



Court Ordered Classes

POLICY AND PROCEDURE MANUAL

Policy Subject: PLAN OF OPERATION Goals and Objectives	
Policy Number:	
Effective Date: 10/01/2012	Page 1 of 2

POLICY: To establish the goals and objectives by which the Agency pursues its day to day operation. Our Agency will be governed by the following goals and objectives in fulfilling client's needs of services

PROCEDURE: Our Agency will implement the following goals and objectives:

- Provide a safe, confidential, therapeutic and professional environment where clients can receive services which meets their needs
- Consistently implement all appropriate federal and state standards that apply
- Provide group from appropriately licensed/certified staff
- Utilize a clinical team of California licensed/certified professionals to evaluate and establish an individualized treatment plan for each client
- Provide the highest quality treatment possible
- Consistently apply performance improvement and outcome measures to ensure quality treatment is monitored and maintained
- Assist Clients in attaining healthy and productive lives free of the negative influences and consequences
- Clients will improve their functioning level in their communities and with their families
- Clients will develop appropriate tools, support systems and continue interaction with these systems post discharge

GOALS AND OBJECTIVES

- Clients will achieve or be ongoing with at least 80% of their objectives during 1st phase of treatment
- Clients will be able to retain education post initial treatment. To have at least 70% of those clients free of negative behavior
- Staff will achieve at least a 60% client response when contacted to measure the effectiveness of our program - by calculating the number of clients that have continued to remain abstinent from all incarceration or altercation post treatment. For those participating in the survey, we expect at least 50% of continued abstinence from those surveyed
- At time of six month follow-up 70% of patients will report continued interaction with education and support system
- At six months post treatment 60% of patients will score their functioning level in their community at least 20% higher on a 1-20 scale than they did at program admission
- Patient's discharge GAF score will show improvement at discharge as compared to admit GAF



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Policy Subject: PROGRAM EVALUATION PLAN	
Policy Number:	
Effective Date: 10/01/2012	Page 1 of 1

POLICY: The effectiveness of the program will be measured by implementing the Program Evaluation Plan. It will establish the effectiveness of the program for those who are currently enrolled in Domestic Violence, Anger management, Parenting, Battery Classes, Deferred Entry of Judgment, Theft Prevention Classes, Criminal Behavior Modification and Divorce Classes and for all discharged clients by measuring if treatment objectives have been met.

PROCEDURE: The director will adhere to policy and procedure by the following protocols:

Program Objective Questionnaire - The Program objective questionnaire will measure the outcome of Short-term objectives and Long Term Goals for clients.

Goal: To have at least 75% of clients achieve at least 80% of their objectives during the first phase of treatment.

Follow-up Calls for Discharged Clients – We will perform follow-up calls or email at intervals of three months, six months, and one year to check the status of their progress.

Goal: To have at least 60% of client response when contacted.

Goal: At six months post treatment 60% of patients will score their functioning level in their community at least 20% higher on a 1-20 scale than they did at program admission, patient's discharge GAF score will show improvement at discharge as compared to admit GAF.



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Policy Subject: CONTINUOUS QUALITY MANAGEMENT PLAN (CQMP)	
Policy Number:	
Effective Date: 10/01/2012	Page 1 of 1

POLICY: The efficacy of the treatment program will be established by measuring the progress of each client. The quality of management will be governed by the following Continuous Quality Management Plan.

PROCEDURE: The clinical staff will perform a weekly staffing meeting that will evaluate the progress of each client. The staff will evaluate the participant's progress and staff's adherence to policy and procedure by performing the following chart audits:

- A Treatment Objective Checklist will be completed for each participant during the initial interview
- The Director will be checking progress Plan is present for each presenting problem (objective and measurable)
- The director will ensure that a progress note is present and that it addresses treatment goals
- A progress Plan is updated every 90 days
- Current status of participant and their response coincides with Plans and are documented
- An Update is done after the first phase of treatment
- The number of sessions/groups attended is documented
- The nature of the patient's participation in group is documented daily
- The admit & discharge criteria is documented



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OUTLINE OF SERVICES:

Intake process

- If the participant is appropriate for treatment, the following information will be gathered:
 - Social, economic and family history
 - Education
 - Employment history (if applicable)
 - Criminal history, current and past legal status
 - Medical history
 - Alcohol and/or other drug history
 - Previous treatment, including psychiatric
- During the intake process, an Intake and Referral Form will be provided to the participant by USPS mail or electronic download. Upon completion of the form the participant shall sign and date the Admission Agreement and submit it back to the Agency. A counselor will contact the participant for an interview. A Treatment Objective Checklist will be completed for each participant during the initial interview. The original Intake will be placed in the participant's file and a copy will be provided to the participant.
- Within 72 hours after admission, each participant will attend an orientation which will describe the functions and requirements of the program.
 - **COUNSELING**
 - Individual
 - Group
 - Anger management Education
 - Parenting
 - Domestic Violence
 - Battery Classes
 - Deferred Entry of Judgment
 - Theft Prevention Classes
 - Criminal Behavior modification
 - Divorce classes