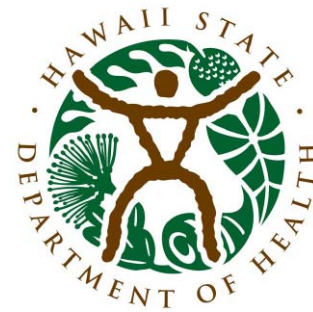


ATR Ohana Provider Manual

A Work in Progress



Overview of Provider Manual

- Title Page
- Table of Contents
- Section 1 Introduction
- Section 2 Services
- Section 3 Agreements
- Section 4 Training
- Section 5 Procedures
- Section 6 Web Infrastructure for Treatment Services (WITS)
- Appendices

Section 1 Introduction

- Vision and Mission Statements
 - Wall Statement
- Grant Overview
- Grant Mandates
- Abstract
- Grant Summary
 - PowerPoint
- Grant Staff Contact Info
 - Org. Chart
- Prevention Disclaimer
- Eligibility Criteria
- Populations of Special Interest
- Client Flow
 - Client Flow Chart

Section 2 Services

- Service Definitions
- Service Codes
- Service Rates and Limits

Section 3 Agreements

- MOUs
 - Place Active Agency MOU with Exhibits HERE!
 - Other possible MOUs
 - Referral Agency MOU
 - Renewal MOU
 - MOU Addendum
- Other Exhibit Services
 - Place the exhibit documents for other services (not provided by your agency) here for your staff to reference when making referrals

Section 4 Training

- Grant Overview
- MOU
- GPRA
- Documentation
- Fiscal
- Quality Assurance
- Exhibit Basics
- Exhibit Details
- Procedure Manual
- Confidentiality
- WITS
- Mentoring
- Others?

Section 5 Procedures (some recommendations)

- Incentives
- What if:
 - Client violation of Confidentiality
 - Criminal Behavior
 - Abuse, Neglect, and Exploitation
 - Disaster and Evacuation Plan
 - Injured Client
 - Client does not return calls
 - Weapons, Alcohol, Illegal Drugs and Illegal Activity
- Universal Precautions
- Due Process
- Client Rights
- Professional Courtesy
- Tobacco
- Traffic Safety
- Mandatory Reporting

Section 6 WITS

- Forthcoming in future

Proposed Appendices

- Appendix A – FAQs
 - ATR Ohana
 - GPRA
- Appendix B – Common Jargon
- Appendix C – References
- Appendix D – Provider Directory
- Appendix E – Provider Application Forms
- Appendix F – Sample Forms
- Appendix G – How to Prepare for a Quality Assurance Audit
- Other recommendations?