

Military/Veteran Resource Network Application - Behavioral Health Organizations & Providers

Organization Name	New Horizons Counseling Services Inc.
Address	Street Address: 5062 N. 19th Ave. Street Address Line 2: Suite 102 City: Phoenix State / Province: AZ Postal / Zip Code: 85015 Country: United States
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Website	newhorizonscounselingservice.org
Organization E-mail	inquire@nhcsinc.org
What sector is your organization part of?	Community
Type of organization (check all that apply)	Mental Health / Substance Abuse Parent Education/Wellness
Organization Mission and/or Charter:	New Horizons Counseling Service, Inc. is devoted to providing the highest quality adult outpatient treatment to help individuals address unhealthy choices. We strive, through best practice treatment models to teach adaptive life skills for people to lead healthier, more productive lives.
Brief background of organization (year established, etc.):	New Horizons Counseling Service, Inc., established in 1996, is devoted to providing quality adult outpatient behavioral health services to individuals. The agency is founded on values of effective and efficient delivery of services, and coordination of client care to assist individuals in achieving the highest level of success possible in their treatment. Research-based screening, assessment, and treatment models are utilized by highly trained clinical staff to assist individuals on their path toward recovery.
Overview of organization's experience and expertise in delivering services, best practices used, etc.:	All treatment services are provided by trained counseling professionals with Bachelors Degrees, Masters Degrees, and/or Clinical Licenses. Clinical Staff and services are supervised by the Licensed Clinical Director or Licensed Clinical Supervisor. Exceptional service is our standard.
What area of the state do you serve?	Regional within Arizona
2. County/Counties:	Maricopa

Brief overview of programs, resources, services, etc.:

New Horizons Counseling Service, Inc. offers the following adult outpatient behavioral health services:

Substance Abuse Screening

Substance Abuse Screenings are conducted by counselors to determine the appropriate level of substance abuse treatment that may be needed based on each client's individual needs, history, and clinical presentation.

Substance Abuse Treatment

New Horizons Counseling Service, Inc. offers 3 levels of substance abuse treatment. Groups are conducted by counselors using a Cognitive-Behavioral Therapy based substance abuse treatment curriculum.

Intensive Outpatient substance abuse treatment is the highest level of substance abuse treatment offered at New Horizons Counseling Service, Inc. This treatment consists of 3 group counseling sessions per week, 2 hours per session, for a minimum of 40 sessions.

Standard Outpatient substance abuse treatment consists of 2 group counseling sessions per week, 2 hours per session, for a minimum of 30 sessions.

Outpatient substance abuse treatment consists of 1 treatment session per week, 2 hours per session, for a minimum of 12 sessions.

Relapse Prevention Treatment
Relapse Prevention treatment at New Horizons Counseling Service, Inc. consists of 1 session per week, 2 hours per session, for a minimum of 16 sessions. Topics for this group focus on identifying triggers and coping skills in a relapse prevention plan to promote a sober lifestyle. Groups are conducted by counselors using a Cognitive-Behavioral Therapy based substance abuse treatment curriculum.

DUI Screening
DUI Screenings are conducted by counselors to determine the appropriate level of DUI treatment that may be needed based on each client's individual needs, history, and clinical presentation.

DUI Education
New Horizons Counseling Service, Inc. offers 8 hours and 16 hours of DUI/Substance Abuse Education. DUI/Substance Abuse Education focuses on the physical, mental, emotional, and legal consequences of using substances and driving under the influence. The 16 hour DUI Education program meets the qualifications for court ordered Level II DUI Education as defined in Title 9, Chapter 20, Article 9.

DUI Treatment
New Horizons Counseling Service, Inc. offers DUI Treatment that meets qualifications for court ordered DUI Level I Treatment as defined in Title 9, Chapter 20, Article 9. DUI Treatment consists of 20 hours group counseling sessions for 2 hours per session, and 16 hours of education. Groups are conducted by counselors using a Cognitive-Behavioral Therapy based substance abuse treatment curriculum.

Drivers License Revocation Services
Drivers License Revocation Services are available to assist clients in getting their Drivers License reinstated after a DUI. Clients meet with a Licensed Substance Abuse Counselor to complete an assessment and Revocation Packet provided by the MVD. Clients will need to bring the following to this appointment: case number, violation date, time of violation, complaint number, copy of the ticket, copy of any court paperwork, any documentation of court ordered treatment requirements, 5 year MVD history, MVD Revocation packet, including part A, B, and C with signatures of court or probation, and notary signature. Please call for service availability.

Medication Evaluations and Medication Services
New Horizons Counseling Service, Inc. offers Nurse Practitioner Services, including medication evaluations and monitoring services. Annual Assessments are conducted to assess client's progress in treatment.

General Mental Health Treatment: Counseling Services
Wellness Strategies general mental health group counseling services are conducted in sessions 1 time per week, for 2 hour sessions. This group utilizes a Cognitive Behavioral Therapy format to assist clients in addressing mental health issues by processing their emotions, and identifying thinking errors and skills to change unhealthy thought patterns. Individual Counseling services for general mental health are available on a limited, case-by case basis.

Court Ordered Domestic Violence Offender Treatment (PEACE program)
New Horizons Counseling Service, Inc. offers Domestic Violence Offender Treatment for 3 levels of offenses: 26 sessions for first offense, 36 sessions for second offense, and 52 sessions for third or more offenses. Group sessions are 2 hours per session and are conducted by counselors using the PEACE Program curriculum developed by the Maricopa County Adult Probation Department and the Governor's Office for Domestic Violence Prevention. This treatment type may also include non-court ordered clients.

Domestic Violence Survivors Education and Treatment
Education and Treatment for survivors of domestic violence is offered in a 2 hour per session group counseling format. Counselors utilize a curriculum that has been adapted from evidenced based practices in working with survivors of domestic violence and victims of trauma.

Anger Management Treatment
Anger Management Treatment is offered in a group counseling format for 2 hours per session for a minimum of 12 sessions. Counselors use a psycho-educational format and a Cognitive Behavior Therapy Anger Management Manual developed by SAMHSA.

Parenting Skills and Education
New Horizons Counseling Service, Inc. offers Parenting Skills and Education in a group counseling format, 2 hours per session for 12 sessions. This program focuses on helping parents of children ages 2-12 learn new, effective parenting skills and positive approaches to discipline.

Sexual Offender Treatment
Sexual Offender treatment is conducted by counselors experienced in working with Sexual Offenders, and provides in-depth treatment consisting of group (1 weekly, 2-hour session) and individual counseling (if needed) over an extended period of time. Treatment is based on each individual's need.

General eligibility guidelines for programs, resources and/or services:	We service adults 18 and over those who are self referred, court ordered, AHCCCS, private pay,
Description of target audience:	Anyone over the age of 18.
Cost for programs or services to service members, veterans and/or family members (or funding sources if no cost to individuals and families):	Please contact the New Horizons Counseling Service, Inc. office for specific information related to our fees. Information is also available on our website under “Methods of Payment and Promotions.”

Regulatory body that has oversight over organization and/or industry (if applicable) and any organizational memberships (e.g. chamber of commerce, alliances, etc.):

Arizona Department of Health Services

Our organization understands and agrees to the following Guiding Principles:

1. Military service often fosters resilience and strength in service members, veterans and family members.
2. Military service impacts the individual and the family. A “military family” can include a service member or veteran, their spouse/significant other and children, as well as parents, siblings, extended family and friends.
3. The military is a distinct culture. While service members, veterans and their families experience the same life circumstances and events as civilians, both positive and negative, they also have a unique set of life experiences relating to service, deployment and reintegration that are distinct from civilian life.
4. As a community, we are committed to providing the best care and support to all those who serve. Since changes in military status affect eligibility for programs, resources and benefits, we seek to build a continuum of care that addresses the needs of the entire military, veteran and family population.
5. No one organization can meet all needs for the entire military and veteran population. Stronger collaboration between military, government and community partners supports service members, veterans and their families in connecting to the right program, resource and/or benefit at the right time. Organizations should also focus on collaboration to maximize available resources and minimize duplication of effort.
6. There should be no wrong door to which a service member, veteran or family member goes to for help. Each individual and organization should have at least the basic knowledge on the military/veteran systems of care to assist in connecting that individual or family to a more appropriate resource so that no one is turned away.
7. As a network of individuals and organizations who provide care and support to the military and veteran population, our goal is to assist service members, veterans and family members in being informed consumers who are empowered to make decisions to access those programs, resources & benefits that will meet their needs.
8. Every service member, veteran and family member has an individual experience and perspective which should be acknowledged and incorporated into the provision of care and support.

Our organization understands and agrees to the following Ethical Considerations:

1. The interest of the service member, veteran and family member should come first, above the interest of the provider or organization, financial or otherwise.
2. Any potential conflicts of interest should be disclosed up front.
3. Respect the service member, veteran and/or family member by providing accurate information that will assist them in making informed decisions about the care and support they access.
4. Organizations should only offer programs, services and resources that they are equipped or trained to deliver. Outreach and engagement of the military and veteran population should be within the scope of the role and function of the individual (training & experience) and the organization (policies, practices, procedures).
5. Organizations that outreach to the military/veteran population have an obligation to equip their personnel and organizations with the training necessary to understand: a) the unique aspects of the military experience b) the issues affecting these individuals and their families and c) the specific military/government programs and benefits available to this population. Organizations should consult with subject matter experts when necessary.
6. Outreach and messaging to the military and veteran population should be truthful, not misleading nor designed to incite fear, should always accurately and appropriately cite sources and present information in context.
7. Organizations should be cautious about promising outcomes. Information should clearly state if a program or service is evidence-based or independently documented to be effective. Statements about the effectiveness of programs or services should include information on success rates and the documented source of this information.
8. Coordination of care and follow up is essential when service members, veterans and family members are accessing multiple systems of care. Partners need to be actively engaging with other providers and systems as appropriate, while still respecting the confidentiality of the individual or family.

Clinical/direct service staff have knowledge, experience and/or training related to:

Combat & operational stressors.
The effects of military service, deployment, reintegration, transition and mental health on the population, including physical, cognitive, psychological and/or psychosocial impacts on the individual and family (spouses/significant others, children, parents, siblings, etc.).
Key issues affecting the population (e.g. post-traumatic stress, TBI, depression, substance use), as well as the dynamics of polytrauma.
Military, government and community behavioral health systems of care.

Total number of clinical/direct service staff:

17

Approximate number of clinical/direct service staff that have received the above training:

2

We have employees who are (check all that apply):

Veterans
Family members

We engage internal and external subject matter experts to advise and strengthen service delivery to the military, veteran and family population:

Yes

Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:

We ask all clients if they have ever served in the military.

Approximate number of employees in organization:	26
Number of individuals trained as Military/Veteran Resource Navigators within organization:	2
Titles/roles of individuals trained as Navigators (e.g. team leaders, clinicians, peer support providers, etc.)	Clinical Director and Intake Counselor
Communications (print, web, etc.), content and messaging focused on the military and veteran population:	<p>Uses appropriate terminology and imagery</p> <p>Describes services offered and treatment modalities, as well as any eligibility criteria</p> <p>Accurately reflects efficacy & evidence basis for services</p> <p>Clearly indicates costs, insurance plans and fee arrangements</p>
Our organization tracks the number of service members, veterans and/or family members served.	No
Our organization posts information for service members, veterans and family members on our website, in waiting rooms, etc.	No
Additional detail on how our organization ASKS the right questions at the right time relating to the above areas, as well as any other relevant information::	New Horizons Counseling Service, Inc. employs a diverse and culturally competent team of employees. During the intake appointment, a counselor will discuss with you if you have any specific cultural or spiritual preferences that you would like to be incorporated into your treatment, and a plan to incorporate those preferences will be developed during that appointment.
All staff and volunteers have basic awareness of key gateway resources (crisis lines and the Military/Veteran Resource Network) and can provide information to individuals and families as needed. When and how was this information distributed to all employees (e.g. email, intranet, handout, etc.):	All employees given a crisis response cards from the ACMF training.
Mark each area and provide details in text box below:	<p>Organization and providers utilize best and promising practices and follow Clinical Practice Guidelines for the military, veteran and family population as defined by the VA, Department of Defense, Defense Centers of Excellence, SAMHSA, etc.</p> <p>Organization and providers use culturally-relevant approaches for this population.</p>
Our organization has tailored programs and resources specifically for the military, veteran and/or family population:	No

Our services incorporate the needs of both the service member or veteran, as well as the immediate and/or extended family when delivering services:	Yes
Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::	All treatment services are provided by trained counseling professionals with Bachelors, Masters, or Doctorate Degrees, and/or Clinical Licenses and are all supervised by the Licensed Clinical Director or Clinical Supervisor.
We have one or more individuals designated as points of contact (POCs) for the Military/Veteran Resource Network and the military/veteran community:	Yes
Our organization partners as appropriate and needed with public and private sector organizations to strengthen quality and coordination of care for service members, veterans and family members.	Yes
Training on the military, veteran and family population is incorporated into our new hire orientation and/or annual training calendar.	No
Our organization participates in relevant events, trainings and initiatives in the military/veteran community.	Yes
Additional detail on how our organization ENGAGES relating to the above areas, as well as any other relevant information:	New Horizons Counseling Services partners with the Arizona Coalition for Military Families by hosting military culture training for staff. In addition, New Horizons Counseling Services employees attend the Annual Symposium in support of Service Members, Veterans and their families.