

PARTICIPANT MANUAL

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“ATR helped me get clothes and get around the city. I had never written a resume before. I learned how to use computers and how to be a professional and a citizen again. I have a whole new life thanks to this program.”

— **ATR Participant**

Rev. 5.19



ATR COORDINATION



ATR Coordinator's name: _____

Phone number: _____

Email address: _____

ATR office address: _____

Date of ATR enrollment: _____

Date due for disenrollment interview: _____



When you come in for the disenrollment interview, we will get a chance to celebrate your successes on your path to recovery. You will also receive a \$20 Gift Card for completing the Disenrollment Interview in person.

NOTES

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ABOUT THE ACCESS TO RECOVERY PROGRAM

Massachusetts Access to Recovery (ATR) is a 6-month program designed to support the recovery of individuals who have, or who are at risk of having, an opioid use disorder (OUD), and who are seeking support with their recovery. The ATR program provides recovery support services and works to build recovery systems of care in the four cities in which we work (Greater Boston, Greater Springfield, New Bedford and Worcester).

Recovery is a process of change through which individuals work on building a healthy lifestyle. It is a highly individualized process. Therefore, recovery services and supports must be flexible. What may work for one person may be very different than what works for another. That is why ATR has a menu of services to choose from. These services are provided by both professionals and peers and are provided through a variety of community organizations.

CORE PRINCIPLES OF ATR

- ATR is participant-centered and participant-driven. The participant drives the process.
- ATR empowers participants to choose the services they need the most to help them with their recovery.
- ATR is based on the belief that there are multiple pathways to recovery and helps participants create an individualized recovery plan to chart their unique path to recovery.
- ATR Coordinators provide powerful support for participants as they implement their recovery plans. The relationship between the coordinator and the participant over the 6 months of the program is a key component of ATR.



ATR recovery domains:

- Connection to the recovery community
- Physical health
- Mental and emotional health
- Living arrangements
- Employment and education situation
- Basic needs for daily living

My Recovery Goals:

1. _____

2. _____

3. _____



“Every accomplishment begins with a decision to try.”

— Edward T. Kelly

WHAT SERVICES CAN YOU GET?

Recovery Coaching

An ATR Recovery Coach can support you by serving as a personal guide and mentor as you navigate your recovery. A Recovery Coach will meet with you in person to provide individualized support, learn skills to live a holistic and healthful lifestyle, and help you connect to a supportive recovery community.

Career Building Initiative

The goal of the Career Building Initiative (CBI) program is to help you explore careers, become more employable, and to find a job. ALL of the job training programs have been selected because they train in fields that have CORI (Criminal Offender Record Information)-friendly jobs. If you have a criminal record, don't let that stop you from exploring the Career Building Initiative. All of the employment programs start off with a mandatory **job readiness program**. Once you complete this training, you will be prepared to begin a job search or can choose to attend an **occupational training program** for a specific career. Options vary depending on where you live. Some examples of occupational fields include: culinary/food services; office skills; computer training; customer service; commercial cleaning; hospitality; building trades, and other opportunities.

Work Study Benefits (WSB). You will get paid to get trained! You will receive \$10 per hour for every session hour you attend in the training program.

Basic Needs

You can receive **vouchers** to cover some of your basic needs and your children's needs (minus fees). It is your choice to determine how to use this money. Examples include: clothing, hygiene products, cell phone ID replacement; medical/health/wellness needs; education or employment needs (e.g. clothes for job or job interview, textbooks, specialized work tools/materials); children's needs like a pack and play, car seat, stroller; and, transportation passes for buses, or subways.

WHAT YOU HAVE AGREED TO:

Having signed the **Consent to Participate** in ATR, you understand and agree to the following:

- Your participation in ATR is voluntary.
- You have choice regarding your service providers, among a variety in the ATR provider network.
- You authorize the ATR Coordinator to collect information from you for purposes of coordinating ATR services.
- Your ATR Coordinator will obtain your consent before referring you for services, disclosing information, or discussing your care with an ATR service provider.
- Your ATR Coordinator will contact you every month during your participation in ATR. You agree to communicate with your ATR Coordinator at least once every 30 days in order to maintain enrollment in ATR.
- You will meet with your ATR Coordinator for a disenrollment interview at the end of the program. You will be offered a **gift card** if you complete the 6-month disenrollment interview.
- If ATR staff cannot locate you during the 6-month program or to complete the disenrollment interview, you agree to allow ATR staff to contact the individuals you provided us in order to confirm your whereabouts. No confidential information will be provided by ATR staff to those people unless you have authorized the disclosure.

GRIEVANCE POLICY

Participants will have equal access to services at provider agencies and you can expect to be treated with respect regardless of your gender, race, color, national origin, age, sexual orientation, or physical or mental disability. If you have a grievance (a complaint or protest about something that you believe is wrong) there are steps you can take.

If you have a grievance (complaint) regarding services provided by or paid for through ATR, all efforts should be made to resolve the grievance through the ATR provider's grievance procedure. All providers who are part of the ATR program must have a policy for handling grievances.

You have the right to submit a grievance without fear of penalty or loss of services.

STEP 1

The first step in the ATR grievance procedure is to go through the formal grievance process at the provider agency.

STEP 2

If you do not feel the grievance was handled appropriately by the provider agency, you should then file a grievance with Advocates for Human Potential, Inc. (AHP) which manages the ATR program for the state.

A GRIEVANCE must be filed in writing and should contain at a minimum:

- a. a full description of the grievance
- b. the date it occurred
- c. the persons involved
- d. the outcome of the grievance filed with the provider
- e. you expected outcome

THE GRIEVANCE should be emailed or mailed to:

MAIL: Rebecca Starr, ATR Program Director,
Advocates for Human Potential.
490-B Boston Post Road
Sudbury, MA 01776

EMAIL: rstarr@ahpnet.com

Ms. Starr will gather all information and bring the grievance to the ATR Leadership Team whose decision is final.

STEP 3

If you still feel that the grievance was not handled satisfactorily, or if the complaint is against AHP, you can file a formal complaint with:

MA Department of Public Health
Bureau of Substance Addiction Services
250 Washington Street, 3rd Floor
Boston, MA 02108-4619 **Attention: Sarah Ruiz**

EMAIL: Sarah.Ruiz@MassMail.State.MA.US

WHO WE ARE

The **Massachusetts Department of Public Health's (DPH) Bureau of Substance Addiction Services (BSAS)** oversees the substance abuse services in the Commonwealth. BSAS receives grant funding for ATR through the federal **Substance Abuse and Mental Health Services Administration (SAMHSA)**.

Advocates for Human Potential, Inc. (AHP) serves as the administrative services organization (ASO) for this grant on behalf of DPH/BSAS. AHP has been the ASO for the Massachusetts ATR program since it began in the Commonwealth in 2010.

The **Gavin Foundation** and **Institute for Health and Recovery (IHR)** provide ATR coordination services, as well as check writing and shopping services for ATR.

ATR OFFICES

ATR is available in four cities in Massachusetts: Springfield, Boston, Worcester and New Bedford. ATR Coordinators can be reached at these numbers:

BOSTON

Chinatown office (IHR):
(617) 849-6994

NEW BEDFORD

(508) 742-6640

WORCESTER

(508) 459-9645

GREATER SPRINGFIELD

South Boston office (Gavin): (413) 237-0049 or
(857) 496-1384 (617) 945-6403



www.MA-ATR.org



(Federal Government Funder)



(State Government Funder)



(Manages the ATR Program)