

## **Attachment 11: Delivery of Service Timeline**

### **Client Services**

1. Within 7 business days of receiving the referral, unless otherwise approved by the Program Manager, the Consultant in this agreement will:
  - Contact the Service Provider and make arrangements to review existing treatment documents, and schedule a time for discussing the functional assessment and behavioral intervention plan; and
  - Sign the MOA (Attachment 3) and return original to DBH and submit a copy to the Service Provider.
  
2. Within 45 business days of contacting the Service Provider, the Consultant will, unless otherwise approved by the Program Manager:
  - Complete a Maladaptive Behavioral Analysis/Assessment and submit a copy to the Program Manager;
  - Provide training to the family and primary staff providing services to the client; and
  - Upon prior approval by the Program Manager, arrange for Service Provider staff training, which may include multiple staff from multiple agencies.
  
3. Within 90 business days of (see 2. above.):
  - Determine ongoing technical assistance needs, which are mutually agreed upon by the Consultant and the Service Provider (technical assistance needs may change over time); and
  - Develop a written plan for phasing out consulting services and service completion.

### **Population-based Services**

1. Within 10 days of receiving the assignment, the Consultant in this Agreement will identify and contact stakeholders to arrange an initial meeting to gather information regarding the needs and barriers to the population's behavioral health concern.
  
2. Within 30 days of assignment, the Consultant will provide a copy of the signed Memorandum of Agreement to each participating agency, organization, and DBH. In addition, the Consultant will meet with stakeholders and interested parties to review existing resources, and identify/verify gaps in services.
  
3. Within two months of assignment, the Consultant will share a written assessment of the population's needs and barriers, identify potential solutions to address gaps in the population's services, and schedule another meeting with stakeholders.
  
4. Within three months of assignment, the Consultant will facilitate another meeting with stakeholders to continue dialogue on how to best utilize and share existing resources, conduct outreach to form new and appropriate partnerships, and develop an implementation plan.

5. During month's four to eight, the Consultant will offer training, technical assistance, and monitor progress to evaluate, and update the implementation plan.
6. At month 9, a final summary of the project will be due to DBH and stakeholders detailing the challenges met, infrastructure improvements, and final recommendations/observations.