

## DUI PROGRAM LOCATIONS

### **Ventura**

5850 Thille Street  
Suite 105  
Ventura, CA 93003  
(805) 662-1840

### **Oxnard**

1911 Williams Drive  
Suite C  
Oxnard, CA 93036  
(805) 981-9210

### **Thousand Oaks**

125 W. Thousand Oaks Blvd.  
Suite 400  
Thousand Oaks, CA 91360  
(805) 777-3506

### **Fillmore**

828 Ventura Street  
Suite 250  
Fillmore, CA 93015  
(805) 524-8645

### **Simi Valley**

3150 E. Los Angeles Ave.  
Simi Valley, CA 93063  
(805) 520-0305



**ALCOHOL & DRUG PROGRAMS**

Ventura County Health Care Agency

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# DUI PROGRAM

## FREQUENTLY ASKED QUESTIONS



**ALCOHOL & DRUG PROGRAMS**

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## HOW DO I BEGIN?

### When do I begin my classes?

On the day of your intake, you will receive an assignment schedule which lists when you begin your activities. Come to your assigned activity each week until you have completed your program requirements.

### Who is my assigned counselor?

The counselor who facilitates your group activity is your assigned counselor. The name of your assigned counselor can be found on the assignment schedule you receive at intake. If you attend education classes only, your education facilitator is your assigned counselor.

## HOW DO I PAY?

### When are my payments due?

Your payment due date is written on the payment plan you receive at intake. Your monthly payment will be due exactly one calendar month from the date you enrolled. If you enrolled on the 29th, 30th, or 31st of the month, your payment due date will be on the 1st of the month.

### What happens if I pay late?

Payments are due and payable on or before the due date. There is no grace period for making payments. A \$10 late fee will be assessed for late payments. If your payment is due on a weekend or holiday, make arrangements to pay on the business day prior to your due date. You may pay in person at the front office during regular business hours or you may submit a payment in the drop box and it will be posted to your account on the same day you make the payment. You may call the front office or accounting office during regular business hours to make a payment using a debit or credit card.

## WHAT IF I MISS?

### What happens if I cannot attend my scheduled activity?

If you plan on missing your scheduled activity, you are not required to notify us. You may request a prearranged absence if you call the front office prior to the start of your scheduled activity. To reschedule missed activities you must speak with your assigned counselor.

### How many absences am I allowed to have?

- **12 hour program:**  
2 absences + prearranged absences
- **3 month program:**  
5 absences + prearranged absences
- **6 month program:**  
7 absences + prearranged absences
- **9 month program:**  
7 absences + prearranged absences
- **18 month program:**  
10 absences + prearranged absences

### What is the 21 day rule?

This means that you will be disqualified from the program if it has been 21 days since you last attended a scheduled activity. The 21 days includes weekends and holidays. If you need to be away from the program for 21 days or more, ask your assigned counselor if you qualify for a leave of absence.