

# QUARTERLY REPORT

2ND QTR 2024



**Prepared by :**

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**Prepared for :**

YAKIMA COUNTY BOARD OF COUNTY COMMISSIONERS  
YAKIMA COUNTY HUMAN SERVICES



## INTRODUCTION

The BHSU's goal when working high/Risk and high/Needs population is to establish an expedient, reliable, and meaningful connections to treatment services. Reaching this goal requires a shift in how the County provides supervision services. This supervision approach is more intensive, integrated and evidence base practice models will allow to aim the right staff and population to work together for the necessary support and resources to assist this targeted population for a successful completion of probation. Additionally, the BHSU business logo has been changed to a much more meaningful representation of the unit.

Below is the logo the BHSU team worked on developing to appropriately exemplify the unit's mission.

### Mission:

To improve, enhance, and ensure community and clients safety by utilizing Evidence Based Practice Models.

### Goal:

Guide change in the lives of probationers to improve accountability to the court, victim(s), and community.

### Target:

Criminogenic needs with individualized case plans tailored to maximize available resources.

The Scales represent the court ordered conditions probationers will be held accountable to remain compliant to. The Hands represent the individualized and intentional support that will be given to probationers. Together designed to represent the intersectionality between Mental Health and the Criminal Justice System.



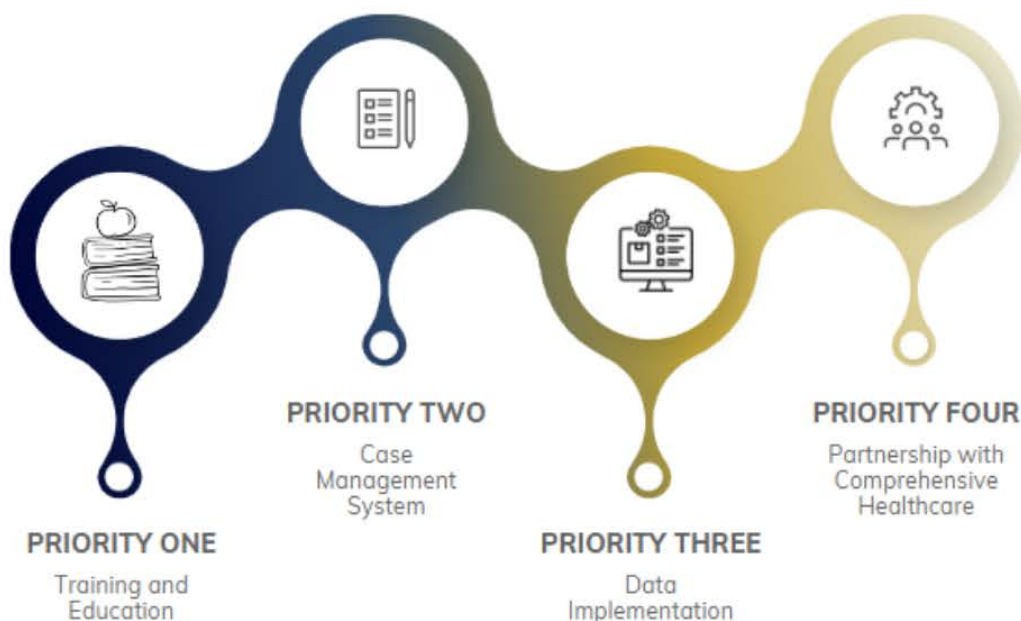
## BHSU PRIORITIES

The priorities for the BHSU for the first 8 months have been as followed.



The BHSU has been working extensively on the following priorities for this quarterly report; Training and Education, Case Management System, and Partnership Building, Risk Needs Responsivity.

## BHSU Quarter Priorities





# PRIORITY ONE: TRAINING AND EDUCATION

Training staff skill development is a key component for the development of this Unit. Training topics include risk/need assessments, case planning, enhancing intrinsic motivation, increasing positive reinforcement, effective violation response, coaching skills, skill building with clients on supervision, treatment modalities, field work and home visits interactions.

# 2024

July

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<ul style="list-style-type: none"> <li>• WA Health Planfinder</li> <li>• Debrief Training</li> </ul>	<ul style="list-style-type: none"> <li>• Develop Weekly Webinar Project Presentations</li> <li>• 8 Evidence Based Practice Project</li> </ul>	<ul style="list-style-type: none"> <li>• BHSU Team meeting</li> <li>• PACT Team Shadow: Erik Flores - All Day Event</li> <li>• Present 8 Evidence Based Practice Power Point</li> </ul>	HOLIDAY	<ul style="list-style-type: none"> <li>• Develop Weekly Webinar Project Presentations</li> <li>• 8 Evidence Based Practice</li> </ul>
<ul style="list-style-type: none"> <li>• Develop Weekly Webinar Project Presentations</li> </ul>	<ul style="list-style-type: none"> <li>• CTC/Detox Shadow: Erik Flores from 8am to 12:00pm.</li> <li>• Prepare for BHSU Team Meeting</li> </ul>	<ul style="list-style-type: none"> <li>• BHSU Team meeting</li> <li>• PACT Team Shadow: Alejandra Adame - All Day Event</li> </ul>	<ul style="list-style-type: none"> <li>• PACT Team Shadow: Dasy Gonzalez - All Day Event</li> <li>• Business Process Development</li> </ul>	<ul style="list-style-type: none"> <li>• Shadow CTC/Detox: Alejandra Adame - From 8:00am to 12:00pm</li> </ul>
<ul style="list-style-type: none"> <li>• Shadow CTC/Detox: Dasy Gonzalez - From 8:00am to 12:00pm</li> <li>• Business Process Development</li> </ul>	<ul style="list-style-type: none"> <li>• ORAS Training: All Day Event</li> </ul>	<ul style="list-style-type: none"> <li>• ORAS Training: All Day Event</li> </ul>	<ul style="list-style-type: none"> <li>• Debrief</li> <li>• Organize Power Point Presentation and Documents Created Regarding ORAS</li> </ul>	<ul style="list-style-type: none"> <li>• Weekly Webinar Project Presentations</li> </ul>
<ul style="list-style-type: none"> <li>• Shadow Spokane</li> </ul>	<ul style="list-style-type: none"> <li>• Shadow Spokane</li> </ul>	<ul style="list-style-type: none"> <li>• Shadow Spokane</li> </ul>	<ul style="list-style-type: none"> <li>• Shadow Spokane</li> </ul>	<ul style="list-style-type: none"> <li>• Shadow Spokane</li> </ul>
<ul style="list-style-type: none"> <li>• Debrief</li> <li>• ODARA Q&amp;A Meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Set up for ORAS Implementation</li> </ul>	<ul style="list-style-type: none"> <li>• BHSU Team Meeting</li> <li>• Administer ORAS Assessments</li> </ul>	<ul style="list-style-type: none"> <li>• Administer ORAS Assessments</li> </ul>	<ul style="list-style-type: none"> <li>• Administer ORAS Assessments</li> </ul>

Two probation counselors have been hired in the BHSU. Neither of them came with community supervision experience. Below is a breakdown by category of training completed since April of 2024.





## Supervision

The focus of this training block is to expose the probation counselors to the concepts of community supervision, provide some education on common issues related to community supervision and to develop the necessary skills to be effective.



### Shadowing City of Spokane Probation Officers

April 22- April 25

24 hours

#### Monday 22nd

- Conference Meeting
- Power Point Presentation
- Probation History
- The 8 Criminogenic Needs
- Best practices RNR Probation model

#### Tuesday 23rd

- Mental Health Case Staffing
- Mental Health Court: shadow Probation Officers. Afternoon court
- Judge Smith meet and greet / ask questions. Afternoon court

#### Wednesday 24th

- Shadow Probation Officers conduct ORAS Assessments
- Risk Assessments
- MD- Recommendations
- Case Planning
- Shadow Probation Officers while they conduct regular supervision appointments and assessments.

#### Thursday 25th

- Shadow Probation Officers as they conduct ORAS Assessments, Risk Assessments and active appointments.
- Conference Meeting
- Q&A





Shadowing Yakima County District Court Clerks  
April 29 – May 3  
35 Hours

Monday 29th

- 9:00am – Courtroom #2 with Sam
- 1:30pm – Courtroom #4 with Sam

Tuesday 30th

- 9:00am – Courtroom #4 with Paola
- 1:30pm – Jail Courtroom #2 with Sam

Wednesday 1st

- 9:00am – Jail Courtroom #2 with Maria
- 1:30pm – Jail Courtroom #2 with Sam

Thursday 2nd

- 9:00am – Courtroom #4 with Maria
- 1:30pm – Jail Courtroom #2 with Maria

Friday 3rd

- 9:00am – Courtroom #1 with Sam
- 1:00pm – Jail Courtroom #2 with Sam



Washington State Patrol – DRE Presentation  
May 7  
2 hours

- Trooper Trevor Downey covering signs to look for with impaired individuals and latest local drug trends.



Therapeutic Court Presentation  
May 30  
2 Hours

Therapeutic Courts Team

- Yakima County DUI Court Program
- Yakima County Mental Health Court Program
- City of Yakima Community Diversion Program



## Motivational Interviewing

May 9-10

14 hours

Thursday 9th

Foundations of Motivational Interviewing

- Change Research
- Self Determination Theory

Stages of Change

- SOC
- Quiz

Approach

- Stage Matching
- Four MI processes overview
- Roadblock to effective communication
- Equipoise, Right Reflex, Resistance
- Reflective listening
- Non-verbal client video
- Strategic reflection

Friday 10th

Motivational Interviewing Approach

- Quiz
- Empathy vs. Direction
- Types of talk
- Resistance vs. Sustain Talk
- Decisional balance
- Focus Mountain

Activities:

- Find a therapist
- What's your challenge
- Resistance vs. Engagement
- Reflection Practice
- Pitching/ Batting Practice
- Strategic Reflections
- Videos explaining content



## Ontario Domestic Assault Risk Assessment ( ODARA ) Certification

June 4 - 5

10 Hours

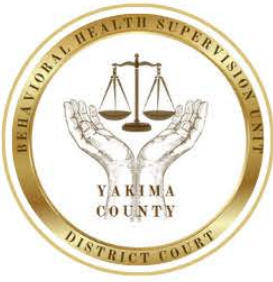
Tuesday 4th

- Research and Development
- Validation Studies
- Scoring Criteria
- Prorating for Unclear/Ambiguous items
- Interpretation of ODARA scores
- Practice Case #1 and #2
- Certification Cases/ Test

Wednesday 5th

- Continued Certification Cases/ Test
- Team debrief





## Resources

The focus of this training block is to inform the probation counselors of the available resources that they can access to providing meaningful supervision services.



### JBRs & VineLink Presentation May 1, May 7 and May 22 1.5 hours

JBRs and VineLink are systems that when utilized can inform the probation counselors of law enforcement contacts that their clients have. It will allow them to immediately intervene when advised of the contact.



### JABS: Judicial Access Browser System May 7, 8, 13 4.5 Hours

Resources available for court employees and JABS users, as well as the information that JABS can provide, how to find it, and demonstrate various searching techniques.

Understanding how to navigate through system

- Case Search
- Person Search
- Calendar Search
- Abstract Driving Record
- Differences between ICH, DCH, and PDCH
- Active warrant
- Summary, Docket, DVI, FTAs, Orders, Proceedings, Relationship, Warrants, Plea/Sent, and eTicket Tabs
- Implementation of knowledge obtained





## Spillman

May 13

2 hours

Spillman is a law enforcement data base. Understanding how to navigate software will allow the probation counselors to access criminal history/contact information.

- Defendant look-up
- Involvements Tab
- Booking Tab
- QH
- QR
- Implement knowledge



## ONBASE: District Court Case Management System

May 16

.5 Hours

OnBase is the District Courts case management system, it is where all documents for all cases are stored and accessible to authorized court staff. In this system, the probation counselors will be able to access documents needed for effective case management.



## Mental Health Training

The focus of this training block is to expose the probation counselors to the population that they will be serving and acquire a better understanding of mental illness. Additionally, the training focused on important skill building techniques to better serve the clients they will be supervising.



### Mental Health Training

May 29

7.5 hours

( Alexa Torres and Samantha Martinez )

- Why mental health training is important
- Suicide
- Bipolar Disorder
- Anxiety Disorders
- Psychosis
- Traumatic Brain Injury
- Crisis Intervention
- Designated Crisis Responder
- Crisis Triage Center
- Joel's Law
- LRA/LR/LRO
- Suicide Behavior Continuum
- Questions to ask clients

( Morgan Grant )

- Situational Awareness - Conflict Advocate and De-Escalation
- Awareness / Situational Awareness/ Self Awareness
- OODA Loop decision making process
- Culture
- Contact Assessment
- Cooper's Awareness Index
- The Assault Cycle

( Paul Nagle-McNaughton )

- SAFE: Suicide Awareness for Everyone
- National Data
- Adverse Childhood Experiences (ACEs)
- DV, LGBTQ+, and Loneliness Statistics
- Paths to suicide
- Protective Factors
- Myths & Facts
- Indirect vs. Direct statements
- Question / Persuade/ Refer model





### DCR Shadow

June 18

8 Hours

( DCR - Trevor )

- Respond to a Suicide Attempt at the hospital
- Crisis Procedure
- Complete Legal Documents for Mental Health Facility Recommendation
- Attend Reentry Meeting
- Meet the Comprehensive Health Youth Outreach Team
- Respond to individual with Psychosis
- Complete follow up of individual at the Juvenile Correctional Facility



### Yakima County Jail Mental Health Shadow

June 20

8 hours

( Comprehensive Health Team)

- Meet everyone within the unit
- Jail tour
- Reentry Meeting for Classified Homeless individuals
- Follow up with inmate in booking regarding their medication
- Follow up with inmate who needed transportation after release
- Follow up with inmate who wanted to begin medication and counseling
- Follow up with inmate who was requesting to be in the Work Release Program
- Follow up with inmate who was experiencing severe delusions and wanting to get medication



Comprehensive Health Community REHAB Team Shadowing  
June 27  
8 Hours

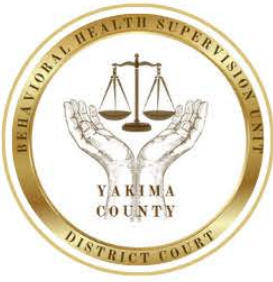
(Alex Cortes)

- Assist in transportation of patient to Camp Hope
- Identify locations of Comprehensive Health Emergency and Temporary Housing

(Alex Cortes and Lupita Delgado)

- Team meeting and Patient Staffing
- Illness Management and Recovery Group Meeting
- Identifying a Personal Recovery Goal
- Change Worksheet
- Therapy Session
- Review and adjust Safety Plan





## Court Operations

The focus of this training block is to provide the probation counselors with a basic understanding of the judicial system as a third branch of government, our purpose and function as well as the services that we provide. .

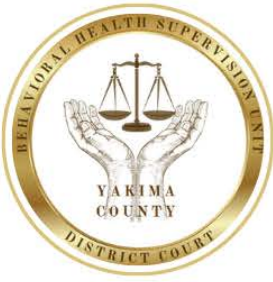


### Court Orientation

April 18-19

7.75 hours

- Washington Courts: Civics 101 and Overview of the Courts
- Washington Courts: Implicit Bias, Privilege, and Customer Service. How to Make everyone feel welcomed. Legal Advice vs. Legal Information.
- Washington Courts: Ethics for Court Employees. Ethics in the Courts: Judicial Officers
- Safety. Court Security: Active Shooter and Bomb Threats
- Language Access Training Series 1: Introduction



## Case Management

The focus of this training block is to provide the probation counselors with a an introduction to LawBase, the case management system that they will be using to document their supervision activities.



### LawBase

May 8, 13, 14, 16, 21

11 hours

#### Introduction to LawBase

- Personal Info Tab
- Ticklers
- PO Alerts
- Phone number order and texting procedure
- Cases Tab
- HotDocs
- Jail Letter
- General Letter
- Violation Petitions
- Practice

05/13/24

#### Petitions

- Process of identifying violation
- Process of reporting violation
- Allegations / Recommendations
- Save on Worldox
- Practice under Petitions Tab

05/14/24

#### Treatment Tab

- How to enter information
- What to look for in treatment reports
- How to add new Treatment Agency and contact info
- Practice

05/16/24

- Basic Training
- Personal Information Tab
- Notes Tab

05/21/24

- Quick Access Toolbar
- UA Tab
- Medications Tab
- Petitions Tab



## PRIORITY TWO AND THREE: CASE MANAGEMENT SYSTEM AND DATA IMPLEMENTATION

These two priorities are related to one another and share in common the case management system that will be used by the BHSU, LawBase.

LawBase is being used by the Probation Department and will serve the needs of the BHSU as it relates to capturing the necessary information related to supervision activities. We are however making some modifications to the system so that we are able to capture data that will allow us to report on performance.

The goal of the BHSU is addressing those areas that lead the clients to be unstable - we are referring to them as stability factors. There are several areas that refer to as hubs, that we will measure at set intervals to determine where the client is in relation to these hubs. The data will be collected through the use of interviews and it will be entered into LawBase in a manner that will allow for reporting. Below are some of the hubs that we will be collecting data on:



Within each one of the Hubs, there will be predefined selections that relate to the applicable stability factor. Below is a draft of the items we have identified:

**STABILITY FACTORS** (New tab Name)  
Used risk/re-risk tab as template

DATE:

**Hubs:**

<b>Employment:</b> <ul style="list-style-type: none"><li>Resume</li><li>Application(s)</li><li>Rehearse for interview</li><li>Clothing</li><li>Interview</li><li>Transportation</li></ul>	<b>Housing:</b> <ul style="list-style-type: none"><li>Homeless</li><li>Living with others</li><li>Living with family</li><li>Transitional Housing</li><li>Renting</li><li>Buying</li></ul>
<b>Family Engagement:</b> <ul style="list-style-type: none"><li>Estranged</li><li>Reconnected</li><li>No Family</li><li>No/NA</li></ul>	<b>Health:</b> <ul style="list-style-type: none"><li>Primary Care provider</li><li>Medical Insurance</li><li>Dentist</li><li>Eye Doctor</li><li>No/NA</li></ul>
<b>Personal Hygiene:</b> <ul style="list-style-type: none"><li>Bathing</li><li>Brushing teeth</li><li>Clean clothes</li><li>Shoes</li><li>Trim nails</li><li>Haircuts</li><li>No/NA</li></ul>	<b>Leisure:</b> <ul style="list-style-type: none"><li>Activities Y/N (text box)</li><li>Not engaged – Y/N</li></ul>
<b>Child Custody:</b> <ul style="list-style-type: none"><li>No contact</li><li>Supervised</li><li>Unsupervised visits</li><li>Contact</li><li>Reunification</li><li>No kids</li></ul>	<div>COMPLETE</div> <p>Once the complete button is pushed everything captured needs to be put in the case notes.</p>

- Blue will be the main categories/hubs.
  - List under the blue category will be in a pick list for the user to choose from
- Need a "create calendar item" for 90 days out to automatically create a tickler item.
- Do not override any history. Every update should create a new entry in the notes for case history.



In addition to capturing data related to stability factors, we will also build out re-entry tab withink LawBase. This tab would primarily be maintained by the re-entry specialist. Its function is to report on supervision activities related to barriers. The data collected will include the resources accessed including the intiation and completion dates for the activity. Below is a screenshot of the draft tab that we have built.

**Re-Entry** (New Tab Name)  
Programs tab as template

<b>Start Date:</b> <input type="text" value="Probation start date"/>	<b>Case No.</b> Menu of active cases to choose from	<b>Status:</b> Active/Petition/ <span style="color: red;">etc...</span> <small>*Can the status auto update when status changed on case tab?</small>	
<b>Date:</b> <input type="text" value="Auto populate today's date"/>	<b>End Date:</b> <input type="text"/>	<b>Court:</b> <input type="text"/>	<b>PROGRAM TYPE:</b> <input type="text" value="BHSU (ALWAYS)"/>
	<b>Closure Date:</b> <input type="text"/>	<b>LEA:</b> <input type="text"/>	

Category/HUB:	Pick List/Issue/Start Date:	Completed:	Comments:
<b>Driver's License</b>	Yes/No <input type="text"/>	<input type="text"/>	<input type="text"/>
<b>ID Card</b>	Yes/No <input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Social Security Card</b>	Yes/No <input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Food Assistance</b>	Yes/No <input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Health Insurance</b>	Yes/No <input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Employment</b>	Yes/No <input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Transportation</b>	Yes/No <input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Ignition Interlock</b>	Yes/No <input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Disability</b>	Yes/No <input type="text"/>	<input type="text"/>	<input type="text"/>
<b>School</b>	Yes/No <input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Clothing</b>	Yes/No <input type="text"/>	<input type="text"/>	<input type="text"/>

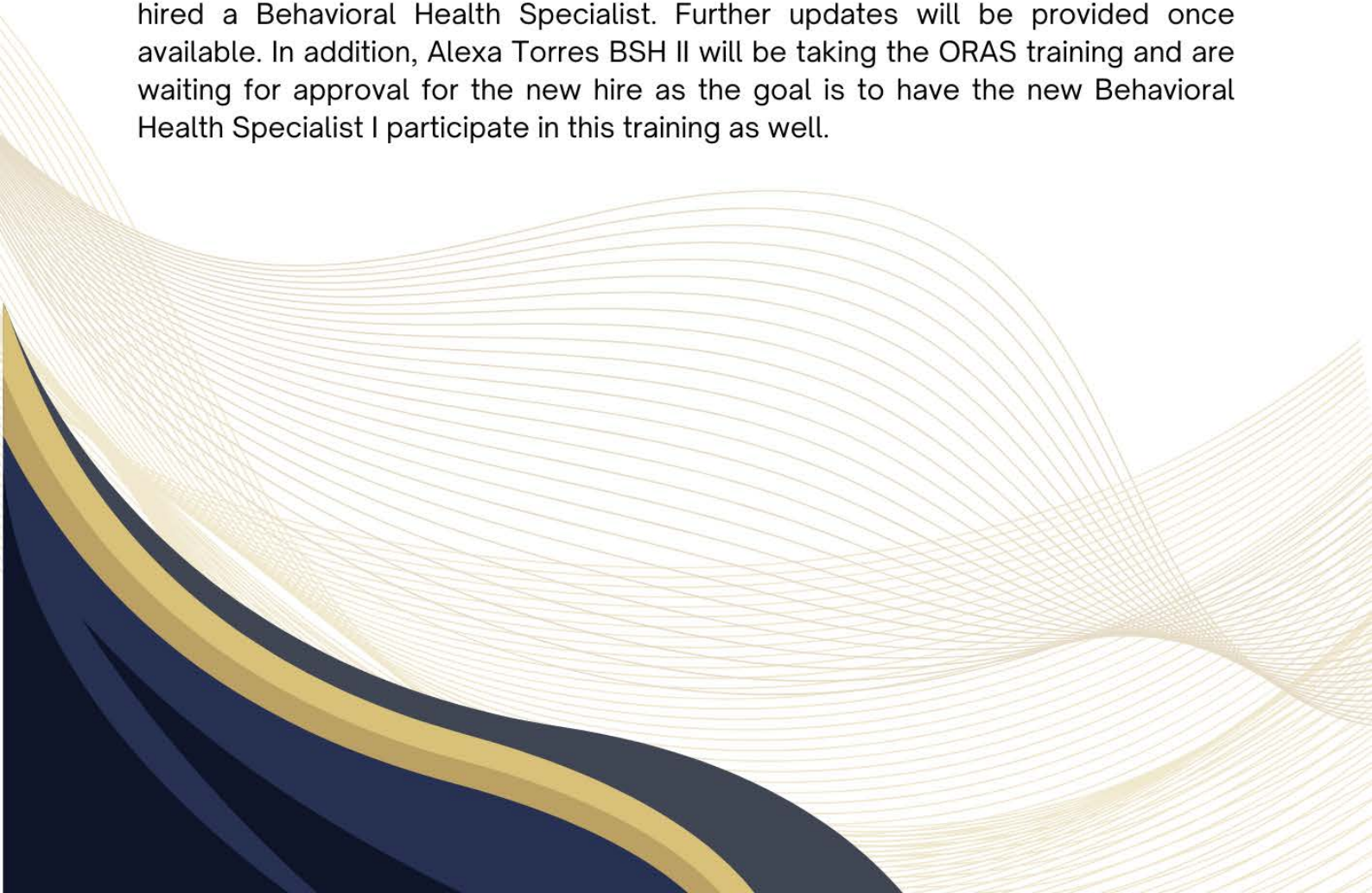
- Comments box for text. Start of progress, update progress, etc...
- Is there a character limit in the comments section?
- Can comments be recorded in the notes?
- Need a "Completed by end of probation" field      ??(Y/N)??

Another data point we will be capturing is recidivism data. We have just started discussions about what what recidivism means in this unit, how we will be capturing the data including the frequency of data collection, where the data will be stored and who will be collecting it. There is no easy mechanism to capture recidivism data - it is a manual process. We anticipate having a more detailed report out on this data point in quarter 3.

## **PRIORITY FOUR: PARTNERSHIP WITH COMPREHENSIVE**

Partnership with Comprehensive Health Care continues to develop. Aside from the current job shadowing different organizations within Comprehensive Health Care they have provided us with a training regimen which included information regarding severe mental health illnesses which the BHSU will be considering as a qualification for this population as they will require more one on one care and assistance with needs/resources. Also, acute care services crisis intervention, situational awareness, de-escalation training, and suicidal awareness for everyone. Supervisor Dasy Gonzalez has developed a modified status reports received from Comprehensive which will include specific information that will aid Probation and the BHSU departments make better informed decisions and will target additional information specific to the treatment progress for all individuals attending Mental Health and Chemical Dependency treatment as this has been an issue in the past. The Release of Information Form is also another item that Alexa Torres BHS II is currently working on with the Probation Department to allow faster access to only the necessary documents the department needs rather than piles on unnecessary progress notes that are not essential to Probation which will also, benefit the BHSU.

Furthermore, as of June 27th, 2024, Comprehensive Health Care has officially hired a Behavioral Health Specialist. Further updates will be provided once available. In addition, Alexa Torres BSH II will be taking the ORAS training and are waiting for approval for the new hire as the goal is to have the new Behavioral Health Specialist I participate in this training as well.





# Coming Soon!

The BHSU will be hosting a webinar series designed to educate our law and justice partners about the new unit, its purpose, function and mission. Invitation will be coming soon.

## Webinars

- Why BHSU
- The 8 Evidence Based Practices in Community Supervision
- Assessment Tools

