



Christiana Care Monitoring Program Program Guidelines

Title: Contact with Agreement Monitor

Pages: 2

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Guideline:

Participants are required to have bi-monthly contact with the Christiana Care Monitoring Program operated by Uprise Health. Initially all participants must contact their agreement monitor telephonically. After a three-month period, the participant may be approved to have their two contacts be made through email, voice mail, or telephonic. At that time, each participant must have at least one telephonic contact with his/her agreement monitor or designee per month. The remaining contact due per month may be through email or voice mail provided the participants provide their required information.

The bi-monthly contact is intended to help support participants in their recovery by reviewing recovery activities and addressing any concerns promptly. Additionally, the contact provides an opportunity for the participants to update the agreement monitor on changes related to home/work address, work assignment, prescribed medications, and health-related issues. Participants will report their compliance to their Acknowledgement of Monitoring Requirements, including self-help attendance. At the time of the contact, the agreement monitor will review participant's case file to determine if there are any alerts or specific concerns noted in the record, as well as to determine if the participant has failed to meet a requirement or is otherwise non-compliant with his or her Acknowledgement of Monitoring Requirements.

The following Participants will be required to have telephonic calls until their agreement monitor determines a different call frequency.

1. Participants in the first three months of the program.
2. Participants who have little or no community or treatment support.
3. Participants who are experiencing stressors that could impact their ability to successfully comply with program requirements.



4. Participants who have a mental health disorder and are not dual diagnosis where the participant is not in treatment or there is not monthly communication between the agreement monitor and all of the participants' providers.

Participants who have missed more than three contacts within a six-month period may be reported non-compliant, especially if participants have other non-compliant reports. The rolling six-month period will begin at the time of the first missed contact.