

The Napa County Driving Under the Influence Program, a program of Bay Area Community Resources, is closing on or before September 30, 2020.

What is the reason for your program closing?

BACR has operated the Driving Under the Influence (DUI) Program in Napa for nearly 13 years. We have helped over 5000 persons convicted of driving under the influence to change their behavior, making our roads and highways safer for everyone.

In the past 5 years the number of persons arrested and convicted for driving under the influence has been steadily declining. The Shelter in Place order brought about by the COVID-19 pandemic has required us to provide our services via telehealth. While this took time to set up, we lost approximately 6 weeks of service delivery. Many of our participants cannot participate via telehealth either because they lack the technology (e.g. home computer, reliable wifi) or a confidential space to participate. An already declining enrollment coupled with the pandemic, have meant that we can no longer continue this program. While our income has declined our expenses have not. We are no longer able to pay our rent and cannot continue to pay our excellent staff.

This is in no way a reflection of the dedicated staff who worked very hard to adapt to and provide counseling. Our Program Manager, Eduardo Leon, has been working tirelessly to make the program work for you and the community.

We sincerely regret that the program will close effective September 30. To our participants--we wish you success in making positive changes in your life and continuing your decision not to drive under the influence. You join the thousands of people in Napa that have made our roads a safer place. Thank you.

Why did you stop seeing participants in person and close your doors?

When Shelter in Place was mandated, we stopped providing in person services. Every current enrollee was sent a letter to the address they had provided us when they enrolled, informing them of our temporary closure. Each individual was put on a Leave of Absence. They were not charged a fee for this. As soon as the Department of Health Care Services allowed for telehealth services, we immediately began planning, and began remote services as soon as we were able.

When will clients be informed of your closing?

Beginning the week of July 6, 2020, clients who are currently actively participating in our program via telehealth will be informed by their counselors. A notice of closure and fact

sheet will be posted on our office doors and on our website. This notice will be in both English and Spanish.

How will current enrollees complete the program?

Staff will make every effort to help participants complete the program, abiding by all rules and regulations. In order to be completed, enrollees must have completed the required program and paid all fees. If their program cannot be completed before the end of September, they can ask for a transfer out.

How does a transfer out work? How do I get credit for the part of the program I have completed?

You contact another program and tell them you want to transfer in. You let us know what program you wish to transfer out to. The staff will tally up what you have completed and what you owe or are owed. If you owe a balance, you must pay this before you receive credit for work completed. Once paid, you can transfer out. If we owe you money, your refund will be sent to you within 30 days of your transfer out. We will be waiving the transfer out fee.

How will people who are currently on a LOA complete the program?

If they previously chose not to participate in telehealth, they have the option to transfer to another state licensed DUI program of their choice.

How long under your new process will it take someone to actually be enrolled in the program?

We stopped enrolling new participants the week of June 22, in order to best serve those who are currently enrolled. If we are able, we will try to enroll participants again before we close. We will keep you informed if we are able to make this accommodation. As always, anyone convicted of DUI can attend any licensed DUI program in any county in California.

Are your telehealth services limited to a specific number of participants at a time?

As we transitioned to telehealth, we attempted to contact all current enrollees to participate. We assigned everyone we could contact to remote services. There were a number of reasons folks were not re-assigned: they chose not to participate, they wanted to wait until in person was resumed, they didn't have telecapability, their contact information was no longer valid, and/or we had no way to reach them.

Are Napa participants being referred out of county because you cannot accommodate them? Currently is there a waiting list?

People do not need to enroll in a DUI program in Napa. As always, anyone convicted of DUI can attend any licensed DUI program in any county in California without any referral from the county in which they are convicted. We are not currently enrolling new people to the program.

Is there a date when you might re-open for in person services?

At this time, and through September, we will only be providing services via telehealth. In our facility at 2020 Jefferson Street, we do not have adequate space to allow for the required social distancing between persons. Our rooms are not large enough.

How long will refunds take to process once requested?

Once a participant is inactive, they will receive their refunds within 30 days as per the regulations.

How do I contact the program?

It is anticipated that once people realize that NCDUIP is closing, there will be a dramatic increase in the number of phone calls and emails. PLEASE ONLY CONTACT US ONCE. We will get back to you, and it may take up to 2-3 days to get back to you (not including the weekend). Multiple phone calls and/or emails from the same person will only increase the amount of time for everyone to hear back.