

AVAILIATM

316 West Boone Avenue - Suite 669 - Spokane, Washington 99201
Phone - (509) 495-1222 Fax – (509) 254-5024 INFO@AVAILIA.COM
Washington SWV: 0351045-00 | WEBS Registered Vendor

Professional Referral Services | Evidence-Based & Court-Compatible

Anger Management Assessments & Groups

Levels I & II

Private/Individual (1x1) Delivery Available

MRT

Moral Reconciliation Therapy

12-16 Week Structure

DV-MRT

Moral Reconciliation Therapy for Domestic Violence

24-36 Week Structure

SUD Assessments & Counseling

Substance Use Disorder Screening & Support

(not yet including DUI Assessments, ADIS, or IOP)

Theft & Decision-Making Class

Held once monthly.

4-Hour Session

Please submit referrals via email to info@availia.com.

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

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Who We Serve

Legal professionals, probation officers, court staff, family law, and other community justice and community safety partners seeking structured, evidence-based services and objective compliance reporting for mutual clients.

Service Applications

Pre-Trial & Case Progression Immediate enrollment and objective reporting to support informed recommendations for both prosecution and defense.

Probation & Post-Trial Compliance Structured program delivery with prompt attendance and engagement reporting to satisfy court-ordered requirements.

Toxicology Monitoring Randomized urinalysis coordination available upon request. Specify within referral or court order.

Our Standard: Eleven years of forensic behavioral health experience, including DOC inpatient, DOSA assessments, opioid treatment, and DUI/assault-related outpatient services. Reporting remains objective, focused on attendance and verified completion.

Referral Submission: Email · Fax · Client Self-Referral

A fillable ROI is available online at availia.com

*Duncan True, BA · SUDP · NCACI · NCSE
Administrator, Availia TeleHelp PLLC*

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Release of Information (ROI):

Client Name: _____ **Client DOB:** _____

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.

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 -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.

Accountability Event	Facilitator Action / Reporting Consequence
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.)	When accessing services virtually, 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. Timeline: Written follow-up within 24 hours when required by contract or regulation.	Within 24 hours when required, otherwise as soon as practicable.
Concerning Status Update and/or Professional Consultation	If there are questions/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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