Teleservices: Using Technology to Enhance Treatment Court Operations

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Center for Court Innovation
Mission
Reduce Crime
Aid Victims
Strengthen Communities
Improve Trust in the Justice System
Operating Projects

RED HOOK COMMUNITY JUSTICE CENTER
Expanding Access to Drug Court

An Evaluation of Brooklyn’s Centralized Drug Screening and Referral Initiative

By Sarah Pickard-Peitsche
May 2013

A Statewide Evaluation of New York’s Adult Drug Courts

Identifying Which Policies Work Best

By Amanda E. Cossner, Michael Boppel, and Allison Walker Franklin
Center for Court Innovation

Join H. Rofman and Samuel Blecher
The Urban Institute

Ross Cohen and Carolyn C. Caglayan
New York State Unified Court System

June 2013
Expert Assistance
National Training and Technical Assistance

- BJA’s statewide treatment court TTA provider
- Community courts implementation and enhancement
- Procedural justice
- Veterans treatment court pilot projects
- Tribal justice
- Treatment Courts Online (www.treatmentcourts.org)
- Prosecutor led diversion
What is statewide treatment court TA?

- The Center for Court Innovation helps states make universal improvements to their treatment court systems, including:
  - Statewide strategic planning
  - Statewide evaluations
  - Fidelity assessment – i.e. peer review or certification process
  - Implementing evidence-based practices
  - Teleservices assessment and implementation

- We liaise primarily with the statewide specialty court coordinator
Teleservices
Teleservices = Using Technology for... 

- Treatment
- Supervision & Monitoring
- Training
The Future is Now
Enhancing Drug Court Operations Through Technology
by Annie Schachar, Aaron Arnold and Precious Benally

TELESERVICES: HAPPENING NOW!
Problem-solving courts are using technology to transform the way they operate. Drug courts, in particular, are embracing technologies like videoconferencing, smartphone apps, portable drug testing devices, and many others to deliver treatment services, supervise clients, and manage staff. Collectively, these innovative uses of technology are known as “teleservices.” In 2015, the Center for Court Innovation (the Center) published “The Future is Now: Enhancing Drug Court Operations Through Technology,” a practitioner monograph that explores emerging uses of technology and highlights some of the early teleservices initiatives in problem-solving courts. The following year, the Center assisted four jurisdictions in planning and implementing pilot teleservices projects. This document offers an overview of all the pilot projects, highlights promising practices, and offers recommendations for implementing teleservices initiatives in other jurisdictions.

5. USING TELESERVICES TO SERVE MORE PEOPLE IN NEED
Montana has one of the largest veteran populations in the United States. But the state also has one of the largest veteran populations in the country, so these veterans tend to be spread across great distances and often are not within reach of needed services. This geographic isolation poses a challenge to the Yellowstone County Veterans Court (which is one of the first veterans treatment courts in Montana). The court sought to use technology to reach more veterans enrolled to receive services (for example, treatment providers, or providers of other services) and to create a referral process for accepting cases from other counties. This process included a questionnaire for assessing potential participants’ technological readiness.

Today, CAMO uses Montana’s statewide Polycom videoconferencing system to facilitate remote participation. When a defendant from another county wishes to be considered for CAMO, the court coordinator assesses the defendant’s risk and need assessment via video. Defendants also have the opportunity to observe court proceedings remotely before deciding to enter CAMO. Once a defendant has been accepted into the program, the court uses videoconferencing to conduct regular status hearings, and participants engage in one-on-one counseling sessions by video as well. There is a Polycom app that allows participants to connect to the court and communicate using their phones. The project has been so successful that CAMO has purchased an additional Polycom unit to begin Mondel Examinations Therapy (MERT) disease and statewide mentor training.

To enhance experiences of remote participants, CAMO uses the CheckIn mobile app to monitor absences and record participants’ location. The app notifies participants when they are required to take a breath test. Within 20 minutes of receiving an
Teleservices by any other name...

- Telehealth
- Tele-medicine
- MHealth
- E-health
- Technology-assisted care
Telehealth was first developed by NASA to track astronauts’ physiological data while on space missions.
The first known media reference to telehealth?
Telehealth is a growing field

Asthma
Heart disease
Medication management
Neurology
Dermatology
Mental health
Prenatal care
Diabetes
COPD
Substance use disorders
Brain injuries
1. Treatment and Other Services
Teleservices and treatment

- Screening, assessment, diagnosis, treatment, continuing care
- Delivery of evidence-based substance misuse treatment and other supportive services
- Especially useful for rural areas, or areas that lack access to treatment services (can include urban areas)
The benefits of using technology for treatment

- Provides a broader client reach
- Overcomes treatment barriers
- Expands the arsenal of available services and specialties
- Can alleviate strain on provider caseloads
- Saves travel time and money
- Can be used as an incentive
Some evidence-based treatment interventions

- **CBT4CBT** ([www.cbt4cbt.com](http://www.cbt4cbt.com))
  - “Computer-Based Training for Cognitive Behavioral Therapy”
  - Web-based program
  - Uses vignettes and examples
  - 7 modules (approx. 1 hour each)
  - Self-directed and pace
  - Must be enrolled in a clinical program
  - Proven as a treatment enhancer, not as a substitute
Some evidence-based treatment interventions

- **TES** ([sudtech.org](http://sudtech.org))
  - “Therapeutic Education System”
  - Interactive web-based program rooted in the Community Reinforcement Approach.
  - Includes 65 interactive multimedia modules
  - Self-directed; includes skills training, interactive exercises, and homework
  - Electronic reports of patient activity available
  - Contingency Management Component tracks earnings of incentives
Some evidence-based treatment interventions

- **Matrix Model**
  - Intensive outpatient treatment used in a teleservice format
  - Uses a number of evidence-based practices in a “package” approach
    - Individual counseling
    - Group counseling (early recovery skills, relapse prevention, family education)
    - 12-step meetings
    - Urine/breath tests
    - Relapse analysis
    - Social support
Some evidence-based treatment interventions

- **Recovery support and psychoeducation**
  - **Step Away iPhone app**: guides users through cravings and high-risk situations ([http://stepaway.biz/](http://stepaway.biz/))
  - **SMART Recovery**: in-person and online meetings ([http://www.smartrecovery.org/](http://www.smartrecovery.org/))
  - **MyStrength**: “Health Club for Your Mind” helps people manage depression, anxiety, and substance use disorders ([https://www.mystrength.com/](https://www.mystrength.com/))
  - **Courage Beyond**: online classes and support groups for veterans ([http://couragebeyond.org/](http://couragebeyond.org/))
  - **Alcoholics Anonymous Online Intergroup**: online meetings ([http://www.aa-intergroup.org/](http://www.aa-intergroup.org/))
  - **ACHESS**: Addiction Comprehensive Health Enhancement Support System: relapse prevention; peer connection; content and support ([www.chess.health](http://www.chess.health))
Case Study: Missouri

- Uses virtual reality avatars for individual and group counseling
  - Participants design their personal and anonymous avatar to participate in treatment in a virtual world
- Uses Skype to verify participants’ identities
- Uses same evidence-based treatment practices as face-to-face treatment (modifications may be needed)
Case Study: Missouri
Case Study: Missouri

- Piloting C.A.R.E.S. (centralized avatar recovery enhancement services) to target equity and inclusion
  - Underserved populations, in this case African American males, receive treatment and “interact in meaningful ways with each other and culturally competent clinicians.”
- Pilot started mid-September
- C.A.R.E.S. is available statewide
- Culturally appropriate setting and avatars designed
Case Study: Ohio

- Developing a pilot to provide medication for addiction treatment to rural courts in Ohio (eMAT)
- Considering up to five rural counties for the pilot
- eMAT services will be provided by Bright Heart Health (https://www.brighthearthealth.com/)
- Various methods of MAT will be used in the pilot
- Bright Heart Health also provides online substance use disorder treatment
- The pilot should be ready for implementation by year end
2. Client Supervision and Monitoring
Teleservices and Client Supervision and Monitoring

- Supervise and monitor participant compliance
  - Remote BAC devices “fill the gaps” of traditional toxicology screens
  - Special apps and devices track participant location (GPS locators)
  - Video compliance hearings between court and participant
  - Video case management and individual counseling sessions
  - Video supervision and monitoring between probation and participant
SCRAM bracelets: transdermal alcohol testing

ERAM: remote sobriety detection through eye movement

Call2Test: assists with randomizing and tracking UA

Smartphone Monitoring: combines BAC device and GPS
Case Study: Montana

- Videoconferencing technology in every courthouse
- Court proceedings, assessments, and one-on-one sessions via video conference
- Supervision via SCRAM and CheckBAC
- Use of online recovery support, i.e., AAonline.net
- Text messaging protocol via “I Live Inspired” (court announcements, updates, reminders, notifications about community events, and motivational recovery messages)
Case Study: Montana

SCRAM and CBT4CBT
Computer Workstation

Welcome to the CAMO Court text message program. Think, take action, stay clean, and stay sober. We are here for you!

I Live Inspired
Text Messages

Only phase 2 clients need to attend court this week (July 5th) unless you get a call from one of the coordinators.
Case Study: Montana

Client attempting to adulterate breathalyzer test
Case Study: Montana

Aaonline.net
3. Staff Training and Professional Development
Teleservices and Training

- Best practices are constantly evolving fields
- Practitioners must stay current
- In-person training events can be expensive and time-consuming
- Technology allows treatment court teams to access excellent training opportunities from their offices
U.S. Department of Education report found that students in online learning environments performed *better* than those receiving face-to-face instruction.
ESSENTIAL ELEMENTS OF ADULT DRUG COURTS

This self-paced online course is designed to build a sequential understanding of the Essential Elements of Adult Drug Courts. Whether you are planning a new Drug Court or you are a new Drug Court team member, you will learn the core knowledge, skills and information necessary to properly work within a Drug Court.

Click here to register for the Essential Elements Course

Contact Us:
elearning@ndci.org
Addiction Technology Transfer Center Network

Welcome to Telehealth Tuesdays

Telehealth Tuesdays is a series of media events on using telehealth technologies to deliver substance use disorder treatment and recovery services. Visit this page on the second Tuesday of each month to gain access to the collection of new resources such as podcasts, webinars, mock counseling sessions and webinars. See you next Telehealth Tuesday!

Telehealth Tuesday #20 - August 11, 2015

NFAR Telehealth Tuesday Media Series Event

Join us on Twitter to celebrate the release of NFAR's 3rd Annual Technology Summit Technology Trends in the Behavioral Health Workforce. The event will be held on August 11, 2015.

#nfartrends2015

August 11, 2015 11:00-11:30AM PDT

Live Twitter Chat
Webinars

- Center for Court Innovation
- American University’s School of Public Affairs
- Tribal Law and Policy Institute
- Children and Family Futures (family drug courts)
- National Council of Juvenile and Family Court Judges (juvenile drug courts)
- SAMHSA/Center for Substance Abuse Treatment
- Individual state court drug association websites
A Practical Guide to Teleservices

Webinar for State Drug Court Coordinators
November 15, 2017
Considerations for Teleservices Planning
Potential barriers

- Cost
- Access to technology
- Regulatory issues
- Insurance coverage
- Use comfort and experience with technology
- Quality control
- Fidelity to evidence-based practices
- Legal and privacy issues
Recommendations

1. **EVALUATE** the need for teleservices in the three key areas
2. **CHOOSE** interventions and services that can be offered remotely
3. **ASSESS** technology needed to implement the project
4. **IDENTIFY** end users of the technology and assess their training needs
5. **BUILD** necessary partnerships and identify funding sources
6. **CALCULATE** the cost of implementing the project
7. **SELECT** locations where users will access the technology
8. **EXPLORE** and **ADDRESS** any regulatory barriers
9. **IDENTIFY** end users of the technology and assess their training needs
How does your court use technology to improve treatment, supervision, and staff training?
Jot down three ideas for how your drug court could use technology to improve:

- treatment
- supervision
- training

What would be some of the challenges in implementing new technology?

What pre-existing technology could you leverage?
Thank you!

Questions? Technical assistance?

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How might your drug court use technology to improve...

- treatment?
- supervision?
- training?

What would be some of the challenges in implementing new technology?

What pre-existing technology could your court use?

Your name:  
Your role:  
Your court:  
Your email address:  

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