

QUARTERLY REPORT

4TH QTR 2024



Prepared by:

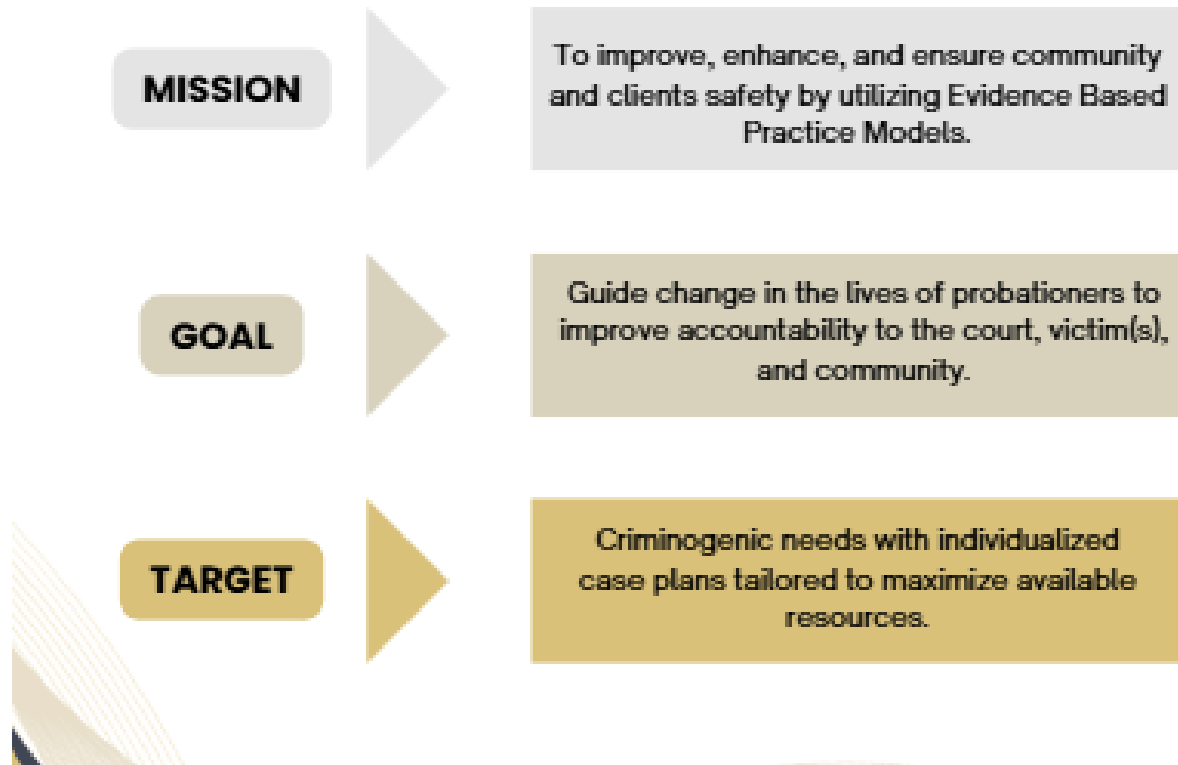
Therese Murphy, District Court Administrator
Dasy Gonzalez, Unit Supervisor

Prepared for:

Yakim County Board of Commissioners
Yakima County Human Services

INTRODUCTION

The Behavioral Health Supervision Unit's (BHSU) goal when working with individuals with Behavioral Health issues, High/Risk and High/Need 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 approach is more comprehensive, integrated, and utilized evidence-based practice models, enabling us to align the appropriate staff and population to collaborate effectively. This ensures the necessary support and resources are provided to help the targeted population successfully complete probation.





In this quarter we focused on standing up the BHSU by:

- Priority 2 – Hiring Staff
- Priority 5 – Developing a Case Management System
- Priority 7 – Preparing and adopting Unit policies
- Going live

Priority Two: Hiring and Training

Community Outreach Coordinator. Critical to the Unit's success was identifying and training the best qualified applicant for the Community Outreach Coordinator position. This position was filled on November 5, 2024, and training began immediately. Training topics include risk/need assessments, case planning, case staffing, increasing positive reinforcement, coaching skills, skill building with clients on supervision, resource mapping, treatment modalities, field work and home visits interactions. The goal of this training initiative is to expose the Community Outreach Coordinator to community supervision concepts and improve skills necessary for effective case management. Over 77 hours of training were completed, in the following topics and additional training is anticipated for 2025.

1. Ohio Risk Assessment System (ORAS) Case Planning Certification (November 19th–20th, 2024) - 16 hours

Focused on assessment-driven case planning, engaging offenders, and utilizing community resources.

- Assessment-driven case planning
- Components of case planning
- Case plan development
- Engaging offenders in case planning
- Transitional case planning and community resources

2. ODARA Certification (December 12th–15th, 2024) - 10 hours

Focused on the research, validation, scoring, and interpretation of ODARA assessments.

- Research and development
- Validation Studies
- Scoring Criteria
- Prorating for unclear/ Ambiguous items
- Interpretation on ODARA scores
- Certification Cases/Test

3. Judicial Access Browser System (JABS) Presentation- 4.5 hours

Training on (JABS) is a critical tool for monitoring client law enforcement interactions.

- Case search
- Person search
- Calendar search
- Abstract driving record

- Difference between ICH, DCH, and PDCH
- Active warrants
- Summary, docket, DIV, FTAs, Orders, Proceedings, Relationship, Warrants, Plea/Sent, and eTicket Tabs
- Implementation of knowledge obtained

4. Jail Booking Reporting System Presentation- 1 hour

JBRs is a system when utilized can inform the probation counselors and the Community Outreach Coordinator of law enforcement contacts that their clients have. It will allow them to immediately intervene and expedite a response.

5. Spillman- 2 hours

Spillman is a law enforcement database. The information in this database includes police reports on contact with our clients, contact information, associate information and booking entries. Understanding how to navigate software will allow the community outreach coordinator to acquire more information about our clients. contact information.

6. LawBase- 11 hours

LawBase is our main case management system. Understanding how to navigate this system will allow the community outreach coordinator to access the clients electronic case file and record notes.

- Introduction to LawBase
- Personal Info Tab
- Calendar Search
- Appointment scheduling (intake, assessments, case planning)

7. OnBase- District Court Case Management System- 30 minutes

OnBase is a case management system, which holds important court documents for all cases stored and accessible to authorized court staff. In this system, the probation counselors and community outreach coordinator will be able to access documents needed for effective case management.

8. Mental Health Training

The focus of this training block is to expose the community outreach coordinator 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 our targeted population.

Designated Crisis Responders shadow- 8 hours

- Respond to a suicide attempt at the hospital
- Crisis procedures
- Complete legal documentation for mental health facility recommendation
- Attend reentry meeting
- Meet the Comprehensive Health Youth Outreach Team
- Respond to individuals with Psychosis

Mental health Jail shadow- 8 hours

- 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

Comprehensive Health Community REHAB Team shadowing- 8 hours

- Assist in transportation of patient to Camp Hope
- Identify locations of Comprehensive health Emergency and Temporary Housing
- Team meeting and patient staffing
- Illness management and recovery group meeting
- Identifying a personal recovery goal
- Change worksheet
- Therapy sessions
- Review and adjust safety plan

Comprehensive Healthcare PACT Team- 8 hours

- Assessments (evaluation of mental health, personal strengths, substance use, etc.)
- Team meeting and client staffing daily
- Person-Centered treatment planning
- Psychotherapy sessions
- Medication management and recovery services
- Crisis assessments and interventions
- Dual diagnosis services
- Home/community visits

Priority Five: Developing the Case Management System

BHSU uses LawBase for data implementation. In the 4th quarter we continue to make modifications to the system to capture data that will allow us to report on performance measures. While we had some minor setback in the software implementation process, we have created a temporary process to capture the data. The data we are focusing on is intended to measure program performance, interventions used to address client needs as well as basic programmatic data.

Program Performance Measures

Over a series of several meetings, we identified several data points that we thought would be gauges of program performance. We have attached the complete list of program performance questions as an addendum A to this report. The list of questions was extensive and while all are good questions, we distilled down the first iteration of program performance measures to the following questions:

Time Standards:

- Time to intake appointment – 15 days
- Time to RNR Assessment – 15 days
- Time to Mental Health Assessment
- Petitions filed within 24 hours of violation
- Missed/No Show appointments – contact attempt same day
- Scheduled appointments set consistent with risk level and supervision policy
- Risk Assessment Standards:
- Re-risk assessment for compliant clients every 6 months to review level of risk and required contact frequency
- Re-risk assessment for noncompliant clients (i.e. new charges, two or more life altering situations etc.)

Program Exist Data:

- Reason for exist:
 - Early termination = Success
 - Revoked and Terminated = Unsuccessful
 - Expired = Unsuccessful

Intervention Measures

These measures are designed to capture data related to the work being done by the probation counselors with their clients.

Hub Interviews: These interviews will be administered quarterly to each client. They are designed to capture the current state of identified areas of the client's life which could be destabilizing if not addressed. The HUBS consist of the following:

- Employment
- Family Engagement
- Driver's License
- Personal Hygiene
- Child Custody
- Health
- Education
- Housing
- Leisure
- Finances
- Assistance/Benefits
- Transportation

With each identified area of focus through the HUB interviews, the Community Outreach Coordinator will work on developing a case plan. This will involve leveraging community resources to assist in resolving the issue. The HUB interview form is attached as Addendum B.

Case Planning/Staffing Activities: We plan to create a system to track the probation counselor's activities related to both case planning with the client and case staffing with the Unit. While we have not yet established a formal method to capture this data, we anticipate being able to include it in our next quarterly report.

Exit Interview: The exit interview is a client satisfaction survey conducted once successful completion of probation has been granted. The goal for this survey is to ensure that the BHSU is providing excellent customer service and meeting the client's needs. With this feedback the BHSU will be able to identify gaps in services and adjust the BHSU operations if necessary. A copy of the Client Satisfaction Survey has been included in this report as Addendum C.

Basic Programmatic Data: The purpose of this data is to be able to more clearly describe the population being served from a client perspective as well as a contributing agency perspective. To that end we are collecting the following data points:

- Gender
- Cases by Court and case type (i.e. suspended sentence, deferred prosecution, felony diversion, SOC).
- Risk Level, Re-Risk Level
- Charge
- # of cases by probation counselor

- Early terminations and petitions by probation counselor and court
- New cases by court, crime and disposition type (monthly information)

Priority Seven: Preparing and Adopting Policies

The BHSU has finalized the supervision policy, safety policy, and the confidentiality policy. We are currently in the process of developing the urinalysis policy. A copy of the confidentiality, safety and supervision policies have been included in this report as Addendum D.

Supervision Policy

The purpose of the supervision policy is to establish uniform guidelines for the BHSU in supervising clients who are court ordered to supervision. This supervision policy will capture the following key elements:

Supervision. With cases the BHSU will supervise are as follow- suspended sentences, stipulated order of continuance, deferred prosecutions, and felony diversion. The Probation Counselors are responsible for monitoring compliance with the order outlined in the judgment and sentence or court order. In addition, they will be responsible for utilizing the ORAS system to assess client's RNR.

Case Staffing. The purpose with the case staffing is to discuss difficult cases. It is important to identify what is working and what challenges the Probation Counselors, or the clients are facing. With feedback from the BHSU team the goal is to develop strategies and a plan to overcome those challenges in a timely manner to ensure client's success. Attendance to these meetings is a requirement in addition to proper documentation in the client's electronic file in the case management system.

Initial Risk Assessment Classification. The purpose of the initial risk assessment classification also knows as the intake appointment is to set the expectations for the client while on supervision, provide necessary resources to engage clients in meeting court ordered conditions, and identify risk level classification.

Risk Needs Responsivity Assessment (RNR). The purpose of RNR is to identify the clients final risk level and criminogenic needs. The Probation Counselor must follow policy guidelines when reviewing the clients electronic file in the case management system, JABS, Spillman and Triple I check for new charges or any possible missing information that could be helpful to the Probation Counselor when administrating the assessments. The assessments conducted during the RNR are the CST, and ODARA if applicable. All documentation must be recorded in the client's electronic case file in the case management system.

Case Plan. The purpose of developing a case plan is a collaborative effort involving the Probation Counselor, the Community Outreach Coordinator, treatment staff and the client. The

case plan will identify specific criminogenic risks associated with the RNR assessment results, applicable interventions, set goals and actions items to address these risks. The client will have two separate case plans. One case plan assigned by the Probation Counselor who will target criminogenic risk factors, and the Community Outreach Coordinator will focus on creating a case plan targeting identified stability factors from the Hubs. A copy of the case plan has been included in this report Addendum E.

Minimum Supervision Requirements. The purpose of the minimum supervision requirements are to ensure all clients receive the appropriate level of support and supervision. It is important that all clients meet with their assigned Probation Counselor at a minimum once a month during the first three months to ensure all preliminary assessment have been completed, risk level has been identified, case plans have been created, and their mental health assessment has been completed. After the initial three months, the client will be supervised based on their risk level, using the following contact standards:

For Domestic Violence-Intimate Partner Violence cases- The minimum reporting frequency will be determined by the highest score as outlined below.

- High/Very High = Every 4 weeks
- Moderate/Low Moderate = Every six weeks
- Low = Every eight weeks

All other cases- The minimum reporting frequency will be determined by the highest score, as outlined below:

- High/Very High = Every 4 weeks
- Moderate/Low Moderate = every six weeks
- Low = every eight weeks

Petitions and Memorandums. The purpose of filing a petition to the courts is to ensure that the Probation Counselors are holding their clients accountable for their actions but above all to inform the court the client has violated the terms of their conditions. Probation Counselors are responsible for identifying violations and providing detailed and accurate petitions to the court. The Probation Counselors can make recommendations to the court regarding best practice responses to the petitions being filed. All petitions will be documented in the client's electronic case file in the case management system.

The purpose of a memorandum is to update the court of additional information or violations after a petition has been filed. It is important that the Probation Counselor provide detailed and accurate information to the court identifying new information for proper reporting. All memorandums will be documented in the client's electronic case file in the case management system as well.

Early Termination. The purpose of early termination is to request the courts permission for early termination of a client's supervision upon successful completion of all court ordered requirements. These petitions will include all the necessary documentation for the judges to make an informed decision such as what conditions were completed and dates of when all

conditions were met. The Probation Counselor may include additional information if they deem necessary.

Safety Policy

The purpose of this safety policy is to set forth standardize procedures addressing safety concerns and thereby minimizing risks to the probation employees, interns, the public and the clients we serve.

This policy describes the following key elements. Safety requirements, office hours for both Grandview and the Yakima office, minimum staffing requirements, supervision appointments with clients, and informing parties of prospective harm to a third party. The BHSU takes safety very seriously for the overall wellbeing of the community we serve.

The BHSU business hours for both locations are Monday through Friday from 8:00am to 5:00pm. During minimum staffing it is expected that at least two BHSU employees will be in the office when assisting clients. If there is only one employee working in the office, they must contact a supervisor to request assistance. Is the expectation that all clients will be seen and not turned away. The BHSU will see clients at the Grandview location by appointment only. For more information about the safety policy, please see Addendum D.

Confidentiality Policy

The purpose of the confidentiality policy is to remind employees that it is prohibited to publish or disclose any records or information about the clients under supervision to unauthorized parties.

Case files: Employees cannot remove client case files from the office without supervisor permission, except for court purposes.

Social Media and Personal Devices: Employees cannot use personal devices for streaming, recording, or photographing in the office.

Case Records: The supervisor is responsible for determining if the record can be released and whether redactions are necessary.

Third Party Request: Request for records must be in writing and reviewed by the supervisor and responded to within 48 hours. If the client has signed a release of information the request will be released and documented in the client's electronic file in the case management system.

Client Request: Clients can access their own records at no cost.

Press Inquiries: Any media inquiries will be directed to the Presiding Judge or Court Administrator.

Urinalysis Policy

The BHSU is currently working on developing the Urinalysis (UA) collections policy. This policy will aim to ensure clients on supervision adhere to probation conditions, specifically

regarding the abstinence from illegal substance, alcohol and other mood-altering substances. UA testing will be regularly conducted as part of supervision to check for the presence of prohibited substance in the client's system. With this policy will outline conditions for testing such as mandatory testing, probation discretion and random testing. In addition, the BHSU is developing a policy to establish guidelines for administering UA testing to transgender clients. This policy seeks to balance the needs for compliance monitoring the rights, dignity and privacy of all clients.

The BHSU has contracted with Abbotts Laboratories for UA testing. We are looking at all our options for UA testing, with including the continued use of instant I-cups to collect urine, swabs to collect saliva samples and other technologies. The BHSU will provide progress of the UA collection policy in our next quarterly report.

BHSU Goes Live

On December 2, 2024, the BHSU officially transferred 33 clients from traditional probation to the BHSU. The selection of the 33 clients consisted of ensuring the clients met the BHSU criteria:

- Client was ordered to supervision with mental health treatment conditions.
- Client was existing or had received services from Comprehensive Healthcare.

In addition to the 33 transferred clients, the BHSU was able to transfer 10 “pure BHSU clients.” Meaning that these clients started out in the BHSU during our test pilot in the administration of assessments. These were new clients originally assigned to traditional probation, but the BHSU assisted in the administration of the assessments. Once the final selection was made these clients were also, transferred to the BHSU.

Currently the BHSU is working with the following courts: Yakima County Superior and District Court, Yakima, Sunnyside, Toppenish, Wapato, Union Gap, Grandview, and Zillah Municipal Courts.

Yakima County Corrections- Enhanced Client Communications. The BHSU successfully went live with enhanced communications with the assistance of the Yakima County Department of Corrections. The BHSU has arranged communication via video call between Probation Counselors and clients who are in custody, which allows flexibility in scheduling video or in person contact with inmates. It is the goal of the BHSU to expedite services for our client even while they are in custody. The enhanced client communication has expediated contact with Probation Counselor's, the RNR assessments, creation of case plans, and contact with the Community Outreach Coordinator, allowing clients to release with an action plan for reintegration back into the community. The BHSU is proud to be able to make those connections happen and expedite services for our clients upon release from custody. Here are a few success stories from the work that we have done since December 2, 2024.

Early termination-

“A client was placed on supervision on 04/05/2024 and transferred to the BHSU on 12/05/2024. The client was introduced to the Behavioral Health Specialist from Comprehensive Healthcare the same day of the transfer, and we were able to successfully schedule a Mental Health Evaluation for the client. This evaluation was scheduled three days after his initial introduction to the Behavioral Health Specialist. He was eligible for early termination on one of their cases on 1/09/2025 after completing their RNR Assessment. One final condition needs to be met before being eligible for early termination on their final case and successfully completing supervision if early termination is granted.”

The client in this case was with traditional probation for 8 months. After only one day with the BHSU they had their mental health evaluation scheduled and completed within 3 days of their original placement in the unit. In just one month, they had completed the conditions on one of their cases allowing them to be eligible for early termination and they have made significant progress toward the conditions on their remaining case. It was through the dedicated resources of the BHSU that this could be accomplished. In the end this is a positive outcome for the client who no longer needs our services and allows us to allocate our limited resources to those clients who need our interventions.

Gaining employment

“A client was placed on probation on 07/01/2024 and was transferred to the BHSU on 11/25/2024. This client was unemployed at that time. After being placed on the BHSU within a month the client was able to obtain employment. On 12/19/2024, client called their assigned PC about the great news!”

This showcases the significant role that both the BHSU and the Probation Counselor played in helping the client overcome a barrier to employment. While the client struggled for months with traditional probation, the encouragement to follow up on previous job applications made a clear difference. Within a month of being with the BHSU, the client successfully secured employment, leading to a positive outcome.

Swift evaluations, transport, and results

“A client placed on probation on 9/06/2024 and was transferred to the BHSU on 12/04/2024 was able to schedule an appointment with the Behavioral Health Specialist and complete their Mental Health Evaluation with 10 days of being transferred to the BHSU.”

In this situation the client had been on traditional probation for 3 months and had not obtained their mental health evaluation. In just 10 days after being placed with the BHSU, the client completed their mental health evaluation.

Active client participation

“Client who had not been attending their supervision appointments with traditional probation arrived to their BHSU appointment on time and agreed to go into inpatient treatment after completing their RNR assessment. The client went into detox for a few days and was then admitted into ABHS with help of Comprehensive Healthcare.”

This case demonstrates how timely interventions, such as the BHSU appointment and the RNR assessment helped guide the client toward treatment recovery. The support from Comprehensive Healthcare played a key role in ensuring the client received the necessary care, ultimately leading to positive steps like detox and admission to inpatient treatment.

Community Outreach Coordinator Success Stories

Swift case plan and resource appointments

“After case plans are created by the Probation Counselor's, I am able to quickly (depending on the client's availability) meet with them to reach their goals. So far, I have had 2 clients, one in custody, the other one in the community.”

“The client in the community, I was able to meet with one week after completing her case plan with the assigned Probation Counselor and discussed employment opportunities in depth. We discuss other resources briefly; however, her main focuses are housing as she is currently living with a friend, employment, and transportation. She is currently working on employment, and we will be focusing on transportation and time management at her second appointment with me on 1/24/2025.”

“The client in custody currently has an SUD assessment lined up prior to his next court date on the 13th with the help of Behavioral Health Specialist, this will hopefully help him secure a bed date and go to treatment instead of being released to the streets.”

In these cases, clients received targeted help to address destabilizing factors, rather than becoming overwhelmed without support. Having a Behavioral Health Specialist in the Unit allows the Community Outreach Coordinator facilitate access to services, such substance use disorder assessments, therapy, and peer transportation through Comprehensive. This also enables case planning with specific goals and meet the client's individual needs.

ADDENDUM A

Performance Measure Questions:

- **What differences exist between each probation officer and their current supervision style? - Alejandra**
 - UA's
 - Initialing conditions in J&S ○ MI during appointments
 - Stern vs. Empathetic
- **What charges, if any, have the highest completion of probation? - Alejandra**
 - Success vs. non-successful
 - Treatment agencies who are performing better
- **What types of charges are coming into the unit/BHSU the most? – Dasy**
- **Breakdown of recommendations per treatment agencies – Don**
 - Billing differences ○ Treatment differences
 - Evaluations for DV - how many are anger management and the different levels - no treatment
 - Who are the treatment agencies - percentage of clients ○ Which agencies have a higher level of completion
- **Are petitions being submitted per policy timelines? – Erik**
 - 3 business days
 - Intakes: 15 days
 - RNA: 15 days
 - Make contact on the same day with no shows/missed appointments
 - How long did it take to resolve? ○ Difference by court?
 - What can we do to help the clients and clear your calendar
 - Ask the question of why - quarterly meeting to all the courts
 - Time to resolution within the different courts
- **How do mental health results impact their interaction within the BHSU? – Lorena**
 - How much more and guidance is needed by PC
 - Comprehensive vs other treatment agencies
 - Comprehensive chart with level of care that dictates program
 - IDDT: co-occurring program
 - Mental health at merit and SUD means they can manage which means they don't have a schizoid-effective

- Level one is low ○ Level two is moderate
- Level three is high
- From medication to some therapy, more therapy, PACT team: Naomi will share
 - Can reduce and increase
 - Ex: level three will score high risk?
 - What was the risk they presented?
 - Did mental health eval and CST reflect similar outcomes
 - More resources based on frequency of contact.
- **How many new cases came in with mental health conditions and are they being placed in the BHSU? - Tamra**
 - Front staff process - when they created client file
 - When did the clients report
 - What courts are clients reporting less from?
 - Percentage in reporting from in custody vs. not?
 - How many clients are in custody at the time of sentencing?
- **How are the clients being distributed? – Erik**
 - Who has what
 - Age, gender, etc.
 - Compliance?
 - Filing of petitions
 - Filing of early termination
 - Case type
 - How long have people been on case load

Monthly capture (Carolina)

- How many males and females are on probation
- New cases by court and case type
- Early terminations & Petitions by PO and Courts
- Risk level
- Who is on probation
- Who is on probation by PO/PC
- Dashboard currently that are key components
- Crime type
- Disposition type
- Will provide a printout for the next meeting
- Comprehensive clients only for now
- Comprehensive clients only for now

- **Breakdown of program exit - Don**
 - Interested in per PO percentage to successfully complete probation
 - How many revoked, expired, successfully completed, early term
 - Training issues, lack of communication, case management issues
- **What is the average time to conduct mental health clients vs. non-mental health clients? - Erik**
 - Recourses and allocate enough time
- **At the 6-month progress how many clients lowered risk levels? - Dasy**
 - Behavior change
 - Case planning
 - How long it took to complete tasks
- **After the 6 months how many hubs have been addressed when case planning? – Alejandra**
 - Maintain accountability of Probation Counselor to ensure their barriers are being targeted
- **What trends can be identified in client demographic across different risk level - Age/gender/ race? – Lorena**
 - example: male dominated offenders in gender specific treatment
 - Trauma informed treatment
 - Age: how has criminal activity fluctuated overtime
 - Treatment modality with different age group
 - Ex: DUI works with older population than with the younger populations
 - Demographics in relation to class of crimes
- **Which charges are we seeing early terminations on? - Erik**
 - Indication of success
 - What can PC do to change
- **What percentage of probationers complete without violation? - Tamra**
 - Good behavior
 - Complaint
 - PC leniency
- **How many cases are being revoked? – Dasy**
 - What was the court outcome to a Petition?

- Why
- Risk level comparison

- **Compare the steps done before revoking supervision by PC? – Alejandra**
 - Petition for revocation
 - Judge final decision
 - Weekly staffing

- **Did client begin employment or education while in supervision? - Lorena**
 - HUBS
 - Crossing finish line
 - Goals and expectations with Community Outreach Coordinator
 - Success of their supervision based on who is employed vs. not / education

- **How many PC are filing early terminations? - Carolina**
 - Based on caseload
 - Violation petitions too
 - Are the numbers very different

- **What are the most protenant and least successful HUBS? – Erik**
 - Why is one more common than the other
 - Try to allocate more resources to that specific HUB
 - Good effect for County Commissioners

- **Break down by PC of different types of cases – Don**
 - Ensure all PCs are getting every kind of case
 - Maintain proficiency
 - Connection with treatment providers

- **Difference of female to male mental health clients vs. traditional probation female to male clients– Alejandra**
 - Also, a performance question to front staff and how they are assigning to caseloads

- **Client demographic in regard to location – Carolina**
 - Zip codes
 - Station more PC to Grandview
- **Age difference between clients – Lorena**
 - Do different ages have an effect on the type of charges
 - Age out of crime
- **Are there any disqualifying factors for clients in BHSU? – Paola**
 - Medical disqualifiers
 - Dementia
 - DD- Developmental Disabilities
 - ○ TBI – Traumatic Brain Injury
 - 1077 – Competency Exam
 - PC can file petition to court regarding client's health concerns

ADDENDUM B

Yakima County District Court

BHSU Hub Interview

Client Name:
DOB:

Date:
Probation Counselor:

Employment		
Category	Status	Notes
Resume		
Application(s)		
Rehearse for Interview		
Clothing		
Interview		
Transportation		

Family Engagement		
Category	Status	Notes
Estranged		
Reconnect		
No Family		

Drivers License		
Category	Status	Notes
Suspended (1,2,3)		
ID Card Only		
Valid		

Personal Hygiene		
Category	Status	Notes
Bathing		
Brushing Teeth		
Clean Clothes		
Shoes		
Trim Nails		
Haircut(s)		

Child Custody		
Category	Status	Notes
No Contact		
Supervised Visits		
Unsupervised Visits		
Contact		
Reunification		
Kids		

Health		
Category	Status	Notes
Medical Insurance		
Primary Care Provider		
Dentist		
Eye Doctor		

Education		
Category	Status	Notes
Highest Grade Completed		
GED		
College		
Trade/Technical School		
Further Education		

Housing		
Category	Status	Notes
Homeless		
Living w/ Others		
Living w/ Family		
Transition Housing		
Renting		
Buying		
Housing Assistance		

Leisure		
Category	Status	Notes
Activities		
Community Engagement		

Finances		
Category	Status	Notes
Money Management		
Pay Off Debts		
Bank Account		

Assistance/Benefits		
Category	Status	Notes
TANF		
VA Assistance		
SSI/SSD		
Food Stamps		
Medicaid		
Housing Assistance		
WIC		

Transportation		
Category	Status	Notes
Public		
Personal		
Ride Share		
Special Circumstances		

ADDENDUM C

Exit Interview- Client Satisfaction Survey

Please take a few minutes to complete this survey. Your feedback helps us improve our services and better support your goals. Responses are confidential.

1. How satisfied are you with the overall support provided by the Behavioral Health Supervision Unit?

☐ Very Satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied ☐ Very
dissatisfied

2. How well do you feel your assigned staff understands your needs?

☐ Very Satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied ☐ Very
dissatisfied

Service Area Feedback:

Employment:

3. Have you received support in the following areas? (check all that apply)

☐ Resume preparation

☐ Job application assistance

☐ Interview practice

☐ Work clothing

☐ Transportation to job sites

4. How satisfied are you with the employment support provided?

☐ Very Satisfied

- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied ☐ Very dissatisfied Housing:

5. What is your current housing situation?

- ☐ Homeless
- ☐ Living with others
- ☐ living with family
- ☐ transition housing
- ☐ renting
- ☐ Buying a home

6. How satisfied are you with the housing support provided?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied Family

Engagement:

7. What is your current family engagement status?

- ☐ Estranged
- ☐ Reconnected
- ☐ No family ☐ Not applicable

8. How satisfied are you with the family engagement support provided?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral

☐ Dissatisfied ☐ Very
dissatisfied

Health

9. Do you have access to the following (check all that apply)

- ☐ Medical insurance
- ☐ Primary care provider
- ☐ Dentist
- ☐ Eye doctor ☐ none/ not
applicable

10. How satisfied are you with the health-related support provided?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied Personal

Hygiene

11. Have you received support in the following areas? (check all that apply)

- ☐ bathing
- ☐ brushing teeth
- ☐ clean clothes
- ☐ shoes
- ☐ nail trimming
- ☐ haircuts
- ☐ none/ not applicable

12. How satisfied are you with the health-related support provided?

- ☐ Very Satisfied
- ☐ Satisfied

- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

Child Custody

13. What is your current child custody status?

- ☐ No contact
- ☐ Supervised Visits
- ☐ unsupervised visits
- ☐ full contact ☐ not applicable

14. How satisfied are you with the child custody support provided?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

Finances

15. Have you received support in the following areas? (check all that apply)

- ☐ Money management
- ☐ Paying off debt
- ☐ opening a bank account

16. How satisfied are you with the financial support provided?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied

☐ Very dissatisfied Assistance/

Benefits

17. Are you receiving any of the following benefits? (Check all that apply)

☐ TANF

☐ VA assistance

☐ SSI/SSD

☐ Food stamps

☐ Housing assistance

☐ WIC ☐

None

18. How satisfied are you with the benefits assistance provided?

☐ Very Satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied ☐ Very
dissatisfied

Transportation

19. Have you received support in the following areas?

☐ Bus passes

☐ People for People

☐ Family Rides

☐ Other _____

20. What do you feel has been the most helpful aspect of our services?

21. What areas could be improved to better serve you?

Thank you! Your feedback is greatly appreciated.

ADDENDUM D

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1. Introduction

The purpose of this policy is to set forth standardized procedures addressing safety concerns and thereby minimizing risks to probation employees and interns, the public and the clients we serve.

2. Safety Requirements

A. Officer Hours for both Grandview and Yakima offices

The Behavioral Health Supervision Unit (BHSU) business hours are from 8:00 a.m. to 4:30 p.m. Monday through Friday for both Yakima and Grandview. The Grandview office will be staffed by the BHSU only for scheduled appointments during normal business hours for the Grandview location.

B. Minimum Staffing Requirements

The BHSU will always have at least two employees in the office when seeing clients during regular business hours in the Yakima Office. In the event, only one employee is in the office, that employee will seek assistance from another supervision unit within District Court before conducting an appointment. When there are less than two employees in the office and a client unexpectedly shows up, the client will not be turned away. The BHSU employee will call a supervisor from another District Court supervision unit for assistance with the appointment.

C. Supervision Appointments with Clients

All appointments must be scheduled during business hours. All clients must be always escorted in restricted areas. The BHSU employees who have experienced or who anticipate a problem with a hostile and/or potentially dangerous client shall comply with the following procedures:

- The employee's office door should remain open, and another employee should be present in or near the office for the supervision appointment.
- If a potentially hostile or dangerous situation does occur, the employee will immediately press their panic button. If security is unavailable call 911.
- If a client at check in is agitated or appears intoxicated/impaired or in the opinion of the employee is somewhat aggressive, the probation counselor, and community outreach coordinator will be alerted.

If an actual problem with a hostile and/or potentially dangerous client occurred, the BHSU employee will:

- Immediately report the incident to the Supervisor.
- As soon as practical after the incident, record the incident in detail in the client's electronic case file within the case management system.
- If a client has made threats, the probation employee shall inform the Department of Security and the Supervisor.

D. Informing Parties of Prospective Harm to a Third Party

If a client makes a credible threat or otherwise indicates a prospect of harm to a specific, identifiable victim, the assigned probation counselor, community outreach coordinator, or any employee shall notify the Supervisor and the Department of Security.

- The Supervisor shall ensure the employee documents in detail the incident into the client's electronic case file. The documentation should include a detailed description of the threat, what was said and how it was said, who it was directed to and how the employee responded. The entry notes must be made as soon as possible after the event.

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- C. Client Requests
- D. Inquiries from Press

1. Confidentiality

A. Disclosing Client Information

Employees are prohibited from publishing or disclosing any records or information about clients under their supervision to unauthorized third parties, whether orally or in writing. Additionally, employees are prohibited from describing, referencing or otherwise disclosing client information, named or unnamed on any social media platform. The only publicly available information regarding a client supervised by the BHSU will be whether the individual is currently under supervision and the name of their probation counselor. If someone requests additional information about a client, and the probation counselor is not able to assist they will direct them to the supervisor.

B. Location of Case Files

No employee of the BHSU will remove, case files from the office without permission from the supervisor, except when used for court purposes, court appearances and jail or field interviews.

C. **Personal Video Calls, Recording or Livestreaming to social media, Use of Apps designed to post to social media.**

No employee may use social media or the personal cell phone devices or apps contained on those devices in the office in a streaming or recording mode. Employees are not allowed to take photographs of any aspect of the office setting.

2. Release of Information and/or Records

A. Case Records –

Case records related to the supervision of a client. Public access to these records is governed by GR 31. While there is no specific provision within GR 31 that addresses probation records, there is support for the determination that probation records are case records within the meaning of GR 31. Case records include and are not limited to supervision chrono notes, violation reports, treatment reports, UA reports, memos and other correspondence, financial activities records and assessments etc.

Pursuant to GR31, case records are presumptively open to public access, subject to restrictions imposed by federal or state law, court rule, court order or case law. Additionally, GR 31 sets forth specific personal identifiers that must be redacted prior to the distribution (i.e. driver's license numbers, social security numbers etc.). It is the responsibility of the Supervisor to evaluate whether the requested records fall under the stated exceptions and/or whether redactions are appropriate. It is particularly important that the Supervisor consider whether release of treatment records or records related to treatment should/could be released. If the Supervisor is unclear as to whether an exception and/or redaction requirement applies, they should contact the Yakima County Prosecutor's Office – Corporate Counsel Division for guidance.

B. Third Party Requests.

Requests for a case records involving the supervision activity related to a case/client from a third party, shall be submitted in writing for review to the Supervisor. If the client has provided a release of information that would allow for the disclosure, then a copy of the release will be saved in the client's electronic file. If the Supervisor is unclear as to whether a case record should be release, they should contact the Yakima County Prosecutor's Office- Corporate Counsel Division for guidance.

The Supervisor shall respond to the written request within 48 hours of receiving the request. If there is a fee associated with the request, this information will be included in the written response. Should the BHSU require additional time to fulfill the request, the Supervisor will notify the requestor promptly. All record request and releases will be documented in the client's electronic case file in the case management system.

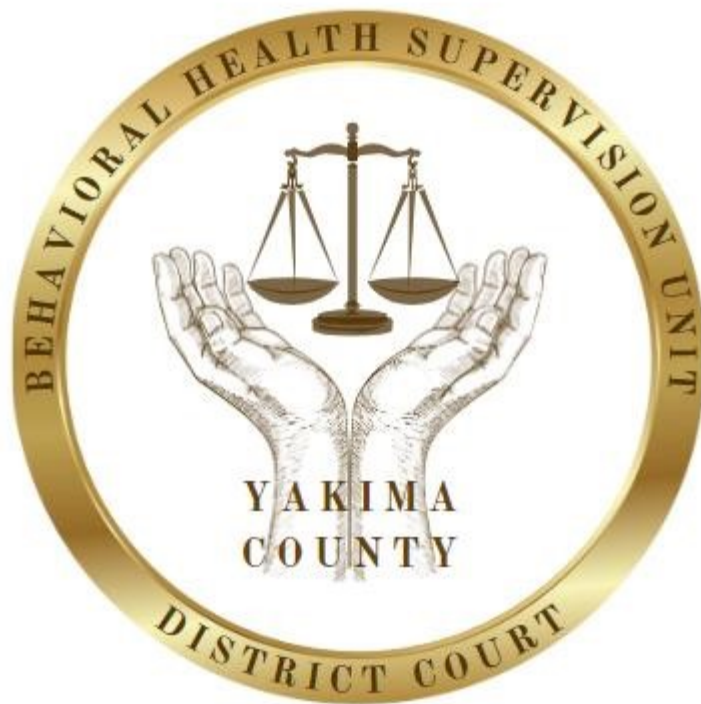
C. Client Requests

If the request for records is from a client who is or was the subject of supervision, the probation counselor can release the requested information to the client at no cost to the client. If there are any questions about whether the requested information can be release, the Supervisor should be contacted.

D. Inquiries from the press

All press/media requests regarding a client or the BHSU must be directed to the Presiding Judge or Court Administrator.

Behavioral Health Supervision Unit
Yakima County District Court
Policy Manual



To improve, enhance, and ensure community and client's safety by
utilizing evidence-based practice models.

Policy Date:

Revised Date:

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Introduction

The purpose of this policy is to establish uniform guidelines for the Behavioral Health Supervision Unit (BHSU) to follow in supervising clients who are court ordered to supervision. This policy applies to all clients who are being supervised by the BHSU.

Supervision

The BHSU is a specialized unit within Yakima County District Court. The BHSU provides targeted services to clients with behavioral health needs. These clients are referred to Yakima County District Court and identified through the Risk Need Responsivity Assessments (RNR) to be appropriate for the BHSU. The cases the BHSU will supervise consist of the following:

- Suspended Sentence- This case type involves clients who are convicted of a crime and who have been ordered to participate in supervision as part of their sentence.
- Stipulated Order of Continuance (SOC)- This case type involves clients who have entered a contract with the prosecutorial authority and who have agreed to conditions as outlined in the SOC. Upon completion of those conditions, the case is usually dismissed, or the original charge is amended.
- Deferred Prosecutions: The probationers have been found to be in need of behavioral health treatment. To address those needs, the court has placed them on probation for five years with conditions which include successful completion of a 2-year chemical dependency intensive treatment program.
- Felony Diversion- The clients have felony charges pending in Yakima County Superior Court and have been found to be a suitable candidate for the diversion program. The clients enter a contract with the prosecuting authority and agree to comply with the conditions outlined in the contract. Upon successful completion of the diversion the charges are dismissed.

A. Clients who are Supervised by other Jurisdictions.

The BHSU does not accept supervision cases from other jurisdictions. Conversely, the BHSU will not transfer cases to other jurisdictions. The BHSU, however, may cooperate with other departments that are supervising the same client. This cooperation may include sharing information about the client and/or compliance information with the other departments. In the event there is a conflict with our policy and procedures regarding supervision and the other departments standards, our unit shall supervise the client independent of the other departments requirements of supervision.

B. Court Ordered Supervision

For BHSU to supervise a client, a court in Yakima County must issue an order for supervision, specifying the conditions of supervision in the judgment and sentence or court order. This order must include conditions related to behavioral health. Supervision starts on the date the court order is signed. The Probation Counselor is responsible for monitoring compliance with the order as outlined in the judgment and sentence or court order; and cannot impose any additional conditions that the court has not authorized. If there are any questions regarding the Court's order, please contact the unit's supervisor for clarification or further instructions.

A client begins with an intake appointment followed by a RNR assessment administered by their assigned Probation Counselor. The assessment will determine the minimum reporting standards for the client while on supervision and develop information to create a case plan.

C. Interpretation Services

To meet the responsibilities to the clients we serve and the courts that depend on our expertise, it is essential for BHSU to communicate necessary information clearly and effectively. If any clients under our supervision have a native language other than English, it will be the responsibility of the assigned Probation Counselor to secure an interpreter if needed. For assistance in acquiring an interpreter the assigned Probation Counselor will contact the Interpreter Coordinator.

D. Ohio Risk Assessment System (ORAS)

The BHSU uses the ORAS System to assess a client's risk, need and responsivity (RNR). The tools that are utilized are as follows:

- Community Supervision Screening Tool (CSST): This screening tool determines the level of risk and whether the CST is necessary. It consists of 9 questions, identifies High, and Low risk, if scores are high the CST is administered.
- Community Supervision Tool (CST): This tool is used to identify risk and need, and it assists in developing case plans. This tool consists of 35 questions designed to target the 7 following domains:
 1. Criminal History
 2. Education, Employment and Financial Situation
 3. Family and Social Support
 4. Neighborhood Problems
 5. Substance Use
 6. Peer Associations
 7. Criminal Attitudes and Behavioral Patterns
- Ontario Domestic Assault Risk Assessment (ODARA): This tool Identifies risk of future domestic violence assaults involving intimate partners. The tool consists of 13 questions designed to target 4 domains which are as follows:
 1. Criminal History

2. Number of Children
 3. Substance Abuse
 4. Barriers
- University of Rhode Island Change Assessment (URICA): This tool consists of 32 statements that are completed by the client. It measures the client's motivation level and readiness for change when addressing difficulties in their life.

E. Staffing

The BSHU will hold weekly case staffing meetings. The key objectives when staffing cases are:

- Collaborative Decision-Making: Staffing allows for input from multiple stakeholders, including Probation Counselors, treatment providers, and community resource specialists, ensuring diverse perspectives are considered in decision-making.
- Comprehensive Assessment: It provides an opportunity to review each case thoroughly, evaluating the client's needs, risks, and progress. This comprehensive assessment informs more effective supervision strategies.
- Resource Identification: Staffing sessions help identify appropriate resources and services tailored to each client, enhancing their support network and improving the chances of successful rehabilitation.
- Problem-Solving: These meetings serve as a platform for addressing challenges and obstacles faced by clients under supervision. Collaborative problem-solving can lead to innovative solutions and adjustments to case plans.
- Consistency and Accountability: Regular staffing helps maintain consistency in supervision practices and ensures accountability among staff. This collective approach promotes adherence to policies and best practices.
- Progress Monitoring: Staffing provides a structured setting for tracking progress over time, allowing teams to evaluate whether interventions are effective and make necessary adjustments.
- Enhanced Communication: It fosters communication among team members, strengthening relationships and improving coordination in service delivery.
- Support for Staff: Staffing sessions offer support to staff by providing opportunities for training, mentorship, and sharing of best practices.

It is the responsibility of all staff in the BHSU to come to staffing prepared to discuss their cases, identifying what is working and what challenges they or their clients are facing and to develop plans and or strategies to overcome those challenges.

Initial Risk Assessment Classification

A. Intake

All clients referred to BHSU, will participate in an intake appointment within 15 business days or the court ordering the client to report to supervision. The case manager conducting the intake appointment is responsible for the initial assessment and processing the case information, assessing risk, and determining the appropriate level of supervision and conditions for each client.

Before the intake appointment, the case manager will review the following: •

Review Jabs, Spillman for any new charges.

- Read the police report.
- Review court order and enter conditions into the conditions tab of the case management system.
- Gather resource list to match court order conditions.
- Paste the client's picture into their personal information tab of the case management system.

During the intake, the case manager will meet with the client and administer the preliminary assessments including the Community Supervision Screening Tool (CSST) and University of Rhode Island Change Assessment (URICA), self-assessment.

- Decide how to approach the client to build trust, set a positive tone and encourage honest responses.
- Assess whether the client is in an appropriate mental and emotional state to participate in the assessment.
- Determine if the client needs any accommodations such as language translations, literacy support, or special consideration for cognitive impairments.
- Evaluate the client's risk level.
- Determine the availability and caseload of each Probation Counselor.
- Consider whether the client requires a counselor with a specific expertise.

The URICA self-assessment and the CSST will be scored using the assessment guidelines. The results obtained from the assessment will be documented in the case management system and saved in the electronic case file.

After meeting with the client, the case manager will scan both assessments into the electronic file for the assigned Probation Counselor to review. The case manager will document in detail in the electronic file the items discussed, any concerns or issues raised by the client, or any identified by the case manager, directions or expectations set for the client or any other information that is important or relevant. If uncertain, it's best to prioritize documenting the information. The case manager should document all appointments immediately after the appointment but no later than by the end of the day in which the appointment was scheduled. The assigned Probation Counselor will be notified by email of any new charges found to refer the case back to court.

Risk Need Responsivity Assessment (RNR)

After the intake appointment, the client will be scheduled for an RNR with their assigned Probation Counselor. All RNR will be scheduled within 15 business days following the intake appointment. The purpose of the RNR is to identify the client's risk and criminogenic needs. If the client's risk level is low, they will only be scheduled for the administration of the ODARA or for a regular supervision appointment.

In preparation for this appointment, the Probation Counselor will check JABS, Spillman, and Triple I for any new charges. They will review the file in the case management system for completeness

by reviewing contact information in the personal information tab, case number(s) in the case tab and current court order conditions under the conditions tab in order to administer the CST and/or ODARA. The ODARA only applies to domestic violence cases, involving intimate partner violence (IPV). The Probation Counselor will conduct the assessments in accordance with their training and using motivational interviewing techniques encouraging the client to engage in the process. The assessment must be scored no later than 24 hours after the administration of the assessment.

Following the assessment, the Probation Counselor will schedule the client's next appointment to develop a case plan which shall be set within 7 business days of the assessment appointment. The Probation Counselor will have the client sign a release of information and a referral form during the appointment. The Probation Counselor will introduce the client to the behavioral health specialist who will explain their role in the BHSU and schedule a behavioral health intake appointment in LawBase.

The Probation Counselor will document in detail in the electronic file the items discussed, any concerns or issues raised by the client, or any identified by the Probation Counselor, directions or expectations set for the client or any other information that is important or relevant. If uncertain, it's best to prioritize documenting the information. The Probation Counselor shall document all appointments immediately after the appointment but no later than by the end of the day in which the appointment was scheduled.

Case Plans

Individualized case plans will be created for clients being supervised by the BHSU and whose risk level is high or moderate. A case plan is a critical tool in community supervision that enhances the likelihood of successful outcomes by providing a comprehensive, individualized, and collaborative approach to rehabilitation. Specifically, a case plan has the following key objectives:

Individualized Support: A case plan provides a tailored framework for addressing the specific needs, risks, and goals of each client under supervision. This personalization helps ensure that interventions are relevant and effective.

Structured Approach: It outlines clear objectives and steps for the client to follow, providing a structured path toward rehabilitation and compliance with supervision requirements. This helps both the client and the Probation Counselor to stay focused on desired outcomes.

Resource Coordination: The case plan identifies necessary resources and services, such as treatment programs, educational opportunities, and support services. This coordination facilitates access to essential support, enhancing the client's chances of success.

Progress Monitoring: It establishes benchmarks for measuring progress over time. Regular reviews of the case plan allow for adjustments based on the client's progress and changing circumstances.

Accountability: A case plan reinforces accountability by clearly defining the responsibilities of the individual and the expectations of the Probation Counselor. This helps ensure that the client remains engaged in their rehabilitation process.

Collaboration: It fosters collaboration among various stakeholders, including Probation Counselors, community outreach coordinator, treatment providers, and community organizations. This teamwork enhances the support network available to the client.

Recidivism Reduction: Ultimately, a well-structured case plan aims to reduce the risk of recidivism by addressing underlying issues, promoting positive behaviors, and facilitating reintegration into the community.

A. Probation Counselor

The case planning appointment should be conducted by the client's assigned Probation Counselor. Followed by a case plan provided by the community outreach coordinator. The process of developing a case plan is a team effort that will involve the Probation Counselor, the community outreach coordinator, treatment, and the client. The case plan will identify the specific criminogenic risks, applicable interventions to address those risks and set goals and action items to meet those goals. In the event, that the client is not ready to engage in a case plan based on the URICA results. A responsivity case plan will be created to encourage engagement and stabilizing the client. The Probation Counselor will use their professional discretion to identify if the client is ready to proceed with the next case plan. This case plan will consist of targeting a minimum of two criminogenic domains on which the client has score high or moderate.

To ensure that we are meeting the needs of our clients, identifying appropriate interventions, and allocating necessary resources, it is expected that the case plan once created will be regularly reviewed and/or updated at each appointment. The Probation Counselor will use the departments case plan form to document all activities. Prior to the case planning appointment, the Probation Counselor will review the following items:

- ORAS assessment results
- ODARA assessment results
- URICA results
- Jobs
- Spillman
- Most recent treatment reports
- Notes in the client's electronic file

This information will assist the Probation Counselor in identifying areas that need to be worked on in the case planning process and assist with facilitating discussions with the client. It is expected that each client whose risk score is above low on any applicable tool, will have an active case plan while on supervision.

At the conclusion of the case planning appointment the Probation Counselor will document in detail in the electronic file the items discussed, any concerns or issues raised by the client, or any identified by the Probation Counselor, directions or expectations set for the client or any other

information that is important or relevant. If uncertain, it's best to prioritize documenting the information. The Probation Counselor shall document all appointments immediately after the appointment but no later than by the end of the day in which the appointment was scheduled.

B. Community Outreach Coordinator

The community outreach Coordinator will create an individualized case plan that will ensure that we are meeting the needs of our clients, identify appropriate interventions and allocating necessary resources. This case plan will be regularly reviewed and or updated based on each client's needs. The community outreach coordinator will document all activities in the clients electronically file in the case management system.

It is the responsibility of the community outreach coordinator to ensure that they review the

Probation Counselor's completed case plan, risk assessment results and staff case with the Probation Counselor in preparations for their initial appointment with the client. Prior to the case planning appointment, the community outreach coordinator will also, review the following items:

- Urica results
- Notes from the client's electronic file in the case management system
- Case plan from Probation Counselor
- Mental Health Assessment results
- Risk Assessment results

This information will assist the community outreach coordinator in identifying areas that need to be worked on in the case planning process and assist with facilitating discussions with the client. It is expected that each client whose risk score is above low on any applicable tool, will have an active case plan while on supervision. For all other individual who's risk level is low the community outreach coordinator will assist in only allocation resources if necessary.

At the conclusion of the case planning appointment the community outreach coordinator will document in detail in the electronic file the items discussed, any concerns or issues raised by the client, or any identified by community outreach coordinator, directions or expectations set for the client or any other information that is important or relevant. If uncertain, it's best to prioritize documenting the information. Document all appointments immediately after the appointment but no later than by the end of the day in which the appointment was scheduled.

Minimum Supervision Requirements

All clients supervised by the BHSU will meet with their assigned Probation Counselors at least monthly for the first three months to ensure they receive an appropriate level of support and supervision. The Probation Counselor maintains discretion to require more frequent contact than monthly, based on their professional judgement. The decision to require more frequent contact than what was determined by the assessment, must be documented in the electronic file in the case management system.

After the first three months, the client's future reporting schedule will be determined by the following minimum reporting standards as determined by the assessment score:

- **DV-IPV Cases:** The Probation Counselor will conduct the ODARA and CST for cases involving charges related to DV-IPV. This also, applies when multiple charges are present, including at least one DV-IPV charge. The minimum reporting frequency will be determined by the highest score, as outlined below:
 - o High/Very High = Every 4 weeks
 - o Moderate/Low Moderate = Every six weeks
 - o Low = Every eight weeks
- **All Other Cases:** The cases that led to their placement on community supervision involve charges that are not related to domestic violence (DV-IPV). The Probation Counselor will conduct the CST assessment. The minimum reporting frequency will be determined by the highest score, as outlined below:
 - o High/Very High = Every 4 weeks
 - o Moderate/Low Moderate = every six weeks
 - o Low = every eight weeks

Supervision Appointments

A. Probation Counselor

At each supervision appointment it is expected that the Probation Counselor will review and update the following information:

- Criminal History
- Contact Information
- Conditions of Supervision
- Create/review/modify case plan.
- Review needed Resources
- Evaluate progress and assess adherence to court-ordered conditions concerning barriers.

All clients will be seen by a Probation Counselor. If a client comes to the office and does not have an appointment but needs to see their Probation Counselor, every effort will be made to ensure that that happens. If the Probation Counselor is not available, an alternate Probation Counselor will see the client. All clients regardless of supervision status (i.e. in good standing, petition pending or warrant), will be helped by a Probation Counselor.

B. Community Outreach Coordinator

All clients will be seen by the community outreach coordinator base on the client's individual needs. Initially they will meet with the community outreach coordinator after the Probation Counselor has completed the case plan. The Probation Counselor will schedule the initial appointment with the community outreach coordinator. Under special circumstance where the client does not have healthcare insurance the community outreach coordinator will meet with the client after the Risk Need assessment appointment has been completed to provide the client

assistance in applying for healthcare insurance. The community outreach coordinator will maintain discretion to require more frequent contact with the client based on their professional judgement and client's needs. The decision to require more frequent contact and duration of appointment with the client, must be documented in the electronic file in the case management system.

At each appointment it is expected that the community outreach coordinator will review and update the following information:

- Contact Information
- Conditions of Supervision
- Discuss progress of court ordered conditions
- Discuss barriers and needs
- Create/review/modify case plan
- Review client compliance with behavioral health treatment
- Review needed Resources
- Review WA Pathfinder for healthcare insurance verification

During the appointments the community outreach coordinator will dictate the duration of the following appointment base on clients' needs and goals as each client will be different. If a client comes to the office and does not have an appointment but needs to see by the community outreach coordinator, every effort will be made to ensure that that happens. If the community outreach coordinator is not available, an alternate Probation Counselor will see the client. All clients regardless of supervision status (i.e. in good standing, petition pending or warrant), will be helped by the community outreach coordinator or Probation Counselor.

C. Re-Assessment of the CST

The only tool used for re-assessment will be the CST. The primary objective of a re-assessment is to identify changes in the client's dynamic risk and criminogenic needs to adjust supervision strategies and case plan accordingly. Re-assessments are essential for ensuring that interventions remain relevant and effective, thereby supporting the client's rehabilitation and enhancing public safety. The assigned Probation Counselor should conduct the re-assessment. This ensures consistency and accountability in the assessment process.

The re-assessment of the CST should occur under the following circumstances.

- For those in compliance with community supervision, they may be assessed no sooner than six months after the initial assessment for the clients whose risk score was high/very high, moderate, or low/moderate.
- If the client is charged with a new crime, the Probation Counselor is required to conduct a re-assessment which shall be done at the next appointment.
- After two major life changing circumstances that may significantly impact the client's situation. Life changing circumstances are defined as criminal attitudes and behaviors

patters, peer associations, substance use, neighborhood problems, family and social support, education, employment, and financial situation. The re-assessment shall be completed at the next appointment but no later than 30 days from the date the Probation Counselor identified the major life changing circumstances.

Before conducting the re-assessment, the following information should be reviewed.

- Compliance with behavioral health treatment.
- Education, employment, and financial situation to assess the client's current stability and available resources.
- Family and social support to evaluate the adequacy and quality of the client's support system.
- Substance use to identify any changes in substance use patterns.
- Peer association to analyze the impact of the client's social network.
- Criminal attitudes and behavioral patterns to identify any shifts in mindset or behavior.
- Warrant history.
- New criminal charges.

After the completion of the re-assessment, the client will be supervised in accordance with the newly identified risk level. And the Probation Counselor is required to develop new and/or revised cases plans in accordance with the results from the re-assessment.

D. Re-Assessment of the ODARA

Because the ODARA is a static risk assessment tool, the only time it will be used in a reassessment is when the client is charged with a new DV-IPV case. And only if the clients current risk score on the ODARA is low or medium. If the score is high at the time that the new charge occurred there is no reason to re-administer the ODARA as they will continue to be supervised at the high-risk level.

The Probation Counselor will also conduct a re-assessment of the CST for the purpose of identifying changes in the client's dynamic risk and criminogenic needs to adjust supervision strategies and case plan accordingly. Re-assessments are essential for ensuring that interventions remain relevant and effective, thereby supporting the client's rehabilitation and enhancing public safety. The assigned Probation Counselor should conduct the re-assessment. This ensures consistency and accountability in the assessment process.

Before conducting the re-assessment, the following information should be reviewed. •

Compliance with behavioral health treatment.

- Education, employment, and financial situation to assess the client's current stability and available resources.
- Family and social support to evaluate the adequacy and quality of the client's support system.
- Substance use to identify any changes in substance use patterns.
- Peer association to analyze the impact of the client's social network.

- Criminal attitudes and behavioral patterns to identify any shifts in mindset or behavior.
- Warrant history.
- New criminal charges.

After the completion of the re-assessments, the client will be supervised in accordance with the newly identified risk level, whichever is higher. For example, if the client at the time of the reassessment was moderate on the ODARA and low-moderate on the CST, and after the reassessments the client scored high on the ODARA and moderate on the CST. The client would be supervised at the high-risk level. The Probation Counselor is required to develop a new and/or revised cases plans in accordance with the results from the re-assessment(s).

E. Risk Assessment Override

While Probation Counselors are expected to follow the results of assessment it is acknowledged that there may be situations where their professional judgment indicates that a different level of risk should be considered. The override process allows for adjustments to the final risk level assigned to a case. It aims to provide a structured framework for when and how overrides may be implemented, ensuring decisions are made based on professional judgment and standardized criteria. Overrides may either increase or decrease risk levels by one tier. Overrides may be sought for either the CSST, CST or the ODARA.

All overrides shall be approved by a supervisor. The Probation Counselor is required to complete the Override Request Questionnaire. The supervisor after reviewing the questionnaire, police reports, supervision history, criminal history and any other relevant information may approve or deny the request. The supervisor is required to document their reasoning and decision in the electronic case file and the Override Request Questionnaire shall be uploaded into the case management system.

Clients who are the subject of an override, remain eligible for re-assessment as described in 7A and 7B.

F. Corrections to a Risk Assessment

Corrections to a risk assessment are neither an override nor a re-risk. A corrected risk assessment occurs when an error in the administration process has been identified. Errors may include instances where a client provides false information during the assessment or when new information emerges that impacts two or more of the seven domains from the original CST assessment, thereby affecting the overall risk level. If a correction to the risk assessment is necessary, the following steps will be taken:

All corrections to a risk assessment must be carried out by the assigned Probation Counselor. The counselor should perform a new assessment, incorporating the newly discovered information. They will follow the same assessment procedure, score the updated assessments, and adjust the risk level accordingly. Finally, the revised risk assessment should be documented in the client's electronic file.

G. Substance Abuse Monitoring

When alcohol/drug consumption is suspected and the client is prohibited from consuming alcohol/drugs by court order or treatment plan, the Probation Counselor may require the client to submit to urinalysis testing. If the result reveals a positive reading for the consumption of alcohol or other prohibited substance or the client refuses to take the test, or if the client is under the influence and there is any question that public safety may be at risk the Probation Counselor can seek assistance from the community outreach coordinator to arrange transportation for the client. The Probation Counselor must update contact information and proceed with their supervision appointment. The supervision appointment must be documented in the case management system. Additionally, a drug admission form must be submitted if the client agrees to sign it, and a petition must be filed to the court notifying the violation. If the client refuses to sign the drug admission form. The Probation Counselor must wait for the urinalysis test results to confirm a positive result before filling a petition.

H. Missed Appointments

When a client misses an appointment the Probation Counselor/community outreach coordinator will attempt to call, text, email the client within 15 minutes of missed appointment to reschedule their appointment. If the Probation Counselor is unable to reach the client by phone, they will check JBRS to confirm whether the client is in-custody somewhere.

If the client is not in custody, the Probation Counselor/community outreach coordinator will schedule a new appointment, send a text message with the new appointment, send an appointment letter to the last known address, and/or send an email if available to the client's known email address. All available modes of communication will be used to inform the client of the new appointment. The client should be rescheduled for a new appointment as soon as practical regardless of risk. If a client has missed two unexcused appointments in a row, a non-compliance petition shall be filed with the court.

When a client is in custody and unable to attend their appointment. The Probation Counselor and or the community outreach coordinator will attempt to schedule an appointment via phone, virtual appointment, mail or in person. All missed appointments shall be documented in the case management system as a no-show, and a note entered as to the attempts made by the Probation Counselor to contact the client.

Petitions

Probation Counselors are responsible for completing detailed and accurate petitions that identify the violations and provide as much information concerning the circumstances associated with the violations. Petitions should be prepared to provide all information that the court may need to make an informed decision as to how to respond to a petition. The Probation Counselor can make recommendations to the court about what response the court should have to the petition. If the Probation Counselor makes a recommendation as to a particular course of action, they must include the reasoning for the request.

The assigned Probation Counselor must report the violation to the court regardless of when the violation occurred so long as it took place during the period for which the client was on supervision. Petitions based on financial problems with a treatment agency will not be forwarded to the court unless the continued problem results in suspension or termination from the treatment program.

Periodically, the petitions will be reviewed by the unit supervisor to check for accuracy and completeness. Any violation of any condition of the court's order must be submitted on that same day or within the next business day. While the petition is pending, the assigned Probation Counselor shall continue to supervise the client. In addition, the Probation Counselor can and should attend court hearings with their clients to provide support to the client and provide the court any necessary information regarding the client's progress.

A. Memorandum

The purpose of the memorandum is to update the court of additional information after a petition has been filed. The Probation Counselors are responsible for completing detailed and accurate memorandums that identify the new information and provide as much detail concerning the circumstances associated with the violations.

Early Termination

When the client successfully completes all requirements of supervision as ordered by the court, the Probation Counselor shall file a petition requesting early termination from probation. In addition to completing all conditions of probation petitions filed with the court recommending early termination, shall include sufficient information for the court to make an informed decision about whether the client's supervision should be terminated early. The petition should include the conditions the client has completed as well as when the conditions were completed. The Probation Counselor may, if he/she deems it is appropriate, include some information about the client's progress while on supervision.

Treatment

A. Treatment Compliance/Non-Compliance

A client is **not** out of compliance if his/her only issue is failure to meet the financial obligations that he/she has entered with the treatment agency. When the client is scheduled to graduate from treatment and the certificate is being withheld because of failure to meet financial obligations, the client is in compliance with the treatment obligations.

If a Probation Counselor receives a non-compliance report from a treatment agency that fails to identify the reason for the non-compliance report, the Probation Counselor must contact the treatment agency to identify the specific compliance issue.

B. Changing Treatment Agencies

Clients who are moving to a new treatment agency must inform the current agency of their intention to apply elsewhere for ongoing treatment. They must also obtain a letter from the current agency outlining their treatment status and specifying any program requirements that need to be fulfilled.

Those on deferred prosecution must provide a letter from the new agency confirming the continuation of their treatment contract and specifying the remaining months. Generally, a client on deferred prosecution must obtain court approval before transferring to a different treatment agency, unless there are exceptional circumstances. The Probation Counselor must receive an approval from the proposed treatment agency from the client. The Probation Counselor will file a petition to the court requesting approval of treatment transfer. Lastly as an additional option the client can request a Pro SE hearing and make the request directly to the court. Documentation shall be noted in the client's electronic file.

Requests to transfer treatment agencies that raise concerns about possible avoidance of addressing substance abuse issues or failing to fulfill treatment obligations require the Probation Counselor to reach out to the treatment agency to investigate the situation. If warranted, the Probation Counselor will prepare a petition to the court outlining the identified issues.

C. Adequacy of Treatment Program

Probation Counselors must not modify the requirements of the treatment program. This includes advising a client that they can satisfy support group requirements such as AA meetings, through alternative activities. If the Probation Counselor believes that the assessment or treatment plan was created without adequate information or disclosure by the client, the Probation Counselor must notify the treatment agency of the new information.

D. Treatment Reports

The treatment agency must send monthly treatment reports for clients on supervision. It is the responsibility of the Probation Counselor to ensure that they are getting regular and timely treatment reports. The Probation Counselor is required to review each treatment report, identify any issues or areas of concern that warrant further investigation or discussion with the client and make the appropriate notes in the electronic file, update the case plan accordingly and/or engage the treatment counselor to address those concerns. If the client is out of compliance with treatment, the Probation Counselor must file a petition with the court. Please review section 8 – Petitions for more information about filing petitions.

Bench Warrant

If a bench warrant is issued on the case that is not a felony diversion, all supervision activity will stop unless and until the client is picked up on the warrant and an order is received from the sentencing court indicating that the client is placed back on supervision. For felony diversion

cases, the Probation Counselor shall submit a request to the prosecutor that a court order be entered to relieve the unit of further supervisory responsibility.

Interstate Commission for Adult Offender Supervision (ICAOS)

The Interstate Compact Offender Tracking System (ICOTS) is a web-based system that facilitates the transfer of supervision for probationers and parolees from one state to another. Yakima County District Court Probation is responsible for administering ICOTS applications within the county that have eligible conditions while upholding Federal Law. As a Misdemeanant probation department, we only administer outgoing offender applications. The interstate compact transfers will only be administered by the certified Probation Counselors within traditional probation. The Probation Counselor in need of a ICOTS must notify the supervisor from traditional probation via email requesting assistance regarding the Interstate Compact transfers.

ADDENDUM E

Problem/Need: _____ Risk level: _____

Strengths: _____ Barriers: _____

Goal: _____

Objective	Techniques			Date Initiated	Date Completed
	Supervision	Referrals	In-Person		

Probation

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