



Battering
Intervention
Program

Provider Manual

Allegheny County
DEPARTMENT OF HUMAN SERVICES
Bureau of Forensic Services

BIP Provider Manual Contents

A. Manual Overview	2
B. Use of the ACJC Application	2
C. Client Access to BIP Services	2
Requesting Language Interpretation Services	3
D. Client Financial Obligation	3
E. Curriculum Information	5
F. BIP processes	7
1. Referrals	7
2. Pre-enrollment Contacts	11
3. Intake and Enrollment Procedures	12
4. Transfers	13
5. Client Outcomes	14
5(a): Attendance	14
5(b): Unable to Serve	17
5(c): Successful Completion, and Completion as per Referral Source	17
5(d): Ending and Terminating Service Episodes	18
5(e): Reporting Outcomes to all Referral Sources and Clients	20
5(f): Reporting Outcomes to Criminal System Partners	21
G. BIP Contacts and Documents	22
BIP Sliding Scale	23
Verification of Zero Income	24
BIP Transfer Form for clients	25
Email which will be auto-generated by the ACJC for BIP transfers	26

A. Manual Overview

Allegheny County funds a Battering Intervention Program (BIP) to provide curriculum-based psychoeducational group classes for individuals who perpetrate intimate partner violence. Four (4) community providers are funded through Allegheny County's Department of Human Services (DHS); there is also a jail-based provider at the Allegheny County Jail (ACJ or Jail). With over 20 weekly BIP groups, standardized processes are essential to consistent services and clarity across the BIP provider network, with DHS and the Jail, and among criminal system partners.

This BIP Provider Manual is designed to be a resource for BIP program staff and set standards across the BIP provider network. Contained in this manual are detailed directions on implementing processes identified as critical for an effective BIP network in Allegheny County. These processes include:

- Referrals;
- Intake and enrollment procedures;
- Transferring clients;
- Entering outcomes in a client's record;
- Ending or terminating service episodes; and
- Reporting client progress to criminal system partners and other referral sources.

Accurate data collection and timely data entry is essential for effective collaboration between the BIP providers and the local courts. Apart from holidays, any deviation from the Data Entry Guidelines or the BIP policies detailed in this Manual should be reported to the BIP Manager. Whenever possible, advance approval must be sought for any exceptions made to these BIP processes or the associated Data Entry Guide for BIP.

B. Use of the ACJC Application

BIP Providers must maintain an electronic record for all clients referred to BIP in the Allegheny County Jail Collaborative Application (ACJC Application). Within this BIP Provider Manual are data entry standards all BIP providers must follow. The standards herein are basic requirements and are detailed further in the ACJC Data Entry Guide for BIP.

C. Client Access to BIP Services

BIP follows DHS's standards on providing services to all clients regardless of race, color, national origin, sex, religious creed, disability, or age. If questions arise around whether any client should be permitted to enroll in BIP services, the DHS BIP Manager must be consulted before access to BIP services is denied.

If a client is denied enrollment at the intake appointment, a note should be made in the clients ACJC record and the referral source and BIP Manager should be notified. The BIP Manager should also be notified of any waitlists for BIP groups that delay client enrollments by three (3) weeks.

Requesting Language Interpretation Services

Clients who do not speak English as their primary language may require an interpreter to participate in BIP services. Providers assist clients who require a translator by arranging for a translator from TrustPoint, a DHS vendor for Language Interpretation Services.

The Provider should notify the BIP Manager that a client requires an interpreter at the time the services are requested from TrustPoint. Providers will email the designated TrustPoint contact and follow TrustPoint's instructions for arranging the interpretation services. Arrangements for translation services must be made in advance by the Provider.

As of July 1, 2018, the TrustPoint contact is Emily Shearer, who can be reached at (412) 261-9032 or Emily.Shearer@trustpoint.one. At this time, there is no accompanying data entry requirement for this process.

D. Client Financial Obligation

A tenet of BIP is to require the client to financially invest in the service to promote accountability. This is accomplished in two ways. A flat \$15 Intake-Assessment fee is expected of all clients; this fee is integral to the BIP models as it is an effort to make clients feel invested in the program early on. Clients are also expected to pay a per-class fee, which is between \$5 and \$50 dollars per group meeting.

This fee is based on a sliding scale established by DHS. The BIP sliding scale is based on the client's income and family size. The income of others in the household or family is not considered when assessing the client's ability to pay BIP client fees. For a copy of the BIP Sliding Scale, see Section G of this Manual.

Client Fee Standards

1. Providers assess the client's ability to pay using the BIP sliding scale at the Intake-Assessment appointment. To verify income or financial status, clients may provide recent paystubs, a letter from a financially supportive family member or friend, SSI/SSDI payments, letters from homeless shelters, soup kitchens, and halfway homes, or other letters or business records that verify a client's financial status. Most clients will provide paystubs from the most recent 30-day work period and these paystubs will be annualized to use with the BIP sliding scale.
2. If a client has no income or paying the BIP fee creates a financial hardship for the client, DHS can authorize a BIP Scholarship for the client, effectively waiving the intake-assessment fee and/or the per-class fees. Whenever a client expresses concern over the fee for BIP, Providers should be upfront about DHS's ability to waive fees if necessary.
3. Clients who are unable to afford the client fees associated with BIP must complete DHS's Verification of Zero Income form. Providers should also request additional documentation

when possible. After a client has completed the Verification of Zero Income form, the Provider should email the BIP Manager to authorize a BIP scholarship for the client. In certain circumstances, a client's personal account alone may be sufficient evidence to obtain a scholarship.

4. If a client does not qualify for a scholarship, the client should pay (a) a \$15 flat intake fee, and (b) a per-class fee in accordance with the sliding scale. The per class fee will be between \$5 and \$50.
5. If a client presents at an Intake-Assessment without the required \$15 fee, Providers are required to meet with the client and assess the client's ability to pay using the sliding scale.
 - If this client does not qualify for a BIP scholarship (full DHS funding), the client will be asked to pay the intake fee (a) in advance of or (b) at the first-class session, and providers are to schedule a start date with the client.
 - If the client does not qualify for a scholarship and does not pay the intake fee (plus the per-class session fee) at the first group meeting they attend, Providers may use their discretion to determine if a client should be allowed to attend this session or not.
6. All clients should be treated the same when it comes to assessing client financial obligation regardless of Referral Source. However, from time to time Allegheny County Court of Common Pleas Judges from the Family Division will require DHS's Office of Children, Youth and Families (CYF) to cover the client's financial obligation to BIP via Court Order. In these cases, BIP Providers are to treat the client's financial obligation as \$0 and require no fees directly from the client.
7. Successful Completion includes attendance and payment compliance. A client cannot successfully complete BIP until their record is at a zero-dollar balance. If a client's financial obligation has been alleviated via BIP Scholarship, Court Order, or other approval from the DHS BIP Manager, the client's required fee should be recorded as \$0.

Data Entry Requirement

Providers must enter all fees required and fees collected into the ACJC with BIP attendance.

Unless the client's financial obligation has been waived, the Intake-Assessment fee of \$15 should be recorded in the attendance class grid; the Intake-Assessment appointment should be labeled as Group Number 00.

If a client's financial obligation has been waived for any client meetings, the fee required should be entered as \$0 and the payment received should be recorded as \$0.

An email should be sent to the BIP Manager when:

- a BIP Scholarship is requested—this email should detail the client's financial situation and justification for receiving a scholarship.

- “Other” is selected—this email should explain the Provider’s justification for selecting this option.

Please Note: Class attendance must be entered for all clients; this requirement is not associated with the client’s financial obligation to pay class fees.

“Payment Responsibility,” a field in the ACJC Outcomes and Measures screen, should be used in the following way—

When:

Select:

A client is required to pay the BIP Fees	“Client Responsible for Payments”
A client receives a DHS Scholarship	“BIP Scholarship Approved”
CYF is Court Ordered to pay the client’s fees	“CYF Court-Ordered to Pay Fees”
Any other situation arises	Select “Other” and provide details as free text

Note: If two options apply, Providers should select the option that is most representative of the client’s financial obligation. Or, “Other” should be selected and an explanation should be (a) entered into the text box associated with this “Payment Responsibility” response and (b) sent via email to the BIP Manager.

E. Curriculum Information

Curriculum Standards

Providers are required to construct their BIP curriculum based on either the Duluth Model or Emerge, or a combination of these two nationally recognized models. While a facilitator typically follows pre-planned material for a BIP session, a group session may focus instead on current events or recent circumstances in a client’s life.

Data Entry Requirement

Providers are expected to identify which curriculum each class aligns with and indicate the curriculum used in the ACJC Application. Providers are required to enter the curriculum used when entering attendance information in a client’s electronic record. In addition to entering curriculum information for group meetings, Providers will also record individual meetings with clients.

All class attendance, including curriculum information, must be entered in the ACJC by Thursday of the following week. Any deviation from this requirement should be reported to the BIP Manager at BIP@allegHENYcounty.us.

See the following sections of the ACJC Data Entry Guide for BIP:

Section 5 on entering class attendance and Curriculum Information.

Providers must select one of the following options, available when entering class attendance in the ACJC “Curriculum Information” drop down:

Curriculum option	Indicates:
Duluth Module	A module from the Duluth curriculum was primarily used during this group session.
Emerge Module	A module from the EmERGE curriculum was primarily used during this group session.
Hybrid Duluth/Emerge Module	During this group session, the curriculum used borrowed aspects from both the Duluth and EmERGE curriculums.
Group Session Focused on Client Needs	During this group session, the facilitators did not rely heavily on any specific curriculum but instead used the group time to discuss matters personal or interesting to individuals in the group.
Individual Appointment	An individual meeting was held with a client outside of the group setting. If relevant, notes from this meeting can be entered into the “Notes to Share on the BIP Client Status Report” field.
Individual Intake-Assessment Appointment	A client met with a provider’s employee for the initial Intake-Assessment appointment. When selecting this option, the corresponding group number for intake should be selected, which will be group number 00.

F. BIP processes

Process Standards

This section of the BIP Provider Manual details processes and policies that are applied across the BIP provider network. Additional requirements are detailed in the BIP ACJC Data Entry Guide.

1. Unless otherwise specified, client records must be maintained in the ACJC application.
2. The BIP Manager should be contacted when an exception to these standards must be made, or if questions arise about any BIP process, policy or practice. Exception explanations should also be recorded in the ACJC when appropriate.
3. At times, the jail-based provider will deviate from these BIP standards.

1. Referrals

BIP referrals come from a variety of sources, including: self-referrals; criminal courts and probation; the District Attorney's office; Family Court; CYF, or defense counsel.

General Referral Standards

BIP Providers should receive referrals within two (2) business days of when the referral was made. Referral standards for the primary Referral Sources to BIP are detailed below; these standards apply to both the BIP Providers and system partners who refer clients.

Self-referrals, Family Court referrals, and defense attorney referrals may be received via phone call, fax, email or another method.

Data Entry Requirement

Clients referred from a formal Referral Source should be entered into the ACJC system within two (2) days of obtaining all necessary pre-enrollment information.
--

Clients who are self-referred should be entered into the ACJC following the Intake-Assessment appointment only if the client chooses to enroll in BIP.
--

The primary Referral Sources to BIP are the Magisterial District Judges (MDJ) and probation, with over eighty percent (80%) of BIP clients reporting their progress to one of these two Referral Sources. The Office of Children, Youth and Families (CYF) also has detailed referral standards, as CYF is administered by DHS and shares a data infrastructure with BIP.

Magisterial District Judges (MDJ) Referral Standards

1. A DHS Resource Specialist will be present in MDJ courtrooms on criminal hearing days to meet with clients referred to BIP from the MDJ Courtrooms.
2. Providers will receive MDJ referrals via email from a DHS Resource Specialist within two (2) business days of the referral date.
3. The DHS Resource Specialist will make one contact-attempt within ten (10) days of the referral date and email the results of this attempt to the BIP Provider.
4. If a client has not scheduled an Intake-Assessment appointment within ten (10) days of the referral date, providers must attempt to contact the client two (2) times.
5. MDJ referrals should be closed if the client has not contacted the Provider to schedule an Intake-Assessment appointment within fifteen (15) days of the referral date. When this occurs, an individual referred from the MDJ can enroll after a fifteen (15) day period has passed, but a separate service episode should be created in the client's electronic record.

Data Entry Requirements:

BIP Providers must:

- Create and maintain an electronic record for all clients referred from MDJ Courtrooms.
- Enter MDJ referrals within two (2) business days.
- Record all pre-enrollment contacts with a client referred from a MDJ; this includes entering the one contact attempt made by the DHS Resource Specialist.
- Close the client's service record using the "Incomplete - Lack of engagement in services" End Reason if, after fifteen (15) days, the client has not enrolled and either (1) the DHS Resource Specialist did not indicate the client requires additional time or (2) the Referral Source has not requested the client's referral to remain open.

See the following sections of the ACJC Data Entry Guide for BIP:

Section 2 on accepting a referral from the ACJC waitlist;
Section 4 on recording pre-enrollment contacts;
Section 7 on closing client records.

Additional guidance:

When possible, Resource Specialists will include relevant information on a client's (a) need for an interpreter, (b) financial situation, (c) alleged crime, or (d) statements made in court.

Guidelines for DHS's Resource Specialists' role in the MDJ referral process are available upon request from the BIP Manager at BIP@alleghenycounty.us.

Adult Probation Referral Standards

1. All Adult Probation referrals must be received via the ACJC.
2. Providers should notify a client's Probation Officer by email if a client has not scheduled an Intake-Assessment appointment within ten (10) days of the referral date.
3. Probation referrals should be closed after fifteen (15) days of the referral date if (a) the client has not contacted the Provider and (b) the client's Probation Officer has not requested the referral remain open for a pre-determined number of days.

Data Entry Requirements:

BIP Providers must:

- Accept a referral from probation from the ACJC Waitlist within two (2) business days.
- Record all pre-enrollment contact-attempts and contacts/communications for clients referred from Probation and the referring Probation Officer.
- Close the client's service record using the "Incomplete - Lack of engagement in services" End Reason if, after fifteen (15) days, the client has not enrolled and the Probation Officer has not requested the client's referral remain open.

See the following sections of the ACJC Data Entry Guide for BIP:

Section 2 on accepting a referral from the ACJC waitlist;

Section 4 on recording pre-enrollment contacts;

Section 7 on closing client records.

Additional guidance:

- Community Monitors should enter and send all referrals electronically.
- If a Probation Officer attempts to make a referral in person or via phone or fax, the BIP Provider must request the Probation Officer deliver the referral to Probation's designated staff for BIP Referrals: a Community Monitor at the Community Resource Center.
 - Providers should notify the BIP Manager when this occurs, noting the Probation Officer's name and, when possible, the potential client's name.
- The name of the assigned Probation Officer and contact information will be included in the referral via the ACJC. If contact information is not provided, Providers should contact Allegheny County Adult Probation at 412-350-2320 and request the name and contact information for the assigned Probation Officer.
- Providers can schedule Intake-Assessment appointments for clients who are not yet referred via the ACJC, but must insist an electronic referral is sent prior to the scheduled appointment so there is no delay in entering the client's Intake-Assessment appointment or future class attendance.

CYF Referral Standards

1. All CYF referrals must be received via the ACJC.
2. Providers should notify a client's CYF Caseworker by email if a client has not scheduled an Intake-Assessment appointment within ten (10) days of the referral date.
3. CYF referrals should be closed after fifteen (15) days of the referral date if (a) the client has not contacted the Provider and (b) the client's CYF Caseworker has not requested the referral remain open for a pre-determined number of days.

Data Entry Requirements:

BIP Providers must:

- Accept a referral from CYF from the ACJC Waitlist within two (2) business days.
- Record all pre-enrollment contact-attempts and contacts/communications with clients referred from CYF and the referring CYF Case Worker.
- Close the client's service record if (a) the client has not enrolled after fifteen (15) days and (b) the CYF Case Worker has not requested the client's referral remain open.

See the following sections of the ACJC Data Entry Guide for BIP:

Section 2 on accepting a referral from the ACJC waitlist;

Section 4 on recording pre-enrollment contacts;

Section 7 on closing client records.

Additional guidance:

- All CYF caseworkers are familiar with making non-placement service referrals via the KIDS system.
 - If a CYF caseworker is having a difficult time making the referral in KIDS, the caseworker should contact their supervisor, the DHS Service Desk, or the CYF-IPV Consultants.
- When a referral is made for BIP from CYF (in KIDS), the client will appear on the Provider's ACJC Waitlist.
 - Contact information for the referring CYF caseworker will automatically be included in the referral via the ACJC. If contact information is not provided or is inaccurate, the Provider should contact the BIP Manager to be connected with the appropriate CYF office or caseworker.
- BIP Providers are encouraged to contact the CYF caseworker directly if there are any questions or concerns regarding a client referred from CYF, either at the time of the referral or at any point in the service episode.

2. Pre-enrollment Contacts

Pre-enrollment Contact Standards

1. Whenever possible, Providers should enter all pre-enrollment contacts, conversations and contact attempts into the ACJC.
 - These pre-enrollment contacts will be reported on the client-specific BIP Status Report. The purpose for this process and including this information on the report is to improve communication with the Referral Source.
2. After a client has attended the Intake-Assessment appointment, the provider no longer needs to record contacts with the client or Referral Source.

Data Entry Requirement

For clients referred from the MDJ Courtrooms:

- Within ten (10) days of the referral, Providers will receive an email from a DHS Resource Specialist indicating the Resource Specialist attempted to contact the referred client. A note of this contact or contact attempt should be entered into the client's record in the ACJC on behalf of the DHS Resource Specialist by BIP Provider staff.
- After the DHS Resource Specialist's email is received but before fifteen (15) days have passed since the referral date, Providers must make two contact attempts to the referred client. Each contact or attempt should be entered into the ACJC.

For clients referred from Probation:

- If any direct contact is made with either (a) a client referred from Probation or (b) the referred client's Probation Officer prior to a client's Intake-Assessment appointment, this conversation should be noted in the ACJC pre-enrollment contact field.
- Within ten (10) days of the referral, an Intake-Assessment appointment should be scheduled with the client. If this appointment is not scheduled within ten (10) days, Providers should notify the referring Probation Officer via email and record this contact attempt or conversation in the ACJC.

All other clients:

- Providers should record all conversations with the client and any contact attempts that occur pre-enrollment.
- Providers should also record conversations with the Referral Source when these conversations are client-specific.

See the following sections of the ACJC Data Entry Guide for BIP:
Section 2 on recording pre-enrollment contacts.

3. Intake and Enrollment Procedures

Intake and Enrollment Standards

1. Providers must meet with a client individually prior to the client attending the first BIP group session.
2. At this Intake-Assessment appointment, a Provider should
 - a. inquire into the client's past actions, willingness to discuss the incident that caused the referral, and other relevant information;
 - b. assess the client's ability to pay using the DHS Sliding Scale (see Section D of this BIP Provider Manual for additional details on the Client's Financial Obligations);
 - c. provide the client with a BIP attendance policy and retain a signed copy; and
 - d. have the client sign consents and releases of information to enroll in the program.
3. A flat \$15 intake fee is expected of all clients at the Intake-Assessment appointment.
See Section D of this Manual for data entry standards and processes related to Client Fees.
 - a. If a client presents at the Intake-Assessment appointment without the \$15 fee, provider should still meet with the client and record the \$15 fee required and the client's non-payment in the ACJC database.
 - b. If the client provides evidence or testimony that they cannot afford the \$15 fee or per-class BIP fees, Providers should ask the client to fill out the Verification of Zero Income form and request BIP Scholarship approval from the BIP Manager.
4. If a client does not attend a scheduled Intake-Assessment appointment, this should be recorded in the class attendance grid. Providers can also add a note for the BIP client specific report in the "Notes to Share on the BIP Client Status Report" field in the outcomes and measures screen.

Data Entry Requirement

Unless the client's financial obligation has been waived,

- the Intake-Assessment fee of \$15 should be recorded in the attendance class grid; the Intake-Assessment appointment should be labeled as Group Number 00.
- "Client Responsible for Payments" should be selected for the "Payment Responsibility" drop down on the outcomes and measures screen.

If a client presents at the Intake-Assessment appointment without the \$15 fee, a Provider should still meet with the client and record (a) the \$15 fee required and (b) the client's non-payment in the ACJC database.

When a client receives a BIP Scholarship or has Court Ordered fee payment:

- a client's financial obligation has been waived for the Intake-Assessment;
- the fee required should be entered as \$0 and the payment received recorded as \$0; and
- the appropriate selection should be made under the "Payment Responsibility" drop down on the outcomes and measures screen.

See the following sections of the ACJC Data Entry Guide for BIP:

Section 4 on Intake and Enrollment;

Section 4 on indicating BIP Payment Responsibility;

Section 5 on entering client attendance, including required and collected fees.

4. Transfers

Transfer Standards

1. BIP clients are permitted to change Providers during their participation in a BIP group.
2. After confirming the client wants to change providers, the Provider will discuss with the client which alternative Provider can best serve the client. Using the BIP Transfer Form, the primary Provider will provide the client with contact information for the secondary Provider and a Transfer Checklist. The primary Provider will then close the client in the ACJC database as “Incomplete - Transferred to another provider.”
3. Upon selecting this service end reason, a new dropdown box will appear which will list the other BIP Providers; the primary Provider will select the secondary Provider discussed with the client. After entering this information, when the client’s service episode is closed, the ACJC database will generate an email to the secondary Provider that includes information about the client’s previous service episode and information to identify the client in the ACJC database.
 - The information contained in the ACJC-generated email will ensure the same client ID is used for this client.
 - If the primary Provider believes any additional details need to be shared, a direct email should be sent from the primary Provider to the secondary Provider’s designated referral email address.
4. It will be the client’s responsibility to schedule an Intake-Assessment meeting with the new Provider within ten (10) days. This requirement will be included on the Transfer Checklist given to each client when they transfer.
 - Clients will not pay a second Intake-Assessment fee for this appointment.
5. The Provider receiving the transferred client must make two (2) attempts to contact the client within fifteen (15) days of the transfer date.

Data Entry Requirement

The primary Provider should select “Incomplete - Transferred to another provider” to close the client’s service episode. A dropdown list of the other BIP Providers will appear, and the primary Provider should select the secondary Provider that the client is transferring to. Upon closing this service episode, the ACJC will automate an email to the secondary Provider informing them the client has been transferred.

The secondary Provider must enter the client’s referral into the ACJC within two (2) business days. If the client does not schedule an Intake-Assessment appointment within ten (10) days,

the secondary Provider should make two (2) contact attempts. These contact attempts should be recorded in the ACJC. If after the two (2) attempts the client cannot be contacted or does not have a sufficient excuse for the delay in enrollment, the client's service record should be closed as "Incomplete - Lack of engagement in services."

5. Client Outcomes

5(a): Attendance

Attendance is necessary for a client's success in BIP as regular attendance in group ensures a client receives the full curriculum and remains accountable to the facilitator and other participants in the group. Clients who understand they can and will be terminated for absences are more likely to attend, and clients who reach the allotted absences are on notice their attendance is crucial to their continued participation in the BIP group.

Attendance Standards

1. Only three absences are permitted unless unavoidable circumstances (e.g. medical, birth of a child) necessitate and justify multiple missed sessions.
2. Providers will issue an attendance warning to clients when they have missed two (2) class sessions.
 - a. If a client was referred from Probation, the client's Probation Officer should also be notified via email that the client has missed two (2) BIP sessions within two (2) business days of the second absence.
3. If a client is absent for a fourth session, the client will be terminated.
 - a. If a client is not terminated upon the fourth absence, the provider must email the BIP Manager at BIP@alleghenycounty.us within forty-eight (48) hours of the missed class with a justification for not terminating the client's service episode.
4. Clients experiencing personal barriers to attending group meetings can be placed on an Authorized Suspension to allow the client time to address his or her personal matters that are preventing class participation.
 - a. An Authorized Suspension will last a predetermined length of time that should not exceed two months.
 - i. If a client's projected end date will be delayed more than two months due to Authorized Suspension absences, Providers must supply the Referral Source with an explanation and email a copy or summary of this communication to the BIP Manager at BIP@alleghenycounty.us.
 - ii. Providers should obtain a confirmation from the Referral Source the notice of this Authorized Suspension was received. Issues connecting with the client's Referral Source or any support needed should be communicated to the BIP Manager.

- b. An email detailing the length of time and a reason for the client's Authorized Suspension should be sent to the BIP Manager at BIP@alleghenycounty.us within two (2) days of granting an Authorized Suspension.
 - i. At times, the Provider will be asked to notify the client's Referral Source or the District Attorney's Office that an Authorized Suspension was granted for the client. Providers may choose to initiate this communication on their own, as well.
 - c. When a client is placed on Authorized Suspension status, a note should be made in the ACJC database field: "Notes to Share on the BIP Client Status Report."
 - i. This note does not need to provide full details to the court, but should provide some explanation why an Authorized Suspension was granted and the date the client is expected to resume BIP.
 - ii. This note will only be communicated when the BIP Client Status Report is generated and given to the Referral Source. Notes can later be removed from the report if they are no longer relevant to the client's BIP Status.
- 5. Clients who are terminated for an attendance policy violation must either (1) return to the referral source to receive a re-referral or (2) wait 30 days before any provider will accept the client for a new service episode.
 - a. The 30-day delay prior to re-enrollment reinforces the accountability of the BIP attendance policy, showing the terminated client and other clients enrolled in BIP that the attendance policy will be enforced and true consequences result for noncompliance. Clients have an opportunity to reenroll before 30 days pass, but are required to contact their Referral Source—typically a Probation Officer or the referring MDJ courtroom—to request a second referral.
 - b. Providers may instead choose to suspend the client for a 30-day period and allow the client to reenroll at that providers location on a predetermined start date.
 - i. In such circumstances, the client's record should be closed as "Incomplete - Provider termination" and a new service episode should be opened for the client. This should not be recorded as an Authorized suspension.
 - ii. Providers should require the re-enrolled client attend the full number of classes required for the original service episode, but may make exceptions to this requirement when appropriate. All exceptions should be communicated to the BIP Manager and recorded in the client's ACJC record in the "Notes to Share on the BIP Client Status Report" field.
 - iii. No credit should ever be given for classes that were attended more than six (6) months before the client's reenrollment start date.

Data Entry Requirement

Providers must input when an attendance warning is issued under the “Session Events” field in the outcomes and measures screen.

Class attendance should be entered on or before Thursday of the following week. If a client receives a no call/no show but had a valid excuse for missing the group meeting, providers should not change the client’s previously recorded attendance record but instead should enter an explanation in the “Notes to Share on the BIP Client Status Report” field.

When a client is on an Authorized Suspension, a note should be made to the referral source in the ACJC. This note does not need to provide full details, but should provide some explanation as to why an Authorized Suspension is necessary and the date the client is expected to resume BIP. This note is communicated with the referral source only on the BIP client status report. Notice to the referral source, when required, must be done in addition to making this note in the ACJC.

See the following sections of the ACJC Data Entry Guide for BIP:

Section 5 on entering class attendance data as a group;

Section 5 on recording an Attendance Warning as a Session Event”; and

Section 6 on recording “Notes to Share on the BIP Client Status Report” field; and selecting which notes are on the BIP client status report.

Providers must select the appropriate option for whether the client “Attended?”

Attendance options:	Select when:
Absent – No call/No show	The client did not attend a scheduled BIP meeting and <u>did not</u> provide advance notice they would be absent.
Absent – Notified	The client did not attend a scheduled BIP meeting but <u>did</u> provide advance notice they would be absent.
Attended	The client attended a scheduled BIP meeting.
Authorized Suspension	The client and provider have an agreement for a specified period of time where the client will remain enrolled but not attend group meetings. This option can be utilized when a client needs to focus on personal recovery efforts, is traveling for work, or is working to overcome personal barriers to success in BIP.
No Credit But Present	The client attended some or all of the group meeting, but did not receive credit. Typically, this is selected if the client sleeps through parts of class, is late, leaves early, or is unapologetically disrespectful. A note should be added to “Notes to Share on the BIP Client Status Report” field with a brief explanation; Providers may choose to not include this note on the report as an option on this grid.

5(b): Unable to Serve

Unable to Serve Standards

BIP providers will not utilize the “Unable to Serve” End Reasons. Clients will be enrolled into a BIP Service Episode in the ACJC upon referral, and only a Service End Reason can end a Service Episode.

Data Entry Requirement

Providers should not use the Unable to Serve drop down menu. If the Provider has created a record in error and would like to close this record, they must contact the ACJC Service Desk and copy the BIP Manager on this data fix request.

Providers will use Incomplete - Lack of Engagement in Services when a client was referred to BIP but never enrolled.

When appropriate or necessary, Providers should type additional details in the “Notes to Share on the BIP Client Status Report” field. These notes will only be shared when the BIP Status Report is generated.

See the following sections of the ACJC Data Entry Guide for BIP:

- Section 10 on submitting a Service Desk ticket to request a data fix;
- Section 7 on entering end reasons for BIP Service episodes;
- Section 6 on adding Notes to Share on the BIP Client Status Report.

5(c): Successful Completion, and Completion as per Referral Source

Completion Standards

Successful Completion and Completion as per Referral Source are service End Reason options that indicate a client completed his or her BIP services. These End Reasons should only be selected when the following is true:

- Successful Completion: a client has attended 24 BIP group sessions and is payment compliant with their assessed financial obligation.
- Completion as per Referral Source: the agency or authority that referred the client required a different standard for completion than the BIP-system standard for Successful Completion. This End Reason is selected when the client has met these alternative standards set by the Referral Source. Oftentimes this option is selected if a Judge refers the client to less than 24 sessions, but should also be used if a Referral Source decides mid-service the client’s attendance record is satisfactory before 24 sessions are reached and releases the client of any further obligations to attend classes. When this occurs, Completion as per Referral Source should be selected as the End Reason.

Data Entry Requirement

Providers should select Successful Completion and Completion as per Referral Source when a client has completed their BIP service in accordance with these definitions.

Whenever Completion as per Referral Source is selected, enter a brief explanation in the “Notes to Share on the BIP Client Status Report” field.

5(d): Ending and Terminating Service Episodes

End Reason Standards

In addition to the End Reasons indicating BIP completion, the ACJC also has several Incomplete End Reasons. Some End Reasons should never be used by community BIP Providers, and others should only be used in accordance with the following definitions. If providers are unsure which End Reason to select, they should contact the BIP Manager for guidance.

Providers remain responsible for reporting to the Referral Source for all referred clients even after the client’s service episode has been closed. If Providers cannot access the BIP Report for a former client, Providers should request a Status Report be generated by contacting the BIP Manager at BIP@alleghenycounty.us. The Provider should include the client’s name, the clients ACJC ID number, and the date by which the Report is needed.

Data Entry Requirement

When a client finishes BIP, their service episode should be closed by Thursday of the following week.

When appropriate or necessary, Providers should type additional details in the “Notes to Share on the BIP Client Status Report” field. These notes will only be shared when this Report is generated and communicated to the Referral Source.

The following definitions should be used when selecting a BIP service End Reason:

Please Note: the ACJ BIP Provider has exceptions and should use the jail-specific end reasons.

End Reason	Definition / Usage
Successful Completion	A client has attended 24 BIP group sessions and is payment compliant with their assessed financial obligation.
Completion Per Referral Source	The agency or authority that referred the client required a different standard for completion than the BIP-system standard for Successful Completion.
Incomplete— Change of incarceration location	Never for community BIP Providers. Only the ACJ BIP provider may use this option.
Incomplete— Classification change	Never for community BIP Providers. Only the ACJ BIP provider may use this option.
Incomplete—Client left program against medical advice	Never.

Incomplete - Death	The BIP client died while enrolled or while the referral was still active.
Incomplete - Escape/Absconded	Never for community BIP Providers. Only the ACJ BIP provider may use this option.
Incomplete - Forensic hospitalization	Never for community BIP Providers. Only the ACJ BIP provider may use this option.
Incomplete - Lack of engagement in services	The BIP client was referred to BIP but never enrolled. This option should be selected when clients do not schedule an Intake-Assessment appointment within 15 days of the referral date. When selecting this option, the provider should either have documented (a) contact attempts or (b) Notes to Share on the BIP Client Status Report.
Incomplete - Medical	The BIP client cannot continue with services because of a medical issue or need. This should only be used when the service episode must be ended, and should not be used when a client is placed on an Authorized suspension.
Incomplete - Medical hospitalization	Never. “Incomplete – Medical” should be used instead.
Incomplete—moved out of county	The client relocated his or her residence to outside of Allegheny County and will no longer attend BIP for that reason.
Incomplete—Moved to alternative housing	Never for community BIP Providers. Only the ACJ BIP provider may use this option.
Incomplete - Provider termination	The BIP client was removed from class due to a violation of the BIP attendance policy. - If a client is removed for any other policy infraction, Incomplete—Removed due to misconduct should be selected instead. - If the Provider did not record an attendance warning in the ACJC but chooses this End Reason, the provider should include a brief explanation in the Notes to Share on the BIP Client Status Report field.
Incomplete - Reincarceration	The BIP client was arrested and cannot continue BIP Services in the community at this time.
Incomplete - Released from jail	Never for community BIP Providers. Only the ACJ BIP provider may use this option.
Incomplete—Removed due to infractions	Never for community BIP Providers. Only the ACJ BIP provider may use this option.

Incomplete—Removed due to misconduct	The BIP client was removed from class due to a violation of any BIP policy EXCEPT an attendance policy violation (see Incomplete - Provider termination, above). • BIP Policy violations include client behavior that is detrimental to the BIP program or group dynamic. • The provider should include a brief explanation in the Notes to Share on the BIP Client Status Report field.
Incomplete - Revocation to Jail	Never. “Incomplete – Reincarceration” should be used instead by community BIP Providers.
Incomplete - Transferred to another level of care	Never.
Incomplete - Transferred to another pod	Never for community BIP Providers. Only the ACJ BIP provider may use this option.
Incomplete - Transferred to another provider	The BIP client was transferred to another BIP Provider to finish his or her service episode. • See Section F(4) of the BIP Provider Manual for additional details on this process.
Incomplete - Withdrew	The client chose to terminate his or her service episode before successfully completing; withdrew does not indicate anything negative about the client’s behavior in BIP, only that the client intentionally chose to end BIP services before completing.
Incomplete - Other	Never. If this end reason is used, (a) details must be entered into the accompanying textbox and (b) an email must be sent to the BIP Manager explaining why this End Reason was selected.

5(e): Reporting Outcomes to all Referral Sources and Clients

Reporting Standards

1. Providers must maintain accurate and up to date records in the ACJC system so a BIP Status Report can be generated for any client when needed.
2. When requested, Providers must provide a Referral Source with a status update on a client within two (2) business days.
3. Clients who request a BIP status update should receive, at a minimum, a letter that includes:
 - (1) the Provider’s name and contact information,
 - (2) the referral source and date of referral, and
 - (3) the number of classes the client has (a) attended and (b) is required to attend.

4. If a client requests a full attendance report, the BIP Status Report should be generated and delivered to the client at the next class session or, if necessary, be made available before the next class session.

Data Entry Requirement

When requested, Providers must generate a client-specific copy of the BIP Status Report and send it to the requesting Referral Source within two (2) business days.

5(f): Reporting Outcomes to Criminal System Partners

Reporting Standards

1. For clients with review hearings in MDJ courtrooms outside the City of Pittsburgh (cases in the “Area,” not in Pittsburgh Municipal Court/PMC), providers must send the DHS Resource Specialist supervisor a client-specific copy of the BIP Status Report no later than the Thursday before the client’s scheduled review hearing. Providers are responsible for maintaining a review hearing calendar or other tracking system.
 - a. Providers must also offer all BIP clients a copy of their BIP status report on a regular basis. Providers do not need to notify a client when a court review hearing is approaching or supply a client with his or her attendance record if the client has not requested this attendance update. Nevertheless, Providers will need to generate and send this report to the DHS Resource Specialist supervisor regardless of if the client requested a status update.
2. For clients with review hearings at Pittsburgh Municipal Court, Providers must send the Paralegal for the District Attorney’s Domestic Violence Unit the client’s BIP Status Report in advance of the client’s hearing.
3. Clients referred from Probation typically require a Letter of Completion which should be delivered to the client on his or her last day of BIP, provided the client is payment compliant. If a client referred from Probation is terminated for any reason, the referring Probation Officer should be notified within two (2) business days.

Data Entry Requirement

When requested, Providers must generate a client-specific copy of the BIP Status Report and send it to the requesting Referral Source within two (2) business days.

For clients referred from MDJ courtrooms, providers must send the DHS Resource Specialist supervisor a client-specific copy of the BIP Status Report no later than the Thursday before the client’s scheduled review hearing.

G. BIP Contacts and Documents

BIP Contacts

BIP Manager

BIP@AlleghenyCounty.US

ACJC Questions or Support

ACJCSpecialists@AlleghenyCounty.US

ServiceDesk@AlleghenyCounty.US

Provider contacts

Provider Name	Fax	Phone	Email address
Renewal Inc. Community BIP for men Female Offender Group	412-697-1237	412-697-0880 ext.4506 412-605-4432 cell	Batterersintervention@renewalinc.com
Women's Center & Shelter MENS Program	412-687-3315	412-687-8017 ext. 340	MENS@wespittsburgh.org
Persad Center LGBTQ+ clients	412-408-3720	412-441-9786 ext. 218	BIP@persadcenter.org
Wesley Family Services Community BIP	TBD- please call	Deborah Freeman at 412-661-1670	BIP@wfspa.org
Wesley Family Services BIP at the ACJail	412-350-2235	Jack Pischke at ACJ (412) 350-2187	ACJBIP@alleghenycounty.us

Interpretation services

As of July 1, 2018, the TrustPoint contact is Emily Shearer, who can be reached at 412-261-9032 or Emily.Shearer@trustpoint.one

DHS Resource Specialists

The Resource Specialist Supervisor should be contacted for up-to date contact information and when questions arise when working with the Resource Specialist staff in the MDJ Courtrooms. As of July 1, 2018, Erin Williams is the Resource Specialist Supervisor. She can be reached at (412) 350-5028 or Erin.Williams@AlleghenyCounty.US.

BIP Documents

Below are examples of the following forms or documents referenced in this Manual:

- BIP Sliding Scale;
- Verification of Zero Income;
- BIP Transfer Form for clients;
- Email which will be auto-generated by the ACJC for BIP transfers.

An example or template for any other document mentioned is available upon request from the BIP Manager.

BIP Sliding Scale

INSTRUCTIONS:

(Updated 7-6-16)

- 1) Select family size which is based on the number of persons residing in the household and may also include when applicable the number of children the person has child support responsibility for who do not reside in the household.
- 2) Family size must be verified in the participant case file.
- 3) Select corresponding income level (annual income) based on past 30 days (verified by income documentation to be placed in participant file).
- 4) Charge fee listed at bottom of column for each session.
- 5) Household income is defined as the income of the person referred to the BIP.

SIZE OF FAMILY/	HOUSEHOLD INCOME		
	Up to 100% FPG	101 - 125% FPG	126 - 135% FPG
1	\$0 to \$11,880	\$11,881 to \$14,850	\$14,851 to \$16,038
2	\$0 to \$16,020	\$16,021 to \$20,025	\$20,026 to \$21,627
3	\$0 to \$20,160	\$20,161 to \$25,200	\$25,201 to \$27,216
4	\$0 to \$24,300	\$24,301 to \$30,375	\$30,376 to \$32,805
5	\$0 to \$28,440	\$28,441 to \$35,550	\$35,551 to \$38,394
6	\$0 to \$32,580	\$32,581 to \$40,725	\$40,726 to \$43,983
7	\$0 to \$36,730	\$36,731 to \$45,913	\$45,914 to \$49,586
8	\$0 to \$40,890	\$40,891 to \$51,113	\$51,114 to \$55,202
PER SESSION FEE	\$5	\$10	\$15

136 - 150% FPG	151 - 200% FPG	201 - 210% FPG	211 - 234% FPG
\$16,039 to \$17,820	\$17,821 to \$23,760	\$23,761 to \$24,948	\$24,949 to \$27,799
\$21,628 to \$24,030	\$24,031 to \$32,040	\$32,041 to \$33,642	\$33,643 to \$37,487
\$27,217 to \$30,240	\$30,241 to \$40,320	\$40,321 to \$42,336	\$42,337 to \$47,174
\$32,806 to \$36,450	\$36,451 to \$48,600	\$48,601 to \$51,030	\$51,031 to \$56,862
\$38,395 to \$42,660	\$42,661 to \$56,880	\$56,881 to \$59,724	\$59,725 to \$66,550
\$43,984 to \$48,870	\$48,871 to \$65,160	\$65,161 to \$68,418	\$68,419 to \$76,237
\$49,587 to \$55,095	\$55,096 to \$73,460	\$73,461 to \$77,133	\$77,134 to \$85,948
\$55,203 to \$61,335	\$61,336 to \$81,780	\$81,781 to \$85,869	\$85,870 to \$95,683
\$20	\$25	\$30	\$35

211 - 234% FPG	235 - 259% FPG	260 - 299% FPG	300% or greater FPG
\$24,949 to \$27,799	\$27,800 - \$30,769	\$30,770 to \$35,521	\$35,522 or greater
\$33,643 to \$37,487	\$37,488 to \$41,492	\$41,493 to \$47,900	\$47,901 or greater
\$42,337 to \$47,174	\$47,175 to \$52,214	\$52,215 to \$60,278	\$60,279 or greater
\$51,031 to \$56,862	\$56,863 to \$62,937	\$62,938 to \$72,657	\$72,658 or greater
\$59,725 to \$66,550	\$66,551 to \$73,660	\$73,661 to \$85,036	\$85,037 or greater
\$68,419 to \$76,237	\$76,238 to \$84,382	\$84,383 to \$97,414	\$97,415 or greater
\$77,134 to \$85,948	\$85,949 to \$95,131	\$95,132 to \$109,823	\$109,824 or greater
\$85,870 to \$95,683	\$95,684 to \$105,905	\$105,906 to \$121,364	\$121,365 or greater
\$35	\$40	\$45	\$50

Verification of Zero Income
**ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES OFFICE OF
COMMUNITY SERVICES ONE SMITHFIELD STREET, SECOND FLOOR
PITTSBURGH, PA 15222**

VERIFICATION OF ZERO INCOME CLAIM
--

To be completed and signed by applicant.

- | | | |
|---|-------------------------------------|-------|
| 1 | DATE OF APPLICATION | <hr/> |
| 2 | APPLICANT'S NAME | <hr/> |
| 3 | APPLICANT SOCIAL
SECURITY NUMBER | <hr/> |
| 4 | APPLICANT BIRTHDATE | <hr/> |

AFFIDAVIT:

I, _____, STATE THAT I HAD NO
INCOME FROM ANY SOURCE DURING THE PERIOD _____ TO
_____. I UNDERSTAND THAT I CAN BE PENALIZED BY FINES,
IMPRISONMENT, AND/OR REIMBURSEMENT OF SERVICES FOR MAKING
FALSE STATEMENTS.

SIGNED _____ **DATE:** _____

5. DURING THE ABOVE PERIOD, HOW DID YOU MEET YOUR NEEDS FOR:

FOOD: _____

SHELTER: _____

LIVING EXPENSES: _____

BIP Transfer Form for clients

This form is intended to capture necessary information for a BIP client intending to transfer from one BIP Provider agency to another.

Client Name: _____ Client ACJC ID: _____

Client contact information—best form of contact (circle one):

Phone

Email

Other _____

Client Phone: _____ E-mail: _____

Initial BIP Provider: _____

Previously attended class time and location: _____

The last group meeting attended at this location was / will be on: _____

Anticipated number of classes attended by transfer date: _____ of _____ (required classes)

Client intends to transfer to (Provider): _____

Desired or requested class time, if applicable: _____

Unless other arrangements are made, transferring clients are required to contact the BIP Provider they intend to transfer to within 10 days of this transfer request.

Provider contact information is below:

Wesley Family Services	Deborah Freeman at 412-661-1670	BIP@WFSPA.org
Renewal Susan M. Sacks LPC	412-697-0880 ext.4506 412-605-4432 cell	batterersintervention@renewalinc.com
Women's Center and Shelter (MENS Group) Rhonda L. Fleming	412-687-8017 ext. 340	MENS@wcpittsburgh.org

Client Transfer Checklist:

- ☐ Contact new provider within 10 days to schedule a new enrollment date and group time.
-If your new provider requires you attend an Intake appointment, there will be no associated fee
- ☐ Within 3 weeks of enrolling with the new BIP Provider, request a copy of your attendance record via the BIP Client Status Report to confirm credit has been transferred for all previously attended BIP classes.

Client Acknowledgment/Signature: _____

Email which will be auto-generated by the ACJC for BIP transfers

To: [Provider A-- receiving transfer] general email
Cc: BIPattendance@alleghenycounty.us
Re: BIP Client Transfer

Hello [Provider A],

[Provider B--sending transfer] has a BIP client to transfer to [provider A--receiving transfer].

The client's name is [First name] [middle name] [last name] and ACJC client ID is [ACJC client ID#].

Your agency is expected to enter this clients' referral into the ACJC within two business days. If the client has not contacted you within ten days of receiving this message, your agency is expected to make two client contact-attempts and record these attempts in the ACJC.

If no contact is made and the client has not scheduled an Intake-Assessment within 15 days of receiving this email, the client's record should be closed as "Incomplete—Other" and "No Intake-Assessment scheduled, no contact made" should be written in the text box associated with this end service reason.

Any deviation from the process detailed in this email or any questions should be directed to the Battering Intervention Program Manager at BIP@alleghenycounty.us.

Please contact **[Provider B--sending transfer]** with any specific questions regarding this client.

Thank you!

Reminders:

1. Clients do not pay a second Intake-Assessment fee when transferring providers.
2. To view details on this client's previous BIP service(s):
 - First, place the client in focus.
 - With the client in-focus, navigate to Jail Collab.>Services>Services List
 - Click the "View All Service Episodes" radio button.
 - Highlight the row for the BIP service you wish to view, and click Show.

This will take you to the Services screen, where you can view information about service locations, and end-reason.
 - Using the breadcrumb trail at the top of your screen, click Outcomes & Measures.
 - On the next screen, highlight the row you wish to view (there will likely only be one) and click Show.

This will take you to the Outcomes & Measures screen for the service episode, where you can see class attendance and other important details entered by the previous BIP provider.