



STEPHEN CENTER HERO Program

~ Health, Empowerment, Responsibility and Opportunity ~

The HERO Program is located at 5217 S. 28th, Omaha Nebraska, 68107. The phone number is (402) 715-5440 or hero.admissions@stephencenter.org.

The Stephen Center HERO Program is based on the Integrated Dual Diagnosis Treatment of recovery utilizing evidence based practices and client focused care. The HERO Program provides substance abuse treatment for low-income and homeless persons aged 19 and above. Residential and outpatient services are provided for persons who are dually diagnosed with substance abuse and mental illness.

MISSION STATEMENT:

The HERO Program, as part of Stephen Center's overall mission to assist individuals and families restore their physical, emotional, and spiritual health, helps homeless men and women to overcome the mental health and substance abuse problems in their lives.

PROGRAM PHILOSOPHY:

The HERO Program uses structured classes, group and individual therapy, case management services, and implementation of new behaviors and development of new skills and tools to help these men and women achieve success in dealing with their mental illness and substance abuse. The HERO Program provides an environment focusing on Health, Empowerment, Responsibility, and Opportunity to optimize prospects for success.

EDUCATIONAL APPROACH:

A cornerstone of the HERO Program is "investment"...a solid investment in the persons served by the HERO administrators and teachers and a deep and committed investment of the persons served in themselves and their recovery. Persons served are expected to participate actively and willingly. They are expected to gather in content, record how it applies to them specifically and to practice what they learn. They must also discuss their understanding and personal application of this knowledge in concrete terms, in groups or individually. Immediate constructive feedback from teachers/counselors is provided in a positive, respectful and supportive manner.

HOURS AND DAYS OF OPERATION

The HERO Program is a 24-hour, 7 days a week residential treatment facility.

Revised: 10/2/13, 10/1/14, 8/6/15, 6/15/16, 1/6/19, 4/8/21, 6/28/21, 3/10/22, 3/12/2022, 06/19/23, 10/31/23

PROGRAM COMPOSITION:

Under the direction of the Program Director, staff operates under a multi-disciplinary team that includes Case Managers, Admissions Coordinator, Licensed Addiction Drug Alcohol Counselors, and Licensed Mental Health Therapists, who collaborate to develop initial and individual treatment plans, review treatment plans and progress, formulate discharge plans and make decisions on the course of treatment.

STAFF COMPOSITION AND STAFFING QUALIFICATIONS:

HERO Program Director – LIMHP, PLADC/LADC (1 FT)

The Program Director is responsible for managing the day-to-day operation of Stephen Center's HERO Program, ensuring compliance with all national, state, and local laws and requirements.

Assistant HERO Program Director – LIMHP, PLADC/LADC (1 FT)

This position will assist the HERO Program Director in areas of intern coordination, data collection, attendance at VA community meetings, compiling annual required CARF data (exit surveys, grievances, incident reports), RA scheduling, and other duties as assigned. This position is also responsible for providing the following treatment services including assessment, psychotherapy, counseling, and educational activities, to a population diagnosed with Co-Occurring substance abuse and mental health disorders, with a primary focus on quality improvement activities and service provision within the Stephen Center HERO program.

Licensed Independent Mental Health Practitioner – LIMHP (2 FT)

This position is responsible for providing treatment services, including treatment, assessment, psychotherapy, counseling, and educational activities, to a population diagnosed with Co-Occurring substance abuse and mental health disorders, with a primary focus on quality improvement activities and service provision within the Stephen Center HERO program.

Provisionally Licensed Mental Health Practitioner – PLMHP (4 FT)

This position is responsible for providing treatment services, including treatment, assessment, psychotherapy, counseling, and educational activities, to a population diagnosed with Co-Occurring substance abuse and mental health disorders, with a primary focus on quality improvement activities and service provision within the Stephen Center HERO program.

Licensed Alcohol and Drug Abuse Counselor – PLADC, LADC (1 FT)

This position is responsible for providing substance use only treatment services with a primary focus on quality improvement activities and service provision within the Stephen Center HERO program.

Resident Support Specialist Manager – (1FT)

This position will assist the HERO Program Assistant Director in maintaining day to day staff operation, responsible for RSS scheduling, Case managers, and other duties as assigned.

Case Managers (3 FT)

This position is responsible for many aspects ensuring clients of the HERO program are receiving appropriate referrals to meet their outside needs and are preparing for their sober future. This position will work with clients, clinical, staff, and administrative staff to ensure the safety and security of the HERO building.

Admissions Coordinator (2 FT)

Provide administrative support for the program operations including scheduling of clients, collaboration with referral sources. Utilization reviews and verifying payer sources.

Billing Coordinator (1 FT)

Provide billing support and services for Stephen Center, Inc.'s client service programs.

Administrative Assistant (1FT)

Provide administrative support for the program operations including general office services.

Resident Support Specialist: (5 FT, 6PT, 2 On Call)

This position is responsible for daily client intakes, providing client support and managing schedules through our electronic health record. The RSS will provide active support and assistance in the HERO residence facility by maintaining standards and policies that uphold order in the treatment facility living units and that facilitate personal growth.

Facility Maintenance: (2 FT)

The Stephen Center Maintenance Engineer provides support to ensure safety and security of the building and grounds.

TREATMENT FEATURES INCLUDE:

- Treatment interventions based on evidence-based practices utilizing client's motivation to change.
- Motivational approaches to instill self-efficacy and hope.
- Trauma informed approaches
- Cognitive Behavioral Therapy
- Group and individual therapy that address both substance abuse and mental illness.
- Substance abuse counseling that emphasizes active treatment and relapse prevention.
- Involvement of family in the treatment process.
- Use of self-help groups (12-Step program) in support of the treatment process.
- Pharmacological treatment and medical management integrated into the treatment process using community resources.
- Holistic approach to health including active health promotion.
- Outreach and collaboration with other service delivery agencies.
- Referrals to appropriate community facilities when clients do not respond to treatment or do not meet admission requirements.
- Case management services designed to integrate clients back to independent living.

ADMISSION PROCESS AND CRITERIA

- Applicant will provide HERO Program with current substance use evaluation and application for admission.
- Application and evaluation are reviewed to determine if applicant meets admission guidelines.
- Applicant must qualify according to NIFA guidelines as low-income and/or homeless.
- Applicant must not have a relationship with any current client.

- Applicant may not be related to any Stephen Center employee.
- Applicant may not have a history of extreme violence or be a registered sex offender.
- Applicant must have first month's fees for admission (exceptions include individuals who have a federal/state or other legal entity that will be providing payment).
- Applicant must be medically stable.
- Applicant must have the ability to learn.

DISCHARGE PROCESS AND CRITERIA

The discharge plan is developed with the input and participation of:

- Client
- Legally authorized representative (when appropriate)
- HERO staff
- Referral source (when appropriate)
- Other community services (when appropriate)

At the time of discharge clients are given a list applicable referrals.

The following represent indication for discharge:

- Documentation that client is suicidal or a threat to self or others and refuses to develop a contract guaranteeing safety to self and others.
- Breach of the terms of the lease.
- Violation of the HERO Program Policies and Procedures including but not limited to possession of drugs or alcohol, possession of weapons, possession of dangerous chemicals, possession of unauthorized medications, violent behavior, intimidation or threats, stealing or shoplifting, fraternization.

EMERGENCY CARE AND TREATMENT

In an emergency situation staff will act in a manner to safeguard the physical health and wellbeing of the clients and of the staff. Staff will follow procedures outlined in the HERO

Program Policies and Procedures in the case of weather, fire, bomb threat and medical emergencies.

In the case of medical emergencies, staff will:

- Call 911
- Stay with the client until emergency personnel arrive.
- Provide emergency personnel a list of current medications client is taking.
- Complete an incident report.

Staff at the HERO Program are trained to use verbal and non-verbal de-escalation techniques. Under **NO** circumstances will a staff member use restraint or seclusion with a client.

QUALITY IMPROVEMENT PROCESS

Staff will meet annually to review HERO Program guidelines, curriculum and potential areas for improvement. Program Director will provide a report to the Chief Operations Officer which in turn will be shared with the Board of Directors. Changes will be implemented upon approval of Chief Operations Officer and Board of Directors.

To adhere by DHHS/Provider ratio guidelines for a residential facility, the Stephen Center HERO program will utilize staff from Shelter or PSH to maintain compliance. Staff can be pulled to cover any shifts as deem necessary.

ABUSE, NEGLECT, EXPLOITATION

HERO Program staff are considered mandatory reporters. As such, all reports of abuse, neglect and exploitation meeting the criteria will be reported. All Stephen Center employees, volunteers, and contractors have a legal duty and an ethical obligation to report suspected abuse, exploitation, or neglect of Stephen Center, Inc. persons served. This extends to the reporting of harmful practices by employees, persons served, volunteers, consultants, contract affiliates, and others.

Stage	Description
1	Any employee who suspects or has knowledge of or is involved in an allegation must report the incident to his or her immediate supervisor or to the Human Resources Manager as appropriate no later than 12 hours after the incident.
2	The supervisor will note his or her findings in the persons served record and will determine if a physician is needed to examine the persons served. The employee under investigation will be suspended from duties involving persons served contact.
3	The reporting employee will sign and submit a written statement to the Human Resources Manager. The Human Resources Manager will complete a preliminary investigation within 72 hours and will notify the Program Director and the reporting employee.
4	If allegations of abuse/neglect/exploitation are found substantial after a detailed investigation, the Human Resources Manager will notify the appropriate regulatory service.
5	If abuse/neglect/exploitation is true, then the Human Resources Manager will take appropriate action that might include termination of

	the person who committed abuse/neglect/exploitation depending on the following:
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- The seriousness of the persons served abuse/neglect/exploitation
- The circumstances surrounding the event
- The employee's disciplinary record

Closing the Investigation: The following conditions will result in closing the investigation:

- a. If at any point during the investigation it becomes apparent that the allegation does not have any factual basis, the Human Resources Manager shall close the investigation as unfounded with notification to the Executive Committee of the Board of Directors.
- b. If no important evidence is found to indicate that an allegation should or should not be confirmed, the result of the investigation is inconclusive.

FINANCIAL OBLIGATION

Stephen Center accepts clients with the following payer sources: Nebraska State Probation Vouchers, Nebraska Medicaid, Federal Probation and Pre-Trial Contracts, Self-Pay and Veterans Administration GPD Program. Payment is due upon admission to program. Payment will be forfeited and will not be refunded if client leaves treatment or is discharged for any reason. Billing Coordinator can inform on current rate at time of inquiry.

PHASES OF CARE:

TIP

When clients are admitted to treatment they enter Transition Into Programming (TIP)

During this phase clients complete all admission paperwork, are oriented to the building and the program, assigned a buddy and introduced to their primary care team.

- The initial treatment plan is presented to client within 24 hours of admission.
- The amount of time in TIP depends on how well clients respond to staff direction and progress on initial treatment plan. This is generally between 24 and 48 hours.
- During TIP, clients follow TIP program schedule, releases of information are obtained, discharge plans are formulated, families are contacted to invite them to Family Program and clients are assigned a primary counselor and a program buddy.
- Introduction/acceptance into the treatment community.

Short Term Residential

Upon successfully completing TIP, clients attend the regular program schedule.

- No outside appointments are allowed with the exception of prearranged medical and court ordered appointments that cannot be changed and newly scheduled community referral appointments.
- There is a 2-week "blackout" period when clients are not allowed any phone calls. Any outside visitors are approved by counselor with input from referral source and are

immediate family only. This allows for full integration into treatment. Blackout may be extended if deemed necessary by clinical staff.

- Clients are required to attend four (4) weeks of Family Programming, preferably with participation of family members.
- The individual treatment plan is presented to client within 10 working days.
- Clients' length of stay depends on client's response to individual treatment plan.
- General length of time clients remain in STR is between 30 to 45 days.
- Discharge plans are reviewed every 30 days.
- When clients have made significant progress on their individual treatment plans and complete STR, they progress into the next treatment level of care recommended by clinician. Stephen Center staff works with client and their support and referral sources to determine the best course of action.
- Major tasks include writing a life story, completing a drug chart and introduction/acceptance into the treatment community.
- Clients meet weekly with their assigned individual counselor and case manager.
- Case Management assesses for any additional needs of client.

Intensive Outpatient

- Clients are eligible to reside in structure housing while attending IOP
- Clients are eligible for passes to look for employment, attend support group meetings, attend church and spend time in leisure activities.
- Clients are given access to their cell phones if approved by their referral source to ease the barrier employment search.
- Clients are **expected** to secure employment **within the first two** weeks.
- When clients are on disability and cannot work, we will assist them in securing a meaningful volunteer assignment.
- Discharge plans are reviewed.
- When clients have met their treatment plan goals they are eligible for program completion.
- IOP program is 6 –10 weeks. Focus is on continued development of life skills, recovery skills and self-determination.
- Clients meet weekly with their assigned individual counselor and case manager.

Halfway House (Structure Housing)

- Clients are eligible to reside in structure housing at HERO for 90 days (3 months)
- Clients are eligible for passes to look for employment, attend support group meetings, attend church and spend time in leisure activities.
- Clients are given access to their cell phones if approved by their referral source to ease the barrier employment search.
- Clients are **expected** to secure employment **within the first two** weeks.
- When clients are on disability and cannot work, we will assist them in securing a meaningful volunteer assignment.
- Discharge plans are reviewed.
- Halfway House focus is on continued development of life skills, recovery skills and self-determination.
- Clients meet weekly with their assigned individual counselor and case manager.

Outpatient

- Clients are eligible to reside in structure housing while attending OP
- Clients are **expected** to maintain employment or volunteer activities.
- Discharge plans are reviewed.
- When clients have met their treatment plan goals they are eligible for program completion.
- OP program is 4 – 6 weeks. Focus is on continued development of life skills, recovery skills and self-determination.
- Clients meet weekly with their assigned individual counselor and case manager.

Transitional Living (Optional)

Upon completion of treatment clients have the option to stay living in a sober living environment. Structured living is recommended upon discharge from primary treatment.

- Clients are required to be working a program of sobriety that requires regular support meeting participation and planned meetings with sponsors.
- Clients in transitional living will continue to meet with their case manager and maintain a case management plan that includes transition/discharge.
- Clients in Transitional Living must follow all guidelines of Stephen Center HERO Program.
- Clients in Transitional Living must pay rent on time or may result of exit from housing.
- Connection with the treatment facility is evidenced to provide stability and continued sobriety in early recovery.

IMPORTANT FACTS:

Medications

Persons interested in entering our substance abuse program must be aware that this is a self-medication treatment program. Medications are locked in a secured area; dispensing is monitored by staff. There are no physicians on duty. Addictive medication or medications that will result in a positive urinalysis (UA/BA) are **NOT** allowed in our facility. It is the responsibility of each client seeking treatment to inform their own medical personnel of this policy prior to entering our facility. You must be off of these medications **BEFORE** entering treatment.

Support Group Meetings

Clients involved in any phase of treatment are required to attend support group meetings.

Financial Obligations

Meeting financial obligations is an important part of recovery. All clients are required to make regular payments for housing and program fees as required. Upon securing a job, clients will be required to submit all pay stubs to their Case Manager and create a monthly budget to assist with financial stability.

Past treatment bills must be paid in full before former clients are eligible to re-enter treatment.

Clients who do not meet the expectations of paying their treatment bill in a timely manner may be evicted for non-payment, and unpaid bills may be turned over to a collection agency.

Meals

Three meals a day are provided at no additional costs. Grocery supplies in the client rooms needs to be kept at a minimum due to storage space available. Coin-operated snack machines are available in the buildings lower level.

Laundry Facilities

Washers and dryers are available for client use at no additional cost. Detergent is provided. Irons and ironing boards are available and located in the laundry room on each floor.

Client Apartments

Client apartments house up to four clients. Each unit includes a small kitchenette with sink, mini-fridge and microwave, a full bathroom and two bedrooms. Each bedroom contains two twin beds and wardrobes with drawers. Bedding is provided; however, clients are welcome to bring their own pillows and bedding if desired. Clients are responsible for cleaning their own apartments daily.

ALL Client belongings will be subject to being placed in the intensive heat room to prevent bed bug infestation from outside sources.

Unscheduled Exit from Program

Clients who leave treatment against staff advice or are discharged due to non-compliance of treatment expectations will be subject to approval before being allowed to reside at the Stephen Center Shelter.

Any medication left behind will be disposed of. Personal items left behind will be disposed of after 48 Hours the following business day.

Visitation

Visitors are restricted to family members only and must have prior approval by the client's counselor. Visitors are required to show photo id upon entering the building. Treatment staff and RSS's have the ability to deny visitation by any guest if they are deemed inappropriate. Short Term Residential clients are allowed visitors on Saturdays **only** for the first 2 weeks of treatment involvement. Approved family members are allowed to attend Family Group during blackout. Any items brought in by visitors are subject to search – items handed directly to clients will be confiscated and/or discarded.

Visitation is held:

Saturday 3:00 pm – 4:30 pm, after Blackout

*The last Saturday of the month 3:00 pm – 7:00 pm (clients may sign up family members to eat dinner at the Stephen Center HERO Program)

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Sunday 3:00 pm – 4:30 pm beginning at Blackout

Supervised Visitations Schedule (DHHS, CPS etc.)

NO visits during programming hours.

Visitation times need to work around our schedule.

Maximum visit times:

- 2 hours during weekdays
- 4 hours during weekend

Available visit times:

Monday – 4:30pm – 7pm

Wednesday – 3:30pm – 7pm

Thursday – 3:30pm – 7pm

Friday – 3:30pm – 7pm

Saturday – 10:30am – 7pm

Sunday – 10:30am – 7pm

Client Rights

Upon intake clients are provided the Client Bill of Rights to review and retain during their stay.

STEPHEN CENTER HERO PROGRAM CLIENT BILL OF RIGHTS

At the Stephen Center HERO Program, all clients have the following rights:

- To be informed in advance about treatment and of any changes in treatment that may affect the client's well-being;
- To self-direct activities and participate in decisions regarding care and treatment;
- To the confidentiality of all records, communications, and personal information;
- To voice complaints and file grievances without discrimination or reprisal and to have those complaints and grievances addressed;
- To examine the results of the most recent survey of the Stephen Center HERO Program conducted by representatives of the Nebraska Department of Health and Human Services;
- To be free of restraints;
- To be free of seclusion;
- To be free of physical punishment;
- To exercise his or her rights as a client of the facility and as a citizen of the United States;
- To be free from arbitrary transfer or discharge;
- To be free from involuntary treatment unless the client has been involuntarily committed by appropriate court order and except in cases of civil protective custody;
- To be free from abuse and neglect and misappropriation of their money and personal property;
- To be informed prior to or at the time of admission and during stay at Stephen Center's HERO Program of charges for treatment, or related charges;
- To privacy in written communication including sending and receiving mail consistent with individualized service plans;
- To receive visitors as long as this does not infringe on the rights and safety of other clients and is consistent with individualized service plans;
- To have access to a telephone where calls can be made without being overheard when consistent with individualized service plans;
- To retain and use personal possessions, including furnishings and clothing as space permits, subject to program policy unless to do so would infringe upon the rights and safety of other clients.