

# The Harmony Experience



## A Message from our CEO, Dot Dorman



### Special Points of Interest:

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**A Gift for the Person who has everything... Make a donation to Harmony in their name. Receive a gift acknowledgement that you can give, to let them know of your gift. Visit our website for more information.**

[www.harmonyfoundationinc.com](http://www.harmonyfoundationinc.com)



Harmony Winter Morning

### Greetings to All – Harmony Friends!

I am excited to be able to tell you a few things about our very successful 41st reunion. It was delightful to have over 400 people in attendance for our Saturday night event with Judy Collins. Ms. Collins presented her recovery story, sang bits and pieces of many of her hit songs, signed both books and CD's and was a gracious and enjoyable reunion guest. We had a successful auction and paddle raising event, raising nearly enough money for two treatment scholarships. We are very grateful to all the contributors. On Saturday evening we presented the first annual Starfish award to our very own Howie Madigan for "making a difference every day". Howie was also the last person standing during the sobriety countdown having recently celebrated 44 years of recovery one day at a time.

Holding the reunion in Estes Park felt like a homecoming to many of our graduates. The Sunday brunch on the Harmony campus was a wonderful event filled with fabulous food (thank you to our food service team!)

a spirituality session with Chaplain Ray and a moving closing ceremony held on the front lawn. It was a picture perfect fall day and we passed around a beautifully adorned rock (Thank you, Jess) from the grounds and shared gratitude and years of sobriety ranging from 1 day to over 30 years! We estimated 700 years of recovery in that circle. Suzanne sang a song, Chris read a poem, Denise led us in the serenity prayer and tearful goodbyes ensued. Believe it or not, plans are already in the works for the 42<sup>nd</sup> reunion in 2011 and you can mark your calendars for the weekend of October 1<sup>st</sup> as the likely date. As we approach the Holiday season I would like to ask a favor of all of you reading this newsletter...I would like you to consider the gratitude within your hearts for any gifts you received from Harmony. Maybe a counselor said just the right words when you most needed to hear

them; perhaps a peer evaluation was the turning point in your treatment; perhaps the kind smile of the admissions team member as you "let go of" your son or daughter for 28 days of treatment that made it a little easier. Whatever it was, please add this to your Thanksgiving thoughts this year. Another favor.... as Christmas and New Year's celebrations approach, whatever your tradition, however you recognize your Higher Power, carry a special thought for those who will be in treatment during this Holiday season. It is a very hard time to be away from family and friends, and our experience at Harmony is that our clients in treatment during the holidays struggle immensely. It is an emotionally charged time of year and our clients could use your prayers, always, and especially at this time. All of us at Harmony wish you all a season filled with

## Intervention Corner

By Mara Lehnert, Director of Intervention Services

### **"Can Intervention work for a co-worker or good friend who is suffering with chemical dependency?"**

Many of you are already aware that Harmony offers professional, structured intervention services, a highly unusual and valuable offering for a residential treatment program to make available both in-house, and at no additional cost.

Intervention is a loving, non-judgmental, structured method of helping an alcoholic or addict that is resistant or in denial get to treatment in spite of those obstacles. Harmony has an on-staff team of 4 highly skilled interventionists, trained in a method of intervention called "Love First." This method uses love, rather than confrontation, and is highly effective

and almost always results in an admission into Harmony, where the path of recovery can finally begin.

When most people think of intervention, they often associate the process with the family system. Therefore, it is news to many to find out that many successful interventions are done with no family members on the team at all!

When one of your co-workers or a dear friend in your peer group is clearly suffering with the disease of addiction, the same type of intervention can be used to help them into treatment. In many ways, this type of intervention team is easier to work with than a team that is made up of only family members, where old dynamics and emotions run high. With the co-worker or peer intervention, the love

and caring is still present, the written letters follow the same format, and the means of bringing the person to agreement for treatment remains the same. In many ways, groups of co-workers and close circles of friends are like micro-family systems anyway, which can be good news and bad news! The bad news is that just like in a family, denial of the addicted persons problem, and covering up for and/or enabling that problem can go on for much too long. The good news, though, is that we have the ability as loving friends and caring co-workers to help our suffering chemically dependent co-worker or friend after all!

### **1<sup>st</sup> annual Starfish Award Presented with gratitude to Howie Madigan September 18, 2010 Making a Difference**



An old man walked up a shore littered with thousands of starfish, beached and dying after a storm. A young man was picking them up and flinging them back into the ocean.  
"Why do you bother?" the old man scoffed.  
"You're not saving enough to make a difference."  
The young man picked up another starfish and sent it splashing back in the water.  
"Made a difference to that one" he said.  
**You make a difference, every day.**

### **Highlights from Harmony**

Some interesting tidbits from our fiscal year which ended on June 30<sup>th</sup>, 2010

- 631 clients were admitted to Harmony between July 1<sup>st</sup>, 2009 and June 30<sup>th</sup> 2010.
- 82% of these successfully completed treatment.
- The gender mix was 60% male and 40% female.
- The average age of a Harmony client was 37 years old.
- The admissions team handled 3,262 inquiries for admission.
- The intervention team held 107 interventions resulting in admission to Harmony.
- More than 600 individuals attended the family program.

## WHAT YOUR INSURANCE COMPANY WON'T TELL YOU...BUT HARMONY WILL!

By Dale Maugans, Dir. Of Admissions

You've made the decision to get help; and you assume your insurance company will cover your residential substance abuse treatment just like any other medical need. You even call the company and verify that a residential stay is a covered benefit. What they typically overlook mentioning is that they manage your residential benefits in a unique manner. Even if a residential treatment benefit exists on your policy, your insurance company will not approve any days prior to treatment. Instead, they accept information from Harmony only after a client has been admitted, and a face to face evaluation has been done.

Harmony proudly employs two nurses, Bill Curtis and Ann Ball, our Utilization Review team, to handle the

ongoing dialogue with the insurance company. For every insurance client admitted to Harmony (approximately 300 per year), they gather clinical and medical data from our counselors and medical team, and build a case to prove the need for the client to be at Harmony. If the UR team receives the initial certification of days, the insurance company instructs the UR team when to call back with additional information; the process of gathering information and calling the insurance company for approval of days continues until the end of treatment. With a combined 12 years of experience in managed care, Bill and Ann understand the criteria used by each insurance company and have built excellent relationships

with case managers at all the major insurance companies.

Approximately 95 % of the clients admitted to Harmony with insurance have some, and, in the majority of cases, all days approved by insurance, thanks to the relentless work of our UR team. Many treatment centers nationwide are opting out of dealing with insurance for their clients due to the time consuming and often frustrating continued stay process. However, the UR team at Harmony, with the interdisciplinary help of our counseling and medical teams will continue to work exhaustively to get the maximum coverage for our clients, and remain their strongest advocates with the insurance



Snowy day at Harmony

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Brunch

**Harmony Foundation is a 501(c)3 organization as determined by the Internal Revenue Service.  
Make your 2010 tax deductible donation today. Cut out and return form below to Harmony Foundation.**

**YES!** I want to help make a difference in someone's life by donating to the Client Assistance Fund.

Enclosed is my gift to Harmony Foundation.

\$5000  \$3000  \$1000  \$500  \$250  \$100  \$50  Other \_\_\_\_\_  
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**OR... go to [www.harmonyfoundationinc.com](http://www.harmonyfoundationinc.com) to make your donation securely and easily on-line.**

## **Gift of Recovery** by Mark Greenberg, Dir. of Resource Development

At Harmony, we are committed to providing the foundation for sustained recovery from chemical dependency. We are passionate about the opportunities to make recovery more available to more people. Harmony encourages our employees, board of directors, friends, alumni and everyone to help support our client assistance fund.

As the holiday season approaches, I would like you to think about the most wonderful gift you could give this year, that being the "gift of recovery." This time of year brings hope to the individuals and families that knock on our doors and request help. As you know, there are many times that the client and their families could use your gift of financial assistance.

You can show your gratitude for recovery by making a charitable contribution. Your contribution can be recognized and memorialized in several

different ways. By purchasing a brick, flower, or tree, your name, or someone you would like to recognize, can forever be remembered on the Harmony grounds.

While I know these are difficult economic times, I am encouraging you to join in helping make a difference and help save lives. We recognize that your ability to provide financial assistance for individuals and their families seeking treatment for addiction to alcohol and other drugs is made possible by the support of donors and friends like you. I would like to thank you in advance for your generosity. We all have a lot to be grateful for. At Harmony, we are grateful for you. The Resource Development Department at Harmony wishes you and those dear to you a wonderful, healthy holiday season.

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## **HARMONY MISSION:**

Our mission is to provide the foundation for sustained recovery from chemical dependency.



The Harmony Experience  
is published by Harmony  
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To avoid missing any  
issues, send us your new  
address promptly.

## **MOVING?**



Harmony

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