



New Mexico Treatment Courts **CERTIFICATION** *Overview &* *Instructions*

Thank you for your interest in Treatment Court Certification. Your interest marks an important first step in the process.

To become certified in the State of New Mexico, you will need to complete the steps addressed below. **The certification process requires that you demonstrate full alignment with mandatory standards and achieve a high level of alignment with other recommended state and national standards.**

The AOC Department for Therapeutic Justice staff are available to answer questions and make this process as educational and rewarding as possible. Staff contact information and areas of certification specialty are listed below, but feel free to contact any member of our staff if you have questions. Application materials and example documents described below are available on the AOC website.

Robert Mitchell, MAR, BCETS	505-695-5453	aocrvm@nmcourts.gov	Overall Certification Project, Equity & Inclusion, Surveillance / Community Supervision, Final Review, Action Plans
Tamas Zold	505-231-8743	aocltz@nmcourts.gov	Fiscal Management, Budget, Contracts, Performance Measures
Scott Patterson, MA, LPCC, LADAC	505-819-8412	aocsjp@nmcourts.gov	Behavioral Health, Treatment Services, SIM Mapping
Martin Burkhart	505-819-8096	aocmab@nmcourts.gov	DIMS, Document Retention, Drug Testing,
Carlos Gonzales, LADAC	505-365-3036	aoccfg@nmcourts.gov	Substance Use Disorder Treatment Services, Medicaid, Alumni Programming, Confidentiality, Recovery Capital Mapping
Deanna Corriz	505-231-1058	aocdrc@nmcourts.gov	Scheduling, Deadlines, Surveys, Surveillance / Community Supervision, Overall Coordination & Management of the Certification Process, Action Plans

General Information

- The certification team recognizes that policies, procedures, and practices are a work in progress and that engaging in certification is an excellent way to improve program operations. In other words, programs should become involved in the certification process without hesitancy even if they believe their documentation or operations could use improvement.
- Certification will occur in established quarterly “windows” beginning in January, April, July, and October.

- Generally, 6-8 treatment courts will be included in each window.
- At the end of the window, involved programs will be recognized as “Certified” or receive a “Provisional Certification.”
- For more information, refer to the *Frequently Asked Questions* document available on the treatment court website. Follow this link: <https://treatmentcourts.nmcourts.gov/> and click on the Certification tab.

Steps

- I. **Pre-Certification Self-Check:** It is highly recommended that the program coordinator complete the *NM Treatment Court Quality Engagement Self-Check* prior to initiating the process toward certification. The *Self-Check* is designed to be used as a self-evaluation tool and immediate feedback is provided within the survey; however, AOC staff are always happy to answer questions, clarify, or provide feedback. The survey may be accessed using this link: https://www.surveymonkey.com/r/NM_Treatment_Court_Self-Check_2021 or the QR Code at right.
- II. **Process Initiation:** Getting started with the certification process may occur in one of two ways. First, the program may be contacted by the AOC when their opportunity for certification becomes available. The *New Mexico Treatment Court Certification Calendar*, maintained by the AOC, is the master calendar of certification windows and participating courts. It is available with the other certification documents and includes all know treatment courts operating in the NM court system. Second, a program may self-select for a specific upcoming window and every effort will be made to accommodate the request as time permits. If a program would like to self-select, the coordinator, on behalf of the program, emails both Deanna Corriz at aocdrc@nmcourts.gov and Robert Mitchell at aocrvm@nmcourts.gov to confirm interest in certification and request inclusion in the next available certification window. *Please note – every effort will be made to assign the requesting program to the window of their choice, but the next certification window may be several months out.* If you are on a waiting list and a spot opens for a particular window, or you are appointed to a particular certification window, the program coordinator will be contacted by email and/or phone.
- III. **Pre-Window Webinar:** The program coordinator participates in a pre-window webinar to review certification expectations and ensure readiness (this will take place approximately 3-4 weeks before the *Letter of Intent* is due for each certification window. Coordinators are welcome to participate in the webinar even if they are not planning to participate in the next available window.) A timeline specific to the upcoming window will be provided during the webinar.
- IV. **Certification Letter of Intent:** The *Certification Letter of Intent* is completed and submitted to the AOC by the program coordinator and team.
- V. **Opening Meet & Greet:** The primary judge, program coordinator, and any additional interested team member(s) meet with the AOC certification team to review the application and project timelines, discuss team input opportunities, and answer any questions the program has before completing the application.



- VI. **Quality Engagement Survey:** The entire team works together to complete the extensive *Quality Engagement Survey*. This survey is used as one measure to confirm your treatment court's alignment with the *New Mexico Treatment Court Standards* approved by the NM Supreme Court.
- NOTE:** A unique survey link will be sent to you by the AOC after the *Letter of Intent* has been received.
- VII. **Formal Application:** The *New Mexico Certification Application* is completed and submitted to the AOC.
- VIII. **Crosswalk Spreadsheet:** The program coordinator collects the required proof documents (a list is provided in the application) and completes the *Proof Documents Crosswalk* while marking / highlighting the documents for easy reference.
- IX. **Document Uploads:** The program coordinator provides proof documents for review. These documents will be uploaded to a specified Google Drive. AOC staff will create program-specific folders on that drive for you to submit your materials.
- X. **Other Surveys:**
- a. All team members will individually complete an anonymous survey. The common survey link will be sent to the group by the AOC shortly after the Opening Meeting.
 - b. Some team members will receive a second survey unique to their position on the team. You can expect a second survey for the judge(s), program coordinator, surveillance / community supervision officer(s), and case manager(s). These surveys will be a unique link sent directly to the team member.
 - c. Program participants will be offered a link to an anonymous survey. Our target response rate is 80%.
- XI. **Pending Items Reference Sheet:** The program coordinator will receive a *Pending Items Reference Sheet* following the initial review of the application, uploaded program documents, team member surveys, and the *Quality Engagement Survey*. This document will be adjusted to reflect progress throughout the certification process.
- XII. **Continuing Communication:** The AOC certification team will continue to connect with you to clarify any questions that arise during the ongoing review period.
- XIII. **Site Visit:** At some point during the process, a site visit will occur. The site visit may include observation of the staffing, treatment court docket and alumni programming (if applicable), participant file, client chart, and curriculum review, a walk-through of the workspace and service delivery locations, and a focus group meeting with current participants who elect to participate.
- XIV. **Final Report:** The certification review team will provide a *Summary Report* as an acknowledgement of the final certification disposition. This report generally includes:
- a. Background on the certification process and program
 - b. A summary of the best practices implemented by the program
 - c. Any outstanding mandatory or recommended items
 - d. De-identified participant feedback
 - e. Additional observations and recommendations

- f. Any innovative or model practices
- g. Outstanding concerns and/or
- h. Additional highlights
- i. Outstanding questions or suggestions for training and technical assistance
- j. Next steps
- k. Recommendation Review Form or Provisional Certification Action Plan Form

XV. **Closing Meeting:** The primary judge, program coordinator, and any additional interested team member(s) meet with the AOC certification team to review the final certification report. If there is an action plan, it will be discussed at this time.

XVI. **Program Recognition:** Upon conclusion of the certification process, the treatment court will be included in a media release noting their accomplishment with the level of certification achieved (see below) or having received a "Provisional Certification." Further, the program will receive a plaque with certification status and dates engraved, and the certification status will be noted on the AOC annual report to the Supreme Court. Certified courts are also eligible to apply to become a *New Mexico Model Treatment Court*. Levels of certification include:

- Platinum** _____ 100% of both mandatory and recommended items
- Gold** _____ ≥ 100% of mandatory items and ≥ 95% of recommended items
- Silver** _____ ≥ 98% of mandatory items and ≥ 93% of recommended items
- Bronze** _____ ≥ 96% of mandatory items and ≥ 91% of recommended items
- Provisional** _____ ≤ 96% of mandatory items and ≤ 90% of recommended items