

# AVAILIA™

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316 West Boone Avenue - Suite 669 - Spokane, Washington 99201

Phone - (509) 495-1222 Fax – (509) 254-5024 [INFO@AVAILIA.COM](mailto:INFO@AVAILIA.COM)

Washington SWV: 0351045-00 | WEBS Registered Vendor

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**Attn: DCYF Program Managers, Caseworkers, and Child Representatives**

Re: Evidence-Based Family Support and Compliance Reporting

**To the Professional Partner:**

Referral Submission: Official requests are accepted via email or fax to ensure a documented record. Alternatively, clients may contact the agency directly to initiate enrollment. A fillable PDF Release of Information (ROI) is also available online for convenience. Our office is prepared to engage in case onboarding without delay.

Service Applications

- Dependency & Placement Support: Immediate enrollment and objective reporting to support efficient case movement. We provide high-fidelity delivery of curricula designed to facilitate informed recommendations for caseworkers and child representatives while fostering client growth and stability in support of strengthened community health.
- Permanency & Reunification Compliance: We offer structured monitoring and prompt reporting to maintain accountability and fulfill court-ordered requirements or safety plans. Our focus remains on verified engagement and evidence-based skill building.
- Family Law & Attachment Education: Through Circle of Security (COSP) and DV-MRT, we provide specialized parenting and relationship education to support the needs of families through verified curriculum engagement and completion records.

The Standard of Objective Accountability: We provide high-fidelity program delivery of evidence-based curricula. Leveraging over a decade of forensic experience, our reporting remains strictly objective, focusing on the facts of attendance and engagement. This ensures a reliable record of prompt, verified action and community-focused redirection.

Available Toxicology Monitoring: We can facilitate randomized urinalysis assignments and result monitoring as desired or required for mutual clients. To ensure seamless coordination and reporting, such services should be specified within the referral or the specific requirements of the service contract.

Respectfully,

**Duncan True, BA SUDP NCACI CAMS-II CPTS-II**

Substance Use Disorder Professional Therapist

Nationally Board-Certified Addiction Counselor

Certified Anger Management & Parent Training Specialist

Certified MRT, DV-MRT, & COSP Facilitator

Executive Director, Availia TeleHelp, PLLC

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presenting evidence-based programs:

## Anger Management

Levels I & II

*Individual & Group Delivery Available*

## COSP

Circle of Security (Attachment) Parenting

*8-Week Structure*

## MRT

Moral Reconciliation Therapy

*12-16 Week Structure*

## DV-MRT

Moral Reconciliation Therapy for Domestic Violence

*24-26 Week Structure*

With evening and weekend availability, a professional facilitator with a clinical background, and a commitment to reaching out to new referrals within 24 hours of receipt, we are ready to provide quality services, engagement, and support to our community promptly & reliably.

If you have interest in adding **Availia** to your list of DCYF Subcontractors, please submit your Subcontractor Packet via email to [\*\*info@availia.com\*\*](mailto:info@availia.com).

Referrals, ROIs, and other documents can be faxed to 509-254-5024 or sent to the address above.

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## Release of Information (ROI):

**Client Name:** \_\_\_\_\_ **Client DOB:** \_\_\_\_\_

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I, the above-named, hereby authorize AVAILIA TELEHELP PLLC

**& (Agency &/or Department):** \_\_\_\_\_,

attention/care of **(Specific Contact Name):** \_\_\_\_\_

**at:** Email: \_\_\_\_\_, Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_, Fax: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

City: \_\_\_\_\_, State: \_\_\_\_\_, Zip: \_\_\_\_\_

to engage in the mutual exchange, release, and confirmation of my personal, clinical, and/or otherwise confidential information, using any reasonable and secure method. I understand the purpose of this disclosure can include service coordination, compliance reporting, and other uses allowed by law. Information may include service details, progress notes, clinical information, attendance, completion/discharge, urinalysis results and compliance details.

I understand services may be provided via secure 'telehealth' or SVC (synchronous video conferencing). I consent to telehealth and understand the risks, benefits, and alternatives.

**Client Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

Availia TeleHelp PLLC & signee agree that any digital signature may serve the full legal effect & function.

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**Staff Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

Completing this form authorizes the exchange of information as structured by law, including HIPAA (45 CFR 160 & 164), 42 CFR Part 2, 49 CFR Part 40, and Washington law (RCW 70.02, 26.44, 74.34). Third-party disclosure is prohibited unless allowed by law, and unauthorized re-disclosure may result in penalties. This authorization may be revoked in writing to the extent allowed by law, except where action has already been taken in reliance on it. Unless revoked earlier in writing, it remains valid through service completion and required reporting, and for twelve months after final closure in-case of any related follow-up. ROI updated 1/29/26.

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## Program Guidelines and Participant Standards

These guidelines maintain confidentiality, safety, and a focused learning environment.

Adherence is essential for program compliance.

| Area of Expectation                                 | Guideline / Normative Standard   |
|---|--|
| Punctuality & Check-In                              | Participants are expected to arrive or log in prior to the designated start time. Entry is restricted five minutes after the session begins unless prior arrangements have been made.  |
| Identity & Presence                                 | Photo ID is required at intake. For all sessions, participants must be stationary, attentive, and actively present. Client identity is confirmed visually for attendance during check-ins, and client login duration is tracked for confirmation.            |
| Audio/Visual Protocol<br>-re: virtual services only | Client's camera is expected to remain ON for the duration of sessions. Clients notify facilitator via 'chat' function if they need to turn off their camera to address a brief interruption. Client microphone and audio functions are verified at check-in. |
| Safety  | Any activity that compromises client safety (e.g., driving or operating machinery) is prohibited and results in prompt removal and resulting absence.  |
| Confidentiality                                     | Clients are expected to participate from a private space free from observation by third parties (e.g., alone or w/headphones and against a wall).  |
| Substance Use                                       | Attendance under the influence is strictly prohibited. Suspected impairment prompts a toxicology request at the participant's expense. Absence of a sample or positive results are documented and reported to the referring entity.                          |

These expectations ensure program delivery remains consistent with evidence-based standards. Strict adherence protects the integrity of the reporting process and maintains the objective nature of the participant's progress record.



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## Enforcement and Intervention Protocols

Availia provides referring entities with consistent documentation of participant behavioral patterns, focusing on objective facts pertinent to the specific requirements of the referral. These protocols establish the structured environment necessary for behavioral change. Adherence to these standards is the first measurable indicator of a participant's commitment to a successful outcome. Consequences are applied consistently and objectively to ensure a fair, defensible process for both the participant and referring entity.

| <b>Accountability Event</b>  | <b>Facilitator Action / Reporting Consequence</b>  |
|--|--|
| Initial Guideline Violation  | Guidelines are reviewed at session start. Participants may be removed from group as an initial warning; they may return after correcting or halting the issue.   |
| Participant Lack of Focus/Engagement   | The facilitator uses professional judgment to intervene if participant disengagement or lack of focus warrants redirection or removal. Any resulting non-adherence or loss of session duration is documented along with attendance records to track any potential pattern. |
| Temporary Barrier or Interruption (client's home-life, or service interruption such as connectivity, etc.) | Participants utilize the 'chat' function to report temporary needs or brief interruptions. Staff will collaborate to resolve barriers as needed; clinical discretion is applied based on the participant's established pattern of engagement.                              |
| Escalated Intervention   | Persistent violations or unexcused absences can require individual coaching to explore barriers and create a solution-focused compliance plan.   |
| Final Report   | Confirms whether program requirements were met, enabling the referring entity to finalize the disposition regarding the participant's mandate.   |

All reporting is contingent upon a valid, unrevoked Release of Information (ROI).  
In the absence of an active ROI, disclosure is legally prohibited  
except to regulatory and oversight bodies as required by state and federal law.



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## Administrative Status & Reporting Schedule

- **Objective Documentation:** We provide consistent, objective documentation to support effective community supervision. Shared information is restricted to facts pertinent to adherence and authorized by the client’s Release of Information (ROI).
- **Contextual Reporting:** Client-communicated barriers (e.g., transportation, financial, childcare) are shared with the referring entity to demonstrate the full context of the client's pattern of engagement and/or any non-adherence & attendance issues.
- **Solution-Focused Modeling:** We proactively encourage participants to communicate barriers immediately and coordinate required makeups, honoring our solution-focused approach through improved client engagement and reporting accuracy.

| Report Type / Action                                      | Trigger Event and Content   | Internal Deadline   |
|---|---|---|
| Initial Enrollment Confirmation                           | Client completes an intake appointment and is officially scheduled for groups. Report Content: Enrollment date and scheduled group time.  | Within 3 business days of intake.                                 |
| Periodic & Ongoing Monthly Status Summary                 | Report Content: Summary of attendance, adherence to program guidelines, and factual occurrences (e.g., specific issues, client reasoning reported, and efforts to mitigate). Report focuses on patterns of progress or non-adherence during the calendar month. | By the 5th day of the following calendar month.                   |
| Critical Incident Alert                                   | Extreme non-compliance (e.g., substance use or intoxication during a session, threats, violence, or severe crisis or safety concerns). Content: Restricted to what is objective and pertinent.  | Within 3 business days of the incident.                           |
| Concerning Status Update and/or Professional Consultation | If there are questions or concerns about a client (such as two consecutive weeks of absences and/or lack of contact) or concerning behavior, we may request assistance or information.  | Availia will discharge clients who pass 30 days without contact.  |
| Final Discharge Notification                              | Client successfully completes the program OR is administratively discharged (as unsuccessful completion). Report Content: Client’s final attendance hours and outcome status.   | Within 5 business days of completion or administrative discharge. |

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## Professional Fee Table

Growth and change require both investment and consistency. At Availia, we work to balance our own professional advancement with the success of our clients; supporting you is the primary reason for this agency. Availia is about community. By choosing Availia and supporting the business and employee needs of the agency, you allow us to continue this work into the future as we keep investing in the quality of the services we provide. In return for your investment in us, we are committed to offering an objective sliding-scale system to help keep these services financially accessible, allowing you to benefit from a genuine investment in your own growth.

| <b>Session Structure</b>     | <b>Service Category</b>   | <b>Tier 1 Rate (plus tax)</b> |
|------------------------------|---|-------------------------------|
| 50-Minute Individual Session | Intake, Enrollment & Onboarding<br>(or) Individual Coaching Session | \$100.00 / 50 Minutes         |
| 90-Minute Group Session      | Evidence-Based Parenting (COSP)<br>(or) Evidence-Based DV-MRT Group | \$80.00 / 1.5 Hour            |
| 60-Minutes Group Session     | Evidence-Based MRT Group (or)<br>Anger Management, Levels I & II    | \$55.00 / Hour                |

## Specialized Professional & Forensic Fees

These rates apply to legal proceedings and administrative requirements. In accordance with Washington Superior Court Civil Rule 26 (CR 26) and WAC 246-11-140, fees in this section are billed directly to the requesting attorney, agency, or third party responsible for the request.

| <b>Service Category</b>                | <b>Session Structure</b>                                | <b>Rate</b>                |
|--|---|----------------------------|
| Legal Preparation                      | Case Review & Subpoena Prep                             | \$150.00 / Hour (1-Hr Min) |
| Legal Testimony                        | Court Appearance & Testimony                            | \$150.00 / Hour (2-Hr Min) |
| SUDP/T Clinical Supervision & Dialogue | 60-Minute Professional Consultation & Supervision Group | \$55 / Hour                |
| Record Production                      | Administrative File Duplication                         | \$0.25 / Page              |

Availia reserves the right to adjust fee schedules with 30 days' written notice. This document is for referral, enrollment, and professional service contracting purposes only. Last updated 2/01/2026.