

## **Frequently Asked Questions (FAQs) about ATR Ohana Project**

(Updated: April 6, 2011)

### **Q: Is ATR Ohana enrollment available only for methamphetamine users?**

A: No. a diagnosis of a substance use disorder is the criteria. The substance being abused may be one of more of many different kinds of substances, such as alcohol, marijuana, methamphetamine, prescription medications, etc..

### **Q: What are the key dates and targets for the ATR Ohana Project?**

A: ATR Ohana Project was awarded on September 30, 2010 and will run for up to four (4) years, until September 29, 2014. Continued funding for each of the four years depends on ATR Ohana Project meeting all grant targets.

Some of key targets include client enrollment, per client spending, and the ability to reach and engage special populations in Hawaii:

Year 1 enrollment - 1,236

Year 2 enrollment - 2,800

Year 3 enrollment - 2,800

Year 4 enrollment - 1,526

Maximum average per client spending is approximately one thousand (\$1,000) per client.

Adolescents (age 12 through 17) – 20%

National Guard and family members – 5%

Criminal justice clients – 25%

Compromised health issues – 10%

Methamphetamine as drug of choice – 40%

In order to maintain on-going funding after Year 1, ATR Ohana must achieve no less than 80% follow up on enrolled clients at six (6) months post enrollment.

### **Q: Can my agency provide client assessment services and also provide treatment or recovery support services for ATR Ohana funded clients?**

A: No. ATR Ohana Assessors are prohibited from providing any other ATR Ohana Project funded service, either for clinical treatment or for recovery support services.

ATR Ohana clinical treatment providers and recovery support service providers can do both of these services with clients, but are prohibited from being ATR Ohana Assessor.

ATR Ohana Assessors may not have conflict of interest relationships with any other ATR Ohana provider. For example, an Assessor may not be married to an employee of an agency to which he or she is making a referral for other ATR Ohana services, since it would be realistic to presume that the spouse's employment may be compensated from ATR Ohana funds or the spouse's job security may be enhanced based on increased client referrals to that agency from the Assessor spouse.

**Q: What services will be provided for clients in ATR Ohana Project?**

A: Currently, screening for substance use issues, clinical assessment to determine the presence of substance use disorders, and referral to a variety of community based non-ATR Ohana funded services is available. Future ATR Ohana funded services are anticipated and those services will be made available as soon as service details, reimbursement rates, and memorandum of understanding (MOUs) are finalized with community service providers.

ATR Ohana Project is not the usual government Request for Proposal process. Rather than stipulating what is to be provided by ATR Ohana vendors, we are asking existing service providers to tell us what they are already doing with a client that is successful.

At this time, the following services are anticipated and are under development. Not all services will be available immediately:

- Transportation
- Wellness Facilitation
- Spiritual Support
- Child Care
- Cultural Practices
- Sober Support Activities
- Intensive Outpatient Clinical Treatment
- Outpatient Clinical Treatment
- Substance Abuse Education
- Recovery Management Check-Ups
- Peer Support
- Clean & Sober Housing Support
- Dental Support

Related service definitions and Exhibits will be posted to this website as they are authorized.

**Q: What are the qualifications to be an ATR Ohana Assessor?**

A: ATR Ohana Assessors will be required to complete a number of screening and clinical assessment tools, including the Addiction Severity Index (ASI), the Adolescent Drug Abuse Diagnosis (ADAD) instrument, and the patient placement

criteria for the American Society of Addictions Medicine (ASAM). For this reason, all ATR Ohana Assessors must be 1) individuals who are Certified Substance Abuse Counselors (CSAC) or by individuals licensed as a mental health clinician, and 2) individuals who have been trained to use the above instruments.

**Q: What happens if an ATR Ohana client does not keep their appointment?**

A: ATR Ohana Project is strictly fee for service. No ATR Ohana Project funds will be paid if the client does not receive the actual service.

**Q: If the client has completed a recent ASI, can that one be used to establish ATR Ohana enrollment?**

A: No. ATR Ohana grant criteria require that clients receive an independent assessment, not one that was completed by their current or proposed treatment provider.

**Q: How does ATR Ohana work?**

A: Individuals are referred to ATR Ohana Assessors by a variety of community providers, or an individual may self-refer to an ATR Ohana Assessor.

Individuals are screened for eligibility and completed all required documents for enrollment with the Assessor. The Assessor will use the electronic voucher management system (WITS) to complete the appropriate consents for release of confidential information and referral to the client's provider(s) of choice. These providers may, or may not, be ATR Ohana funded provider agencies. When other resources are available to the client, those resources must be exhausted first, before ATR Ohana funds will pay for the client's choice of service.

**Q: Can an agency add additional services for ATR Ohana clients after the initial memorandum of understanding (MOU) is signed with the Alcohol and Drug Abuse Division?**

A: Yes. ATR Ohana providers are encouraged to identify existing effective services provided by their agency in the above categories, and to notify ATR Ohana which of those services have no other resources to pay for them.

ATR Ohana tracks outcomes data through the electronic voucher management system, helping Hawaii focus on supporting effective, efficient, and relevant services for clients. ATR Ohana staff may, from time to time, add new services that are promising emerging practices and remove services that do not show evidence that they are effective or efficient.

**Q: Can youth age 12 through 17 who are not using be enrolled in ATR Ohana if their family member has a substance use disorder?**

A: No. Youth who are not using controlled substances have services available to them through programs funded by Prevention grants. They are not eligible for enrollment in ATR Ohana. They are welcomed to participate in family treatment or recovery support services that are offered to their ATR Ohana enrolled family member, as appropriate.

**Q: If a client has an insurance policy that does not list our agency as a preferred provider, can we bill ATR Ohana for our services?**

A: No. ATR Ohana funding is not designed to be an optional pay source or a supplemental insurance benefits provider. It is intended to be a last resort pay source.

Clients whose insurance would otherwise cover the level of services provided have a choice to select a provider from their insurance plan's preferred provider network. ATR Ohana will not pay for services for individuals who refuse to utilize their existing resources.

**Q: Why is ATR Ohana requesting a tax clearance that is current within the past 30 days?**

A: The application and review process that leads to the issuance of an MOU for ATR Ohana can be lengthy, and an up to date tax clearance will be required before the MOU can be signed. Agencies who submit tax clearance documents that are not current may find that, by the time their MOU is ready to be signed, their tax clearance status is too outdated.

To best insure that your agency has an up to date tax clearance from the State of Hawaii, we strongly recommend that those who apply for ATR Ohana register with Hawaii Compliance Express first. There is a small fee for this service, and, once your agency is enrolled, your tax clearance status will be available 24 hours a day on-line to ATR Ohana staff and that source of information on your tax clearance status will be considered sufficient for the application process.

**Q: If I am an ATR Ohana provider, when will I receive my first payment for services provided to clients?**

A: State procurement regulations require that requests for purchase orders (POs) and invoices for payment to vendors go through a specific set of steps before payment for services is allowed. As long as all documents are accurately completed, and ATR Ohana providers bill for their services in the WITS electronic voucher management system promptly, the first reimbursement check for vendor services should be delivered to the provider within twelve (12) weeks. Once the

initial payment is delivered, claims for payment from the provider will be processed by the ATR Fiscal Coordinator approximately every two (2) weeks. As a result of this schedule, payments to vendors who bill promptly and regularly should be delivered to the provider approximately every two (2) weeks, as well.

In rare cases, vendors who use their personal name, or the name of an individual rather than a business as their provider name for ATR Ohana will be required to complete additional documentation required by the State to assure that they are independent contractors, rather than employees of the State. The additional paperwork required can delay the first payment to the vendor as much as an additional 4 weeks.

For additional billing questions, please consult the ATR Ohana MOU for Provider Agencies to clarify acceptable billing practices.

**Q: Where can I get a copy of the ATR Ohana MOU and the Exhibits about services provided?**

A: A sample MOU and Exhibits for currently authorized ATR Ohana services are posted on this website. Select the “For Providers” tab in the upper left side of the Home Page of this website. Hyperlinks are provided for the MOU and service Exhibits, along with other helpful documents to assist providers who may be considering providing ATR Ohana services to their clients.

**Q: Where can I get a copy of the ATR Ohana Policy and Procedure Manual?**

A: The ATR Ohana Policy and Procedure Manual is currently under development. ATR Ohana network providers will be issued a copy of the Policy and Procedure Manual once the manual has been approved for distribution. Future ATR Ohana providers will be issued a copy of the Policy and Procedure Manual upon activation of their MOU as an ATR Ohana provider.

**Q: What are the areas deemed critical knowledge for ATR Ohana that require written competency prior to activation as an ATR Ohana provider?**

A: There are currently identified topic areas identified as critical knowledge for agencies and individuals who wish to be authorized as ATR Ohana providers:

- Grant Overview
- MOU
- Service Areas
- Policy & Procedures
- Confidentiality
- Documentation
- Government Performance and Results Act screening (GPRA)
- WITS

- Fiscal
- Quality Assurance

Specific service areas may require additional training and competency documentation, such as the ASI or ADAD assessment tools for Assessor agencies. Additional topics and expanded content will be designated as critical knowledge as the ATR Ohana project continues, and those additional content areas will be added to this list as they are identified. Please check this FAQs list periodically for updates and changes to the information posted.

**Q. Will there be housing support/subsidy services available?**

A. Recovery Mentoring services will be available during ATR Ohana. Recovery mentors assist clients in a variety of healthy living areas, such as:

1. Finding safe, appropriate childcare for dependent children in the client's care;
2. Locating and securing long-term appropriate, clean and safe living arrangements where alcohol and other drug use is not likely to be accepted or encouraged;
3. Para-professional guided skill building for activities of daily living; and/or
4. Lay person or peer coaching in the client's chosen religious or cultural community.

Housing Subsidy to landlords will not be available through ATR Ohana. Individuals needing rental assistance are encouraged to utilize other rental subsidy options available in the community.

**Q. Who will be providing services through ATR?**

A. A number of community agencies and service providers are expected to apply to provide ATR Ohana services. Applications are reviewed on a case-by-case basis. Agencies must provide documentation during their approval process, and once completed, will receive training and demonstrate a minimum level of competency regarding the ATR Ohana Project before they are approved to begin service delivery to ATR Ohana clients.

An ATR Ohana Provider Directory will be posted on this website and updated periodically. Please check the ATR Ohana website frequently to become aware of new services as they are authorized and operationalized.

**Q. What services are going to be available?**

A. The current list of services authorized for ATR Ohana are listed on the "For Providers" page. Not all services may have providers who have elected to provide those services for ATR Ohana clients. The list of approved services for

ATR Ohana is anticipated to expand across the four (4) years of the grant. Currently authorized services include:

- Assessment
- Wellness Facilitation
- Transportation – Oahu Bus Pass
- Transportation – Multi-passenger Vehicle
- Childcare
- Recovery Mentoring

**Q. When will those services be available?**

A. Authorized services become available as ATR Ohana providers agree to provide the service category to ATR Ohana clients, and formalize that agreement through a memorandum of understanding (MOU). Currently, there are three signed MOUs with community providers. Those agencies will be listed in the ATR Ohana Provider Directory, which will be posted to this website and updated periodically.

**Q. What services will be available for adolescents?**

A. ATR Ohana services are available to adults or adolescents. Availability of services to adolescents will depend on provider agencies who are willing to serve that population and who complete application requirements to become an ATR Ohana provider.

**Q. When will services be available for adolescents?**

A. Authorized services for adolescents become available as ATR Ohana providers agree to provide authorized services to this population, and formalize that agreement through a memorandum of understanding (MOU). Agencies who specify their services are targeted to serve adolescents will be listed in the ATR Ohana Provider Directory, which will be posted to this website and updated periodically.

**Q. When is the next ATR training going to be?**

A. Several ATR Ohana trainings have already been provided to the public, including:

- ATR Ohana Orientation
- Confidentiality
- ASI
- ATR and the National Guard

Additional trainings are being arranged for ATR Ohana, and a schedule of those trainings will be posted to this website once arrangements are finalized.