

**APPENDIX B**

**STANDARDS FOR SCOPE OF WORK**

If the Court enters into an agreement with you or your agency, the following standards are administrative procedures that require a response of approval by your initial next to the standard accepted. If you do not accept this standard in principle, leave it blank. An “alternate” standard proposed in writing in this proposal, may be considered by the Court.

**Licensure & Certification**

- A) Contract provider/agency contracted by the Arizona Superior Court in Pima County, Adult Probation Department shall be licensed by the Arizona Dept. of Health Services, Office of Behavioral Health Examiners. All program certifications and licensed services shall be listed on the current license and a copy of the most recent license shall be submitted to the contracting department. The Adult Probation Department shall be informed in writing immediately of any changes to the license that affect the deletion of contracted services before they occur.

Standard Accepted \_\_\_\_\_

- B) Contract provider/agency shall comply with all licensor regulations set forth by the Arizona Department of Health Services, Division of Behavioral Health Services for all contracted services. Those contracted with Pima County Adult Probation shall be informed in writing of all documented violations of regulations within 72 hours of dated notice. The contract provider/agency contracted plan of correction for each violation shall be submitted to the Adult Probation Department within 30 days of dated notice.

Standard Accepted \_\_\_\_\_

- C) Contract provider/agency providing substance abuse services and key clinical staff employed by the contract provider/agency shall be licensed as substance abuse professionals under the following:
- Arizona Behavioral Health Licensed Professional
  - Arizona Board of Behavioral Health Examiners as a Licensed Independent Substance Abuse Counselor (LISAC)
  - National Accreditation of Alcohol and Drug Abuse Counselors (NCACI, NCACII, MAC)

Standard Accepted \_\_\_\_\_

- D) Contract provider/agency staff who provide direct service to probationers shall furnish proof of clinical supervision (4 hours per month) by clinical supervisor, who possesses both the current accepted licensure and at minimum a master’s degree in a behavioral health discipline.

Standard Accepted \_\_\_\_\_

E) Contract provider/agency shall submit all documented training consistent with the standards of ADBH/BHS/ADBHE.

Standard Accepted \_\_\_\_\_

F) Contract provider/agency key staff shall attend any meetings/training offered by the Adult Probation Department.

Standard Accepted \_\_\_\_\_

**Case Management and Information Management**

A) In substance abuse cases, the contract provider/agency shall confirm the accuracy of the Adult Substance Use Survey Revised (ASUS-R) screening tool (provided by Adult Probation) through a more comprehensive assessment process that involves the collection of data regarding education, medical and social history. In all other services a comprehensive assessment/intake will be conducted.

Standard Accepted \_\_\_\_\_

B) Contract provider/agency shall develop and maintain an individual treatment plan, which addresses the criminogenic factors and needs of the probationer. This treatment plan shall be regularly updated and/or revised to reflect the probationer's progress and/or needs. This treatment plan shall be approved and signed by the probationer.

Standard Accepted \_\_\_\_\_

C) Contract provider/agency shall allow the supervising probation officer to attend and participate in the probationer's assessment/intake appointment, to facilitate communication and the exchange of information.

Standard Accepted \_\_\_\_\_

D) Contract provider/agency shall, in accordance with the individual treatment plan, provide authorized treatment service to the probationer.

Standard Accepted \_\_\_\_\_

E) Contract provider/agency shall furnish organized and legible documents in the client's file of all services provided, summary of activities, including date, duration, type of service and therapist name, signature, degree and title, and client case notes that document client's progress toward treatment goals and objectives.

F)

Standard Accepted \_\_\_\_\_

G) Contract provider/agency shall ensure all probationer records are to be stored and retained in a manner consistent with ADHS/BHS Regulations.

Standard Accepted \_\_\_\_\_

H) Contract provider/agency shall ensure the probationer's right to "informed consent" is protected and consent to release information is exchanged with the Adult Probation Department that complies with Section 290dd-2 of Title 42 and Title 42 part 2, of the Federal Regulations.

Standard Accepted \_\_\_\_\_

I) Contract provider/agency shall utilize evidence-based treatment modalities and have a design to capture outcomes of all treatment provided.

Standard Accepted \_\_\_\_\_

A) Contract provider/agency reimbursement shall be conducted on a fee for service basis. The Adult Probation Department shall not reimburse contract provider/agency for probationer no shows.

Standard Accepted \_\_\_\_\_

B) Contract provider/agency shall adhere to the policy mandate of collecting a co-pay from each probationer authorized by Adult Probation Department. Co-payments are to be collected by the contract provider/agency before each session. Services shall not be provided if the probationer does not have the required co-payment unless there is a prior arrangement between the parties.

Standard Accepted \_\_\_\_\_

C) Contract provider/agency shall prepare and submit a monthly financial invoice on an Adult Probation Department approved form that reports probationer name, service start date, dates of service, services received, duration of each service, and amount of co-pay collected for the report period. Service and billing start date will be the actual date referral was approved by Adult Probation unless otherwise authorized.

Standard Accepted \_\_\_\_\_

D) The invoiced amount shall be for the contracted rate minus the amount of the co-pay collected by the contract provider/agency.

Standard Accepted \_\_\_\_\_

E) Contract provider/agency shall have a computer system and network access to invoice the Adult Probation Department through the Adult Probation Provider Tracking System and website.

Standard Accepted \_\_\_\_\_

F) Contract provider/agency shall invoice the Adult Probation Department by the tenth day of the next month for services received the previous month. Billing shall be processed monthly to help perpetuate a consistent flow of information and resources that shall aid in the Adult Probation Department's ability to project fund expenditure over the course of a fiscal year.

Standard Accepted \_\_\_\_\_

## **Communication and Reporting**

A) Contract provider/agency shall provide written notification within 5 days to the Adult Probation Department of any changes to personnel that provide contracted services, including resumes of new clinical staff.

Standard Accepted \_\_\_\_\_

B) Contract provider/agency shall forward copies of agency incident reports involving probationers to the Adult Probation Department within 48 hours of a reportable incident as defined by ADHS/BHS reporting requirement.

Standard Accepted \_\_\_\_\_

C) Contract provider/agency and the Adult Probation Department shall identify a specific representative and phone number to act as a designated contact for the exchange of information.

Standard Accepted \_\_\_\_\_

D) Any absences from treatment by a probationer without the approval of the counselor or formal notification from the Adult Probation Officer shall be documented and reported to the Adult Probation Department within 24 hours.

Standard Accepted \_\_\_\_\_

E) Contract provider/agency shall notify the probation officer in a timely manner of resistant or recalcitrant probationers who are being considered for therapeutic discharge, in order to develop a remediation plan.

Standard Accepted \_\_\_\_\_

F) Contract provider/agency shall complete a summary of probationer participation in the treatment services (discharge summary) that includes dates of service, a description of activities, a summary of progress, continued intervention recommendations, and transition planning.

Standard Accepted \_\_\_\_\_

G) Contract provider/agency shall submit to the supervising probation officer:

- Written documentation of assessment/intake within 7 days of intake;
- A copy of the probationer's treatment plan within 30 days of intake;
- A copy of the discharge summary and aftercare plan within 14 days of discharge;
- Monthly progress reports by the 15<sup>th</sup> day of the following month:

*Monthly progress reports shall include types of service, date of program intake, dates of service and unexcused absences, number of sessions attended, level of participation, level of progress toward treatment goals, and critical stressors or issues of concern.*

***Failure to comply with this standard could result in the termination of the agreement.***

Standard Accepted \_\_\_\_\_

H) Contract provider/agency shall provide, post and maintain a client grievance procedure consistent with ADHS/BHS regulations, which involve the designated Adult Probation Department representative if the complaint cannot be resolved at the contract provider/agency level.

Standard Accepted \_\_\_\_\_

I) Contract provider/agency shall make available operational policies and procedures on staff orientation and background checks, incident reporting, remediation of clients, client grievance, and transition/discharge planning that reflects the requirement standard to the Adult Probation Department.

Standard Accepted \_\_\_\_\_

**Data collection, evaluation, and monitoring**

A) Contract provider/agency shall monitor the provision of services and the collection of accurate information through an information management/quality assurance plan.

Standard Accepted \_\_\_\_\_

B) Contract provider/agency shall perform a reasonable evaluation of service impact on the probationer. Evaluations may include baseline pre-testing and post-testing or other tools that measure progress related to changes in attitudes and behaviors. These elements shall be included as part of the probationer discharge report.

Standard Accepted \_\_\_\_\_

C) Contract provider/agency shall be prepared for contract monitoring that may include a paper or file, on site and/or financial audit, within 24 hours of request by the Adult Probation Department or the Administrative Office of the Courts. Direct service observation by the Adult Probation Department or the Administrative Office of the Courts shall be a component of the contract monitoring process.

Standard Accepted \_\_\_\_\_

D) Contract provider/agency subcontracts for services are held to the same standard as the contract provider/agency and are the responsibility of the contract provider/agency to ensure subcontractor compliance. All subcontracted agencies must be disclosed in the proposal response.

Standard Accepted \_\_\_\_\_

E) Contract provider/agency shall make available operational policies and procedures on data collection/reporting, information management, quality assurance, and evaluation that reflect the requirement standards to the Adult Probation Department.

Standard Accepted \_\_\_\_\_