



# Cherry Hill Detox | Cherry Hill Sobering

2035 Fairmont Drive & 15480 Foothill Blvd. | San Leandro | CA



# Horizon's Mission Statement

To cultivate or restore a sense of hope, self-awareness, and community to people impacted by substance use and mental health challenges by providing effective, trauma informed prevention, treatment, and recovery services.

## Our Core Values:

Compassion | Professionalism | Respect | Integrity

# Referral sources

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## CHD:

- Sobering Center
- Santa Clara County
- San Francisco County
- Kaiser

## CHS:

- Walk-Ins
- Call-Ins
- Law Enforcement Drop-Off

# Overview

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- **Capacity:** 32-bed residential program for men and women
- **Support:** Specialized care for alcohol and/or drug withdrawal
- **Regular Monitoring:** Trained staff using ObservSmart program
- **Needs Assessment:** Staff & client assess needs and goals
- **Case Management:** Treatment and supportive services
  - Housing
  - Medical or psychiatric services
  - Residential/Outpatient Services
- **Healthy Meals:** 3 meals and snacks provided daily
- **Recovery Groups:** Participation in recovery-focused groups
- **Smoking Policy:** Designated smoking times permitted

# Staffing

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- Medical Director
- Program Manager
- Reg. & Certified SUD Counselors I, II, III
- Social Work Interns
- Counseling Interns
- Food Service Facilitator
- Case Manager
- Licensed Vocational Nurse
- Lead SUD Counselor IV
- Office Assistant

**SOBERING**

# Staffing

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- Medical Director
- Program Manager
- Reg. & Certified SUD Counselors I, II, III
- Licensed Medical Technician
- Licensed Vocational Nurse
- Lead Recovery Specialist
- Driver

# Annual staff training

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- All staff complete a battery of trainings on the Agency LMS before they hit the floor. Many of these are LOC-specific. 3.2 created by our Medical Directors.
- Our Clinical Supervisors provide in-person trainings once a month on EBPs and CLAS requirements.
- For sobering, our Director of Sobering Program Design created an onboarding for new staff, so they know what to expect in the crisis environment, as well as what is expected of them.

## **A few included trainings:**

- How to use ObservSmart technology
- Thorough client searches
- Narcan administration
- CPR AED First Aid
- Non-violent crisis intervention training

# Criteria for Admission

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- Signs of withdrawal OR potential withdrawal in the next 24 hours and a withdrawal taper
- No acute medical need requiring further ED or inpatient follow-up.
- No acute psychiatric needs requiring further PES or inpatient follow-up.
- Able to ADL 100% independently
- Age 18 and over
- Hospital Medical Clearance
- Medications if needed



# In-House IMAT Services *Medication Assisted Treatment*

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- Safe, Effective, and Life-Changing
- FDA Approved for Opioid and Alcohol Use Disorder
- Reduce cravings and regain control
- Prevent relapse and stay on track
- Support your sobriety with a proven approach
- Build a foundation for long-term wellness
- MAT stabilizes brain chemistry, reduces cravings, and allows you to focus on recovery.
- MAT does not substitute one addiction for another.
- It supports wellness while you heal.

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# Criteria for Admission

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- Consumed alcohol/drugs within last 72 hours.
- Open and honest about any medical conditions.
- Have PCP prescribed or withdrawal-related medications.
- Have Medi-Cal or no insurance.
- Able to move freely throughout site without assistance.

## SOBERING

# Entering the Facility & Client Safety



- **Pre-screening:** Clients can complete a pre-screening by phone in advance for convenience.
- **Assessment:** Clients are assessed & triaged upon entry by qualified EMTs, LVNs
- **Monitoring:** ObservSmart monitoring system & withdrawal scales for client safety.
- **Belongings:** Client's belongings are searched; medication and cell phones are safely stored.
- **Electronics:** No other electronics allowed while in sobering.
- **Prohibited Items:** No sharp objects, weapons, or alcohol-based products.
- **Destruction of Items:** We destroy weapons and sharp items with the Sheriff's Department.
- **Paraphernalia Disposal:** Paraphernalia is destroyed on site in our biohazard disposal bin.

## SOBERING

# While In Our Care

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- Staff on site 24hrs
- Staff assigns a bed & provides clean bedding
- Staff provides basic hygiene items for shower needs
  - Soaps
  - Shower shoes
  - Clean towels
- Simple breakfast, lunch, dinner & snacks served daily
- Monitored medication as prescribed by clients PCP
- Basic reading material about SUD Services and 12-Step meeting location available to clients
- Outside sitting area for clients to get fresh air

DETOX SOBERING

# Vivid Pill Counter

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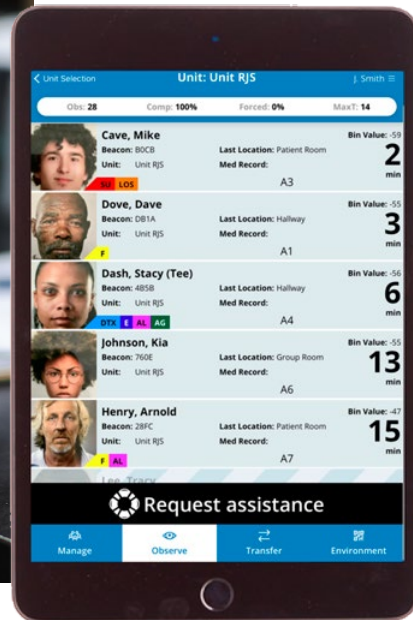
The Vivid Pill Counter is a sophisticated device designed to streamline the process of counting and managing pills in various settings, such as pharmacies, hospitals, and behavioral health settings. Stabilizes efficient pill counting, enhancing productivity and accuracy.

DETOX SOBERING

# ObservSmart Technology



Staff complete required safety rounds using tablets that sync with tamper-resistant patient beacon wearables.



Checks cannot be completed unless the staff member is within the prescribed distance of the patient.

## SOBERING

# What's Next?

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- **Eligibility & Care Level:** Sobering eligibility and level of care are determined using ASAM placement criteria.
- **Referral Options:** Information is used to determine appropriate referral options after discharging CHS.
- **Partnerships:** We partner with various MH, SUD, and primary care providers to place clients in the most suitable program/facility based on their needs and preferences.

# The Numbers

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July 2023 – June 2024

CHD Average Daily Census 23 (72%)

CHD Census 1,334

CHD Transferred to next level of care 723, (54%)

CHS Average Daily Census 24 (80%)

CHS Census 7,642

CHS Transferred 1,346 people to CHD (18%)

256 Clients Referred to Res Programs (5%)



# P4G Client Feedback

## WHAT PEOPLE ARE SAYING

### AVERAGE SENTIMENT



### Data from February 2025

4.61

4.54 This Month



Overall

63 Responses

I was provided options or choices for my care.

↑ 4.59 ★★★★★ 4.58 This Month

How well has your treatment and care helped reduce your symptoms and/or issues?

↑ 4.69 ★★★★★ 4.40 This Month

I was treated with dignity and respect.

↑ 4.56 ★★★★★ 4.41 This Month

I was given the right amount of time to speak with staff.

↓ 4.56 ★★★★★ 4.59 This Month

How well did staff understand your needs and concerns?

↑ 4.58 ★★★★★ 4.58 This Month

How safe did you feel in our facility?

↑ 4.60 ★★★★★ 4.52 This Month

How easy was it to access care in the program?

↑ 4.68 ★★★★★ 4.47 This Month

How satisfied overall were you with the program?

↓ 4.65 ★★★★★ 4.81 This Month

- \_\_\_\_\_ is the best folds clothes because he probably thinks we have it hard and the staff helps a lot and pushes us to sobriety

Feb 27, 2025
- \_\_\_\_\_ does a great job and so does \_\_\_\_\_. They take the time to talk to us about this ur recovery and also take the time to get to know us and personally made me feel very comfortable here at cherry hill

Feb 25, 2025
- \_\_\_\_\_ is a vary good clock and vary nice to all clients

Feb 24, 2025
- \_\_\_\_\_ the house director is vary nice to the clints and is vary helpful

Feb 24 2025

SOBERING

# P4G Data & Feedback

## WHAT PEOPLE ARE SAYING

### AVERAGE SENTIMENT



Data from March 2025

4.50

4.35 Last Month



Overall

158 Responses

I was provided options or choices for my care.

↑ 4.54 ★★★★★ 4.32 Last Month

How hopeful did staff make you feel about your situation?

↑ 4.53 ★★★★★ 4.44 Last Month

I was treated with dignity and respect.

↓ 4.43 ★★★★★ 4.47 Last Month

I was given the right amount of help.

↑ 4.49 ★★★★★ 4.29 Last Month

How well did staff understand your needs and concerns?

↑ 4.50 ★★★★★ 4.30 Last Month

How safe did you feel in our facility?

↑ 4.56 ★★★★★ 4.42 Last Month

How easy was it to access care in the program?

↑ 4.40 ★★★★★ 4.18 Last Month

How satisfied overall were you with the program?

↑ 4.54 ★★★★★ 4.36 Last Month



Helped me get into a program I didn't think I would get into

Mar 24, 2025



Exceptional staff and very helpful

Mar 24, 2025



Thank you 🙏

Mar 20, 2025



Very good staff made me laugh and smile when I was having a hard time

Mar 20, 2025

## Vision

A system that prioritizes safety, care, and support for vulnerable populations and communities suffering from harmful substance use and addiction

## Mission

To support the expansion of and advance the best practices for sobering care services to provide short-term, easy-to-access, and safe environments for recovery from alcohol and/or other drug intoxication.

## History

NSC was founded in 2015 by three medical professionals in search of a solution outside traditional criminal and emergency systems to serve people with harmful substance use. In 2019, the organization incorporated as a 501c3 nonprofit and hired its first Executive Director in 2022.

NSC provides support to 80+ sobering centers reaching an estimated 175,827 clients annually representing approximately 483,720 visits.



**Jen Slusser-MacTernan, M.Ed., SUDCC**  
Director of Outreach and Talent Development

Jen, one of our leadership team sits on the Board of Directors for the National Sobering Collaborative – and serves as Chair of the Training, Education, and Technical Assistance (TETA) Committed to Sobering best practices.

# Horizon

TREATMENT SERVICES

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