



ACCOUNTABILITY COURT WORKFLOW: REFERRAL TO PROGRAM ENTRY DECEMBER 9, 2025

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OVERVIEW

- Intro: What is workflow?
- Referral
- Screening
- Program entry

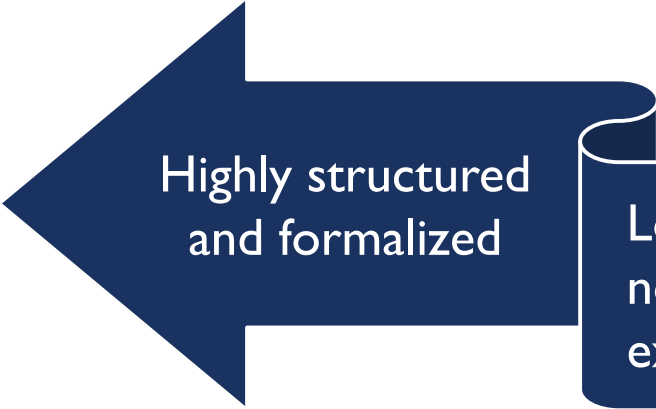


WHAT IS WORKFLOW?


- The sequence of industrial, administrative, or other processes through which a piece of work passes from initiation to completion.
- An organization's workflow is comprised of the set of processes it needs to accomplish, the set of people or other resources available to perform those processes, and the interactions among them.



WORKFLOW PROCESSES EXIST ON A SPECTRUM OF FORMALITY:



Highly structured
and formalized



Loose and organic,
no written or
explicit procedures





REFERRAL

How potential
participants come to a
program's attention



POLL

Question:
What is your main
source of referrals?

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What is your main source of referrals?

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REFERRAL WORKFLOW

- **Court A:** Rural/Exurban
- Requires a written referral form – one page
 - SID, name, DOB, list of charges, diagnosis if known, home address
- Most referrals from PD's office
- ADA on the team will not process legal screen without the form, even for referrals coming from other ADAs
- Program does not seek out referrals other than by trying to keep up general awareness about the program with stakeholders
- **Court B:** Small/medium city
- Every defendant booked in jail is visited by staff for a brief initial clinical screen
- They have a written referral form but will process referrals received via email with just a name and basic information.
- Other than screening all inmates, program does not seek out other referrals



REFERRAL WORKFLOW

- WHERE are referrals coming from?
 - Is every arrestee proactively screened somehow? Is that reasonable to implement?
- HOW are they coming in?
 - Formal referral form or other process?
- WHO are they sent to?
 - Coordinator or case manager or both?
 - Who does data entry?
 - Make sure to track dates
 - Sample referral and intake form:
<https://cacj.georgia.gov/resources/sample-templates>
 - Data collection toolkit:
<https://cacj.georgia.gov/data-research/quarterly-data-reporting>



POLL

Question:
Who do you wish you
got more referrals from?

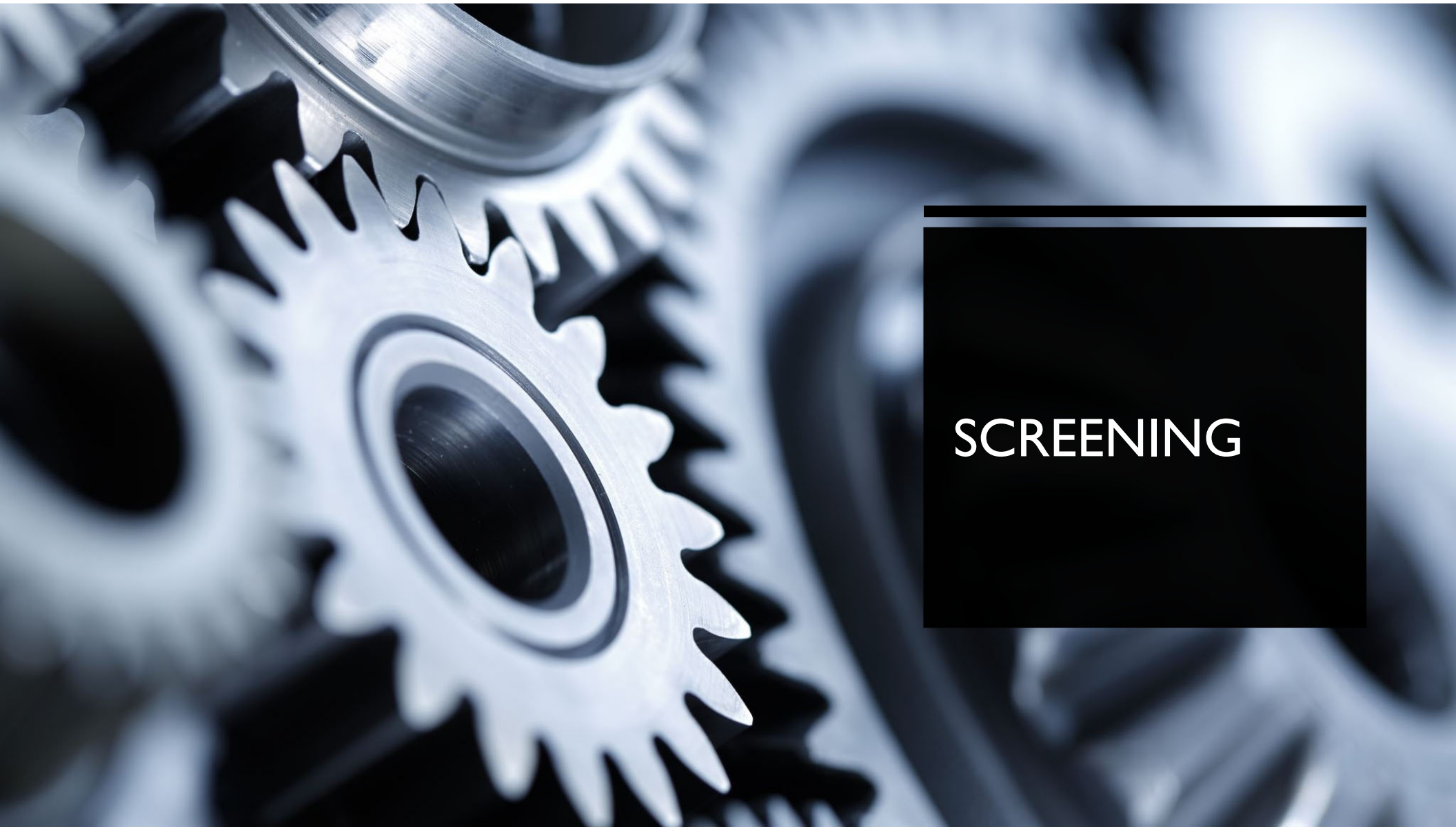
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Who do you wish you got more referrals from?

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SCREENING



SCREENING WORKFLOW

- After a referral is received, the next steps taken by the team comprise the screening workflow.
- Who is the project manager for that workflow?
Coordinator, case manager?
 - Who else might be involved?
 - How does communication happen between these folks?
 - Who does data entry? Same person as during the referral process or someone else?



SCREENING WORKFLOW

- **Court A:** Rural/Exurban
 - Referral form goes via email to:
 - ADA on the team; who does brief preliminary legal screen and alerts the ADA assigned to the case
 - Coordinator, who enters person into CM system and does pre-orientation or assigns it
 - They will loop in the APD on the case if they were not the source of the referral
- **Court B:** Small/medium city
 - If used, referral form goes via email to clinical staff and to coordinator who enters person into CM system
 - Information gathered during jail screenings is put by screener into CM system and then email sent to ADA, APD, and coordinator if the person is preliminarily eligible



SCREENING WORKFLOW

Legal screen

- ADA pulls GCIC/NCIC
- Pulls police reports or probation records if needed
- Talks to ADA on the case, will the alleged victim be on board

Pre-orientation/pre-screen

- Done by coordinator, case manager, clinician, even defense attorney
- Identifies any barrier issues like housing, transportation, charges in other counties

Defense begins case resolution discussion

- Reviews file, initiates communication with prosecutor on case
- Visits client in jail/sets appointment



POLL

Question:
Does your program conduct
a formal pre-orientation or
pre-screen?

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Does your program conduct a formal pre-orientation or pre-screen?

① Start presenting to display the poll results on this slide.



SCREENING WORKFLOW

Legal screen

- If legally eligible, when/how does ADA inform the team or coordinator?
- Is the whole team informed or just the coordinator and defense attorney?
- Does everyone know what the next step is?

Pre-orientation

- How and to whom are results reported?
- Who is responsible for following up on any issues revealed, such as lack of housing or transportation?
- Is the LSCMI going to be completed as part of this step?

Defense begins plea discussion

- When/how/to whom does defense attorney inform if client is interested?



SCREENING WORKFLOW

Home Visit/Inspection

- Is there an in-person inspection?
- Who orders it and how?
- Who conducts it, and how and to whom do they report the results? Is there a form, checklist, or SOP for the process?
- How does the team decide whether the home is acceptable? Or is that a law enforcement decision?

Risk/Needs Assessment

- Typically the LSCMI or the DUI-Rant
- Who orders this? Who conducts it? How are results reported?
- Sometimes treatment, sometimes coordinator or case manager

Clinical Screen

- When and how is the clinical screen requested?
- How are results reported?
- Are providers paid per screen or not? Is this in their MOU?
- Who collects medical records if any are needed?



SCREENING WORKFLOW: COURT A

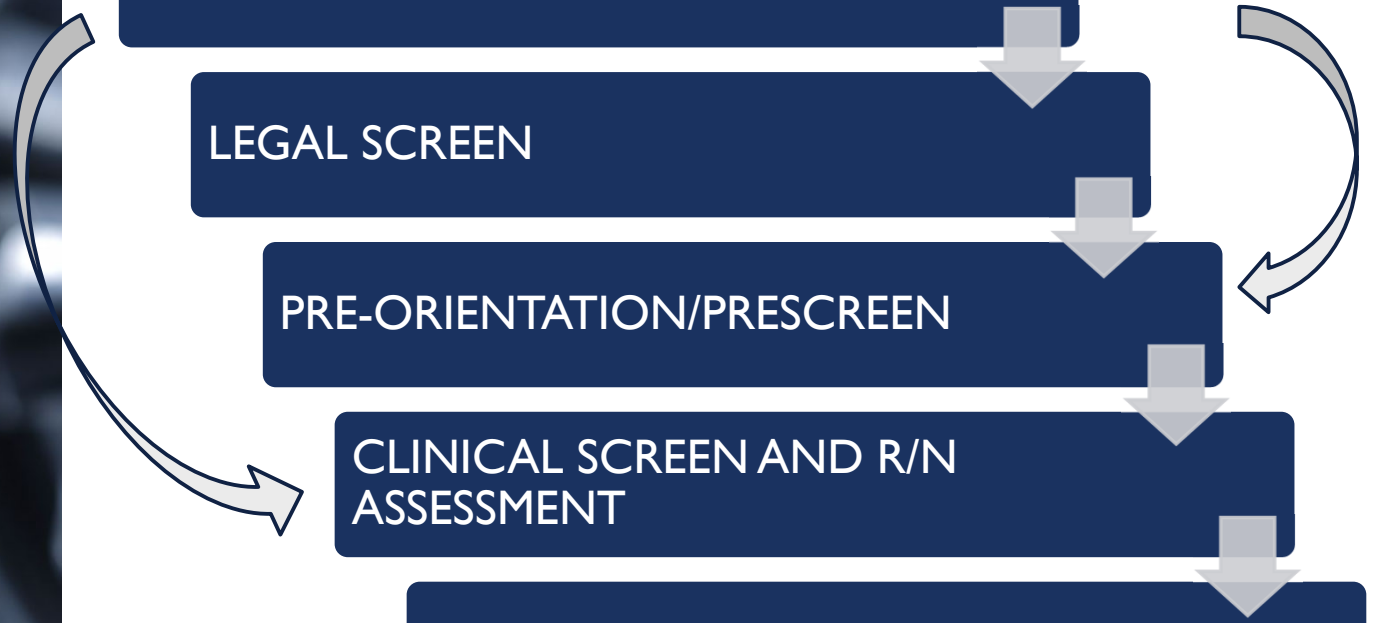
REFERRAL RECEIVED

LEGAL SCREEN

PRE-ORIENTATION/PRESCREEN

CLINICAL SCREEN AND R/N
ASSESSMENT

HOME VISIT





SCREENING WORKFLOW: COURT B

BRIEF CLINICAL SCREEN OF ALL INMATES/
PRE-ORIENTATION

LEGAL SCREEN

FULL CLINICAL EVAL

HOME VISIT

SCREENING WORKFLOW: OFF RAMPS AND DETOURS

- As the screening process unfolds, there are many off-ramps for a participant
 - Exclusionary charge on legal screen
 - Defendant doesn't want to do program
 - ICE hold
 - ASAM level too low/No SUD or SPMI
- Detours that can cause delays
 - Holds: charges or VOP in another jurisdiction
 - Opposition from alleged victim
 - Participant has no home in the county – initiate transfer process if possible
 - Needs inpatient – ASAM level too high





PROGRAM ENTRY

PROGRAM ENTRY WORKFLOW

- If screening results in an eligible participant, next is the program entry workflow
- Less formal but can be just as tricky to identify the process
- Role of project manager critically important



PROGRAM ENTRY WORKFLOW

Participant passes all steps of screening



Coordinator is notified/aware



Case resolution negotiated
(if not done already)

Transportation arranged

Participant scheduled for court hearing



Contract is executed

Receives copy of handbook

Court hearing occurs

Receives reporting instructions in writing

Contract filed with the clerk





PROGRAM ENTRY WORKFLOW

- Do you want until staffing to make a final decision on eligibility, or is that automatic once someone qualifies?
 - Automatic = reduces implicit bias
- Who ensures the participant receives a copy of the reporting instructions?
- Who drafts reporting instructions? Who decides what goes on them?
- Does it include notice of next court date?
- Who retains a copy of the instructions?
 - Or documents that they were served/given to participant?



PROGRAM ENTRY WORKFLOW

- Who ensures the participant gets a copy of the handbook before being released from jail/court hearing? Or is it provided at intake? Or during preorientation?
- Who ensures the final signed contract is retained by the program and is filed with the clerk? ADA or APD or someone else?
- Who arranges transportation?
- Does accountability court judge take plea or do they go on a regular plea calendar?



COMMON ELEMENTS IN HIGH FUNCTIONING PROGRAMS



COMMON ELEMENTS

- Frequent email communication between team members
 - Team did not wait for staffing to discuss
- Coordinator or case manager actively work the process, proactively acting as project manager and taking responsibility for ensuring screening happened as quickly as possible
- Project management includes attention to detail
- Data entered in a real-time basis live/all day
- Some form of pre-orientation or pre-screen

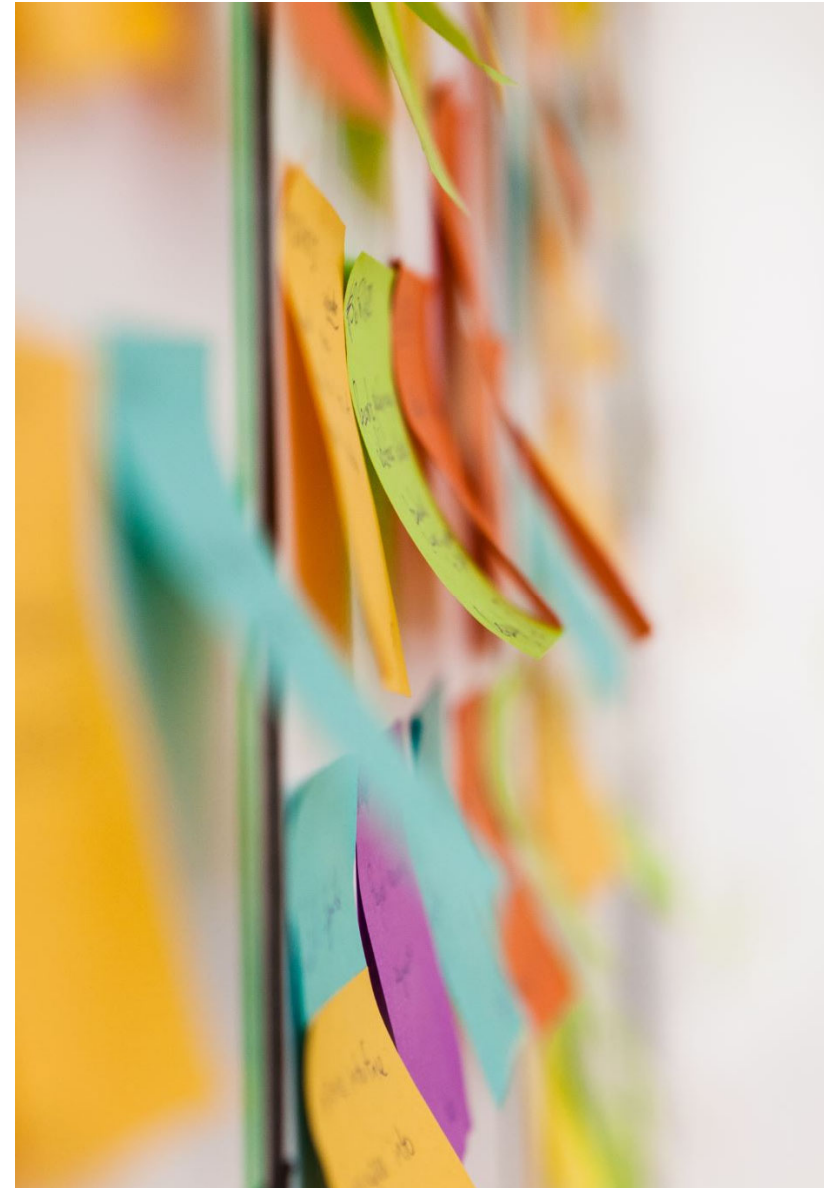


COMMON ELEMENTS

- Strong engagement and buy-in from stakeholders, particularly prosecutor and public defender
 - Willing to keep process moving forward
- Stakeholders understand their roles
- Defense attorney reviews contract with defendant
- **CONTRACT FILED IN WITH THE CLERK**

RECOMMENDATIONS

- The judge and all team members should be involved in developing a formal workflow process. This builds consensus and buy-in.
- Once developed, workflow should be documented in a program SOP
- The workflow can be referenced in team member MOUs



QUESTIONS?



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