Burleigh County
Justice and Mental Health Collaboration
Detention Center Screening, Service Planning and Referral To Services

Doug Herzog, Heartview Foundation
Testimony
Legislative Management's Interim Health Services Committee
September 21, 2016

Senator Lee and Committee Members:

My name is Doug Herzog and I am employed by the Heartview Foundation. One of my roles is related to planning and development of services that could:

- reduce the number of persons with behavioral health issues held in the Burleigh County Detention,
- to reduce their length of stay, and
- ensure that they are connected to appropriate services upon their release.

I am a co-author of the proposal submitted by the Burleigh County Sheriff and Heartview. This project is funded by the Bureau of Justice and is one of only six planning programs in the country. This project is similar to a Heartview contract with CAWS that developed screening, brief intervention and referral services for domestic violence centers. Some elements were initiated with SAMHSA funding to develop technology-based clinical extenders.

Behavioral health screening is not commonplace for many special at-risk populations including those in jails, the homeless and domestic violence victims. While screening, planning and referral tools exist, agencies serving these populations are often understaffed or the staff lacks the skills necessary. Recently these tools were organized using technology to make routine screening less time consuming and more cost effective. Heartview's screening, planning and referral portal is among a number of web-based tools known as clinical extenders. These extenders provide agencies with tools that are quick and effective and less time consuming.

The Justice and Mental Health Collaboration project includes on-line access to these screening, service planning and referral tools. A user name and password provided by the agency is required for access. The tools can be used on a PC, tablet or phone. Screening is self-reported information using common, validated tools assessing a wide range of mental health and substance use disorders. The screening can be conducted in less than 20 minutes with findings and recommendations available instantly to clients and sponsoring corrections agencies. Individuals must sign a participation agreement, but they can "opt out" at any time. Much of the work is self-directed to minimize the time required by staff to gather and analyze screening data and to compile a referral packet. The process does not need to be conducted by a professional.

<u>Screening.</u> Heartview expanded the SBIRT (a SAMHSA endorsed drug and alcohol assessment consisting of four questions) to encompass mental health by asking eight additional questions

under the moniker SSPR-*Screening, Service Planning and Referral*. Depending on the responses to these 12 questions (SSPR Quick Screen) an initial set of findings is generated relating to depression, anxiety disorder, suicide behaviors, PTSD, drug use, alcohol, traumatic brain injury, anger and nicotine dependence. If the Quick Screen has a finding, the client is directed to a set of more thorough and validated secondary screens commonly used by behavioral health professionals. These secondary screens also return findings along with recommendations for further action. These findings are transferred to a printable screening report.

Service Planning. A second component of SSPR focuses on service planning. In this component the referral packet with a release of information builds upon the screening by looking at client willingness and readiness to address the findings. A version of the SSPR for corrections contains a recognized assessment of "risk-of-release". Service planning also explores the need for services by asking the case manager which behavioral health services would have been used *were the services available*. The Corrections version of the SSPR includes a list of evidence based programs and procedures known to be effective in the justice and behavioral health systems. Many of these services are not commonly available, nor are the procedures in place. This needs assessment data is essential to making changes and/or initiating new programs. The SSPR includes a comprehensive resource section to assist clients in obtaining the information necessary to make an informed decision regarding services. Included in the resource component are FAQ's on common issues (housing, child care, health care, employment and unemployment insurance, etc.), mental health-substance abuse provider directories, general directories along with links to information relating to risk and protective factors.

Referral to Treatment. The third component focuses on referral to treatment. This consists of matching behavioral health needs with services available. The treatment planning component gathers the information necessary to build a *referral packet*. Screening results and personal information can be printed in the form of a referral packet that also includes a "Release of Information" that requires the clients' signature. The release is compliant with 42 CFR and Part 2 of the Health Insurance Portability and Accountability Act. Once a referral has been made, SSPR tracks waiting time and follow through.

To improve the referral process a *Behavioral Health Locator* is being developed that will include public and private agencies and licensed practitioners. The Behavioral Health Services Locator is an on-line service provided by Heartview. The Locator is an automated system where licensed providers and practitioners enter referral information electronically and at no cost with a secure password and username. This prevents anyone other than those authorized to do so from entering and updating information. Searches are free and can be conducted by provider, practitioner, service and geographic areas.

The locator will also be used to identify service and workforce shortages in various geographic areas.

For your information we have attached a brochure on the SSPR-Corrections and the Behavioral Health Locator.

BEHAVIORAL HEALTH SCREEENING, SERVICE PLANNING AND REFERRAL FOR SERVICES for CORRECTIONS AGENCIES

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TECHNOLOGY-BASED CLINICAL EXTENDERS

Behavioral health screening is not commonplace for many special at-risk populations including those in jails, the homeless and domestic violence victims. While screening tools exist, agencies serving these populations are often understaffed or the staff lacks the skills necessary. Recently these tools were organized using technology to make routine screening less time consuming and more cost effective. Heartview's SSPR portal is among a number of tools known as clinical extenders. These tools provide professionals with methods that are quick and effective and less time consuming.

THE SSPR BEHAVIORAL HEALTH SCREENING, SERVICE PLANNING AND REFERRAL

Heartview has developed a secure, web-based portal (SSPR) providing comprehensive behavioral health assessment along with tools for planning services and making appropriate referrals. The SSPR provides on-line access to these tools requiring the agency to provide only a user name and password. The tool can be used on a PC, tablet or phone. The screening is self-reported information using common, validated tools assessing a wide range of mental health and substance use disorders. The SSPR screening can be conducted in less than 20 minutes with findings and recommendations available instantly to clients and sponsoring corrections agencies. Individuals must sign a participation agreement, but they can "opt out" at any time. Much of the work on the portal is self-directed to minimize the time required by professional staff to gather and analyze screening data and to compile a referral packet. The participant agreement can be modified by each correctional agency indicating how the information can be used and shared within the system.

QUICK & SECONDARY SCREENING

The SSPR portal expands upon the SBIRT (Screening, Brief Intervention and Referral to Treatment) model developed for SUD-Substance Abuse Disorder screening. The SSPR portal provides SUD quick screening with additional questions relating to mental health. The SSPR Quick Screen consists of 12 questions.

Based on the Quick Screen, secondary-screening tools can be completed on the portal to further access mental health and substance use issues. These Secondary SUD and Mental Health Screens consist of nine common, self-administered tools that are scored within the SSPR providing immediate feedback. The screening tools are:

Depression	*PHQ-9*
Anxiety Disorder	*GAD-7*
Suicide Behaviors	*SBQ-R*
Post Traumatic Stress	*PLC-C*
Drug Use	*DAST 20*
Alcohol	*AUDIT*
Traumatic Brain Injury	*TBI*
Anger	*NOVACO SCALE*
Nicotine Dependency	*Fagerstrom*

The SSPR-Corrections version also contains a Pretrial Risk Assessment Tool that is completed by corrections staff and used for planning and research.

The SSPR questionnaires are screening tools and they are not meant for diagnostic purposes. Only a licensed professional can conduct diagnostic assessments and evaluations. Clients can "opt out" of the screening portal at any time.

TREATMENT PLANNING & READINESS

This component consists of a structured questionnaire that gathers the information necessary to build a referral packet. The "My Story" section gathers personal, family and support network information along with basic demographic information. A "Self-Assessment" section gathers information on risk and protective factors and barriers to service to be shared with a potential provider selected by the client. Clients are also directed to complete "Readiness Rulers" based on issues identified by the screening tools. These rulers gauge 'importance', 'confidence', and 'readiness' to change in a problem area (i.e. prescription drug usage for non-medical purposes).

RESOURCES

The portal also includes a comprehensive resource section to assist clients in obtaining the information necessary to make an informed decision regarding services. Included in the resource component are case scenarios of individuals who have overcome service barriers, FAQ's on common issues (housing, child care, health care, employment and unemployment insurance, etc.), mental health and substance abuse provider directories, general directories along with links to information relating to risk and protective factors.

REFERRAL TO SERVICES, NEEDS ASSESSMENT & REFERRAL TRACKING

Those wishing to continue with the process begin building a Referral for Services/Treatment Packet that can be used to access needed services. The service/treatment planning component gathers the information necessary to build a referral packet. Screening results and personal information can be printed in the form of a referral packet that also includes a "Release of Information" that requires the clients signature. The release is compliant with 42 CFR and Part 2 of the Health Insurance and Portability and Accountability Act.

Several research tools are also included in the SSPR Portal to track referrals and the days from

referral to initiation of services. A list of Promising Practices is also included to identify services needed but not available. The Promising Practices section is unique to the type of cooperating organization. The Promising Practices for jails/law enforcement is different than Promising Practices for domestic violence and human trafficking. Data can be extracted in CSV (Excel-Comma Separated) format and can then be imported to most databases.

SSPR LICENSING & RELATED COSTS

Correctional facilities interested in purchasing the SSPR portal, branded with their organization(s), can contact Heartview for details. There is an initial licensing fee, (including a one-time branding cost), along with an annual data storage fee on the HIPAA secure server. Licensees can add to many of the components without going through Heartview.

Year 1 costs total $4800 (Licensing ($4000, branding ($400) and HIPAA data storage ($400). Year 2 costs total $2400 (renewal ($2000) and storage ($400). An organization, such as a jail, screening 2000 inmates would incur a cost of $3.60 per inmate.

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ONGOING BEHAVIORAL HEALTH CONSULTATION

Heartview offers ongoing behavioral health consultation and advocacy to SSPR adopters via secure portals. This would include data analysis. Annual consulting contracts are based on need.

GENERAL SPONSORSHIPS

Heartview offers general sponsorships to organization concerned with behavioral health. General sponsors receive acknowledgement on the opening page of each SSPR with their logo linked to information on the sponsor. Contact Heartview for more information on general sponsorships.

ACKNOWLEDGEMENTS

Heartview developed SSPR as a flexible tool that can be adapted to a variety of settings. Versions of the SSPR have been developed for domestic violence organizations and for corrections. An SSPR is being developed for use with teens.

Funding to adapt the SSPR has come from:

BJA Bureau of Justice Assistance U.S. Department of Justice

Substance Abuse and Mental Health Services Administration SAMHSA

NORTH DAKOTA DEPARTMENT of HEALTH

Screening, Service Planning & Referral SSPR BEHAVIORAL HEALTH

Version:SSPR-Corrections

Comprehensive Behavioral Health Screening, Service Planning & Referral on a HIPAA Secure Portal

FOR DISCUSSION ONLY

Self-Administered
Self-Scoring
Cost Effective
Instant Findings & Recommendations

Behavioral Health Directories
Printable Behavioral Health FAQ
Printable Referral Packet with Findings
Printable Release of Information
Referrals Tracking
Community Needs for Evidence-Base Services
Data Reports

Developed By:

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BEHAVIORAL HEALTH LOCATOR OF ND PROVIDERS AND PRACTITONERS

CLINICAL EXTENDERS

Heartview Foundation has responded to the behavioral health care shortage by developing technology-based strategies to provide and enhance services. Known as clinical extenders these strategies include:

Recovery Kit. The Recovery Kit Portal was designed to enhance recovery by providing the electronic means for counselors to maintain ongoing contact with clients following treatment (aftercare) and to measure recovery progress.

SSPR. The SSPR Portal was designed to screen clients for substance abuse and mental health issues and provide tools for service planning and referral.

Network Assisted Recovery. NAR is web-based private online social network of aftercare patients and addiction counselors collectively supporting recovery through engagement and education.

Behavioral Health Locator. This project provides a searchable web-based locator of ND behavioral health care practitioners and providers.

These web-based tools have become the mainstain of an effort to bring technology to rual and frontier areas of the state. **The Screening & Recovery Centers** project is a collaborative effort with Heartview to bring, or enhance, behavioral health services to underserved areas.

PURPOSE

The purpose of the Behavioral Health Locator is to assist practitioners in making appropriate referrals for behavioral health services. Secondarily, the locator will be used to identify service and workforce shortages in various geographic areas.

AUTOMATED ENTRY

The Behavioral Health Services Locator is a free service provided by Heartview. The locator is an automated system where ND providers and practitioners enter their information electronically with a secure password and username. This prevents anyone, other than those authorized, from entering and updating information.

[redacted]

any time. An automated reminder will be sent every 6 months to providers reminding them to keep their information current. If the data is not updated it may be removed or the locator may indicate the information is outdated.

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FEATURES

Automated Entry and Update

Free & Internet Accessible

Printable Search Results

Searchable by Location and Service

Includes
Public & Private Providers
Includes Behavioral Health Providers
Includes Behavioral Health Practitioners

Methods of Payment

Direct Behavioral Health Services
And
Telehealth Services and Locations

Agency Information Protected
by
User Name and Password

Incudes Practitioner Licensure
And
Provider Accreditation

Operating Hours

Referral Process

Special Population Services

HEARTVIEW TECHNOLOGY

Heartview's technology is HIPAA compliant and available for licensing to interested agencies.

The SSPR (Screening, Service Planning and Referral) is a web-based tool for assessing behavioral health issues and is available in a general version and a corrections version. The portal provides screening in depression, anxiety, suicide behaviors, PTSD, drug use, alcohol, nicotine addiction, anger and traumatic brain injury. Screening is scored automically with results contained in an assessment report. The SSPR develops a printable referral package including a release of information. Referrals are also tracked.

Recovery Kit is a web-based tool designed to enhance recovery by providing the electronic means for counselors and other clinical staff to maintain ongoing contact with clients following screening. Features include an electronic journal, Life Line, recovery resources, sobriety counter, health and wellness center access, treatment and recovery plans.

ABOUT HEARTVIEW

Heartview Foundation, established in 1964, is the oldest, non-profit, private, alcohol/drug treatment provider in the State of North Dakota. Heartview is fully licensed by the ND Division of Behavioral Health and accredited by The Joint Commission. Heartview, Bismarck, has a 12 bed residential facility that utilizes the ASAM Dimensions Level of Care to provide treatment and care to individuals and a full array of treatment services including and Medication Assisted Treatment. In 2015, Heartview opened a second treatment center in Cando, ND with 16 residential beds offering social detox and SUD treatment services in a rural community.

ACKNOWLEDGEMENTS

The Behavioral Health Locator was developed to complement Heartview's Screening, Service Planning and Referral portals and Recovery Kit. The Locator addresses the need for provider and practitioner information needed by case managers seeking behavioral health services.

Additional support provided by Heartview Foundation and

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BEHAVIORAL HEALTH LOCATOR

SEARCHABLE LOCATOR OF BEHAVIORAL HEALTH PROVIDERS AND PRACTITIONERS IN NORTH DAKOTA

BehHealthLocator.online

A HEARTVIEW TECHNOLOGY EXTENDER PROJECT

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