Living (CFDFL) and Human Services Associates (HSA). LA and CFDFL provide the clinical services, while HSA provides the administrative oversight services. The three agencies work together as one unit to provide a comprehensive and thorough approach to meeting the needs of the clients.

# BEST SMALL PROGRAM

**Agency Name:** ACT Corporation

**Program Name:** Adult Justice Reality House Transitional Unit

**Location (city):** Daytona Beach

**Program Contact Name:** Julie D. Eberwein

**Contact telephone and email:** (386) 239-6134, jeberwei@actcorp.org

## **Purpose of Program**

The programs' principle objectives are to identify substance abusers, assess the severity of their presenting problems and utilize evidence based treatment protocols to provide the most appropriate interventions. This allows the staff to actively treat or refer the global picture of presenting problems in an effort to reduce both incidences of criminality leading to recidivism, and the ability to maintain healthy social functioning. These objectives support the goal of positively impacting the health and safety of our respective communities by delivering comprehensive, high quality behavioral healthcare.

This level of care is for the individual who has a serious and persistent behavioral management complicated by substance abuse or alcoholism and/or drug addiction and who needs treatment for addiction, and development of pro social skills. The client generally has a history of chemical dependency and has usually received treatment with marginal success in the community. Through assessment and intervention, the client is encouraged to gain skills necessary to abstain from using substances and effectively manage life stressors. Ultimately the goal is to return to their previous living environment (if suitable) with an established transition plan.

# PROMISING PROGRAMS

**Agency Name:** ACT Corporation

**Program Name:** Forensic Case Management

**Location (city):** Daytona Beach

**Program Contact Name:** Julie D. Eberwein

**Contact telephone and email:** (386) 239-6134, [jeberwei@actcorp.org](mailto:jeberwei@actcorp.org)

**Purpose of Program**

The Forensic Case Management Program is to adequately address the needs of individuals with severe mental illness and/or co-occurring disorders who are involved in the Criminal Justice System and have been found either Incompetent to Proceed Trial or Not Guilty by Reason of Insanity and placed on a conditional release order.

**Agency Name:** The Center For Drug-Free Living, Inc.

**Program Name:** ALPHA

**Location (City):** Orlando

**Program Contact Name:** Marnie Williams, Program Director

**Contact telephone and email:** (407) 245-0045, [mwilliams@cfdfl.com](mailto:mwilliams@cfdfl.com)

**Purpose of Program**

The Alpha Program seeks to decrease absenteeism, reduce discipline referrals and improved academic performance among the targeted students.

**Agency Name:** Hanley Center

**Program Name:** Center for Women's Recovery

**Location (city):** West Palm Beach

**Program Contact Name:** Jayne Johnson

**Contact telephone and email:** (561) 841-1242, [jjohnson@hanleycenter.org](mailto:jjohnson@hanleycenter.org)

**Purpose of Program**

To provide treatment for chemically dependent women ages 18-55.

**Agency Name:** Memorial Healthcare System Community Youth Services Dept.

**Program Name:** Project TEAM

**Location (city):** South Broward Hospital District

**Program Contact Name:** Tim Curtin

**Contact telephone and email:** (954) 985-7000 x237, [tcurtin@mhs.net](mailto:tcurtin@mhs.net)

**Purpose of Program**

Memorial Healthcare System's Project TEAM program is a six-month delinquency prevention program for "at-risk" youth, addressing risk and protective factors related to the community, family, school, and individual domains. The program is designed to meet the needs of diverse youth and tailored to meet the unique developmental, cultural, and linguistic needs of populations served.

# PROMISING PROGRAMS

**Agency Name:** Narconon Florida Inc.

**Program Name:** Project Y.A.D.A. (Youth Against Drugs & Alcohol)

**Location (city):** Clearwater

**Program Contact Name:** Cheryl Alderman

**Contact telephone & email:** (727)-796-1011, NarcononFlorida@algxmail.com

**Purpose of Program**

Narconon's purpose is to be able to establish and operate enough facilities to accommodate the overwhelming need for substance abuse detoxification treatment programs and to educate the community on drug abuse.

**Agency Name:** The Transition House, Inc.

**Program Name:** Substance Abuse Treatment Enhancement

**Location (city):** Kissimmee

**Program Contact Name:** Thomas Griffin

**Contact telephone and email:** (407) 846-0068, tom@thetransitionhouse.org

**Purpose of Program**

The purpose is to empower clients to make changes in their approach to their health care. They learn to utilize tools that can make a positive difference in their health status. The chiropractic care is a tool that can be accessed by the client to enhance their overall care. The education from case management and cognitive counseling assists them to recognize and utilize the range of health care choices available to them. The fact that there is some evidence that overall health is improved is testament to the fact that health status is frequently dependent on the effort put into obtaining the appropriate care.