



Probation Service Definition

ADMINISTRATIVE OFFICE OF THE COURTS & PROBATION

Service Name	Tracker	<input type="checkbox"/> Adult <input checked="" type="checkbox"/> Juvenile
Category	Non-Treatment	
Setting	Community-based	
Facility License	Licensure is not required for this service	
Service Description	Tracker services are community-based and aid the probation/problem solving court officer in case management functions. Tracker services provide one-on-one, face-to-face support to youth under the supervision of probation/problem solving court officers through the development of a mentoring relationship with a positive role model. The tracker role is to skill build with the youth to support risk reduction and enhance the youth's success in the community. Tracker services provide face-to-face contacts with the youth but, in addition, tracker services shall have contact with the probation/problem solving court officer, parent(s)/guardian, and other collateral contacts such as school officials, therapists, etc.	
Service Expectations	Tracker services are to be facilitated by providers who were selected through the Request for Qualification (RFQ) process. Please refer to the RFQ for additional service expectations.	
Service Frequency	<p>As outlined in the Request For Qualifications (RFQ), there are two levels of tracking services.</p> <p>High Intensity Trackers Dosage should include:</p> <ul style="list-style-type: none"> • 4-5 face to face contacts with youth per week • 1 face to face contact with parent/guardian per week • 1 collateral contact per week • Computer checks/call-in checks to schools for attendance and grades • Meet with probation/problem solving court officer face-to-face once per week <p>Low/Mid Intensity Trackers dosage should include:</p> <ul style="list-style-type: none"> • 2-3 face-to-face contacts with the youth per week • 1 face-to-face contact with parent/guardian per week • 1 collateral contact per week • Computer checks/call-in check to schools for attendance and grades • Bi-weekly contact with probation/problem solving court officer, can be completed via phone, email or in person 	
Length of Stay	Service will be authorized for up to 30 days	
Staffing	Tracker must be associated with the selected RFQ provider	



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Staff to Client Ratio	These parameters were not identified in the RFQ. The ratios listed below would be ideal: <ul style="list-style-type: none">• High Intensity Tracker no more than 30 youth per tracker• Low/Mid Intensity Tracker no more than 50 youth per tracker It is Probation's expectation that there will be one assigned continuous tracker per youth.
Hours of Operation	24 hours/day, 7 days/week
Service Desired Outcomes	Outcomes for this service should include but not be limited to the youth remaining within the community setting, reduction in high risk areas, transition down in services and through increased skills.
Unit and Rate	Per face-to-face contact; see rate sheet

[Click here to view
Service Interpretive Guideline]