

Coordinator 101: Roles and Tools

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Learning Objectives

1. Understand key duties and responsibilities (including enhancing collaboration and communication with treatment and ancillary service providers, fostering a sense of teamwork and shared purpose that benefits everyone involved).
2. Identify the role of the coordinator through best practice standards (including effective techniques to increase communication, connectivity, and team-building practices with team members)
3. Access practical 'tools' (forms, templates, and resources) designed to boost your efficiency and effectiveness in daily tasks

Live polling!

Coordinator 101: Roles and Tools



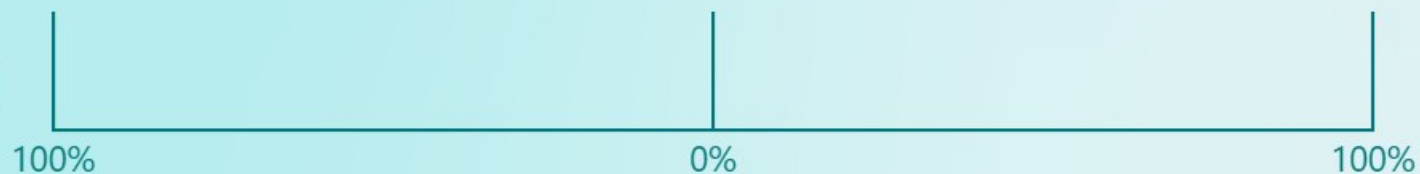
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Please indicate your level of knowledge on the role of a treatment court coordinator

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- ☐ I am brand new and am not sure
- ☐ I've worked in this role for some time, but am curious about nation-wide coordinator roles and responsibilities
- ☐ Neutral- no opinion
- ☐ I feel I have a good idea of what is expected of me locally and nationally
- ☐ I feel extremely confident in my role and that of other treatment court coordinators

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Key Duties and Responsibilities

Court Coordinator

/kort koh-awr-dn-ey-ter/ **[noun]**

1. expert problem solver
2. amazing at juggling many activities at any given point
3. wizard-level organizer
4. Either (standalone— one FTE/PTE or Combined Role—wearer of many hats/multiple positions)



Image developed using Box AI

Key Duties and Responsibilities

Program Oversight

- Oversees budget and reporting
- Maintain program policies and MOUs
- Identify challenges and suggest solutions
- Manages team processes and organizes dockets
- Support and ensure participant engagement and if not, alert team members to strategize

Key Duties and Responsibilities, continued...

Community Collaboration

- Represent the treatment court program at community meetings (e.g., housing meetings, community outreach events, etc.)
- Establish and maintain collaboration with community partners
- Build relationships and monitor policy compliance and appropriate information sharing (following 42CFR and HIPPA)

Team and Advisory Management

- Manage staff on-boarding, orientation, and **on-going** training and knowledge-sharing
- Schedule meetings, record meetings, ensure ideal partners are at the table
- Facilitate pre-court team meetings
- Ensure the judge has the information they need to lead from the bench, in pre-court team meetings, and between court

Key Duties and Responsibilities, continued...

Data Monitoring and Evaluation

- Ensure accurate program performance data collection
- Monitor/Analyze program compliance annually and report findings
- Ensure evaluation and various analysis are completed and reported to the team

Resource Management

- Manage and secure grants and seek out program resources in the community

Adherence to Best Practices

- Establish best practices into checklists and practices
- Help new and established team members to understand changing or new best practices

Coordinator Role through the Adult Treatment Court Best Practice Standards

Target Population

Coordinator Role: Develop objective intake policy and continuously question if everyone is following it.

- Ensure the team is following **objective** criteria, not subjective:
 - Legal Eligibility = **Risk, Charge, Public Safety**
 - Clinical Eligibility = **Moderate-Severe Substance Use and/or Mental Health**

Tool:

Questions:

- Are the program's goals and mission being followed?
- Are you *automatically* excluding violence or trafficking charges?
- Are risk and need being evaluated **before** participants enter the program?
- Do legal advocates/defense understand program requirements?
- Are participants entering treatment within 2 months of arrest, filing, etc.?

Roles and Responsibility of the Judge

- **Help the judge obtain updated training** on behavioral health, drug trends, and motivational interviewing
- **Ensure the judge has the information needed** to interact effectively with participants in court
- **Prepare the judge with local resource knowledge** for when needs arise during judicial interactions

Tool:

[All Rise Sample Staffing Sheet](#)

Coordinator Role: Support the judge with information and knowledge.

	TREATMENT COURT CASE STAFFING SUMMARY			
	Client:	Doe, Jane	DOB: 08/31/1982	Date: 4/1/2019
	SPN/Case #	12345678 / 12345671010		Officer: Vincent
	Phase: 2	CSR Hours: 60/60	Sobriety Date: 9/15/2018 (last pos)	
	Intake Date	8/17/2018	Class A/B Misd.	Referral method: ACOCS- violations
	ODL/TDL Status: TDL eligible		Suspension dates: N/A	
	Current Risk: Moderate		Current Needs: Moderate	
Risk/Criminogenic Need		Status/Progress/Plan *Focus on Goals for Top 3		
1. History of antisocial behavior (Criminal History)		Presenting charge: Forgery, possession, paraphenelia		
2. Antisocial personality patterns (Consider Trauma History)		No indication of anti-social personality		
3. Antisocial Cognition (Criminal Thinking)		On Step 2 of MRT		
4. Antisocial Associates		Jane has been spending time with some old associates from high school who are currently using and who live near mom. Jane has also participated with peer mentors at bowling night. 1. Current Goal- focus on more peer mentor activities.		
5. Family/Marital Situation		Accomplished goal! Jane moved out of her (using) boyfriend's house last weekend and is living with her mother who is supportive of treatment		
6. School/Work Performance		Making progress on her GED 2. Current Goal: Schedule math test by 3/16/2019		
7. Living Situation		Accomplished sober housing goal! Jane moved out of her (using) boyfriend's house last weekend and is living with her mother who is supportive of Jane's treatment plan.		
8. Substance Use Disorder/Treatment progress		Client has diagnosed severe substance use disorder (Heroin). Client is on Vivitrol and is tolerating it well. Client is in CBT and was late for last treatment session, but has attended all required sessions. 3. Current Goal: Client is engaged with treatment and is currently working through plans for		
Benchmarks accomplished towards phase advancement		The Client has completed all required Phase 2 Benchmarks and is filling out application for Phase 3		
Barriers to services and intervention/plan		Client's mother is ill and may need to move into assisted living. If this happens, client will need new housing. Will monitor mother's condition. Continue with current treatment plan.		
Summary of Successes		Jane moved away from unhealthy relationship with boyfriend and moved in with supportive mother. Accomplished sober housing goal! Completed all requirements since last court session.		
Summary of Infractions		Client is doing very well. No issues with non-adherence.		
Recommended Court Responses		Incentive: Judge acknowledgment of progress, made good decision and important progress in moving out of boyfriend's house and in with mother - 12 Hour CSR Voucher, fish bowl for completing all requirements in last two weeks. Acknowledge she is filling out application for Phase 3.		
		Other responses: Reinforce message that Jane should avoid her high school friends and focus on more peer mentor activities. Ask Jane to talk about activities she could do instead of spending time with old high school friends. Ask Jane to list her other current goals and plan for completing (see goals above and prompt her if she does not remember).		

Incentives, Sanctions, and Service Adjustments

- **Keep responses focused on** what treatment indicates are **proximal, distal and managed goals** for each participant
- **Track all sanctions, incentives and service adjustments** to ensure graduated responses and increased incentives in earlier phases
- **Ensure service adjustments** such as daily reporting, structured days, and learning assignments delivered **match each participants cognitive and educational skills** (literacy, TBI/ABI, etc.)

Tool:

[All Rise Behavior Response Strategies: Incentives, Sanctions, and Service Adjustments](#)

[All Rise ABI Toolkit](#)

Coordinator Role: Keep the focus on proximal, distal, and managed goals!

INCENTIVES

Incentives are things the participant *wants*. Participants receive copious incentives for engaging in beneficial activities that take the place of harmful behaviors and contribute to long-term recovery and adaptive functioning, such as participating in treatment, recovery support activities, healthy recreation, or employment. Incentives are delivered for all accomplishments, as reasonably possible, in the first two phases of the program, including attendance at every appointment, truthfulness (especially concerning prior infractions), and participating productively in counseling sessions. Once goals have been achieved or managed, the frequency and magnitude of the incentives for these goals may be reduced, but the court continues to deliver intermittent incentives for the maintenance of important managed goals. (See page 147 of [the Adult Treatment Court Best Practice Standards \(January 2026\)](https://allrise.org/publications/standards/), <https://allrise.org/publications/standards/> for additional details.)

The following table provides examples of low-, moderate-, and high-magnitude incentives followed by a more in-depth explanation of each example.

Table 1. Examples of incentives of varying magnitudes

LOW	MODERATE	HIGH
Verbal praise Public recognition Symbolic tokens Point system Low-value tangible rewards* Reduced nonservice obligations Fishbowl drawings* Financial waivers*	Moderate-value tangible rewards* Written commendations Fishbowl drawings* Financial waivers*	High-value tangible rewards* Fishbowl drawings* Financial waivers* Phase advancement Legal incentives

*Fishbowl drawings, tangible rewards, and financial waivers, depending on the magnitude of the response, apply to all three levels.

Review: Incentives, Sanctions, and Service Adjustments Standard of the Adult Treatment Court Best Practice Standards

Substance, Mental Health, and Trauma Treatment

- **Collaborative relationships** with treatment providers
- **Understand treatment services**
- **Tour facilities** and ask treatment team members/liaisons for insight
- **Request peer support integration with treatment**
- **Use integrated case plans to meet participant needs**

Tool:

[All Rise MOU Template](#)

Coordinator Role: Facilitate positive relationships with treatment providers and agencies.

SAMPLE MEMORANDUM OF UNDERSTANDING

AGREEMENT between *(list all organizations involved)*.

The parties to this Agreement endorse the mission and goals of the treatment court in order to enhance public safety, ensure participant accountability, and reduce the cost to society. By addressing criminal thinking, substance/alcohol use disorders, trauma, and mental and physical health, the participants will realize improved quality of life. The parties recognize that for the goals and mission of the treatment court to be successful, cooperation and collaboration must occur within a networks of systems.

The parties to this Agreement understand that the confidentiality of participants' alcohol and drug treatment records are protected under Federal regulations: Confidentiality of Alcohol and Drug Abuse Patient Records, 42 CFR Part 2 and the HIPPA Privacy Rule, 45 CFR 160, 162, and 164. The parties agree to comply with all confidentiality requirements.

PROGRAM GOALS

Improve the lives of participants with substance use disorders in the criminal justice system through the integration of intensive supervision, alcohol and drug treatment, mental health services, alcohol and drug testing, and case management services with criminal justice system processing.

The parties agree that the program will follow the *10 Key Components of Drug Courts* in which the respective agencies will work cooperatively. They are:

1. Drug courts integrate alcohol and other drug treatment services with justice system case processing.
2. Using a non-adversarial approach, prosecution and defense counsel promote public safety while protecting participants' due process rights.
3. Eligible participants are identified early and promptly placed in the drug court program.
4. Drug courts provide access to a continuum of alcohol, drug and other related treatment and rehabilitations services.
5. Abstinence is monitored by frequent alcohol and other drug testing.
6. A coordinated strategy governs drug court responses to participant compliance.
7. Ongoing judicial interaction with each drug court participant is essential.
8. Monitoring and evaluation measure the achievement of program goals and gauge effectiveness.
9. Continuing interdisciplinary education promotes effective drug court planning, implementation, and operations.
10. Forging partnerships among drug courts, public agencies, and community-based organizations generates local support and enhances drug court effectiveness.

INDIVIDUAL AGENCY RESPONSIBILITIES AND STAFF COMMITMENTS

Treatment Court Judge

1. The Judge will ensure a cooperative atmosphere for attorneys, probation officers, law enforcement, and treatment providers to stay focused on the task of providing participants with treatment and rehabilitation opportunities.
2. The Judge will ensure the integrity of the treatment court is maintained by having an understanding of the program's policies and procedures.
3. The Judge will participate as an active member of the Staffing Team and will chair the treatment court team.
4. The Judge will assist in motivating and monitoring the participants of the treatment court.
5. The Judge will gather information from the treatment court team and make all final decisions on incentives, sanctions that effect the participants.

Complementary Services and Recovery Capital

Coordinator Role: Collaborate with service providers and recovery supports.

- **Establish collaborative relationships** with housing, employment, education, and basic need services
- **Ensure that all participant needs are being met**
- **Set up community service sites that also benefit participants long-term**
- **Help participants navigate recovery supports to increase recovery capital:** peers, groups, and community activities

Tool(s):

[All Rise- Recovery Capital Worksheets](#)

[All Rise MOU Template](#)



Family Need

How Many ★	How Many ✓	How Many ○
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Where do you get the most support? _____

How does this group support your recovery? _____

Where do you get the least support? _____

What are the challenges you face with this group in your recovery journey? _____

How does this group support your recovery? _____

What would improve your relationship while also supporting your recovery with this group? _____

What skills do you think would be helpful to work on?

☐ Healthy Boundaries

☐ Understanding Empathy

☐ Communication

☐ Developing Respect

☐ Conflict Management

☐ Preparing for Difficult Conversations

☐ Understanding Love

☐ Asking for Help

Drug and Alcohol Testing

Coordinator Role: Coordinate with supervision for forensic testing.

- **Do the participants know what is expected of them for testing?**
 - Is transportation a barrier? Does the program have resources to assist?
 - Are accommodations available for work, school, treatment, child-care conflicts?
- **Does the program have what they need for testing?**
 - Are you able to test for all substances needed?
 - Is there a variety of testing options available?
 - Are there trauma-informed procedures in place?
- **Do all team members understand testing policy and results?**
Forensic vs Clinical?
- **When is supervision increased/decreased based on stability and progress?** Are home visits occurring? How frequently?

Tool(s):

[Trauma-Informed Oregon UDS Tip Sheet](#)

Multidisciplinary Team

- **New team member orientation/court observation**
- **Onboarding process**
- **Annual training curriculum and lunch and learns** (offer CLE/CEU/COB hours, if possible)
- **Team retreats for connection and building trust** (offsite and offer food)
- **Track training for court leadership, funders, etc.**

Tools:

[NPC's: Treatment Court Onboarding Manual](#)

[NCSC Team Training Tracker](#)

Coordinator Role: Train, educate, and instill team connection.

ALL ROLES

Here are several onboarding resources to help all treatment court team members quickly understand foundational elements of the treatment court model.

Important Considerations for all Team Members:

- Treatment courts work because of intentional partnerships and team collaboration, leveraged to promote treatment and participant wellness.
- Treatment courts use a non-adversarial approach with all participants and team members.
- Most treatment court participants have experienced trauma at some point in their lives.

✓	Concept:	Type:	Length:	Resource Link:	When to Complete:
☐	Trauma informed care in the treatment court setting	Article	10 Minutes	Trauma and Trauma-Informed Responses	Month 1
☐	Understanding substance use disorder and the brain	Article	10-15 Minutes	Drugs, Brains, & Behavior: The Science of Addiction Sections: Drugs & the Brain Treatment & Recovery	Month 1
☐	Confidentiality	Article	15-20 Minutes	A Practitioner's Guide to Constitutional & Legal Issues in Adult Drug Courts Section: Confidentiality (pgs. 34-40)	Month 1
☐	Maximizing participant interactions	Article	10 Minutes	More Talk Less Action in Treatment Courts	Month 1
☐	The treatment court team and staffing	Video	34 Minutes	The Drug Court Team & Staffing*	Month 1-3
☐	Building recovery capital	Video	45 Minutes	Revisiting Phases Through the Recovery Capital Lens	Month 1-3
☐	Introduction to motivational interviewing	Article	5 Minutes	Understanding Motivational Interviewing	Month 1-3

*A free account is required to view this video. Click "Create New Account" on the lower right side of the page or log in if you already have an account.

See Appendix A for priority Treatment Court Best Practices to review for each role and additional resources.

Community Supervision

Coordinator Role: Ensure training for supervision and balancing adherence to best practices with program census.

- **Are community supervision officers trained in:**
 - Core correctional practices
 - Trauma-informed supervision
- **Are community supervision officers assigned more than 20-30 high-risk, high-need treatment court participants?**
 - > 50 = ineffective
 - What precautions are in place if so?

Tool:

[CCP Training for Supervision](#)

Monitoring and Evaluation

Coordinator Role: Monitor program data to inform leadership, prepare audits for grants, educate the community, and arrange evaluation.

Monitoring:

- Provide team education on timely and accurate data collection
- Track participant recidivism, program and participant outcomes
 - (Include housing, food, transportation, family reunification-more relatable to community members)
- Establish regular team meetings to go over data results

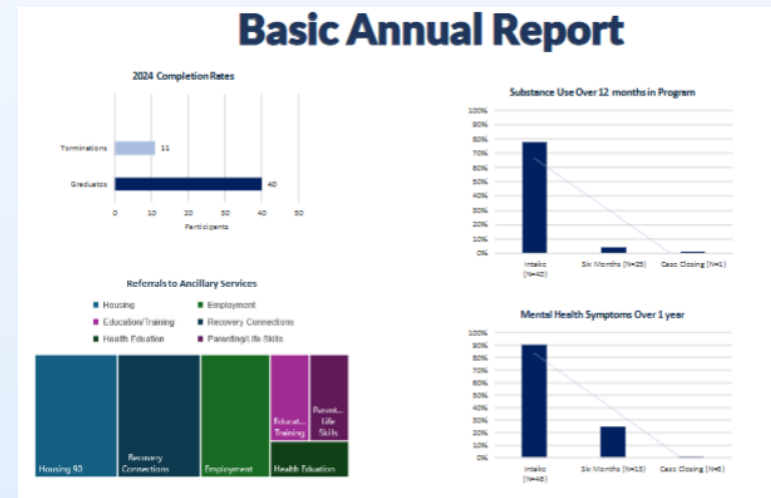
Evaluation:

- Interview and contract with independent evaluators, as needed

Tools:

[NCSC Year-in-Review Template](#)

[NCSC Sample Annual and Quarterly Reports](#)



Year in Review

Program
Name/Logo

July 1, 2026—June 20, 2027



52

court sessions
held



29

participants
achieved FT
employment



52

participants
provided Narcan
kits



12

participants
assisted with
securing safe
housing

86

admitted
participants

75

participants
connected with
peer support

1,547

community
volunteer hours
completed

68

successful
graduates

2,000

hours of peer
support contact
with participants

38

participant
referred for
ancillary
services

NCSC

National Center for State Courts

Before Court (Pre-Court Team Meetings)

- Is everyone at the table that should be?
- Is everyone talking? Is *treatment* talking?
- Are team members maintaining/staying in their role?
- Does the judge have the information they need to lead the pre-court meeting and status review hearings?



During Court (Status Review Hearings)

- Keep processes moving to respect everyone's time (participants included)
- Leaning on team readiness to help
- Encouraging community presence in the courtroom
- Foster a safe environment for participants
- Ensure participants are respected and developing therapeutic alliances with team members



After Court (The Follow-up)

- File court orders or bench warrants/capias
- Coordinate with supervision on reaching out to no-shows
- Connect with service and/or treatment providers on referrals or adjustments made (as needed)
- Start scheduling next docket appearances based on today's participant progress



Scenarios



What is your role?

The team prosecutor is on leave, and their fill-in is not following best practices in reviewing referrals, denying entrance using subjective criteria "This person is not ready for this program".



How should you handle?

A participant comes up to you during court and indicates they don't feel that the sanction they received is fair compared to what other participants received.



How should you participate?

The treatment court probation officer, conference calls you and the judge between court sessions as they have a participant in their office that has violated and they need to know from the judge what response is appropriate now since court is a week away?



What steps should you take?

A treatment provider that you have worked with for a few years has just notified you that they are changing their treatment court liaison and some of their services offered starting in three (3) months.

Build a Coordinator Community

- Peer-to-Peer Coordinator Support
- Collaborate on projects or initiatives together
- Use your whole teams—don't do everything alone
- Accept help from your community partners



Q&A



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THANK YOU!

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All Rise. E-Learning Courses: Core Correctional Practices.

<https://allrise.talentlms.com/plus/catalog/courses/328>

All Rise. E-Learning Courses: Standard: Multidisciplinary Team

<https://allrise.talentlms.com/catalog/info/id:289>

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