



INFORMATION SHEET FOR REFERRING PARTIES

WHO WE ARE

Simply Your Best (SYB) is an independent self-sustaining educational organization working in the Human Services Industry. Since 2001, SYB has provided quality educational services and resources to Santa Cruz County. Our purpose is two-fold:

- 1) To help our clients recognize and stop using all counterproductive behaviors which include addictive, abusive, and violent behaviors directed both internally and externally
- 2) To assist our clients in building life skills and an awareness of resources which serve to support and promote lifestyle enhancement as well as personal and interpersonal wellbeing.

WHAT WE DO

We focus on **violence prevention, emotional and behavioral management, lifestyle enhancement, life skill education, and human development.** Currently we offer classes for individuals, couples, and groups in:

- Anger Management
- Healthy Parenting of Children and Teens
- Parenting without Abuse or Violence
- Parenting as Allies not Adversaries
- Cooperative Parenting after Divorce or Separation
- Domestic Violence Intervention and Prevention
- Personal Development

In addition, we are able to create tailor-made courses for clients with more specific needs.

SYB's classes are educational in nature and are not support groups or therapy sessions. Classes are facilitated by local professionals with degrees in Education, Social Work, Counseling, or a related field, using current and thorough course materials. Our Domestic Violence Intervention Program is certified by Santa Cruz County, and both the Probation Department and Family Court Services have audited, reviewed, and/or monitored our educational programs. We encourage Referring Parties to learn more about our educational programs by scheduling a site visit and observing an educational class if possible.

REFERRING PARTIES AND CLIENT PROGRESS

Simply Your Best has received referrals from area businesses, Licensed Marriage and Family Therapists, Attorneys, County Mental Health, Family and Children's Services, the University of California Santa Cruz, the Santa Cruz County Probation Department, The Court System, and Family Court Services. Clients sign a release of information which allows SYB to communicate with their referring party on issues such as enrollment, presenting issues, examples of progress or lack thereof, level of functioning and risk, as well as completion or termination. We produce comprehensive reports detailing the client's status in our programs, attendance and payment record, course material covered, quality of participation, and an evaluation of the client's progress. Progress Reports are completed every 10-12 weeks, or upon enrollment, completion or termination, and faxed to Referring Parties.

We expect a lot from our clients and failure rates are high: approximately 40% of enrollments end in termination. Clients must demonstrate that they can function at a level high enough to make it through our courses. If terminated, clients may restart but they will not receive credit for previously attended classes, they must pay off their previous balance for services received, and they can expect concurrent requirements intended to address specific concerns or deficiencies.



HOW CLIENTS ENROLL

When a potential client is referred to SYB, they are advised to call us directly. During our initial phone call we discuss participation requirements, scheduling, and an overview of the course material. At the enrollment session we interview the potential client to determine their presenting situation and presenting issues. We examine the information provided to us by the potential client and their referring party to conduct a needs assessment to direct the content and the focus of our work with that particular client. In addition, we may assign the client concurrent requirements to address specific areas of concern. Once the client begins their weekly classes, they are required to adhere to strict attendance and participation requirements. Clients are expected to focus their efforts on improving their situations and addressing their presenting issues while acknowledging and taking responsibility for their contribution to current difficulties and challenges. If we learn that the client has relapsed, violated the law, or is a danger to themselves or others, we involve the proper authorities and notify referring parties as soon as possible to discuss our options which may involve terminating the client, augmenting the client's program, or extending the clients program depending upon the reality of the particular situation.

TERMINOLOGY

Program Director: Simply Your Best's point person regarding the business affairs of SYB as well as program coordination and development.

Facilitator: An employee of SYB who is responsible for presenting and administrating classes, evaluating client progress, and communicating with Referring Parties on client specific issues.

Client: An individual attending and participating in educational classes at SYB. The client may be referred by a Referring Party of self-referred.

Referring Party: Organization, agency or individual who is interested in the welfare of the client and is involved in assisting or monitoring clients who are referred to SYB.

Presenting Situation: The specific event or compilation of events that motivated a client to contact SYB, e.g. "Client was found responsible for pushing down her partner during an argument while her partner was holding their son." Or "Client reports losing 3 consecutive jobs due to work related conflicts."

Presenting Issues: The factors that may have contributed directly or indirectly to the presenting situation, e.g. "Alcohol abuse, Victim/Witness of violence as a child, etc."

Educational Classes: An educational intervention that is Facilitator directed, educational need based, academic in nature with reading and homework assignments, and focused on increasing awareness, understanding and application of essential life skills.

Educational Needs: Something individuals should learn for their own benefit or for the welfare of others. The skills needed to close the gap between an existing condition and a desired condition.

Completion: The client attended all required classes, completed homework, paid applicable course fees, complied with all behavioral requirements, participated and demonstrated signs of improvement in the understanding and use of skills as well as progress in addressing presenting issues and deficiencies.

Termination: The client failed to complete the course, usually due to failures in attendance, participation, benefit, paying course fees, violation of the law or behavioral agreements, or other course requirements.