#### QUEST COUNSELING AND CONSULTING, INC

3500 Lakeside Ct, Ste 101

Reno, NV 89509

(775) 786-6880

www. Questreno.com

Presented by: Denise L. Everett, MA, MFT, LADC

**Executive Director** 

#### History of the agency:

- 1. Nonprofit 501 (c) 3 opened January 2003
- 2. Counseling includes substance use disorder, mental health, co-occurring disorder, family, and couples therapy
- 3. Two locations: outpatient office and Transitional Living facility for boys ages 13 to 17



#### Mission and Philosophy:

#### **Mission Statement:**

Quest Counseling and Consulting, Inc.'s mission is to provide substance use disorder and mental health services that exceed expectations. We are committed to providing quality client care in an environment that promotes self-discovery and change.

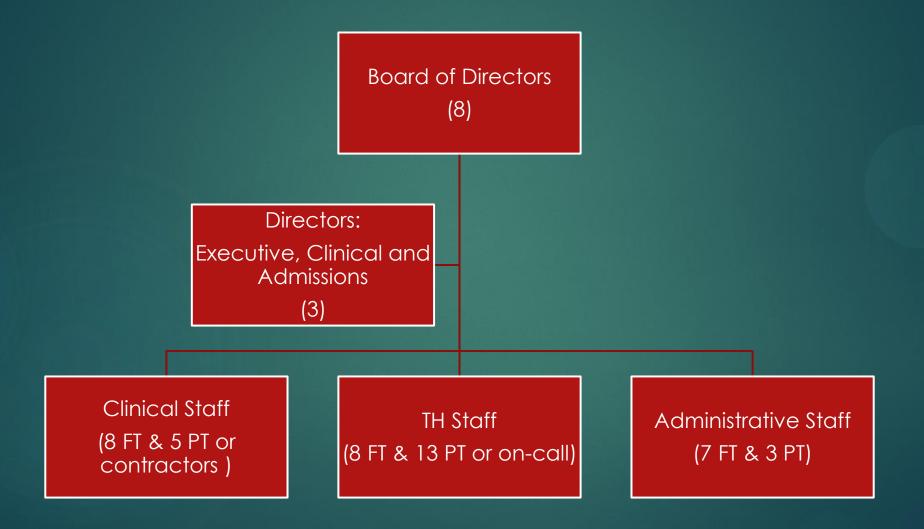
#### Philosophy:

Quest staff recognize that treatment is often a time of confusion as well as personal exploration and discovery. Our goal is to clarify and facilitate that experience. We promote self-acceptance and self-respect along with acceptance and respect of others. We want every client, adult and adolescent, to apply the lessons of counseling to daily life and to leave with the understanding that they take ultimate responsibility for their choices.

#### Services:

- 1. Drug testing
- 2. On and off-site assessment/evaluation (substance use disorder and comprehensive)
- 3. Counseling services: individual, group, crisis intervention.
- 4. Levels of care include Early Intervention, Outpatient, Intensive
   Outpatient and Transitional Housing
- 5. Prevention programs
- 6. Family services including parenting education
- 7. Consulting services: presentations and trainings
- 8. Psychiatric and psychological services available

## Organizational Components:



# I hope I'm not offending anyone...



## Recent or On-going Projects at Quest:

- 1. Quest House (2012)
- 2. Applying to become a Medicaid provider (2012)
- 3. Grant writing and implementation (On-going)
- 4. Creating new programming (i.e. parent group for QH) (In process)
- 5. Adopting new electronic health record system (In process)
- 6. Treating individual clients (On-going)

#### Process to Purchase Quest House:

- ▶ 1. Decision to try to expand services made by management team and BOD
- 2. Search for suitable location
- A. Will budget support down payment?
- B. Does Quest have the skill/expertise for this venture?
- 3. Negotiate asking price
- 4. Necessary action steps for purchase (i.e. appraisal, bank application for mortgage, County and City requirements including policies and procedures)
- 5. Complete repairs prior to opening
- 6. Finding furniture, bedding, kitchen supplies, etc.
- 7. Marketing the service
- 8. Hiring and training the staff
- 9. Developing admission procedures
- ▶ 10. Admitting first clients and working out the "kinks"

# Medicaid Process with the State of Nevada:

- 1. Hired a consultant with expertise we did not have
- 2. Applied to the Federal gov't for National Provider Identifier (NPI) numbers
- 3. Applications filled out for the agency as a whole then every clinician separately
- 4. If the application was incorrect in some way, it was returned
- 5. Slow, arduous process
- 6. Also had to apply to Medicaid's two managed care companies which have different requirements than Medicaid AND each other

#### **GRANT WRITING PROCESS:**

- 1. Acquire/receive Request for Proposal (RFP) or Request for Application (RFA)
  - a. Government
  - b. Private foundation
- 2. Create plan leading up to due date of application
  - a. Who will be on writing team and who is team leader
  - b. Who will be responsible for what sections
  - c. Due date for each section
- 3. Put all the pieces together; have it proof read by someone not on the team
- 4. Mail or deliver the proposal on time

#### Creating new programs process:

- 1. Needs assessment
- 2. Get buy-in from management or staff
- 3. Do initial program design
- 4. Develop the resources needed for the program
- ▶ 5. Hire and train staff if they aren't already on board
- 7. Determine the structure of the program (i.e. curriculum)
- 8. Address risk management issues which may already be in P and P manual
- 9. Market the new program to applicable clients
- ▶ 10. Design evaluation component to see if program is working

|   | Action Item  | Build Owner                          | Review Owner           | Test Owner  | Final Approval<br>Owner          | Date Assigned | Target Date | Status *  | Next Steps  | Date of Quest<br>Acceptance |
|---|--|--------------------------------------|------------------------|---|----------------------------------|---------------|-------------|---|---|-----------------------------|
| 1 | Sliding fee scale  | Sherri + Procedure<br>Document       | George to review excel | Sherri/Kendra   | Kendra                           | 1/12/2015     | 1/22/2015   | Built in live - Need<br>Cindy's approval  | Built in test and live.<br>Cindy to review and<br>approve on 01/21/15   |                             |
| 2 | ASAM   | Angela BV (NTST) -<br>Friday morning | Betsy                  | Betsy/Kendra  | Betsy/Kendra  **See comments     | 1/12/2015     | 1/20/2015   | Moved to Test   | Build done and moved<br>to Test. John Henick to<br>Review this weekend.<br>Betsy/Kendra to tested<br>on 01/20/15. Additional<br>review to be completed<br>by John and clinical<br>team. Also, Kendra will<br>have a clinician at Quest<br>review the ASAM |                             |
| 3 | Financial Eligibility vs. Cross Financial Eligibility - Assignment of Subscriber Benefits in Financial Eligibility; should have selected "no"; Can SAPTA do a global correction on current clients in Avatar so we don't have to go into each client's financial eligibility and change? | Angela BV (NTST)                     | Angela BV              | Cindy/Angela BV -<br>All in   | Kendra/Cindy                     | 1/13/2015     | 1/21/2015   | update the<br>guarantor plan<br>and work around<br>on 01/21/15.<br>Then Cindy and<br>Angela can begin<br>working client list. | review. Cindy tested<br>10-15 clients switched  |                             |
| 4 | Drug Results - Desire to be viewable in client chart   | Mike B (DPBH)                        | Kendra/Cindy           | 01/20/15 Kendra<br>reviewed in test.<br>01/21/15<br>George +<br>Documentation | Quest Clinical<br>Representative | 1/12/2015     | 1/21/2015   |   | George to test screen, write procedure and notify Mike for move to Production. This item said that George would move this to production ut I don't think we have the file. I think Mike B is waiting fir us to approve.                                   |                             |
|   |  |                                      |                        |   |                                  |               |             |   |   |                             |
|   |  |                                      |                        |   |                                  |               |             |   |   |                             |

| Client Name:John Doe  | Client Signature:                  |  |  |  |  |  |
|---|------------------------------------|--|--|--|--|--|
| Date: _1/30/14 Diagnosis:305.50 opioid abuse                                    | ASAM Level of Care: <u>Level 1</u> |  |  |  |  |  |
| Counselor Name: _Denise L. Everett  | Counselor Signature:               |  |  |  |  |  |
| Goal # 1Remain abstinent from all mood and mind altering substances for 30 days |                                    |  |  |  |  |  |
| Goal #2 _ Work on strengthening relationships in recovery commun                | nity                               |  |  |  |  |  |
| Goal #3 Work on acquiring skills and tools for protecting recover               | ry program/relapse prevention      |  |  |  |  |  |

(\* For a list of problem statements see the **Master Problem Index**)

| INCEPTION<br>DATE | OBJECTIVES (TARGET BEHAVIOR & PROBLEM #)  | METHODS<br>(INTERVENTIONS)  | RESPONSIBLE<br>PERSON | COMMENTS (INCLUDING REVIEW DATE & COUNSELOR/CLIENT INITIALS) |
|-------------------|---|---|-----------------------|--|
| 1/30/14           | Goal #1: Client will remain abstinent from all drugs and alcohol for the next 30 days   | A. Attend one individual counseling sessions every week B. Live in a sober environment C. Continue to meet and work with a sponsor D. Attend 30 meetings in 30 days                                     | John/Denise John John |  |
| 1/30/14           | Goal #2: Client will identify 3 things he needs to do to maintain positive relationships with people he is close to in recovery | A. Make amends when necessary B. Spend time at night examining the day and see if your behaviors, actions were appropriate to the situations C. Continue to communicate openly with parents and friends | John                  |  |
| 1/30/14           | Goal #3: Gain 3 skills/tools to explore what you need to do to protect recovery   | A. Complete readings as assigned B. Make a list of 5 things you are grateful for daily C. Develop a morning and evening routine that includes, reading, writing and quiet time                          | John/Denise John John |  |

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"This is a major project of utmost importance, but it has no budget, no guidelines, no support staff, and it's due in 15 minutes. At last, here's your chance to really impress everyone!"

# THANK YOU SO MUCH FOR ALLOWING ME TO PRESENT TO YOU TONIGHT!

Good Luck with all your projects!