

**AMENDMENT TO BOARD OF SUPERVISORS
AGREEMENT NO. 16-044, 16-044-A1, 16-044-A2**

This Amendment to BOS Agreement No. 16-044, 16-044-A1, 16-044-A2 is entered into this 24th day of July, 2019, by and between the COUNTY OF MENDOCINO, a political subdivision of the State of California, hereinafter referred to as "COUNTY" and GEO Reentry Services LLC (previously B.I. Incorporated d/b/a BI Correctional Services Inc.), hereinafter referred to as "CONTRACTOR".

WHEREAS, BOS Agreement No. 16-044 was entered into on June 21, 2016; and

WHEREAS, BOS Agreement No. 16-044 was amended on June 30, 2017 to extend the expiration date from June 30, 2017 to June 30, 2018 and increased the total contract amount from Three Hundred and Sixty Thousand Dollars (\$360,000.00) to Seven Hundred and Twenty Thousand Dollars (\$720,000.00); and

WHEREAS, BOS Agreement No. 16-044, 16-044-A1 was amended on June 20, 2018 to extend the expiration date from June 30, 2018 to June 30, 2019 and increased the total contract amount from Seven Hundred and Twenty Thousand Dollars (\$720,000.00) to One Million and Eighty Thousand Dollars (\$1,080,000.00);

WHEREAS, upon execution of this document by the Chair of the Mendocino County Board of Supervisors and CONTRACTOR, this document will become part of the aforementioned contract and shall be incorporated therein; and

WHEREAS, it is the desire of CONTRACTOR and COUNTY to extend the termination date set out in BOS Agreement No. 16-044-A2, from June 30, 2019 to June 30, 2020; and

WHEREAS, it is the desire of CONTRACTOR and COUNTY to increase the total contract amount set out in BOS Agreement No. 16-044-A2 from One Million and Eighty Thousand Dollars (\$1,080,000.00) to One Million and Four Hundred Forty Thousand Dollars (\$1,440,000.00); and

WHEREAS, it is the desire of CONTRACTOR and COUNTY to amend Exhibit A of the Agreement to include a provision that COUNTY is providing building space to CONTRACTOR to operate the Day Reporting Center (DRC) at a rental rate of Two Thousand Dollars (\$2,00) per month (\$24,000 per year); and

WHEREAS, Exhibit B is amended to increase the monthly amount owed by COUNTY to CONTRACTOR for the provision of services under this Agreement by Two Thousand Dollars (\$2,000) from Thirty Thousand Dollars (\$30,000) per month to Thirty Two Thousand Dollars (\$32,000) per month; and

WHEREAS, Exhibit B is further amended to deduct Two Thousand Dollars (\$2,000) from the monthly amount owed by COUNTY to CONTRACTOR to account for the value of the rental rate of the building space being provided by COUNTY to CONTRACTOR, which values offset each other and result in no actual change in the monthly amount paid to CONTRACTOR by COUNTY.

NOW, THEREFORE, we agree as follows:

1. The termination date set out in the original BOS Agreement No. 16-044-A2 will be extended from June 30, 2019 to June 30, 2020.
2. The total contract amount set out in BOS Agreement No. 16-044-A2 will be increased from One Million and Eighty Thousand Dollars (\$1,080,000.00) to One Million and Four Hundred Forty Thousand Dollars (\$1,440,000.00).
3. Exhibit A set out in original BOS Agreement No. 16-044 will be replaced with the attached Exhibit A Amendment 1.
4. Exhibit B set out in original BOS Agreement No. 16-044 will be replaced with the attached Exhibit B Amendment 1.

All other terms and conditions of BOS Agreement No. 16-044, 16-044-A1, 16-044-A2 shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

DEPARTMENT FISCAL REVIEW:

Q. Sittler 6/20/19
DEPARTMENT HEAD DATE

Budgeted: ☒ Yes ☐ No

Budget Unit: 2560

Line Item: 862189

Grant: ☒ Yes ☐ No

Grant No.: AB109 – Community Corrections

CONTRACTOR/COMPANY NAME:

By: David D. Schofield

NAME AND ADDRESS OF CONTRACTOR:

GEO Reentry Services LLC

PO Box 744547

Atlanta, GA 30374-4547

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement

COUNTY OF MENDOCINO

By: Carre Brown
CARRE BROWN, Chair JUL 24 2019
BOARD OF SUPERVISORS

ATTEST:

CARMEL J. ANGELO, Clerk of said Board

By: Karla VantHagen
Deputy JUL 24 2019

I hereby certify that according to the provisions of Government Code section 25103, delivery of this document has been made.

CARMEL J. ANGELO, Clerk of said Board

By: Karla VantHagen
Deputy JUL 24 2019

COUNTY COUNSEL REVIEW:

APPROVED AS TO FORM:

KATHARINE L. ELLIOTT,
County Counsel

By: Brina Blanton
Deputy

INSURANCE REVIEW:

6/19/19
By: _____
Risk Management

EXECUTIVE OFFICE/FISCAL REVIEW:

APPROVAL RECOMMENDED

By: _____ 6/19/19
Deputy CEO

Signatory Authority: \$0-25,000 Department; \$25,001-50,000 Purchasing Agent; \$50,001+ Board of Supervisors

Exception to Bid Process Required/Completed ☐

Mendocino County Business License: Valid ☐

Exempt Pursuant to MCC Section: _____

EXHIBIT A
Amendment 1

DEFINITION OF SERVICES

CONTRACTOR shall provide the following services:

CONTRACTOR shall operate a Day Reporting Center (DRC) as directed by the COUNTY.

Location:

Mendocino County will provide space for the DRC located in Ukiah, which shall consist of the portion of the building identified and shown on Attachment 1 to this Exhibit A, attached hereto and incorporated herein by this reference. The space will be located within a County facility and is provided to CONTRACTOR at a cost of Two Thousand Dollars (\$2,000.00) per month to be deducted from monthly services cost paid by COUNTY. CONTRACTOR will provide anything needed to make the DRC space operational (i.e., furniture, equipment, office supplies, telephones, etc.) and will pay for connectivity such as telephone and internet service. The County will be responsible for all other utilities. CONTRACTOR will also ensure the facility housing the DRC is secure by providing adequate supervision during hours of operation.

CONTRACTOR shall keep the DRC space in good repair and order, and in a neat, clean and sanitary condition.

At the expiration of this Agreement, CONTRACTOR shall promptly quit and surrender the DRC space in a condition to be deemed reasonably satisfactory to COUNTY. If all or any portion of the DRC space is not vacated at the end of the applicable term as described in this Agreement, COUNTY shall be and is hereby authorized to remove from the DRC space and store, at the expense of CONTRACTOR, all goods, wares, merchandise and property of any kind or description (collectively, the "Goods") which may be then occupying all or any portion of the DRC space. All removal and/or storage charges must be paid to COUNTY by CONTRACTOR before the Goods will be released to CONTRACTOR. In any event, COUNTY may dispose of any the Goods as it sees fit after the expiration of thirty (30) calendar days from the end of the applicable term. COUNTY shall not be liable for any damage to or loss of the Goods sustained either during the removal, storage and/or disposal of same and COUNTY is hereby expressly released from any and all claims for any such loss or damage. This section shall survive expiration or earlier termination of this Agreement.

Hours of Operation:

The Mendocino County DRC will be open Monday and Friday, from 8 a.m. to 5 p.m. and Tuesday through Thursday from 10 a.m. to 7 p.m., excluding holidays.

Programming:

CONTRACTOR's DRC model is built on evidence-based principles (EBP) distilled from "What Works" research. This research has identified the factors most strongly correlated to criminal behavior. These factors are called criminogenic risks and needs. The criminogenic risk and needs most strongly correlated with re-offending are called "The Central Eight". The top four identified in most studies are:

- Anti-social attitudes
- Anti-social associates
- Anti-social personality patterns (such as restless aggressive energy, egocentrism, a taste for risk, poor problem solving skills, and impulsivity)
- History of anti-social behavior

The other four factors are called "The Moderate Factors" and are:

- Problematic circumstances at home (such as low levels of affection, caring, and cohesiveness; poor parental supervision; neglect and abuse)
- Problematic circumstances at school or work (such as low levels of education and achievement, and unstable employment history)
- Problematic leisure circumstances (such as poor use of recreational time)
- Substance abuse

Assessments:

A risk/needs assessment tool identifies the specific factors contributing to an individual's criminal behavior. The assessment results may include information for the following areas: criminal history; education/employment; family/marital; accommodations; leisure/recreation; companions (anti-social associates); alcohol/drug problems; emotional/personal (behavioral characteristics); and attitudes/orientation (attitudes, values, and beliefs). With this information, case managers create an individualized Behavioral Change Plan targeted to the client's identified criminogenic risks and needs. Not only does this ensure maximum efficiency in the use of resources, but it also ensures that clients do not receive treatment that they don't need. Unneeded treatment can actually increase the likelihood of criminal behavior.

CONTRACTOR staff will perform the assessment. In the event Probation has already completed an assessment, they will provide the Static Risk and Offender Needs Guide (STRONG) assessment results to the CONTRACTOR case managers in order to develop Behavior Change Plans with clients.

Our proposed individual Behavioral Change Plans (BCP) seek to reduce the chance of future criminal behavior by changing the client's criminogenic needs. For example, to specifically address anti-social attitudes, a client's BCP may include Moral Recognition Therapy (MRT), which teaches clients how to replace anti-social attitudes with pro-social attitudes.

Behavior Change Plans:

Using the assessment results, the CONTRACTOR case manager identifies and ranks the client's specific criminogenic needs.

The case manager identifies the client's two or three highest criminogenic needs and uses DRC program services and local community resources to address those needs. For example, if one of the client's highest needs is alcohol/drug problems, the case manager may assign the client to the Substance Abuse Education group or Outpatient Substance Abuse Treatment (OSAT) group, require the client to attend an AA/NA group, and/or make other community referral(s).

The BCP also includes responsibility factors, which are barriers that may prevent the client from making progress and strengths that can support the client's successful achievement. Case managers take responsibility factors into account when determining which services and resources will best support the client in achieving program success.

Behavioral goals are stated in positive and supportive language using the acronym SMART (Specific, Measurable, Attainable, and Realistic with an appropriate Timeframe). For example, a behavioral goal may be "achieve and maintain sobriety for three months" and actions may be completing the Substance Abuse Carey Guide during individual cognitive behavioral therapy, attending several AA meetings and choose a program, finding an AA sponsor, etc.

Cognitive Behavioral Treatment:

CONTRACTOR has been providing cognitive behavioral, evidence-based programs for over 15 years, and already has the infrastructure to train, monitor, and support staff in the delivery of cognitive behavioral treatment.

Individual Cognitive Behavioral Therapy:

Each client will meet with his or her assigned case manager once per week for 30 minutes. The client fills out the Outcome Rating Scale (ORS), a self-report instrument that gives the case manager an indication of the client's individual functioning, interpersonal relationships, and social role performance (such as work adjustment). The case manager uses the results to monitor the client's progress, evaluate the effectiveness of treatment, determine if there is a need for further treatment, or investigate why the client is not making progress. Then they take a few minutes to discuss the client's answer to "What is one thing you learned this week in the program?"

In addition to tracking progress, case managers use Carey Guides. Developed by the Care Group, the Carey Guides help corrections professionals by translating evidence-based practices into a series of strategies and short exercises called "15-Minute Tools." One set of Carey Guides provide case managers with strategies for effective case management, and the other set provides short practical exercises for offenders.

At the end of the session, the client completes a Session Rating Scale (SRS). The SRS is a self-completed instrument that assesses the relational bond between the client and case manager, and the degree of agreement between the client and case manager on goals, methods, and overall approach of therapy. It helps the case manager make sure that the client is engaged and therapy is responsive to the client.

Group Cognitive Behavioral Therapy:

CONTRACTOR uses Moral Reconciliation Therapy (MRT) to provide cognitive behavioral therapy in a group setting. MRT is a step-by-step cognitive skills rehabilitation system designed to confront thinking errors. The intent of MRT is to develop moral decision-making strategies in individuals. The system is designed to positively alter how clients think; how they make judgments and decisions about the right and wrong thing to do in situations; and to promote actions and behaviors focused on changing negative relationships.

MRT teaches clients thinking and judgment skills in a systematic group process. Groups use a series of structured exercises and tasks to foster development of higher levels of reasoning, and also addresses other important treatment areas. A CONTRACTOR Case Manager leads this group, which uses the MRT workbook *How to Escape Your Prison*.

Once per week, staff provides a MRT class for low-moderate offenders. These offenders only participate in MRT and do not follow some program.

Computer-Based Cognitive Behavioral Therapy:

CIVILWorld (Correctional Interactive Video Learning World) is a unique treatment tool for offender reentry services. CIVILWorld presents a series of programs that clients work through at their own pace, spending five or ten or thirty minutes at a time. The programs are interactive, multimedia presentations that give the client control of the pace, direction and even much of the nature of the presentation. This can be relatively simple, such as deciding which part of a program to view and in what order. Or it can be more involved, such as being challenged to pick out-as it is happening onscreen-an appropriate use of a skill or choosing among several possible scenario responses and seeing likely real life outcomes of each response.

An offender need not be able to read to participate fully in CIVILWorld programs. Text messages emphasize points made by the characters, but all the text sections have clear audio narration that clients can hear by clicking the headphone icon, so even non-readers can take in everything.

CIVILWorld offers the following three programs:

Crime Waves is an introduction to the topic of victim impact, which is usually avoided by offenders who typically deny, distort, and resist confronting the reality of crime's

damage and their responsibility for it. The program avoids high-powered emotional confrontation, and instead engages the client with a cognitive approach to victimization.

Drugs: The Prison Within. Former inmates engage in conversation, role playing, and challenging encounters with their past. They explore and confront each other about the problems of using or staying clean while doing time and the advantages and challenges of treatment programs. The design includes game-like challenges and action choices that show corresponding outcomes.

Two Selves. Everyone has two main mental styles: deliberative and reactive, or the “Thinking Self” and the “Habit Self”. Trauma, substance abuse, and other powerful experiences can lead to highly overdeveloped Habit Selves and hence to thinking errors-and more seriously to “Criminal and Addictive Thinking.” In fact, most offenders are completely at the mercy of their Habit Selves. The key to a better life is to strengthen the Thinking Self with select skills and exercises.

CIVILWorld also includes interview clips with dozens of current and former offenders presenting strikingly candid and often highly insightful observations.

SKILLS:

CONTRACTOR proposes to implement this program. SKILLS complements CIVILWorld, as both programs present foundational concepts for practicing decision-making skills. SKILLS identifies 14 skills to help participants live and interact with others in a productive and positive manner. The program clearly introduces, defines, and illustrates each skill. This includes acted scenarios to show how the skills work and what may happen if the skills not used. Participants are encouraged to practice each skill in real-life situations.

Daily Check-ins:

Each time a client arrives at the DRC, they first report to CONTRACTOR staff, which record the date and time of every check-in. As the client successfully progresses through the program, the number of required check-ins per week decreases. Typically, CONTRACTOR has clients report to the DRC in person five days per week for the first 45 days or so, four days per week for the next 45 days or so, and three times per week for the next 90 days.

Breathe Alcohol Testing:

For safety reasons, and to ensure a therapeutic environment, CONTRACTOR requires all clients to take a breath alcohol test every time they report to the DRC. If a test is positive for alcohol:

A CONTRACTOR staff member will immediately notify a pre-designated County contact and follow the pre-specified procedure approved by Mendocino County. No further client activity in terms of group or program participation is permitted for the day. If the alcohol level is high enough, the client may be detained and referred to the appropriate law enforcement agency.

CONTRACTOR staff records the administration and results of all alcohol tests in AccuTrax. If a client refuses to provide a breath sample, that fact is also documented and reported.

Random Drug Testing:

Clients are also subject to a random drug testing. Clients are assigned a word during intake – for example, a client may be given the word “community”. When clients check-in, their assigned word determines if they are required to provide a urine sample that day. If “community” is the designated word when that client reports on a specific day, then that client must provide a urine sample. CONTRACTOR staff can also conduct a urinalysis test at any time at the request of the County. If the drug test detects an illicit substance, a CONTRACTOR staff member will immediately notify the County, and follow pre-established procedures to administer consequences. CONTRACTOR staff records the administration of all drug tests and the results in AccuTrax. If a client refuses to provide a urine sample, that fact is also documented and reported.

Substance Abuse Counseling/Programming:

The Substance Abuse Treatment Therapist may administer the American Society of Addiction Medicine Patient Placement Criteria, Second Edition – Revised (ASAM-PPC-2R) assessment to clients with high need in the area of substance abuse. The ASAM is a nationally recognized instrument that includes objective placement options based on the assessment results. Clients are evaluated on six dimensions: alcohol intoxication and/or withdrawal potential; biomedical conditions and complications; emotional, behavioral, or cognitive conditions and complications; readiness to change; relapse, continued use, or continued problem potential; and recovery environment. Depending on the risk level of each dimension, the client’s BCP may include the Outpatient Substance Abuse Education (OSAE) group or the Outpatient Substance Abuse Treatment (OSAT) group, or the Therapist may recommend the client be referred out of the program for inpatient treatment.

Clients with severe substance abuse issues, but who do not require inpatient treatment, may be assigned to both OSAE and OSAT for more intense programming. The Therapist may also schedule more and/or targeted drug testing. These clients will also meet with the Therapist for individual cognitive behavioral therapy and supervision.

Outpatient Substance Abuse Education (OSAE):

The OSAE group meets once per week for 1 ½ hours and uses the Freedom Series workbooks from The Change Companies. The series includes Chemical Dependency, Denial, and Relapse Prevention. If appropriate, the group may also work through the Relationships/Communication, Self-Worth, Family, and First Step workbooks. Clients remain in the group until they have no positive breathalyzers or drug tests for at least six weeks, are working through the journaling requirements, and have participated well in the group.

Outpatient Substance Abuse Treatment (OSAT):

The OSAT group meets twice per week for 1 ½ hours and uses the Recovery Maintenance, Dual Disorders, Family, and Feelings workbooks. The group may work through additional workbooks, depending on individual client needs. Clients remain in this group until they have no positive breathalyzers or drug tests for at least six weeks, are working through the journaling requirements, and have participated well in the group. To complete the program, clients must demonstrate abstinence from substance use and abuse.

Living in Balance:

The DRC uses the LIB curriculum in both the OSAE and OSAT groups. LIB includes a variety of treatment and training sessions that can be used to address specific topics—for example, relapse recovery strategies in OSAT. LIB can be delivered on an individual basis or in group settings. It incorporates relaxation exercises, role-play exercises, discussions, and workbook exercises. The significant use of role-play helps participants actively process personal issues and learn how to cope with everyday stressors. LIB consists of psycho-educational and experiential sessions:

- Psycho-Educational Sessions cover topics such as drug education, relapse prevention, self-help groups, and sexually transmitted diseases.
- Experiential Sessions are designed to enhance the participant's level of functioning in areas of life that are often neglected with prolonged substance use. This includes physical emotional and social well-being; adult education opportunities; vocational

Relapse Prevention:

Relapse prevention is a key component of reentry programming and addresses critical client needs as clients complete the program and move into independent living and decision-making. During Phase III, clients will continue to meet individually with their case manager, and they will complete all steps of MRT. The client develops an Aftercare Behavior Change Plan, which includes a relapse prevention plan, and up to three long-term goals. Each goal includes an action plan. During Aftercare, clients will meet with their case manager for 30 minutes once per month. The meetings will focus on helping clients work their Aftercare Plan.

Immediate Notification:

As part of the office closing procedure every day, a DRC staff member will email all Mendocino County Probation Officers who have a client assigned to the DRC. The email will include that day's starting and ending active client count; the number of intakes, readmits, clients reactivated from authorized leave; clients placed on authorized leave; clients placed in aftercare; and clients discharged that day. It will also list the names of all clients who did not show up for a scheduled check-in, and clients with a positive breathalyzer and/or drug test.

In addition, DRC staff will notify officers regarding client violations as specified by each officer. For example, if an officer requests immediate notification by phone in the event of a positive drug screen, then a staff member will follow that procedure for clients supervised by that officer. Officers are also involved in any graduated sanctions that

may be applied to a client, and are also welcome at the DRC's weekly staffings. Case managers will also communicate frequently with officers by phone and by email on an individual basis.

Referral Services:

The CONTRACTOR's case managers will work with local faith-based organizations and community service providers to develop Memoranda of Understanding that specify philosophy, approach, and delivery of evidenced based practices. Based on a client's Behavior Change Plan, the case manager will refer the client to the appropriate community service, and will track the delivery of these services. Clients will be responsible for any charges or fees required for community services.

Community Connections:

The Community Connections program works to match clients with needed services. Local faith-based organizations, service providers, and other community-based organizations visit the facility on a regular basis to present information about food, housing, mentoring, health services, support groups (NA, AA, etc.), education, employment, legal help, drug treatment, and vocational training. Clients also learn about specific job seeking and retention skills, key behaviors for successful reentry and relapse prevention behaviors. After these presentations, there is a question and answer period, and clients can also sign up for services, talk with the providers individually, and set up appointments.

When making referrals to community resources, case managers call the provider contact and set up the initial appointment for the client. The case manager prints out a form for the client that includes the name of the provider, the date and time of the appointment, and directions to the provider. For clients that need transportation, the case manager will provide bus tokens. Case managers also follow up with service providers to confirm that clients attended their appointments and to ensure seamless service delivery.

In addition to referring clients to resources to help address their criminogenic needs, case managers assess clients for basic needs such as food, shelter, and medical attention. The facility has a list of the options available in the community to meet the basic needs a client might have. Our experience shows that when basic needs are met, clients are more likely to remain in compliance with program requirements. Case managers also determine if their clients meet the criteria for any entitlements; (i.e. SSI, welfare, grants, etc.) and will assist clients in obtaining and completing appropriate applications.

Get Connected:

CONTRACTOR's staff work diligently to establish connections with employment, housing, and mental health treatment agencies, as well as employers, landlords, and other community resources. Referral information and arrangements are set up in advance so that CONTRACTOR's staff will have the necessary information available when needed. The facility also maintains a listing of community resources on a website

that GEO Care developed for CONTRACTOR clients, called Get Connected, which clients can access from CONTRACTOR's computer terminals. Staff update the website regularly.

Data Collection/Quality Assurance:

CONTRACTOR is committed to using collected outcomes to better enhance our program operations. By analyzing outcome measurements, CONTRACTOR can examine both the immediate results of program activities as well as long-term program implications, and then strengthen effective program elements and change ineffective ones. Tracking and reporting outcomes also allows CONTRACTOR to provide performance feedback to DRC staff, which helps our offices stay focused on the ultimate goal of reducing recidivism. In addition, CONTRACTOR provides continuous feedback to clients on progress, program attendance, skills acquisition, etc. and celebrates these achievements with positive reinforcements. Providing clients with information on their progress builds accountability, enhances motivation, and improves outcomes.

Accurate and detailed documentation is crucial to tracking program performance and outcomes. Therefore, for each program, CONTRACTOR establishes data collection procedures to ensure that staff collect and enter the required data. When a client goes through intake, the client works with staff to fill out the intake paperwork, which includes providing the required data. Not only is the required data part of the forms that the client fills out, staff enters the data into the electronic database, and the CONTRACTOR's Program Manager reviews that client's electronic case file after intake to verify that staff collected and entered the required data. The CONTRACTOR's Program Manager also performs monthly audits on randomly selected case files to monitor the accurate and complete collection of required data on an ongoing basis. In addition, National Compliance Specialists from the CONTRACTOR's corporate office conduct annual audits of the data stored in electronic and hardcopy formats to verify that required program data is collected and correct.

Client and program data is entered and stored in CONTRACTOR's proprietary case management system GEOtrack. GEOtrack is a secure, web-based system that tracks metrics and gives authorized users a real-time view of a client's status and progress in the program. DRC staff enter attendance data, alcohol and drug test results, assessment scores, and case notes for each client. GEOtrack includes numerous pre-defined reports that staff can use to produce statistical reports on one or all clients. CONTRACTOR will provide authorized Mendocino County staff secure access to GEOtrack.

Throughout the DRC's operation, CONTRACTOR's case managers collect a variety of basic program metrics called Key Performance Indicators (KPIs). KPIs include data for each client (such as the number of incident reports and infractions, program and group attendance, alcohol and drug test results, etc.), and all KPI data for the DRC is compiled on a weekly basis and then reviewed each week by the program manager, area

manager, and regional manager. This level of review further ensures the validity of the program's collected data.

Program Fidelity:

CONTRACTOR uses local and national quality assurance processes to ensure program fidelity as well as intermediate outcomes reports to show positive program impact. In the area of quality assurance, each program manager reviews assessments, treatment plans, case files, and group facilitation to ensure adherence to EBP and program design. The program manager also reviews each office for fidelity to EBP and program design. For intermediate outcomes, we measure program attendance, changes in assessment scores, change in employment, sobriety, housing, and connections to community resources. In addition, CONTRACTOR uses monthly internal quality assurance processes and annual audits to ensure the adherence to program design. Each CONTRACTOR DRC is required to follow the monthly quality assurance process which includes monthly staff meetings and reviews of client assessments, treatment plans, case files, and group facilitations.

CONTRACTOR also has two National Program Compliance Specialists who visit every CONTRACTOR DRC program annually to measure program compliance to contract requirements. These onsite visits include an audit of hardcopy case files of active and terminated clients for all required paperwork, and an audit of electronic case files for all required data. The Program Compliance Specialist also ensures that the monthly internal quality assurance processes are being completed as required.

The Program Compliance Specialist then provides a written report of the results to the appropriate customer representatives and makes recommendations, if needed, to address any identified deficit. This report is also provided to the Area Manager, the Regional Director, and the VP of Reentry and Supervision Services. This team works together and designs Corrective Action Plans to address any deficit area of the reviewed program. Items within the Corrective Action Plan receive ongoing measurement until concerns are resolved.

Reports:

As an integral part of DRC reporting, staff electronically enters all assessment, personal, and program data for each referred client into our GEOtrack case management database. Staff consistently updates this information to reflect individual client progress through the program. This includes assessment results; breathalyzer and urinalysis results; appearance for scheduled activities (check-ins, groups, individual meetings, etc.); case notes, including significant events and staff observations; participation and progress in treatment groups; employment and education status; and the number of community referrals made. Our comprehensive data collection allows CONTRACTOR staff to provide the County with a variety of reports about the client population, intakes/discharges by type, and changes in assessment scores, etc.

At midnight every day, GEOtrack generates the scheduled services for the new day and generates violations for required services that were not completed the previous day. Each day, CONTRACTOR staff review the previous day's violations and either confirm or dismiss the violation. Confirmed violations are handled per County direction, and CONTRACTOR staff records the actions taken for all violations. County staff can also use the GEOtrack system to view the contacts CONTRACTOR has had with a specified client, as well as any written violations for that client.

CONTRACTOR will provide a Monthly Progress Report on each client by the 10th of each month, as well as a Discharge Report for any client discharged before graduation.

Staffing/Management Plan:

CONTRACTOR will maintain operating hours of 8:00 a.m. to 5:00 p.m. on Monday and Friday, and 10:00 a.m. to 7:00 p.m. Tuesday through Thursday. This allows clients to check-in to the DRC five days a week, which is especially important in the beginning stages of DRC programming as new clients are often confused, overwhelmed, angry, and/or defensive. One of the most common times for a client to stop attending programming is between the first and second appointments. Therefore daily check-ins are a key component of client engagement.

When providing DRC services, extra care will be taken to ensure that clients receive a high enough dosage of services that support positive behavior change. Our experience has shown that cognitive behavioral therapy and other treatment services yield the best results when accompanied by regular check-ins with program staff. Without this additional dosage, we have seen decreased client attendance and participation, as well as higher client turnover.

[END OF DEFINITION OF SERVICES]

EXHIBIT A
Amendment 1
Attachment 1

EXHIBIT B
Amendment 1

PAYMENT TERMS

1 to 50 Clients	\$32,000 per month
Less Monthly Rent to County for facilities	(\$2,000) per month
Net Cost	\$30,000 per month

Contractor shall submit an invoice to the County for payment not less than quarterly.
Invoices shall be submitted to:

Mendocino County Probation Department
Attention: Accounting
589 A Low Gap Road
Ukiah, CA 95482

Payment shall be processed within 30 days of receipt of the invoice and will be mailed
to:

B.I. Incorporated d/b/a BI Correctional Services, Inc.
6265 Gunbarrel Avenue, Suite B
Boulder, CO 80301
Attn: Ellen Wick

[END OF PAYMENT TERMS]