

TITLE 9. HEALTH SERVICES
CHAPTER 20. DEPARTMENT OF HEALTH SERVICES –
BEHAVIORAL SUPPORTIVE SERVICES
ARTICLE 1. DUI SERVICES

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ARTICLE 1. DUI SERVICES

R9-20-101. Definitions

The following definitions apply in this Article unless otherwise specified:

1. "Administrator" means an individual who has authority and responsibility for managing the provision of DUI services.
2. "Applicant" means an individual or business organization that has submitted an application packet to the Department.
3. "Application packet" means the forms, documents, and additional information the Department requires an applicant to submit to become a provider.
4. "Approved DUI service provider" or "provider" means an individual or business organization that meets the standards in this Article, as determined by the Department.
5. "Behavioral health professional" means an individual licensed under A.R.S. Title 32 whose scope of practice allows the individual to:
 - a. Independently engage in the practice of behavioral health as defined in A.R.S. § 32-3251; or
 - b. Except for a licensed substance abuse technician, licensed under A.R.S. § 32-3321, engage in the practice of behavioral health as defined in A.R.S. § 32-3251 under direct supervision as defined in A.A.C. R4-6-101.
6. "Behavioral health service" means the medical services, nursing services, or health-related services provided to an individual to address the individual's behavioral health issue.
7. "Business organization" means the same as "entity" in A.R.S. § 10-140.
8. "Client" means an individual who is ordered by a court to receive DUI screening, DUI education, or DUI treatment as a result of an arrest, adjudication, or conviction for a violation of A.R.S. §§ 5-395.01, 8-343, 28-1381, 28-1382, or 28-1383.
9. "Client record" means documentation relating to the DUI services received by a client.
10. "Controlling person" means a person who, with respect to a business organization:
 - a. Through ownership, has the power to vote at least 10% of the outstanding voting securities of the business organization;
 - b. If the business organization is a partnership, is a general partner or is a limited partner who holds at least 10% of the voting rights of the partnership;

- c. If the business organization is a corporation, association, or limited liability company, is the president, the chief executive officer, the incorporator, an agent, or any person who owns or controls at least 10% of the voting securities; or
 - d. Holds a beneficial interest in 10% or more of the liabilities of the business organization.
11. "Day" means a day, not including the day of the act, event, or default, from which a designated period of time begins to run, but including the last day of the period unless it is a Saturday, Sunday, or state holiday, in which case the period runs until the end of the next day that is not a Saturday, Sunday, or state holiday.
 12. "Department" means the Arizona Department of Health Services.
 13. "Documentation" means written information in written, photographic, electronic, or other permanent form.
 14. "DUI education" has the same meaning as "education" in A.R.S. § 28-1301.
 15. "DUI screening" has the same meaning as "screening" in A.R.S. § 28-1301.
 16. "DUI services" means DUI screening, DUI education, or DUI treatment provided to a client.
 17. "DUI treatment" has the same meaning as "treatment" in A.R.S. § 28-1301.
 18. "Employee" means an individual compensated by a provider for work on behalf of the provider.
 19. "Facility" means the building or buildings used to provide DUI services.
 20. "Licensed substance abuse technician" has the same meaning as in A.R.S. § 32-3321.
 21. "Licensed independent substance abuse counselor" has the same meaning as in A.R.S. § 32-3321.
 22. "Monitoring" means the Department's inspection of a facility to observe and check the quality of DUI services.
 23. "Provider" means an individual or business organization that meets the standards in this Article, as determined by the Department, and is approved by the Department to provide DUI services.
 24. "Referring court" means a court of competent jurisdiction that orders a client to receive DUI screening, DUI education, or DUI treatment.
 25. "Secure connection" means a system through which information can be exchanged without unauthorized third party interception or corruption of the signals.

R9-20-102. Individuals to Act for Applicant

When an applicant or provider is required by this Article to provide information on or sign an application form or other document, the following shall satisfy the requirement on behalf of the applicant or provider:

1. If the applicant or provider is an individual, the individual; or
2. If the applicant or provider is a business organization, the individual who the business organization has designated to act on the business organization's behalf and who:
 - a. Is a controlling person of the business organization;
 - b. Is a U.S. citizen or legal resident; and
 - c. Has an Arizona address.

R9-20-103. Application and Renewal

A. An applicant applying to become a provider shall submit to the Department an application packet that contains:

1. An application in a format provided by the Department that includes:
 - a. The applicant's name;
 - b. The applicant's address and telephone number;
 - c. The applicant's e-mail address;
 - d. The name, telephone number, and e-mail address of the individual acting on behalf of the applicant according to R9-20-102, if applicable;
 - e. The name under which the applicant plans to do business, if different from the applicant's name;
 - f. The address and telephone number of ~~the~~ each facility where DUI services are provided;
 - g. Whether the applicant is seeking approval to provide:
 - i. DUI screening face-to-face,
 - ii. DUI screening electronically,
 - iii. DUI education in a classroom setting,
 - iv. DUI education electronically, or
 - v. DUI treatment; and
 - h. The applicant's signature and the date signed;
2. If providing DUI screening, either face-to-face or electronically, a copy of the:
 - a. Standardized instrument for measuring alcohol dependency or substance abuse required in R9-20-108(C)(4), and
 - b. Policies and procedures required in R9-20-108(A);
3. If providing DUI education, a copy of the:

- a. DUI education pre-test required in R9-20-109(D)(1),
 - b. DUI education materials required R9-20-109(D)(2),
 - c. DUI education post-test required in R9-20-109(D)(3),
 - d. Policies and procedures required in R9-20-109(E), and
 - e. Policies and procedures required in R9-20-109(G);
4. If providing DUI treatment, a description of the:
- a. Education and group counseling programs, as required in R9-20-110(C)(2); and
 - b. Policies and procedures required in R9-20-110(A);
5. The name and resume of the administrator; and
6. A copy of the applicant's:
- a. U.S. Passport, current or expired;
 - b. Birth certificate;
 - c. Naturalization documents; or
 - d. Documentation of legal resident alien status.
- B. For renewal, at least 60 days before the expiration of approval, a provider shall submit to the Department in a Department-provided format:
- 1. The provider's approval number;
 - 2. The information in subsection (A)(1); and
 - 3. The documentation in subsection (A)(2) through (4), as applicable.

R9-20-104. Application or Renewal Approval Process

- A. The Department shall:
- 1. Review the documents submitted by the applicant or provider as required in R9-20-103,
 - 2. Issue an approval or non-approval based on the applicant's or provider's compliance with the requirements in this Article, and
 - 3. Notify the applicant or provider of the Department's decision within 30 days after receiving the documents specified in R9-20-103.
- B. The Department shall send an applicant or provider a written notice of non-approval, with reasons for the non-approval if:
- 1. The applicant fails to provide the documentation as required in R9-20-103, or
 - 2. The Department determines the documentation submitted under R9-20-103 does not comply with this Article or contains false information.

R9-20-105. Notification of Change

- A. A provider shall:

1. Notify the Department in writing at least 30 days before the effective date of:
 - a. Termination of DUI service provision, or
 - b. A change in the:
 - i. Name under which the provider does business;
 - ii. Address or telephone number of a facility where DUI services are provided;
 - iii. Administrator; or
 - iv. DUI services provided, including a list of the services that the provider intends to add or delete; and
 2. If the notification of change is for a change specified in subsection (A)(1)(b)(iii), submit the applicable documentation in R9-20-103(2) through (4).
- B. The Department shall update the provider's approval to reflect the changes in subsections (A)(1)(b)(i) through (iii).
- C. The Department shall review the notification of change for subsection (A)(1)(b)(iv) and:
 1. If the information complies with the requirements in this Article, the Department shall approve the change, or
 2. If the information does not comply with the requirements in this Article, the Department shall send notification to the provider with reasons for the determination of non-compliance.
- D. The Department may conduct an onsite inspection as part of the notification of change process.
- E. A provider shall not add DUI services specified in subsection (A)(1)(b)(iv) until the Department approves the change.
- F. The provider retains the existing expiration date of the application approval.

R9-20-106. Rescinding Approval

- A. The Department may rescind the approval of a provider if the Department determines that noncompliance with this Article by the provider negatively impacts the DUI screening, DUI education, or DUI treatment the client is receiving from the provider.
- B. If the Department rescinds the approval of a provider, the Department shall:
 1. Provide written notice of the rescindment to the provider that includes a list of the requirements with which the provider is not in compliance, and
 2. Remove the provider from the list of the Department's approved DUI service providers.
- C. To obtain approval after a rescindment, an applicant shall submit:
 1. The application required in R9-20-103, and

2. A written recommendation for approval of the applicant from a referring court.
- D. The Department shall review the application and recommendation in subsection (C) and issue an approval or notice of non-approval no sooner than 60 days, but not later than 90 days, after the Department receives the application and recommendation.

R9-20-107. Administration, Monitoring

- A. A provider shall designate an administrator who meets qualifications established by the provider.
- B. An applicant or provider shall allow the Department immediate access to a client, records, and all areas of a facility; according to A.R.S. § 41-1009.

R9-20-108. Requirements for DUI Screening

- A. An administrator shall ensure that policies and procedures are developed, documented, and implemented for:
1. Conducting DUI screening,
 2. If applicable, performing DUI screening electronically including:
 - a. Using a secure connection,
 - b. Having direct and immediate interaction between the individual conducting the DUI screening and the individual being screened, and
 - c. Verifying the identities of the individual conducting and the individual receiving the DUI screening before the DUI screening is conducted;
 3. Tracking and referring a client to DUI education or DUI treatment, and
 4. Communicating with and reporting information to a referring court.
- B. An administrator shall ensure that:
1. A client is given the following information in writing before DUI screening is conducted:
 - a. A description of the DUI screening process;
 - b. The timeline for initiating and completing DUI screening;
 - c. The consequences to the client for not complying with the DUI screening process and timeline; and
 - d. The cost and methods of payment for DUI screening, DUI education, and DUI treatment; and
 2. The client's receipt of the information is documented in the client record.
- C. An administrator shall ensure that a client's DUI screening:
1. Occurs within 30 days after the date of the court order, unless otherwise required by the court;
 2. Is conducted by a:

- a. Behavioral health professional; or
 - b. Licensed substance abuse technician under direct supervision, as defined in A.A.C. R4-6-101₂ of a behavioral health professional;
 3. Consists of a face-to-face interview that lasts at least 30 minutes but not more than three hours;
 4. Includes administering at least one of the following for measuring alcohol dependency or substance abuse:
 - a. Driver Risk Inventory II,
 - b. Michigan Alcoholism Screening Test,
 - c. The Minnesota Multiphasic Personality Inventory MMPI-2,
 - d. Mortimer-Filkins Test,
 - e. Substance Abuse Subtle Screening Inventory (SASSI),
 - f. Drug Abuse Screening Test (DAST),
 - g. Adolescent Chemical Dependency Inventory (ACDI),
 - h. Juvenile Substance Abuse Profile (JSAP),
 - i. Reinstatement Review Inventory (RRI), or
 - j. A substance abuse questionnaire that contains the information in one of the screening assessments in subsections (C)(4)(a) through (C)(4)(i); and
 5. Is documented in the client record.
- D. An administrator shall classify a client based upon the information obtained in the DUI screening in subsection (C) as follows:
1. A Level 1 DUI client is a client who:
 - a. Meets at least one of the following:
 - i. Has been arrested or convicted two or more times for alcohol or drug-related offenses;
 - ii. Had an alcohol concentration of 0.15 or higher at the time of the arrest that led to the current referral and meets at least one of the criteria in subsections (D)(1)(b)(ii) through (xii);
 - iii. Has been unable to control use of alcohol or drugs or has habitually abused alcohol or drugs;
 - iv. Admits a problem controlling alcohol or drug use;
 - v. Has been diagnosed with substance abuse or organic brain disease resulting from substance abuse;

- vi. Has experienced symptoms of withdrawal from alcohol or drug use that included visual, auditory, or tactile hallucinations; convulsive seizures; or delirium tremens; or
- vii. Has been diagnosed with alcoholic liver disease, alcoholic pancreatitis, or alcoholic cardiomyopathy by a medical practitioner; or
- b. Meets at least three of the following:
 - i. Had an alcohol concentration of 0.08 or higher at the time of the arrest that led to the current referral;
 - ii. Had previously been arrested or convicted one time for an alcohol- or drug-related offense;
 - iii. Has experienced a decrease in attendance or productivity at work or school as a result of drug or alcohol use;
 - iv. Has experienced family, peer, or social problems associated with drug or alcohol use;
 - v. During DUI screening, provided responses on the standardized instrument in subsection (C)(4) that indicated substance abuse;
 - vi. Has previously participated in substance abuse education or treatment for problems associated with alcohol or drug use;
 - vii. Has experienced blackouts as a result of alcohol or drug use;
 - viii. Has passed out as a result of drug or alcohol use;
 - ix. Has experienced symptoms of withdrawal from alcohol or drug use including shakes or malaise relieved by resumed alcohol or drug use; irritability; nausea; or anxiety;
 - x. Exhibits a psychological dependence on drugs or alcohol;
 - xi. Has experienced an increase in consumption, a change in tolerance, or a change in the pattern of alcohol or drug use; or
 - xii. Has experienced personality changes associated with alcohol or drug use;and
- 2. A Level 2 DUI client is a client who:
 - a. Does not meet any of the criteria in subsection (D)(1)(a), and
 - b. Meets no more than two of the criteria in subsection (D)(1)(b).
- E. An administrator shall ensure that after a client completes DUI screening:
 - 1. The results of the DUI screening are documented in the client record and include:

- a. The client's alcohol concentration at the time of the arrest that led to the current referral, if available;
 - b. The client's history of alcohol and drug use;
 - c. The client's history of treatment associated with alcohol or drug use; and
 - d. The client's history of impairments in physical, educational, occupational, or social functioning as a result of alcohol or drug use;
2. Referrals are made as specified in subsection (F); and
 3. The following information is reported to the referring court within seven days after the client's completion of DUI screening:
 - a. The date that the client completed DUI screening,
 - b. The results of a client's DUI screening;
 - c. Recommendations for DUI education or DUI treatment, based on the:
 - i. Results of the DUI screening, and
 - ii. Recommended of the behavioral health professional conducting the DUI screening; and
 - d. The name of the provider selected by the client to provide DUI education or DUI treatment to the client.
- F. Except as provided in subsection (H), an administrator shall ensure that:
1. A Level 1 DUI client is referred to both:
 - a. A provider that provides at least 16 hours of DUI education, and
 - b. A provider that provides at least 20 hours of DUI treatment;
 2. A Level 2 DUI client is referred to a provider that provides at least 16 hours of DUI education;
 3. The referral of a client includes:
 - a. Providing the client with the names, addresses and telephone numbers of three DUI education providers or DUI treatment providers, as applicable, in the geographic area requested by the client, at least two of which are not owned by, operated by, or affiliated with the DUI screening provider; and
 - b. Instructing the client to:
 - i. Select DUI education provider or DUI treatment provider, as applicable;
 - ii. Schedule an appointment or enroll in DUI education or DUI treatment, as applicable, within seven days after the date of completion of the DUI screening; and

1. The citation number or complaint number from the arrest that led to the current referral, if available;
2. A copy of the documents referring the client to DUI screening, if available;
3. Documentation that the client received the information required in subsection (B);
4. Documentation of the results of the client's DUI screening required in subsection (E)(1), including the completed standardized instrument required in subsection (C)(4);
5. Documentation of the:
 - a. Referrals for DUI education or DUI treatment, as applicable, required in subsection (E)(2); and
 - b. Recommendations for DUI education or DUI treatment, as applicable, required in subsection (E)(3)(c);
6. The DUI client's signed and dated authorization for release of information required in subsection (F)(4); and
7. A copy of the information provided to the:
 - a. DUI education provider or DUI treatment provider, as applicable, selected by the client, as required in subsection (F)(5); and
 - b. Referring court as required in subsection (E)(3).

R9-20-109. Requirements for DUI Education

- A. An administrator shall ensure that policies and procedures are developed, documented, and implemented for:
 1. Providing DUI education,
 2. If applicable, providing DUI education electronically including:
 - a. Using a secure connection, and
 - b. Verifying the identity of the individual receiving the DUI education; and
 3. Communicating with and reporting information to an individual's DUI screening provider and, if applicable, the referring court.
- B. An administrator shall ensure that:
 1. A client is given the following information in writing before DUI education is conducted:
 - a. The procedures for conducting DUI education,
 - b. The timeline for initiating and completing DUI education,
 - c. The consequences to the client for not complying with the procedures and timeline,

- d. The information about the client that will be reported to the client's DUI screening provider or the referring court, and
 - e. The cost and methods of payment for DUI education; and
 2. The client's receipt of the information is documented in the client record.
 - C. An administrator shall ensure that:
 1. DUI education is provided in a classroom setting or electronically;
 2. A current written schedule of DUI education classes is maintained at the facility;
 3. DUI education consists of:
 - a. At least 16 hours in the classroom setting, or
 - b. Modules provided electronically that are equivalent to the content of the material covered during at least 16 hours of classroom instruction;
 4. DUI education is scheduled to be completed within eight weeks after the date of the first class, and
 5. The number of clients enrolled in a class ~~of~~ for DUI education in a classroom setting does not exceed 30.
 - D. Participation in a self-help group or peer support program, such as Alcoholics Anonymous or Narcotics Anonymous, is not DUI education and does not count toward required hours of DUI education.
 - E. An administrator shall ensure that:
 1. A written pre-test is administered to a client before the client receives DUI education to measure the client's knowledge of the subject areas listed in subsection (E)(2);
 2. DUI education includes information on:
 - a. The physiological effects of alcohol and drug use;
 - b. How alcohol use and drug use affect an individual's ability to operate a vehicle, including how an individual's alcohol concentration is measured and how alcohol concentration impacts an individual's ability to operate a vehicle;
 - c. Alternatives to operating a motor vehicle while impaired by alcohol or drug use;
 - d. The psychological and sociological effects of alcohol and drug use;
 - e. The stages of substance abuse;
 - f. Self-assessment of alcohol or drug use;
 - g. Criminal penalties and statutory requirements for sentencing DUI clients;
 - h. Alternatives to alcohol or drug use;
 - i. Identification of different approaches to the treatment of substance abuse;

- j. Resources, programs, and interventions available in the community for treatment of substance abuse; and
 - k. Orientation to the process and benefits of group counseling and self-help groups such as Alcoholics Anonymous and Narcotics Anonymous; and
 - 3. A written post-test is administered to a client after receiving DUI education to measure the client's knowledge of the subject areas listed in subsection (D)(2).
- F. An administrator shall ensure that a policy and procedure is developed, documented, and implemented that covers the use of results from the pre-tests and post-tests required ~~under~~ in subsection (E).
- G. An administrator shall ensure that a client who completes DUI education receives ~~written~~ documentation that indicates completion of DUI education and includes:
 - 1. The name of the DUI education provider,
 - 2. The number of hours of DUI education completed,
 - 3. The date of completion, and
 - 4. The name of the client.
- H. An administrator shall ensure that the DUI screening provider and, if applicable, the referring court is:
 - 1. Notified in writing within seven days, unless otherwise specified by the court, after:
 - a. An individual fails to enroll in DUI education by the deadline established by the individual's DUI screening provider or the referring court;
 - b. A client fails to comply with the requirements for DUI education, including failure to attend DUI education or failure to pay required costs; or
 - c. A client completes DUI education; and
 - 2. Provided with a written report for each client, within 30 days after ending the provision of DUI education to the client, that includes:
 - a. The client's date of enrollment;
 - b. Whether the client complied with the requirements for DUI education;
 - c. Whether the client completed DUI education and, if so, the date of completion; and
 - d. Any recommendation for additional DUI education or for DUI treatment.
- I. If an administrator determines that a client's DUI education needs cannot be met by the DUI education provider selected by the client, the administrator may refer a client back to the client's DUI screening provider by submitting to the DUI screening provider :

1. Documentation of the reason that the DUI education provider is unable to meet the client's DUI education needs, including whether the client:
 - a. Requires behavioral health services that the DUI education provider is not authorized or able to provide,
 - b. Has a physical or other disability that the DUI education provider is unable to accommodate, or
 - c. Requires education to be provided in a language in which instruction is not provided by the DUI education provider, and
2. A recommendation for additional or alternative DUI education that would meet the client's DUI education needs.

J. An administrator shall ensure that a record is maintained for each client that contains:

1. Documents received from the client's DUI screening provider or referring court regarding the client;
2. Documentation that the client received the information required in subsection (B);
3. The pre-test and post-test completed by the client;
4. The dates and time periods during which the client received DUI education;
5. Documentation of DUI education provided in a classroom setting that the client failed to attend;
5. A copy of the documentation indicating the client's satisfactory completion of DUI education required in subsection (G), if applicable;
6. A copy of the documentation provided to the client's DUI screening provider or referring court as required in subsection (H)(1);
7. A copy of the written report provided to the client's DUI screening provider or referring court as required in subsection (H)(2);
8. Documentation supporting a referral of the client back to the client's DUI screening provider, if applicable; and
9. Any other written information from or documentation of verbal contact with any of the following regarding the client:
 - a. The client's DUI screening provider,
 - b. The referring court,
 - c. The Department of Motor Vehicles, or
 - d. Another DUI education provider or a DUI treatment provider.

R9-20-110. Requirements for DUI Treatment

- A. An administrator shall ensure that policies and procedures are developed, documented, and implemented that:
 1. Cover the education, experience, skill, and experience for individuals providing DUI treatment;
 2. Cover the provision of DUI treatment;
 3. Cover communicating with and reporting information to an individual's DUI screening provider and, if applicable, the referring court; and
 4. Establish criteria the DUI treatment provider considers when determining whether to extend the time for a client's completion of DUI treatment.
- B. An administrator shall ensure that:
 1. The DUI treatment provider receives:
 - a. A copy of the documentation of the client's completion of DUI education, required in R9-20-109(G), from the client; or
 - b. Documentation of the client's completion of DUI education from the client's DUI screening provider;
 2. A client is given the following information in writing before DUI treatment is conducted:
 - a. The procedures for conducting DUI treatment,
 - b. The timeline for initiating and completing DUI treatment,
 - c. The criteria the DUI treatment provider considers when determining whether to extend the time for completion of the DUI treatment,
 - d. The consequences to the client for not complying with the procedures and timeline,
 - e. The information about the client that will be reported to the client's DUI screening provider or the referring court, and
 - f. The cost and methods of payment for DUI treatment; and
 3. The client's receipt of the information is documented in the client record.
- C. An administrator shall ensure that DUI treatment:
 1. Is based upon the information and results of the client's DUI screening obtained from the DUI screening provider, as required in R9-20-108(F)(5), or referring court;
 2. Includes at least 20 hours of group counseling that:
 - a. Is provided by a behavioral health professional or a licensed substance abuse technician under the direct supervision, as defined in A.A.C. R4-6-101, of a behavioral health professional;

- b. Is provided according to the recommendations of the behavioral health professional who conducted the client's DUI screening;
 - c. Includes no more than 15 clients or, if family members participate in group counseling, 20 individuals; and
 - d. Is documented in a client record according to subsection (I); and
 3. Is scheduled to be completed within 16 weeks after the date the client enrolled in DUI treatment, unless the provider extends the time for completion of DUI treatment, as provided in subsection (E).
 - D. Participation in a self-help group or peer support program, such as Alcoholics Anonymous or Narcotics Anonymous, is not DUI treatment and does not count toward required hours in DUI treatment.
 - E. A DUI treatment provider may extend the time for a client's completion of DUI treatment if an event, such as one of the following, occurs during the 16 weeks after the date the client was enrolled in DUI treatment:
 1. The client is serving time in jail;
 2. The client or a family member of the client is ill or injured and requires medical services, as defined in A.R.S. § 36-401; or
 3. A family member of the client dies.
 - F. An administrator shall ensure that the DUI screening provider and, if applicable, the referring court is:
 1. Notified in writing within seven days , unless otherwise specified by the court, after:
 - a. An individual fails to enroll in DUI treatment by the deadline established by the individual's DUI screening provider or the referring court;
 - b. A client fails to comply with the requirements of for DUI treatment, including failure to attend DUI treatment or failure to pay required costs; or
 - c. A client completes DUI treatment; and
 2. Provided with a written report for each client, according to the timeline established by the DUI screening provider, that includes:
 - a. The client's date of enrollment;
 - b. Whether the client complied with the requirements of for DUI treatment;
 - c. Whether the client completed DUI treatment and, if so, the date of completion; and
 - d. Any recommendation for additional DUI treatment.

- G. An administrator shall ensure that a client who completes DUI treatment receives:
1. Documentation that indicates completion of DUI treatment and includes:
 - a. The name of the DUI treatment provider,
 - b. The number of hours of DUI education completed,
 - c. The date of completion, and
 - d. The name of the client; and
 2. An exit interview from an employee that includes a review of the information contained in the report required in subsection (F)(2).
- H. If an administrator determines that a client's DUI treatment needs cannot be met by the DUI treatment provider selected by the client, the administrator may refer a client back to the client's DUI screening provider by submitting to the DUI screening provider:
1. Documentation of the reason that the DUI treatment provider is unable to meet the client's DUI treatment needs, including whether the client:
 - a. Requires behavioral health services that the DUI treatment provider is not authorized or able to provide,
 - b. Has a physical or other disability that the DUI treatment provider is unable to reasonably accommodate, or
 - c. Requires treatment to be provided in a language in which DUI treatment is not provided by the DUI treatment provider; and
 2. A recommendation for additional or alternative DUI treatment that would meet the client's DUI treatment needs.
- I. An administrator shall ensure that a record is maintained for each client that contains:
1. Information and documents received from the client's DUI screening provider or the referring court regarding the client;
 2. Documentation that the client received the information required in subsection (B)(2);
 3. Documentation of each group counseling session in which the client participated, including:
 - a. The date of the group counseling session,
 - b. The topics discussed, and
 - c. The client's progress in meeting treatment goals;
 4. Documentation of the client's failure to participate in a group counseling session, if applicable;

5. Documentation related to an extension of the time for a client's completion of DUI treatment, if applicable;
6. A copy of the documentation indicating the client's satisfactory completion of DUI treatment required in subsection (G), if applicable;
7. Documentation of the client's exit interview required in subsection (G)(2);
8. A copy of the written report provided to the client's DUI screening provider or referring court as required in subsection (F)(2);
9. Documentation supporting a referral of the client back to the client's DUI screening provider, if applicable; and
10. Any other written information from or documentation of verbal contact with any of the following regarding the client:
 - a. The client's DUI screening provider,
 - b. The referring court, or
 - c. Another DUI treatment provider or a DUI education provider.