

Court-Mandated Therapy Manual

An Official Program of MARET System International

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Introductory Information

Purpose of the Court-Mandated Therapy System

Court officers¹ and other professionals that mandate that people get counseling have a tough job. Most of them have way too many clients to keep track of with little technology to aid them in that effort. The purpose of the *Court-Mandated Therapy System* by *MARET Systems International* is to provide a window for court officers to see the progress of clients toward becoming productive members of society.

The *Court-Mandated Therapy System* will provide the court officer and the therapist with measureable indicators of the progress of any client included in the *CMT System*. Furthermore, these measureable indicators will be simple to read and understand. Each court officer who uses the *CMT* will be able to see the progress of their clients in an instant. And, the therapist will be able to launch instant alerts to the court officer in the event that there is a need for communication between court officer and therapist.

After each counseling appointment, the therapist will record specific information regarding two key components of recovery for the client: 1) The client's progress toward becoming a productive member of society; and, 2) The client's compliance and cooperation with the counseling process.

Each of these indicators is measured using ten questions completed by the therapist using a ten-point scale for each question. Results of these questions are available for viewing by both the therapist and the court officer. First, last and average scores are available for each of the components and, additionally, for each question. Court officers can see immediately whether there is progress or not on the part of the client.

Moreover, the court officer does not even need to examine each client individually. The therapist has the ability to launch an immediate request for contact to the court officer. That immediate request will be stored in a database that will be opened instantly when the court officer logs into the system or when the court officer refreshes the *Alert* screen. Information displayed to the court officer will include both phone and email for the therapist. Essentially, a court officer using this system will see their most critical cases immediately.

General Components – How the System Works

By understanding the components that are part of the *CMT System*, you will gain an understanding of exactly how the whole system will work. You will see that this whole process is a seamless one that will give a court officer immediate information about a client whenever that information is needed. Furthermore, the court officer will be able to obtain this information through any electronic device that has access to the Internet.

¹ The *Court-Mandated Therapy System* was originally designed to be used by probationary officers who regulated and monitored behaviors and therapeutic progress of clients mandated to obtain counseling. However, the *CMT System* has become somewhat larger than that now. The *CMT System* can be used by anyone in any situation where in two parties are conferring on the psychological counseling of an individual. In most cases, that will involve some type of "mandate" from someone. That "someone" in the *CMT System* is the "court officer." In reality, that might be a "real" court officer, it might be a judge, it might be a lawyer, or even a medical doctor. The "court officer" will be able to see a summary of a client's progress whenever they log into the *CMT System*.

Component #1

The first component in the *CMT System* is the interface that allows the therapist to enter key information into the system. This information is both for the benefit of the therapist and for the benefit of the court officer.

This information gives the therapist a great overview of the ongoing status of the client in relation to the counseling relationship. There are two areas that are surveyed each time that the client has a session with the therapist.²

Productive Member of Society. There are ten statements that the therapist responds to regarding the client's development and progression toward becoming a more productive member of society. These items are scored and results are viewable by the therapist and the court officer.

Cooperation and Compliance with Counseling. There are ten statements that the therapist responds to regarding the cooperation and compliance of the client with the whole counseling process. Sometimes client compliance with the counseling process is difficult for the client who does not wish to engage in therapy. This score gauges the amount of cooperation and compliance that exists in that relationship. These items are scored and results are viewable by the therapist and the court officer.

Crisis Notification. Another feature of the system allows the therapist to send various crisis notifications to the court officer. Those notifications will be placed in a special database. The contents of that database are the first thing that the court officer sees when they log into the system.

Component #2

As we discovered, the first component allows the therapist to enter essential information into the database regarding a client's progression. The second component allows the court officer to see the information that the therapist has entered.

The court officer will have access to the specific information for each client. The court officer will be able to see the results of the information that the therapist has entered. If a court officer meets with a client on a regular basis, this information will prove to be very valuable. The court officer will be able to pull up this information prior to a meeting with a client and immediately see their progress regarding the two key areas scored by the therapist.

Moreover, every time that the court officer logs into the *CMT System*, they will immediately see any *Alerts* that have been posted for any of their clients. This will show them who needs their attention immediately. *Alerts* will include the client's name, the therapist's name, email and phone number. In most cases, the *Alert* will also spell out the issue in very brief terms.

Component #3

The third component is for the client (as well as the therapist and the court officer). The third component is a comprehensive set of educational modules that take the client step-by-step through resolutions to their issues. At the current time, we have the following educational modules planned.

² It is possible for a therapist to enter a client into the *CMT System* without having a connection to a court officer. In that case, the therapist would be able to enter the summary information for the client after every session. Therapists may wish to consider this option especially in cases where the client is deficient in his or her relationship with society – even if therapist is not mandated. Doing so will give the therapist a window to the progress of the client.

- Anger Management
- Substance Abuse Behavioral Modification
- Personality Modification and Awareness

These three educational modules will be available to clients once they have taken three essential *MARETweb Assessments*.³ Those assessments will direct their educational studies based on their needs as determined by the results of the *Assessments*. Thus, the education and therapy that the client receives will be directly targeted by the *Assessments* that they have taken.

The educational modules will be engaged in with a therapist.⁴ As the client “passes” each specific unit of study in the module, the therapist will record the client’s progress in the *CMT System*. This information will be available for the court officer to see. Thus, the client who has been mandated by the court to go through anger management (for example) will take a 16-Unit educational module related to anger issues.

As the client completes each of the 16 modules, their progress will be recorded by the therapist and will be immediately available to the court officer to see.

³ Those three *Assessments* are: *MARET Anger Diagnostics*, the *Addictions and Dependency Scale*, and the *Personality Spectrum Analysis*. These three *Assessments* are mandatory in the *CMT System*. *MARET Systems International* has designated these three *Assessments* as “mandatory” due to their applicability in situations of significant counseling need. Analysis of these three sets of *Assessment* results will result in the generation of a clear path of recovery for any client.

⁴ Therapists are free to determine the best method of applicability for these educational modules. The modules are suited for both one-on-one personal therapy and for close, intimate small group therapy. Very large group therapy is not suggested (although this, again, is left up to the discretion of the therapist and the therapeutic community using the *CMT System*).

Therapist Instructions

Initializing Your Account

Any member of the *MARETweb Project* can participate in the *CMT System*. In order to do so, a *MARETweb* user must sign up for the *CMT System*. That process takes less than one minute and only requires the individual to click on one button.

The purpose of this operation is to create unique identifiers within the *CMT System* so that the *MARETweb* user can make connections with others through the *CMT System* interface. Once this sign up process is complete, the *MARETweb* user will have immediate access to the entire *CMT System*.

Therapist Home Screen

The *Therapist Home* screen is the first screen that a therapist goes to when they click on the *Court-Mandated Therapy* option from the *MARETweb Dashboard*. This screen contains a menu at the top of the screen and some summary information below

Therapist Home Menu

The *Therapist Home* screen contains a number of menu options. Those options are either explained in greater detail later or should be self-explanatory. They are:

Load Client. This menu option allows you to load a client into the system and to go directly to the client's information. There are also sub-menu choices on the *Load Client* screen that allow you to view all active and inactive clients.

Create Client. This allows you to create a completely new client if the client in question is not already in the *MARETweb* system. This option should not be used when a client already exists in the database system for the *MARETweb Project*. In that case, use the *Attach Existing Client* option (see next entry).

Attach Existing Client. If a court-mandated client is already in the *MARETweb Project* system, then you should use this option to connect them to the *CMT System*. Do not attempt to create them all over again.

Suspended Clients. After two weeks of non-payment, a client's account is suspended. All of the data that has been entered for the client remains intact. However, access to the data and additions to the data are suspended until payment is completed. By clicking on this item you can see a complete list of all clients that are suspended.

Pending Client Payments. This list shows you all clients in the system who have not paid.

Buy Payment Credits. This allows you to buy payment credits in bulk so that you don't have to make a payment for each client account. You can pay for a large number of them and then apply the credits to the client accounts. This makes the payment process much easier and faster.

View Court Officers. This presents a list of all court officers that you are currently connected with.

New Court Officer. This function allows you to add a new court officer to your system.

Help Files. This contains all the help files for the entire *CMT System*. This also contains paper copies of some assessments and other documents of interest.

Guided Tour. This provides *Guided Tour* of the entire system.

Therapist Home Summary

Personal Data. The personal data displayed on the *Therapist Home* screen includes:

- *Therapist Name*
- *Therapist Organization*
- *TherapistID*
- *Payment Credits* (if you have purchased payment credits)

Under the therapist personal information, you will find a link that allows you to modify your information. This can be done at any time including your email and your phone information.

System Summary. The summary section includes various data related to clients and court officers. There you will find:

- *The Number of Active Clients*
- *The Number of Inactive Clients*
- *The Number of Pending Clients* (pending payment)
- *The Number of Suspended Clients* (suspended for non-payment)
- *The Total Number of Court Officers* connected to you

You may use the *[view]* hot word next to any loaded category to immediately view the items in that category.

Alerts

There are two types of advisories that will be displayed on the *Therapist Home* screen:

- Alerts will be posted that the therapist has sent off to a court officer to which there has not yet been a response from the court officer.
- Alerts will be posted that have been sent from the court officer to the attention of the therapist.

All *Alerts* will be able to be marked as read so that they no longer appear on the *Alert* screen.

System Alerts appear on both the *Therapist Home* screen and the *Officer Home* screen. These *Alerts* have either been launched spontaneously by the system itself in response to a specific action or they have been initiated by the therapist or court officer.

Notification of an *Alert* present in the system is visible on the *Home* screen. When you click on the *Alert* heading, you will be taken to the form that contains all active *Alerts*. From there you can perform maintenance on *Alerts* that have been sent to you.

Copyright Statement and Terms of Use

There is a copyright statement at the bottom of the *Home* screen for the therapist and the court officer. *MARET Systems International* expects that each agent will read not only the *Copyright Statement* but also the *Terms of Use*. You will note that the *Copyright* word and the *Terms of Use* word are underlined. You may click on each of those words to see the statements. *MARET Systems International* does not and will not compromise on the *Copyright* of this product, associated printouts, and educational materials. The *Terms of Use* will also be strictly enforced.

Entering Clients into the System

There are two ways to enter a client into the *CMT System*. Notice the difference between these two client options carefully.

Create Client

The *Create Client* function allows you to create a client that currently does not exist in the *MARETweb Project* database. When you create the client, they will automatically become part of the *MARETweb* global client database system so that they don't need to be created again.

The reason that the client must exist in the *MARETweb* database system is because you will be administering *Assessments* to the client that are stored in the global *MARETweb Project* database system. You will also be able to use the comprehensive note taking system and all of the other *MARETweb* features with this client. They will become a new *MARETweb* client.

If you load the client in the *CMT System*, however, you will need to reload them if you wish to use the functionality of the regular *MARETweb Project*. They are not loaded in both systems.

Attach Existing Client

The *Attach Client* function allows you to attach a client to the *CMT System* when that client is already part of the *MARETweb Project* database. If you have previously created an account for a client, do not use the *Create Client* function and recreate the client. That will confuse their account and *Assessments* that the individual takes will not be applied to their *CMT System* account. Only maintain one account per client. Use this function to attach client's that already exist in the system.

Loading Clients

In order to successfully load a client, they must have been created or attached (see section above). Once you create or attach a client you can load their record into memory. When their record is loaded into memory you can perform all functions related to a client account on that particular record.

To load a client record into memory, follow these instructions:

- From the *Therapist Home* screen, click on the *Load Client* menu option.
- Enter the first initial of the client's last name and click on *Find Client*.
- All clients whose last name begins with that letter will appear in a selection box.
- Click on the client that you wish to load and click on the *Load Highlighted Client* button.
- This action will immediately take you to the client's individual record.

Cost of System Use

There are currently a number of charges that can be applied to a client's account. The system is not "free" for the client to use. Court-mandated clients must pay in order to be connected to their court officer through the *CMT System*. Here are the current charges that apply to a client account:

- The initial court officer-therapist-client connection in the general *CMT System*.
- An additional charge for the *MARET Anger Management Toolbox* curriculum (which is connected directly to the court officer).
- An additional charge for the *MARET Substance Abuse Recovery Program* (which is connected directly to the court officer).
- An additional charge for the *MARET Personality Empowerment Program* (which is connected directly to the court officer).

These charges can be paid through the therapist's PayPal account. In fact, this is the recommended (and easiest way). However, the funds must come from the client themselves. Payment for this service is the client's ultimate responsibility.

Pending Client Payments

The menu option titled *Pending Client Payments* will give you a complete list of all clients who have been signed into the program in the last two weeks without assigning any type of payment to them. After a period of 14 days, the system automatically moves those clients to suspended status.

Payment for the client account will remove the client's record from *Pending* status. During the 14 day period of time you may add any records you wish to the client record.

Suspended Client Accounts

The menu option titled *Suspended Clients* reveals all client accounts that have been created more than 14 days ago and have had no payment applied to them. Accounts are automatically moved from pending status to suspended status after 14 days.

Even though a client's account is suspended, no data that has previously been recorded will be lost. As soon as the client's account is brought current with a payment, all data will be available again and all functionality will be restored.

Buying Payment Credits

As a therapist, you have the option to buy payment credits in bulk. A payment credit is worth one system activation for a client. This allows you to have a bank of system credits to apply to clients when they come into the system.

Here is an example of why you may wish to buy payment credits rather than pay for each client as they enter the system.

When you pay for an individual client, you need to enter the system and go to the PayPal area. The PayPal process takes some time. Now, assume that you have 10 new clients. If you go to the PayPal payment area and enter each client separately, that will take 10 times longer than if you do it one time and purchase 10 payment credits.

Rather than pay for each client separately, you can choose to buy payment credits. Those credits can then be applied to individual client accounts. In the case above, rather than performing 10 separate transactions – one for each client – you would conduct one transaction by purchasing 10 payment credits. After you complete that process, you would be able to take the 10 credits that are now attached to your account and apply them to the accounts of the 10 new clients.

Buying payment credits speeds up the whole process of putting new clients into the system.

Making Payment for a Client Account

There are two ways to make a payment for a client account. You may use payment credits or you may pay directly using PayPal.

Using Payment Credits

We just discussed the process involved in buying payment credits. Once you have payment credits you will see the total number of credits on the *Therapist Home* screen. To make a payment using payment credits, do the following:

- From the *Therapist Home* screen, click on the *Pending Client Payments* menu option.
- This action will bring up a listing of all clients who have not yet paid.
- Click on the client name that you wish to apply credit to and then click on the *Goto Pay/Credit Module* button.
- When on the payment options screen, click on *Apply Therapist Credit to Client*.

Using PayPal

If you do not wish to pay for the client account using payment credits, you may pay for the account individually using PayPal. We suggest that you use your own account on PayPal since many of your clients will most likely not have a PayPal account. When you do so, make sure that you have already collected the funds to reimburse you for the client charges.

In order to use PayPal for a client's payment, follow the same instructions as indicated above. Instead of choosing to *Apply Therapist Credit to Client*, however, choose *Pay for Client Account Via PayPal*. This will open a new window to the PayPal portal system.

Activating and Deactivating Client Accounts

Clients don't stay active forever. And, the most annoying thing is to continually have inactive clients appear on the client load option page. Thus, we allow you to activate and deactivate clients whenever you need to do so.

In order to view active and inactive client lists, click on the *Load Client* menu option from the *Therapist Home* screen. Rather than choosing to load a client on the next screen, you will see the *View All Active* and *View All Inactive* menu option. These options will provide you with a complete list of clients for your selection.

Making a Client Account Inactive

In order to make an active client's account inactive, follow these steps:

- From the *Therapist Main* screen, click on *Load Client*.
- Choose *View All Active* on the next page that loads.
- Select the client that you wish to deactivate.
- Place a checkmark in the box that says *Make this client INACTIVE rather than loading the client on ACTION click*.
- When you have a checkmark in that box, click on the *Execute Highlighted Client Action* button to make the client inactive.

Clients that are not active will not appear on any active list. They will not be able to be viewed or loaded by you or by the court officer until they are reactivated. Inactive clients may be reactivated at any time. No data is disturbed when a client's account is deactivated.

Reactivating an Inactive Client Account

In order to reactivate a client's account that is currently inactive, follow these steps.

- From the main *Therapist Home* screen, choose the menu option that says *Load Client*.
- Choose *View All Inactive* to see a complete list of all clients that are inactive.
- Select the client that you wish to reactivate.
- When the client is selected click on *Make Highlighted Client ACTIVE*.

This process will reactivate a client's account. Everything that was previously in the account will still be in the account. Any connections that were present when the client was made inactive will again become active.

Adding a New Court Officer to the System

The most unique aspect of the *Court-Mandated Therapy System* is that it opens a portal for the therapist and the court officer to see the progress of a client continuously. As the therapist enters new information regarding the client's status, the court officer is able to see that information immediately.

The *System* is relatively useless unless there is a connection between the therapist and the individual who is responsible for the mandated care. Thus, we must learn how to add a court officer to the system. There are two steps involved in this process:

- Adding a court officer by connecting them to the therapist; and,
- Connecting a client to the therapist-officer relationship [This procedure is covered in a later portion of the *Manual*].

Viewing Current Officers

In order to view a current list of all court officers that are connected with you (as a therapist) do the following:

- From the *Therapist Home* screen, click on the *View Court Officers* menu option.
- This click will provide you with a complete list of all court officers that you are currently connected with. This information includes their name and their organization.

Creating the Therapist-Officer Connection

There are three different methods that can be used to connect to a new court officer. The one that you use will depend on the information that you have concerning the court officer. Let's look at each option.

First, of all, all court officer connectivity occurs on the same form. You can get to that form from the *Therapist Home* by clicking on *New Court Officer*. Please understand creation of a connection between a therapist and a court officer does not automatically connect any clients to the court officer. That is a totally separate process.

Option #1 – Using the Court Officer's OfficerID. This option allows you to connect directly to the court officer immediately. It means that the court officer is already part of the *CMT System* and the court officer has a valid court *OfficerID*. If the court officer gives you their *OfficerID* by phone or by email, you may enter it in the Option #1 box and click on the *Connect to the OfficerID Entered* button. This will make an immediate and usable connection between you and the court officer. It will also send an *Alert* to the court officer that you have connected with them. After this connection is made, you may begin the process of connecting clients that you have in common with the court officer.⁵

Option #2 – A Court Officer has made a Connection with You. This Option is used when a court officer sends out an Option #3 request from their interface. This is unlikely since you are already connected with the *CMT System* (but it is possible).

In the event that a court officer sends you a request to connect, you will enter the information included in their email in the boxes provided under Option #2. This will cause an immediate connection to be made between you and the court officer. If you have clients that are associated with the court officer, you can then make the connection between yourself, the officer and the client.

An *Alert* will be sent to the officer when you complete this process. This will let the court officer know that you are connected and that they should begin to see mutual clients in the *System*.

Option #3. You have a Court Officer's Email but not Their OfficerID. This Option is similar to Option #1. In this case, however, it is likely that the court officer is not part of the *CMT System* since they have not given you their *OfficerID* – only their email. In this case, you will enter the email address of the court officer and click on the *Send an Email Invitation* button.

When you execute this Option, a number of things happen. An email is formulated and sent to the court officer. That email will contain the web address that they should go to in order to sign up for the *CMT System*. The email will also contain the email address that you recorded in the database and your *TherapistID*.

When the court officer receives your email, they will need to sign up for the *CMT System*. After that sign up process is complete, they will use Option #2 (on their interface) to complete the connection process with you. As soon as they complete this process, you will be notified by an *Alert* on your *Therapist Home* screen. When you are notified that they have signed up and connected with you, you may begin to add clients that are common to you.

Disconnecting From a Court Officer Entirely

The process of making a connection between a therapist and a court officer is usually made so that clients can be connected and seen between the two people. Thus, disconnection of the relationship

⁵ The process of connecting a client to a court officer will be completely discussed in a coming section of the *Manual*.

between the therapist and the court officer will disallow the court officer from seeing the clients that have been previously associated between each of them. You should be aware of this prior to disconnecting a court officer from your *TherapistID*.

Two things happen when you choose to disconnect a court officer.

- First, the database connection that associates that therapist with the court officer is deleted. There remains no relationship between them in the database.
- Second, all database entries that connected the therapist, the court officer and associated clients are destroyed.

You should understand that disconnecting from a court officer has absolutely no effect on the records of the client that have been associated with the therapist and the court officer. Client records are never deleted.

Furthermore, if you reestablish a connection with the court officer after you have made a disconnection, you can also make a new connection between the therapist, the court officer and associated clients. In that case, all records would again be accessible by the court officer.

In order to disconnect yourself from a court officer, perform the following operations:

- From the *Therapist Home*, click on *View Court Officers*.
- Click on the menu option *Disconnect Officer from Therapist*.
- Click on the court officer that you wish to disconnect.
- Click on *Disconnect Selected Officer*.

This action will remove the court officer from your selections. It will delete the court officer from the database that connects you. Client connections will also be deleted. No actual client data will be affected.

The Client Home Screen

The *Client Home* screen is the first screen that you go to after you load a client from the *Therapist Home* screen. When the client is loaded, you have other options on the top menu bar and you also see basic summary information.

The summary information includes:

- *Client Name*
- *Number of Recorded Sessions*
- *Total Counseling Time* (in minutes)
- *Sessions Missed*
- *Court Officer* (name and organization)
- *Inception Date* (date when the client record was created)

Now, we will survey the menu options on the *Client Home* screen. The only exception is that we will not discuss the menu option that says *Therapist Home*. That option logs out the client name and returns you to the *Therapist Home* screen.

Crisis Notification for Officer

This form allows you to perform two separate functions. Please read carefully. You must pick at least one option. You may select both, if you wish. If you choose the first option – missed appointment – you must record the date of the missed appointment. Information will not save without it.

Record Missed Appointment

It is important to record missed appointments when a client is under court-mandated therapy. Eventually, the court officer will want to know if a client consistently does not show up for appointments. Each situation with a court therapist may vary, thus, when you record a missed appointment you can decide if you will notify the court officer or not. If you choose to notify the court officer, the notification will be made by an *Alert* being pointed to their *CMT System*.

Send Alert Notifications to Officer

The *CMT System* allows you to post three different *Alert* notifications to the court officer. All of these will appear on the officer's home screen. You may choose any number of these (including none if you have chosen to post a missed appointment).

Immediate Consultation is Needed. This option should be posted when you urgently need to discuss an issue with the court officer regarding the client. You will note that we have not included an option to immediately notify the court officer if the client relapses into whatever behavior caused them to be placed in a mandated counseling situation to begin with. We strongly believe that relapse is a personal and very serious issue that should be discussed personally (at least on the phone) with the court officer. Thus, if such is the case, you will want to use this *Consultation* option. This option should be used any time there is a need to discuss a client with the court officer.

Threat to Themselves. You will probably find it to be important to notify the court officer if the client becomes a threat to themselves. This may be done with this option, with the *Consultation* option, or with both combined. This option should be used based on your designated relationship with the court officer.

Standard procedures should be followed in all cases where a client is in danger of hurting themselves (including hospitalization).

Threat to Others. You will probably find it to be important to notify the court officer if the client becomes a threat to other people. This may be done with this option, with the *Consultation* option, or with both combined. This option should be used based on your designated relationship with the court officer.

Standard procedures should be followed in all cases where it is believed that the client is endangering another person. It is your responsibility to act within proper ethical guidelines.

When you have made your selections, click on *Launch to Officer and Save Information*.

Recording Client Session Data

One of the most essential components to the whole CMT System is the ability to record standardized data for the client. This data is stored in a database and called up every time you look at a client's stats. The court officer is also able to see this information.

Client data should be recorded for every counseling session encounter that you have with the client whether that encounter is an individual counseling session or a group session. There are two sets of data that need to be recorded. Both must be recorded in order to store a client record.

The two areas that are included in the client's recorded data are:

- The client's progress toward becoming a more productive member of society; and,
- The client's cooperation and compliance with the counseling process.

For each of the two areas assessed there are ten questions or statements that you will respond to. You must make sure that you respond to each question or statement. You will respond on a scale ranging from 0 to 10. Zero would indicate that the client has none of the item that you are responding to. A score of 10 would indicate that the client has a complete grasp on that item.

Each time you record data for a client it is stored. When you view the client statistics, all of the scores are displayed in a variety of formats. Both you and the court officer have access to this information regarding a client.

Productive Member of Society Items

Below are the ten items used to assess the client's progress moving toward being a productive member of society. Again, you will score the client on each individual item ranging from 0 to 10.

1. The client financially supports those individuals that they are responsible for supporting.
2. The client has set reasonable life-goals and is actively working toward fulfillment of those goals.
3. The client shows respect toward the property of others.
4. The client recognizes appropriate personal boundaries and refrains from manipulating others.
5. The client obeys rules and laws appropriately.
6. The client is involved in the community.
7. The client has a good outlook on the future.
8. The client is abstaining from harmful behaviors toward self and others.
9. The client is engaging appropriate friends and associates.
10. The client displays appropriate social skills.

Cooperation and Compliance with Counseling Process

Below are the ten items used to assess the client's cooperation and compliance with the counseling process. The therapist is encouraged to read through the ten items carefully. While some of them are similar, there are slight differences in the impact of each statement. This will give an overall rating of the client's progress in counseling.

1. The client completed assigned homework.
2. The client is actively engaged in the therapy process during the session.
3. The client engages in a soul-searching process during therapy.
4. The client has a true desire to change.
5. The client has a desire to make things right from past errors.
6. The client is developing new behaviors from the counseling process.
7. The client is recognizing the importance of personal change.
8. The client has gained insights regarding their previous errors.
9. The client is learning to take proactive measures for their future development.
10. The client actively takes personal inventory during the counseling process.

Viewing Client Stats

The recorded data for a client is stored in a database in such a manner that allows it to be pulled up and displayed in a variety of ways so that both you and the court officer can make assessments on the client's progress by viewing that data.

We have done everything possible to make this data as simple as possible to understand. Court officers are all too often overrun with work and don't have time to spend trying to figure out what jumbled and complex data means. They want the "bottom line" about the clients that they encounter. That is what we have tried to accomplish.

There are four sets of data that are important. Those sets of data are:

- A summary of client participation.
- Assessment compliance.
- A summary of incorporation into society as a productive member.
- A summary of counseling compliance.

This information is provided to both the therapist and the court officer on a screen that has the exact same layout. Thus, if the therapist and the court officer ever need to discuss any of the data, they will essentially be looking at the same screen. That data is very concise. Let's summarize what the court officer sees.

1. The top bar of data directly under the menu option contains a summary of the client's counseling activities. Basically, the court officer can see how many sessions have been recorded, how many the client has missed and the total amount of time that the client has spent in counseling.
2. There are four MARETweb Assessments that are included as mandatory for the client to take. The next section displays which of those Assessments have been completed.
3. The third section of data displays compiled scores for the Community Member responses. There is an overall average score (the Total), and an average score for each of the ten items. The first score and the most recent score are also included. All scores will range between 0 and 10 points with 10 showing the greatest compliance with the item.
4. The fourth section is exactly the same as the Community Member section (as far as scoring). It relates to cooperation and compliance with the counseling process.

This is an illustration of the data that appears on the summary screen visible to both the therapist and the court officer.

Client Name: *John Doe* **Recorded Sessions:** 3 **Ttl Hours:** 2.90 **Sessions Missed:** 3
Court Officer: *Robert Tippie (MARET Counseling)* **Inception Date:** *December 17, 2011*

Required Assessment Compliance

MARET Anger Diagnostics: **Pending**

Personality Spectrum Analysis: **Pending**

QuikTest: **Completed**

Addiction and Dependency Scale: **Completed**

Productive Community Member *[View Individual Items]*

| | | | |
|-----------------|---------------|---------|---------|
| <u>Total</u> | Average: 4.47 | | |
| <u>Item #1</u> | Average: 3.67 | Last: 6 | First 4 |
| <u>Item #2</u> | Average: 5.00 | Last: 7 | First 7 |
| <u>Item #3</u> | Average: 5.00 | Last: 5 | First 9 |
| <u>Item #4</u> | Average: 4.67 | Last: 8 | First 5 |
| <u>Item #5</u> | Average: 3.33 | Last: 5 | First 4 |
| <u>Item #6</u> | Average: 3.67 | Last: 6 | First 4 |
| <u>Item #7</u> | Average: 4.00 | Last: 8 | First 3 |
| <u>Item #8</u> | Average: 5.33 | Last: 8 | First 7 |
| <u>Item #9</u> | Average: 5.33 | Last: 9 | First 6 |
| <u>Item #10</u> | Average: 4.67 | Last: 5 | First 8 |

Compliance with Counseling *[View Individual Items]*

| | | | |
|-----------------|---------------|---------|---------|
| <u>Total</u> | Average: 4.20 | | |
| <u>Item #1</u> | Average: 4.00 | Last: 6 | First 5 |
| <u>Item #2</u> | Average: 4.67 | Last: 7 | First 6 |
| <u>Item #3</u> | Average: 4.67 | Last: 6 | First 7 |
| <u>Item #4</u> | Average: 4.33 | Last: 5 | First 7 |
| <u>Item #5</u> | Average: 4.67 | Last: 6 | First 7 |
| <u>Item #6</u> | Average: 4.33 | Last: 6 | First 6 |
| <u>Item #7</u> | Average: 3.67 | Last: 7 | First 3 |
| <u>Item #8</u> | Average: 3.67 | Last: 6 | First 4 |
| <u>Item #9</u> | Average: 4.67 | Last: 8 | First 5 |
| <u>Item #10</u> | Average: 3.33 | Last: 7 | First 2 |

Connecting a Client to an Officer

Disconnecting a Client from an Officer

Structured Counseling Modules

There are three Structured Counseling Modules that a therapist can use in conjunction with the CMT System. Structured Counseling Modules are therapist-based modules that take an individual through a learning process regarding issues that they need to resolve.

The Structured Counseling Modules contain therapy-based suggestions for the therapist. The Modules also include homework assignments to be completed by the client. When those homework Units are complete, they are able to be recorded in the CMT System. The therapist and the court officer will have access to a client's progress through each Structured Counseling Module. While the court officer will not see actual answers to homework questions from the client, the court officer will see that the therapist has marked the specific Unit off in the system as "accomplished successfully."

Thus, when a court officer has a client mandated for anger management therapy (for example) the court officer will be able to see how many Units the client has successfully engaged.

It is highly recommended that the client engages each of the Structured Counseling Modules indicated by the criteria below.

The three modules are all psycho-social-educational in nature. They are designed to give the therapist a clear and concise means of reporting measureable outcomes for those sessions. They also reveal areas in which the client may be having difficulty. Those areas are critical since it is likely that those areas are the areas that are most likely to cause relapse in the future.

The three areas that contain educational modules are:

- Anger Management Skills
- Substance Abuse Behavioral Deficiencies
- Personal Construct Issues and Maladaptation

Each of these will have their own set of lessons and homework plans that must be worked through successfully in order to be able to give a measureable outcome for treatment.

THIS WILL BECOME A SCREEN WITHIN THE PROGRAM THAT GIVES A MEASUREABLE OUTCOME FOR THE MODULES. IT WILL ALSO GIVE AN AVERAGE FOR ALL UNITS COMPLETED. THIS IS ALL VISIBLE TO THE COURT OFFICER. THE MEASURABLE OUTCOME IS GENERATED FROM THE THERAPY PROCESS BELOW:

Program flow

- 1) Assessment of previous homework assignment completion (score 0-10)
- 2) Discussion of homework to determine if they "got it" and agree with it (score 0-10)

- 3) Actual changes that will be made OR continued reinforcement of previous lesson (score 0-10)
- Reassignment of previous homework in the case where the individual scored less than an 24 overall
- If a score of 24 was achieved, new lesson in session, if there is compliance with the client.
- Discussion in session of the lesson material
- Interaction with the client to educate them and to illicit their positive understanding of the material.
- Homework specific to the lesson completely explained.
- When a score of 24 or more is encountered for a homework assignment, that number is divided by 3 and that number is recorded as the score for the completion of the previous unit.

Each new unit of study should build off of the things that were learned in the previous lessons. If there is fall back to previous lessons, then those lessons should be reengaged to the degree that they need to be worked again to reinforce their teachings. This is not uncommon since all of these principles build on each other.

It must be understood that some units may take some significant amount of time. The key element in this whole process is forward progress. If the person is moving forward, that's OK. If the individual is missing homework or if they are only half-heartedly completing homework then there may be a larger problem – that problem being that the client is not really interested in recovering themselves from their anger syndrome OR they are too fearful in encountering issues that are holistically overpowering in their emotional disruption.

If recapping of a previous unit is needed, the therapist does not need to rescore that unit unless the new score exceeds the first score and shows the client in even a more favorable light.

This same methodology will be used for all three Modules for behavioral correction.

Court Officer Instructions

Addenda

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