

Clinical Psychologist #2750

**PROGRAM EVALUATION  
ON  
STATE OF NEVADA BATTERER INTERVENTION PROGRAMS**

**March 2014**

**1 Site in Las Vegas Reviewed**

**1 Attempted review in Reno**

**4 Sites in the Northern Nevada Reviewed**

**DISCLOSURE:** Information contained in this review was obtained through the records and information given to the reviewer during an on-site visit. The reviewer does not evaluate the level of seriousness of the NAC code violations, but rather simply reports violations and/or omissions in regard to the NAC. The reviewer does not make recommendations concerning any disciplinary actions toward any agency. The reviewer reserves the right to change the evaluation of an agency should additional information (not present at the time of the on-site visit) become available.

**Ready For Change**

(9550 S. Eastern Avenue, Ste. 253, Henderson, NV 89123)

I met with Michelli Kaltsas (Supervisor/Facilitator) and Warner Jefferies (substitute facilitator), reviewed paperwork, attended group, obtained client evaluations, and left a Facilitator Questionnaire and a Supervisor Questionnaire to be completed and returned. I also conducted a phone interview with Andre Harris (Owner/facilitator). All questionnaires were completed and returned.

Demographics

The name and address of the agency is consistent with the committee's information. The program Supervisor is Mitchelli Kaltsas. Ready For Change operates one female and three male domestic violence intervention groups per week at the Henderson office.

Nevada Administrative Code Violations

NAC 228.160 Confidentiality. (NRS 228.470) An organization that operates a program shall ensure that:

4. A provider of treatment:

(b) Before he provides any treatment to the offender, obtains written consent from the offender on a form prescribed by the committee that sets forth that a confidential communication made by the offender and a confidential record relating to the offender or information contained in such a record may be disclosed for any of the purposes set forth in subsection 1 or 3.

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NAC 228.175 Contents of written agreement between offender and provider of treatment. (NRS 228.470) An organization that operates a program shall ensure that the agreement an offender is required to comply with pursuant to NAC 228.170 provides:

1. That the offender agrees to:

(d) Refrain from using sexist or racist language in the group counseling sessions;

**[NOTE: Ready to Change's Participant Contract does state that there is not to be any "disruptive behavior."]**

2. The number of treatment sessions the offender must attend to complete the treatment ordered by the court and the number of absences from treatment sessions that the offender is allowed.

**[NOTE: The Client Contract does not specifically indicate the number of groups a participant needs to complete for successful completion of the program.]**

### Collateral Sources

Offender feedback: When asked to rate "the overall effectiveness of this program in helping me to identify and change my patterns of abusive and controlling behavior" the average response was 4.86 out of 5, indicative of a superior rating (N = 7).

### Evaluator Notes and Recommendations

A review of Ready For Change's current and past client files found that most participant files were complete. When files were incomplete, the majority of errors were found to be incomplete Evaluation Summary forms. The Evaluation Summary is particularly important for Ready to Change because the majority of information gathered on the participant is through the use of instruments/measures (i.e., CTS-II & IC/AM/PL Test, LOCUS Assessment).

Ready for Change offers and adheres to a sliding scale fee policy. Over five percent of the participant files reviewed indicated a reduced fee. The agency charges participants if they do not show up for a group session without giving the agency 24 hour advance notification. Ready For Change allows participants three absences, and they terminate clients on the forth absence.

One area of concern regarding participant files was consistency. For example, I found files where participant's level of risk was found to be high on several instruments, but then the Evaluation Summary stated "The client does not appear likely to harm themselves or others."

As part of a court order, I was asked to provide a review regarding the possibility of a dual relationship between Ms. Kaltsas and Mr. Harris. Ms. Kaltsas reported that she and Mr. Harris had a brief romantic relationship, but neither parties wanted to share the time period that this relationship occurred. Regardless of their past personal relationship a dual relationship does exist that could possibly influence their working relationship simply by the roles they perform in the business environment. Mr. Harris performs two roles, that of owner of the business and that of facilitator of groups. Ms. Kaltsas is both

an employee and a supervisor of Mr. Harris. It is possible, that at times, these dual roles will be opposed to each other.

The group I attended was facilitated by Ms. Kaltsas and Mr. Jefferies due to Mr. Harris being out due to illness. The group was focused on group rules and the 15 Commandments of Personal Responsibility and Accountability (i.e., from the STOP curriculum). The male and female facilitators displayed equality in the level of direction and facilitation.

Suggestions: Address the NAC code violations above. Make sure to complete all Evaluation Summaries. Consider continuing to use a male facilitator other than Mr. Harris to avoid any possible conflicting roles within the business environment. Keep working toward being fully compliant with the NAC.

**Great Basin Counseling Services, LLC**  
(333 Marsh Avenue, Suite 11, Reno, NV 89509)

I attempted to do a site visit and review of Great Basin Counseling Services; however, when I arrived in Reno I was informed that groups had been canceled even though I had tried to verify groups prior to my arrival. Please see the list of communication below:

1/23/14 – Email to Ms. Leah Boe asking for the current schedule of male and female English speaking Domestic Violence Intervention Program groups for all locations, as well as any groups that would be cancelled for the months of February and/or March 2014.

1/24/14 – Ms. Boe’s response, “I have groups Weds at 6pm and Sunday at 8am only in the Reno office. Client census is way down so groups are limited. No groups are being held in the other locations at this time. We will also be closed 2/9 but I am not sure if there will be any days in *March as it is a month away.*”

3/11/14 – I emailed the following, “I am emailing to confirm your 6 o'clock group tomorrow. Also, I would like to find out when your office hours are so that I can come by and do record review. I was hoping that I could come about 4 o'clock p.m. and review records prior to group. Please let me know if that will work.”

3/11/14 – Ms. Boe’s response, “We are not having groups this week as Colin is providing a DSM-V training in Las Vegas this week *which was scheduled months ago.* I am also in orientation and clinical training all this week and next until 5 pm so there is will not be anyone in the office throughout this week and possibly most of next week. If I would of had more notice I could have had someone in the office for a records review for you at least....”

**American Comprehensive Counseling Services - Sparks**  
(860 Tyler Way, Sparks, NV 89431)

I reviewed current and past client files, attended group, and obtained client evaluations. I left a Supervisor Questionnaire and Facilitator Questionnaires for completion. Mr. Dimitroff completed and returned the Supervisor Questionnaire and Mr. Dummar returned a Facilitator Questionnaire; however, the Facilitator Questionnaire for the female facilitator was not received by the time this report was written.

#### Demographics

The name and address of the agency is consistent with application material. The ACCS Tyler Way office conducts 6 male and 1 female domestic violence intervention groups per week. Mr. Walt Dimitroff indicated that he presently shares supervisory duties with Mickey Alegria, David Dummar, Con Sheehan, and Michael Caughlan.

#### Nevada Administrative Code Violations

No Code Violations found.

#### Collateral Sources

Offender feedback: When asked to rate “the overall effectiveness of this program in helping me to identify and change my patterns of abusive and controlling behavior” the average response was 4.27 out of 5, indicative of a superior rating (N = 15).

#### Evaluator Notes and Recommendations

As noted in my previous reviews, ACCS maintains a sophisticated web based computer data base that contains client files, class schedules and rosters, financial information, court documents, and facilitator qualifications and CEUs. All files reviewed were complete and in order.

The majority of ACCS’s clients utilize their sliding scale fee structure. The fee paid by each client is reflected in ACCS's computer case management program. If clients provide documentation that their absence from group was work related, medical in nature, a family emergency, and/or court related ACCS classifies the absence as excused. Clients pay their agreed upon rate for unexcused absences.

The group I attended was appropriately focused on personal boundaries, the shame cycle and the recovery process. The male and female facilitators displayed equality in the level of direction and facilitation.

Suggestions: Keep up the good work in being fully compliant with the NAC.

**American Comprehensive Counseling Services - Reno**  
(620 E. Plumb Lane, Reno, NV 89502)

I met with David Dummar (supervisor/facilitator) and Ali Diaz-Pravados (facilitator), attended group, and obtained client evaluations. I left a Supervisor Questionnaire and Facilitator Questionnaires for completion. All questionnaires were returned by mail.

#### Demographics

The name and address of the agency is consistent with application material. The ACCS Mangrave office conducts 2 male domestic violence intervention groups per week. Mr. Dummar is listed as program supervisor.

#### Nevada Administrative Code Violations

No Code Violations were found.

#### Collateral Sources

Offender feedback: When asked to rate “the overall effectiveness of this program in helping me to identify and change my patterns of abusive and controlling behavior” the average response was 4.5 out of 5, indicative of a superior rating (N = 4).

#### Evaluator Notes and Recommendations

As noted in my previous reviews, ACCS maintains a sophisticated web based computer database that contains client files, class schedules and rosters, financial information, court documents, and facilitator qualifications and CEUs. All but one out of the current and past files reviewed were complete and well maintained. All files reviewed were complete and in order.

ACCS offers sliding scale fees for indigent clients. The fee paid by each client is reflected in ACCS's computer case management program and indicates that sliding scale fees are being offered to participants.

During my review office staff informed me that groups were normally \$30, but the paperwork I reviewed indicated that the normal fee was \$40.

The group I attended was appropriately focused on personal boundaries, warning signs of an unhealthy relationship, and enabling behavior. Mr. Dummar and Ms. Diaz-Pravados displayed equality in the level of direction and facilitation.

Suggestions: Keep up the good work in being fully compliant with the NAC.

**American Comprehensive Counseling Services – Carson City**  
(603 E. Robinson, Carson City, NV 89705)

I met with Walt Dimitroff (supervisor/facilitator), and Nicole AltaMorano (facilitator), attended group, and obtained client evaluations. I left a Supervisor Questionnaire and

Facilitator Questionnaires for completion. All questionnaires, except Ms. AltaMorano's, were returned.

#### Demographics

The name and address of the agency is consistent with application material. The ACCS Carson City office conducts 1 female and 2 male domestic violence intervention groups per week. Mr. Dimitroff is listed as the program supervisor.

#### Nevada Administrative Code Violations

No Code Violations were found.

#### Collateral Sources

*Offender feedback:* When asked to rate "the overall effectiveness of this program in helping me to identify and change my patterns of abusive and controlling behavior" the average response was 4.83 out of 5, indicative of a superior rating (N = 6).

#### Evaluator Notes and Recommendations

As noted above, ACCS utilizes a sophisticated web based computer database. All files reviewed were complete and in order.

ACCS offers sliding scale fees for indigent clients. The fee paid by each client is reflected in ACCS's computer case management program and indicates that sliding scale fees are being offered to participants.

The group was appropriately focused on personal responsibility, parenting skills, prevention plans with a significant other and children. Personal time-out was also presented and discussed by group members. Mr. Dimitroff and Ms. AltaMorano displayed equality in the level of direction and facilitation.

Suggestions: Keep up the good work in being fully compliant with the NAC.

#### **Sierra Counseling Center**

(1855 Sullivan Lane, Suite 145, Sparks, NV 89431)

I met with Judy Humphrey (facilitator), Craig Merrill (facilitator/supervisor), reviewed paperwork, attended group, obtained client evaluations, and left Facilitator and Supervisor Questionnaires for completion. Both questionnaires were completed and returned to me.

#### Demographics

The name of the agency is consistent with application material; however, Sierra Counseling Center has just moved to the address listed above. Sierra Counseling Center conducts one female and three male domestic violence groups per week. Mr. Craig Merrill supervises the program.

#### Nevada Administrative Code Violations

No Code Violations were found.

#### Collateral Sources

Offender feedback: When asked to rate “the overall effectiveness of this program in helping me to identify and change my patterns of abusive and controlling behavior” the average response was 4.56 out of 5, indicative of a superior rating (N = 9).

#### Evaluator Notes and Recommendations

This was Sierra Counseling Center's fourth review, and all the NAC code violations found in the first reviews have been corrected. All current and past client files reviewed were found to be organized, complete, and well maintained. Sierra Counseling Center offers sliding scale fees to indigent participants, and this is now clearly documented in client files.

Group was appropriately focused on accountability and both male and female facilitators did good work in confronting and educating clients. The group began with participants completing the monthly assessments of themselves and the group. Discussion topics included; gender equality, communication skills, and dirty fighting techniques to be avoided. The facilitators were good at demonstrating equality with regard to gender.

Suggestions: Keep up the good work on being fully compliant with the NAC.