



Delaware Professionals' Health Monitoring Program Program Guidelines

Title: Contact with Agreement Monitor

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Guideline:

Licensees are required to have bi-monthly contact with the Delaware Professionals' Health Monitoring Program. The bi-monthly contact is intended to help support licensees in their recovery by reviewing recovery activities and addressing any concerns promptly. Additionally, the contact provides an opportunity for the licensees to update the agreement monitor on changes related to home/work address, employment, prescribed medications, credit card, and health-related issues. Licensees will report their compliance to their monitoring agreement and addendum requirements, including self-help attendance. At the time of the contact, the agreement monitor will review the licensee's case file to determine if there are any alerts or specific concerns noted in the record, as well as to determine if the licensee has failed to meet a requirement or is otherwise non-compliant with his or her monitoring agreement.

Initially, all licensees must contact their agreement monitor via telephone call, video call or in-person ("voice to voice.") After the first three months in the program, one of the two contacts each month may be made through email or voice mail instead of "voice to voice" provided the licensee includes the required information. Each licensee must have at least one "voice to voice" contact with his/her agreement monitor or designee on a monthly basis; the remaining contact due per month may be through email or voice mail.

Licensees may be recommended to continue weekly voice to voice check ins if they have little or no community or treatment support, have had a recent non-compliance report, or are experiencing stressors that could impact their ability to successfully comply with program requirements. This decision will be made by the agreement monitor with possible input from the other treatment and support professionals involved with the licensee.

Licensees who have missed more than 3 contacts within a rolling 6-month period may be reported substantially non-compliant, especially if licensees have other non-compliant reports within that rolling year.