

APPENDIX D

SERVICE INFORMATION

1. Referral/Intake:

Contractor shall accept an eligible probationer only upon referral by a probation officer and by the contract administrator. Referrals shall request a specific service that the contractor is qualified to provide. Referrals will include the name of the eligible probationer, conviction information, relevant background information, the name of the probation officer, a payment plan identifying what portion of fees the probationer will pay, and a date for service to begin.

2. Case Records:

Contractor shall maintain a confidential case record for each eligible probationer that shall include the service plan in its original and revised forms, the dates services were provided, and the duration of services, if applicable. **All services must be documented within 48 hours of delivery.** The case record shall include referral information and an initial assessment; treatment plan and goals; release of information to the Adult Probation Department; case notes from each date of service, tracking progress against treatment goals; monthly progress reports submitted to the probation officer; and a discharge summary in accordance with the services conducted.

3. Accessibility Accommodations for:

Location of Facilities	Access to Public Transportation	Days/Hours Of Operation	Physically Impaired?	Hearing Impaired?	Bi-Lingual?	Child Care?

4. Reports and Notifications:

The following regular reporting is due to the supervising probation officer in hard copy or electronic form, by the fifteenth (15th) of the month following the month in which the services are provided.

a. Individual reports for each program, including:

- Assessment summary and treatment recommendation
- Initial treatment plan and subsequent revised treatment plans
- Progress report based on treatment goals
- Attendance and type of treatment provided
- Co-payment status

b. Special reports:

- Incident Reports describing a significant situation or event on agency property or in counseling necessitating outside intervention and/or written documentation (e.g., probationer engaging in physical confrontation, probationer threatening suicide, probationer bringing drugs onto agency property, etc.) shall be submitted to the Adult Probation Department within 24 hours of the incident.

c. Notifications:

Contractor shall notify the probation officer or the treatment coordinator immediately after the contractor's knowledge of probationer's involvement in any of the following behaviors or activities:

- Law enforcement contacts;
- Criminal activity;
- Arrests;
- Weapons possession;
- Unauthorized absence from supervision or residential treatment;
- Assaults on staff, peers, family, or others;
- Threats to harm self or others;
- Deaths.

5. Monitoring and Evaluation:

a. **Monitoring** – The Court may monitor the program at any time to ensure quality service delivery. Contractor(s) shall provide the Court all access to the program, program records, and administrative records needed to monitor to assure the provision and quality of the services provided. Additionally, the Contractor shall allow observation of treatment groups by the Treatment Coordinator or designated staff, by request and as prearranged.

b. **Evaluation** – The Contractor is encouraged to conduct evaluations, throughout each contract year, of the program's impact upon participants. This may include:

- Client's satisfaction with the services;
- Client's achievement of therapy goals;
- Changes in clients' attitude behaviors; and,
- Changes in clients' use of Court and probation services as a result of services.

Any such documentation shall be kept on file and shall be provided to the Court upon request.