

STRAIGHT, INC.

MANAGEMENT LETTER - PA-2

August 2, 1984

Subject: Intake Management

Straight is in the business of helping families with drug using children. Paramount in helping these families is a sense of urgency on our part once the family comes to us for help. With the denial phenomena being what it is and with the compulsive/impulsive syndrome being what it is, it is incumbent upon all of us to respond quickly, caringly and efficiently to a family's decision to act.

There may arise several factors over time which impede this desire to respond quickly to a family's plight. Some of these factors may be:

- a limited number of host homes in the local area;
- a limited number of oldcomers with the ability to work with newcomers;
- a limited capacity of group strength to absorb newcomers.

Certainly, our primary responsibility is to service effectively those clients already in the program. However, one of the real advantages we have to offer is our capacity as a large organization to respond to needs.

Effective immediately, any family who desires our help should be provided an opportunity to enter a Straight program within 72 hours of their application. Hopefully, this opportunity will be made available by the program located closest to their primary residence. If, however, this is not possible due to a limit on local capacity, the local program having contact with the family must notify the Executive Director's Office by telephone providing their name, address, telephone number, and pertinent details about the family situation.

The National office will then contact the family to determine whether or not placement in an alternate Straight program is practical. If the family agrees that such placement is desirable, National will contact the receiving program and refer the intake. If alternative placement is not practical, the original program will be notified and they shall maintain the family in a backlog status. Families placed in a backlog status should be contacted weekly by the Intake Coordinator to check their status, inform them of the prospects for their intake, and determine whether or not referral to another Straight location may now be appropriate.

STRAIGHT, INC.

MANAGEMENT LETTER - PA-3

August 20, 1984

Subject: Host Homes

The place of living made available to a client during first phase is known as a Host Home. Straight, Inc. does not inspect, review, approve or license homes for use by non-family members except as may be required by state law.

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STRAIGHT, INC.

MANAGEMENT LETTER - PA-11

October 1, 1984

Subject: Court Involvement

It is the policy of STRAIGHT, INC. to conduct assessments of young people whose parents wish their children to be court ordered to STRAIGHT, INC. STRAIGHT, INC. shall work cooperatively with the parents, their attorney, and the Court to provide requested evaluations and testimony. STRAIGHT, INC. personnel shall not be utilized to ask clients in the program to sign any documents associated with the court order proceedings. Assistance will be provided to the client for transportation to the hearings, providing access to their attorney, and facilitating any other communications between the client and the Court pursuant to the law.

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