



Administrative Office of the Courts
 Juvenile Justice Services Division
 Contract Years 2019-2024
 Interpersonal Skills Building Service Specification
 Service Codes 199

INTERPERSONAL SKILLS BUILDING – Service Codes 199	
Category	Delinquency Prevention/Intervention Services (Form F-1)
Setting	<ul style="list-style-type: none"> • Community-based
Targeted Population	<ul style="list-style-type: none"> • Juveniles 12 – 17 years old • Low, Moderate-, or High-risk juvenile, as indicated on Service Authorization Form (SAF) and determined by probation department using the Arizona Youth Assessment System (AZYAS) or other Arizona standardized assessment for transferred juveniles • The Contractor shall ensure low-risk juveniles are not combined with moderate- and high-risk juveniles in a group setting. • The developmental stage (early, middle, late adolescence) and cognitive ability of the juvenile must be considered when provided in a group setting • Non-adjudicated diversion juveniles shall not be combined with adjudicated juveniles during any component of service delivery
Facility License	<ul style="list-style-type: none"> • This service does not require an agency or individual to hold a specific license
Service Description	<ul style="list-style-type: none"> • This service focuses on developing the social skills required for a juvenile to effectively deal with specific types of issues and interact in a positive way with others. The basic skills model begins with the juvenile’s goals, progresses to how these goals should be translated into appropriate and effective pro-social behaviors, and concludes with the impact of the behavior on the social environment. This service directly targets the juvenile but may involve supportive individuals (family, teachers and pro-social adults) to encourage practicing and reinforcement of the new skills in a natural environment. The service may be provided in an individual and/or group setting to address interpersonal skills in a comprehensive manner and shall include, at a minimum, the following domains: <ul style="list-style-type: none"> ○ <u>Verbal Communication</u> - What we say and how we say it; ○ <u>Non-Verbal Communication</u> - What we communicate without words (body language); ○ <u>Listening Skills</u> - How we interpret both the verbal and non-verbal messages sent by others; ○ <u>Negotiation</u> - Working with others to find a mutually agreeable (Win/Win) outcome; ○ <u>Problem-Solving</u> - Working with others to identify, define and solve problems;



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	<ul style="list-style-type: none"> ○ Decision-Making – Exploring and analyzing options to make sound decisions; ○ Assertiveness – Communicating our values, ideas, beliefs, opinions, needs, and wants in a manner respectful to self and others; ○ Conflict Resolution – A process of resolving a dispute or disagreement; and ○ Social Resistance Skills – Skills required in resisting peer pressure.
Service Tasks	<p>Contract requirements set forth in the AOC <u>Standard Terms & Conditions</u> are applicable. Additionally:</p> <ol style="list-style-type: none"> 1. Document the delinquency risk level in the juvenile’s file as reflected on the Service Authorization Form (SAF) and determined by the probation department using the Arizona Youth Assessment System (AZYAS) or other Arizona standardized assessment when applicable for transferred juveniles. Additionally, document how low-risk juveniles are not placed in groups with moderate- and high-risk juveniles and how the placement was determined. Consideration shall be given to placement of the juvenile according to self-identified gender and developmental stage (early, middle, late adolescence). 2. Criminogenic risks and needs of the juvenile must be identified at the initiation of treatment from the probation risk assessment summary, be addressed throughout the course of treatment, and recorded in the juvenile’s file. Ongoing discussion with the probation officer about criminogenic needs is preferred. 3. Deliver the material in a manner which is conducive to learning by the intended target audience. Service provision must include but may not be limited to the following instructional techniques: modeling of behavior, discussion, role-playing, feedback, and reinforcement. 4. Conduct pre- and post-test of juvenile’s comprehension of the presented topic; tests must be scored to ascertain the juvenile’s achievement of the service objectives and shall be retained in the juvenile’s file. 5. Document class attendance, level of participation, comprehension of activities, and skills within twenty-four (24) hours of service delivery. 6. Document provider observation reflecting the juvenile’s progress toward improving their interpersonal skill building. 7. Contractor must maintain original signature of each juvenile on a dated attendance form for each day service is provided. The attendance documentation must be maintained for the entire length of the contract and made available for review if requested.



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	8. Contractor must communicate with the probation officer the need to continue services longer than 90 days and request an additional SAF, documenting the communication and new SAF in the juvenile file.
Service Frequency	<ul style="list-style-type: none"> As designated by the probation officer or as prescribed in the Contractor’s application
Service Duration	<ul style="list-style-type: none"> As indicated on the authorized SAF Typical duration of services is 21-90 days Additional services may be authorized pursuant to Service Task #8
Staffing	<ul style="list-style-type: none"> The Contractor shall ensure that individuals providing this service must be at least twenty-one (21) years of age. The Contractor should also demonstrate to the Administrative Office of the Courts each individual’s education, training specific to the service model, experience relevant to the program, skill level required for effective program delivery, and the ability to interact positively with juveniles.
Staff to Client Ratio	<ul style="list-style-type: none"> 1 staff to 8 juveniles
Hours of Operation	<ul style="list-style-type: none"> Weekdays and possible weekends Ideally, the hours should not conflict with the juvenile’s academic day.
Desired Service Outcomes	<p>Juvenile will:</p> <ul style="list-style-type: none"> Develop social skills to effectively deal with specific types of issues and interact in a positive way with others; Demonstrate skills learned and provide feedback on the utilization of the skills; Demonstrate an understanding of the topic presented as validated through improvement of at least 15% between pre-test and post-test scores. Juvenile will demonstrate a reduction in the criminogenic risks identified by the probation officer, as evidenced by the re-assessment of the AZYAS, or as observed progress on the service goals that were targeted to those factors.
Unit of Service	<ul style="list-style-type: none"> One unit equals 1 hour of staff time Groups/classes are billed at an hourly rate per juvenile Case management and additional records documentation time cannot be billed as staff time / interaction with juvenile



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The following documentation and information must be submitted with the service specification:

1. An outline of planned, structured activities.
2. The table of contents from each evidence-based curriculum utilized in delivery of this service.
3. The pre- and post-test(s) utilized to demonstrate the juvenile's comprehension of presented topics.
4. The facility name and address for each location from which this service will be provided.

Facility Name	Facility Address
1.	
2.	
3.	
4.	



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Proposed Services & Rates:

Interpersonal Skills Building:	<u>Rate:</u>
AOC does not wish to pay more than the stated rate(s) below:	
Individual (sc 199)	\$ <u>40.00</u> / hour
Other Proposed Service Rate: Individual (sc 199)	\$ _____ / hour
Group (sc 199)	\$ <u>25.00</u> / hour / juvenile
Other Proposed Service Rate: Group (sc 199)	\$ _____ / hour / juvenile

Other agreement:

All contracts and services must be in compliance with the AOC Standard Terms & Conditions, applicable service specifications & special contract conditions.

By signing below, I confirm that I have read and fully understand the requirements necessary to provide Interpersonal Skill Building services and I agree to all requirements, restrictions, service tasks, and contract rate(s):

Contractor Signature / Date



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AOC USE ONLY: DO NOT FILL IN BEYOND THIS LINE

Contracted Services & Rates:

Interpersonal Skills Building:	Rate:
Individual (sc 199)	\$_____ / hour
Group (sc 199)	\$_____ / hour / juvenile

Other agreement:

All contracts and services must be in compliance with the AOC Standard Terms & Conditions, applicable service specifications & special contract conditions.

By signing below, I confirm that I have read and fully understand the requirements necessary to provide Interpersonal Skill Building services and I agree to all requirements, restrictions, service tasks, and contract rate(s):

Contractor Signature / Date

AOC Signature / Date