

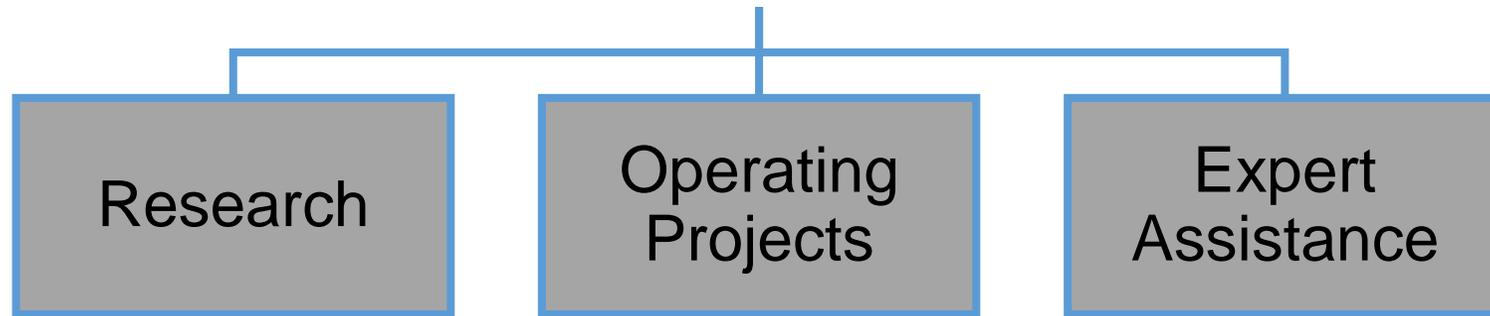
Teleservices: Using Technology to Enhance Treatment Court Operations

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Associate Director, Treatment Court Programs

Center for Court Innovation

**Center
for
Court
Innovation**



Mission

Reduce Crime

Aid Victims

Strengthen Communities

Improve Trust in the Justice System

Operating Projects

RED HOOK
COMMUNITY
JUSTICE
CENTER

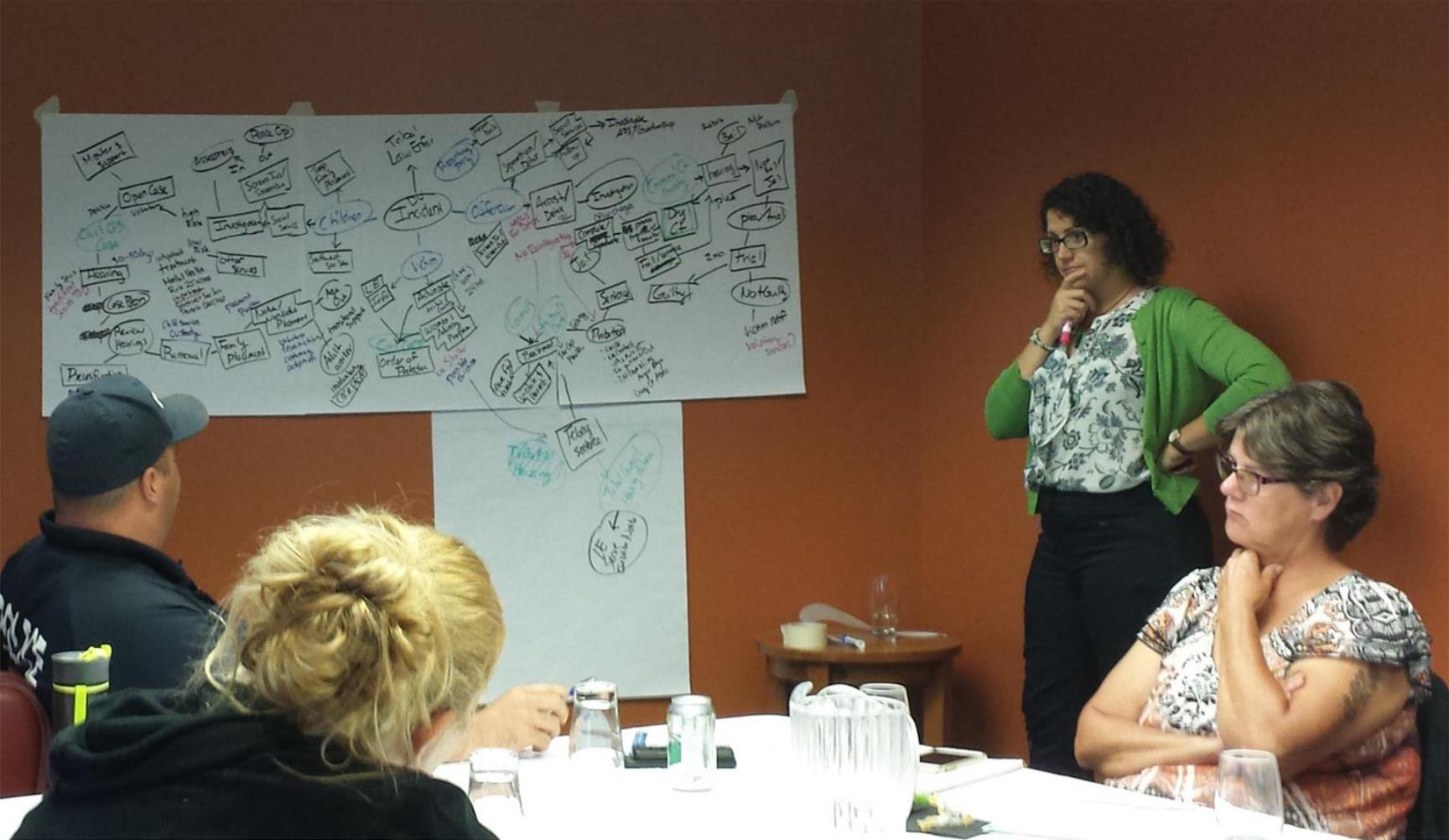


Research

<p>CENTER FOR COURT INNOVATION</p> <p><small>A Project of the Fund for the City of New York</small></p>	<p>RESEARCH</p>
	<h2>Expanding Access to Drug Court</h2> <p>An Evaluation of Brooklyn's Centralized Drug Screening and Referral Initiative</p> <p>BY SARAH PICARD-FRITSCHÉ</p> <p>MAY 2010</p>

<p>CENTER FOR COURT INNOVATION</p> <p><small>A Project of the Fund for the City of New York</small></p>	<p>RESEARCH</p>
	<h2>A Statewide Evaluation of New York's Adult Drug Courts</h2> <p>Identifying Which Policies Work Best</p> <p>BY AMANDA B. CISSNER, MICHAEL REMPEL, AND ALLYSON WALKER FRANKLIN CENTER FOR COURT INNOVATION</p> <p>JOHN K. ROMAN AND SAMUEL BIELER THE URBAN INSTITUTE</p> <p>ROBYN COHEN AND CAROLYN R. CADORET NEW YORK STATE UNIFIED COURT SYSTEM</p> <p>URBAN INSTITUTE Justice Policy Center</p> <p>JUNE 2013</p>

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 train 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 the pilot projects, highlights promising practices, and offers recommendations for implementing teleservices initiatives in other jurisdictions.

1. USING TELESERVICES TO SERVE MORE PEOPLE IN NEED



Yellowstone County Veterans Court
Billings, Montana

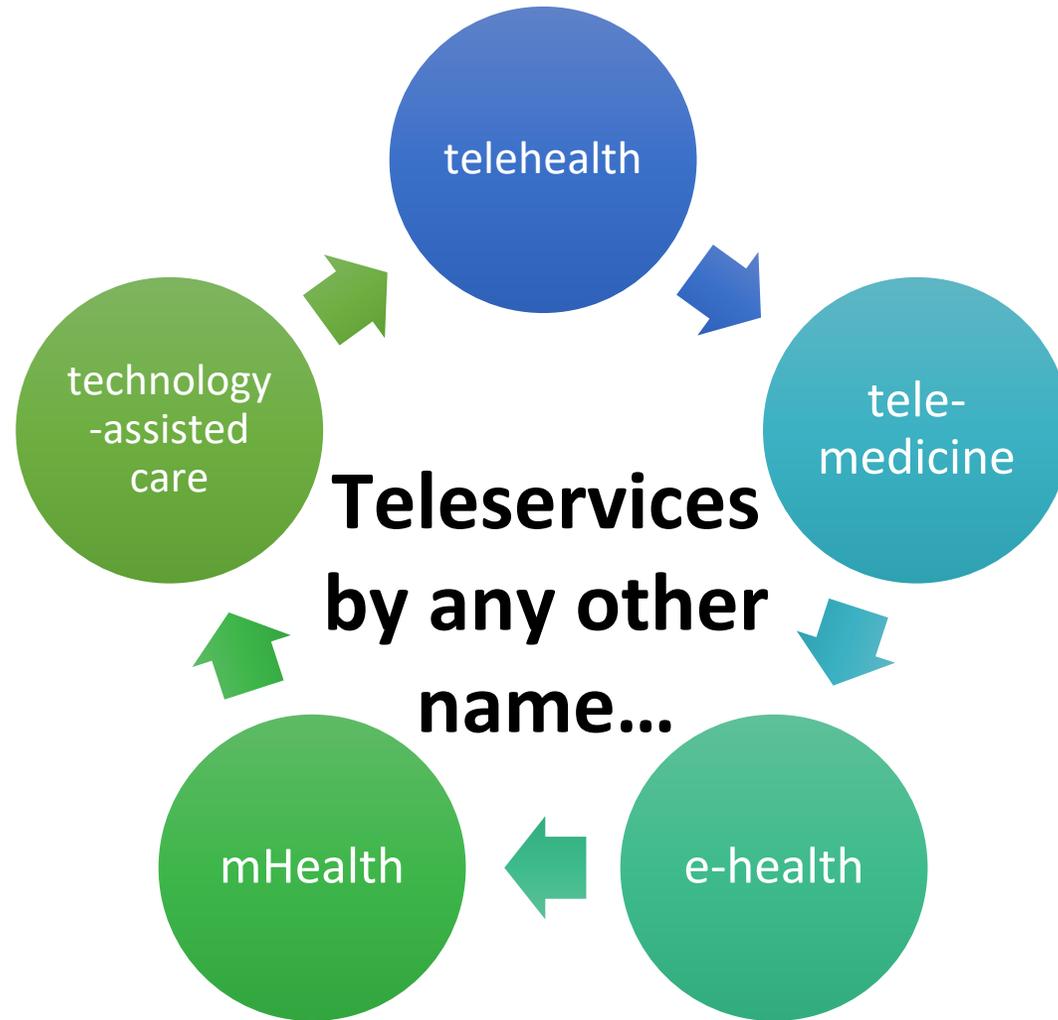
Montana has one of the largest veteran populations in the United States. But the state also has one of the lowest population densities in the country, so these veterans tend to be spread across great distances and often are not within reach of needed services. This geographic isolation poses a challenge to the Yellowstone County Veterans Court—also known as CAMO (Court Assisting Military Officers)—which is one of only three veterans treatment courts in Montana. CAMO sought to use technology to reach more justice-involved veterans who live in isolated parts of the state.

The Center helped to kick off CAMO’s ambitious pilot project by facilitating a two-day planning workshop. The CAMO team included the judge, a veterans justice outreach officer, a community outreach worker, and representatives from the prosecutor’s office, defense bar,

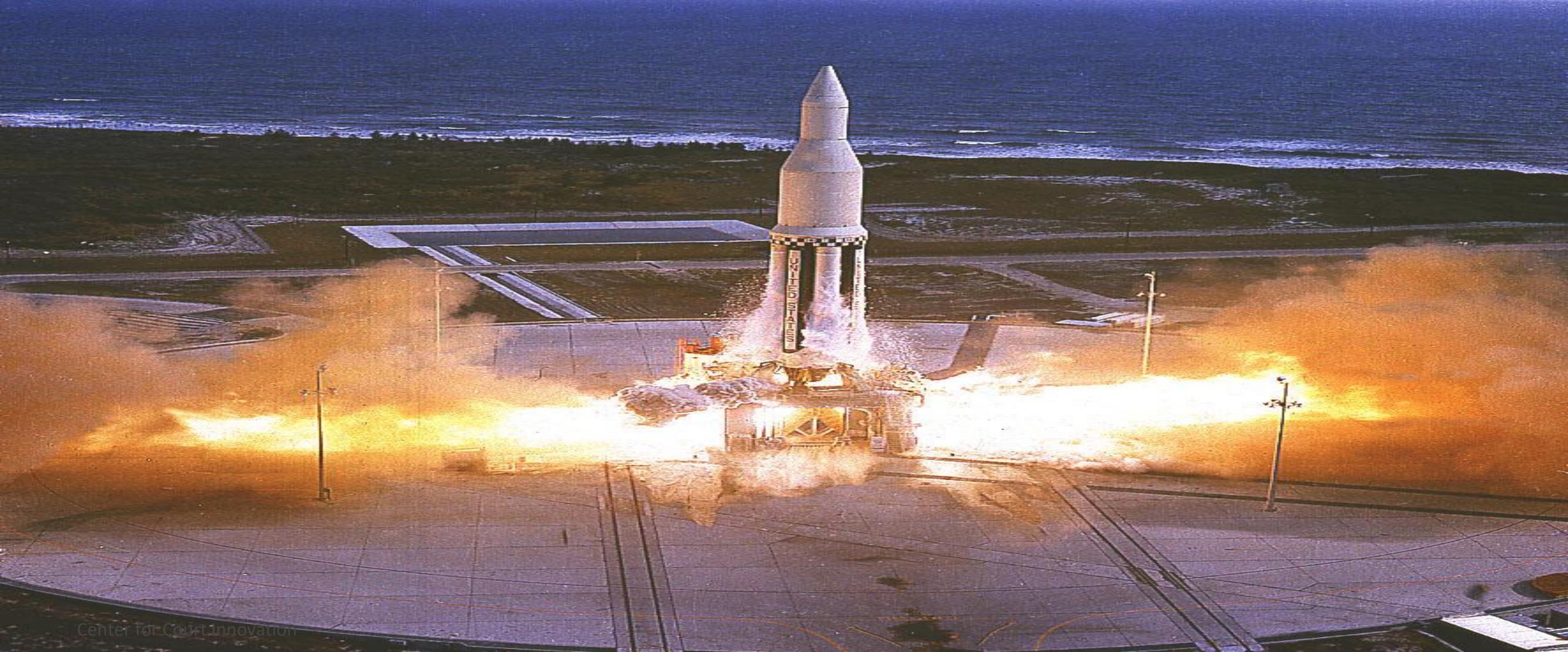
probation, and treatment providers. The team planned a new teleservices track that allows for remote treatment, court appearances, and supervision. In addition, the team developed a remote screening and referral process for accepting cases from other counties. This process included a questionnaire for assessing potential participants’ “technology readiness.”

Today, CAMO uses Montana’s statewide Polycom videoconference system to facilitate remote participation. When a defendant from another county wishes to be considered for CAMO, the court coordinator administers a comprehensive risk-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 even a Polycom app that allows participants to connect to the court and counselors using their phones. The project has been so successful that CAMO has purchased an additional Polycom unit to begin Moral Reconciliation Therapy (MRT) classes and statewide mentor training.

To enhance supervision of remote participants, CAMO uses the CheckBAC smartphone app to monitor alcohol use and track participants’ location. The app notifies participants when they are required to submit a breath test. Within 20 minutes of receiving an



Telehealth was first developed by NASA to track astronauts' physiological data while on space missions



The first known
media
reference to
telehealth?

RADIO NEWS

25 Cents

April

1924

Over 200 Illustrations

Edited by H. GERNSBACK

THE RADIO DOCTOR — *Maybe!*

See Page 1188

IN THIS ISSUE:

Sir Oliver Lodge, F.R.S.
Dr. J. A. Fleming, F.R.S.
F. W. Dunmore and
F. H. Engel of
Bureau of Standards
Howard S. Pyle
Harvard Foote



THE 100% RADIO MAGAZINE



Telehealth is a growing field

COPD

Asthma

Heart disease

Medication management

Neurology

Dermatology

Mental health

Substance use disorders

Prenatal care

Brain injuries

Diabetes



Telephone



Smartphone



Computer



Videoconference



Email



Text message

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)
 - “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)
 - “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/>)
- **SMART Recovery:** in-person and online meetings (<http://www.smartrecovery.org/>)
- **MyStrength:** “Health Club for Your Mind” helps people manage depression, anxiety, and substance use disorders (<https://www.mystrength.com/>)
- **Courage Beyond:** online classes and support groups for veterans (<http://couragebeyond.org/>)
- **Alcoholics Anonymous Online Intergroup:** online meetings (<http://www.aa-intergroup.org/>)
- **ACHES: Addiction Comprehensive Health Enhancement Support System:** relapse prevention; peer connection; content and support (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



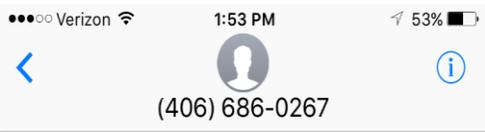
Case Study: Montana

- 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



Text Message
Today 12:57 PM

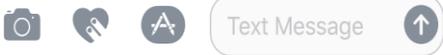
Welcome to the CAMO Court text message program. Think, take action, stay clean, and stay sober. We are here for you!



Text Message
Today 1:24 PM

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

I Live Inspired
Text Messages



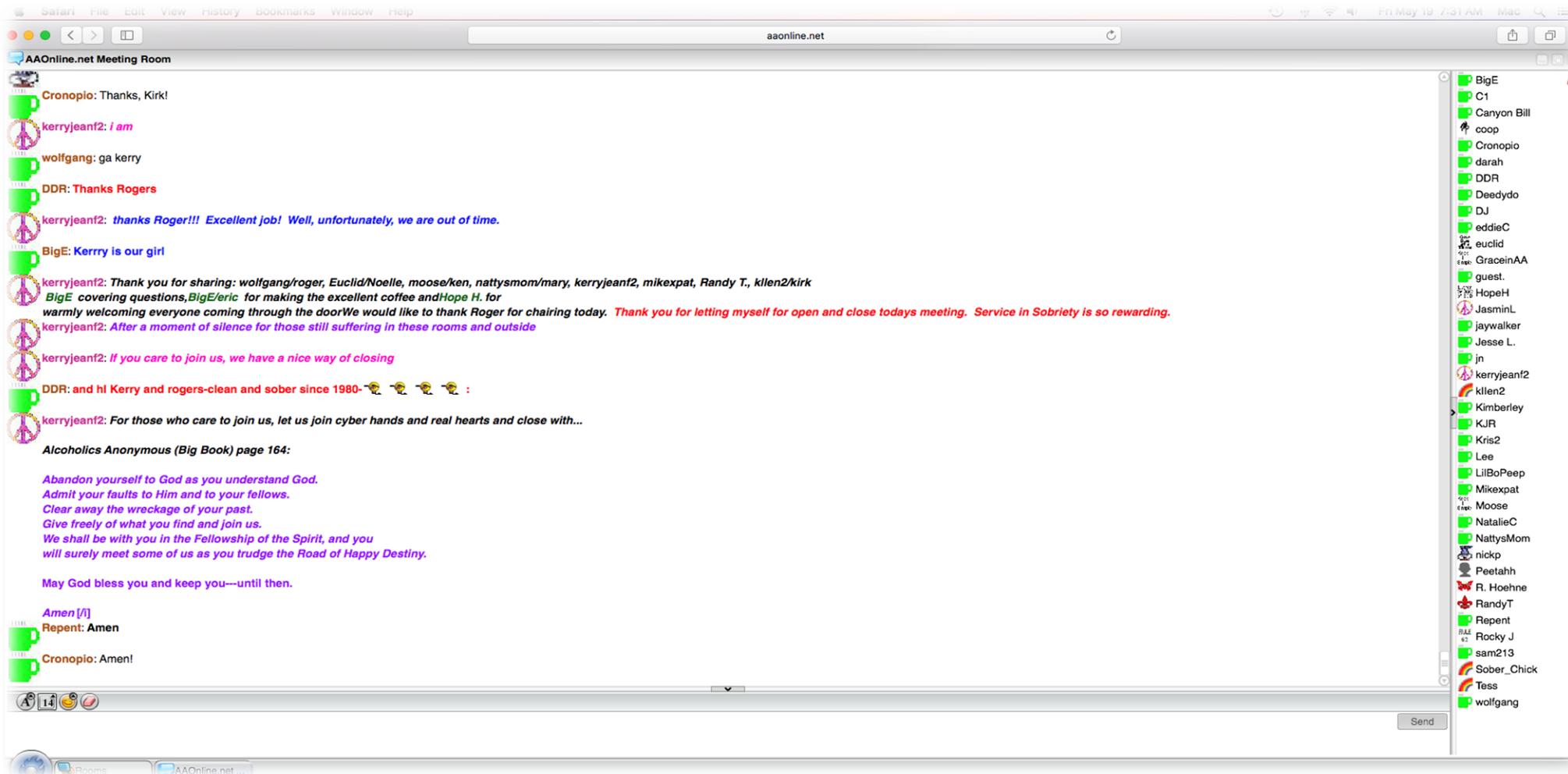
Case Study: Montana



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.



The screenshot shows the homepage of the Treatment Courts Online website. At the top left, the text reads "TREATMENT COURTS ONLINE" in large orange letters, with the subtitle "The National Training System for Treatment Court Practitioners" below it. On the top right, there is a link for "Login or create an account" and a search bar with the placeholder text "Enter keywords" and a magnifying glass icon. The main visual is a large orange-tinted photograph of a classical building with many columns. Overlaid on the left side of this image is a dark grey box with an orange header that says "ROLE OF THE JUDGE". Below the header, the text reads: "Learn about the role of the judge on the drug court team. The video features Judge Robert Ziemian and Judge Jo Ann Ferdinand." At the bottom right of this box is a small orange button with the text "more...". Below the main image, the word "COURSES" is centered. Underneath, there are four circular orange icons, each with a white symbol: a gavel, a person's head and shoulders, a star on a pedestal, and a geometric star pattern. Below each icon is its corresponding course name: "ADULT DRUG COURT", "JUVENILE DRUG TREATMENT COURT", "VETERANS TREATMENT COURT", and "HEALING TO WELLNESS COURT".

National Drug Court Institute

OUR ORGANIZATIONS NADCP NDCI NCDC NDCRC JUSTICE FOR VETS GCDTC

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NATIONAL DRUG COURT INSTITUTE

TRAINING RESEARCH PUBLICATIONS LAW

SEARCH GO

- Design A Drug Court
- Know Your Role
- Advanced Training
- Visit a Mentor Court
- Online Trainings & Webinars
 - Online Course: Transitioning Judges
 - Online Course- Essential Elements of Adult Drug Courts
 - Online Course - The Beat: A Law Enforcement Officer's Guide to Drug Courts
 - Online Course - Treating and Supervising Meth Addicts in Drug Court
 - Webinars

> GET EMAIL UPDATES

> BECOME A MEMBER FOR ADDED BENEFITS

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

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Addiction Technology Transfer Center Network



The screenshot displays the website for the National Frontier and Rural Addiction Technology Transfer Center Network (ATTC). The header features a landscape image on the left, the ATTC logo in the center, and a woman using a tablet on the right. The ATTC logo includes the text "National Frontier and Rural ATTC Addiction Technology Transfer Center Network" and "Funded by Substance Abuse and Mental Health Services Administration".

Navigation Menu (Left):

- Home
- Trainings & Events
- Products & Resources
- Special Topics
 - Telehealth Tuesdays
 - Telehealth Tues Archives
 - Quarterly Update
 - Request a Training
 - Licensing/Cert Boards
- ToT Resources
 - New Ethical Dilemmas
 - Tech-based Clinical Supervision
 - Telehealth Technologies
- NFAR Summit
 - 2015 Summit
 - 2014 Summit
- Telehealth Policies
- Reimbursement

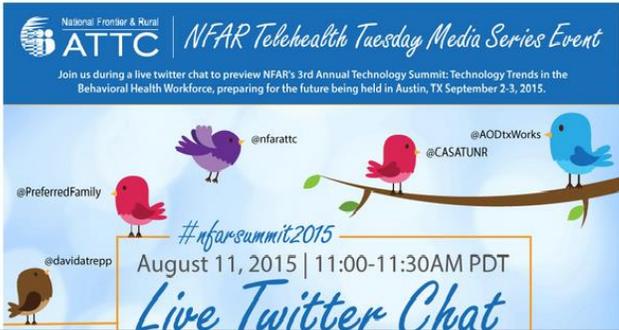
Main Content Area:

Telehealth Tuesdays

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, videos, mock counseling sessions and webinars. See you next Telehealth Tuesday!

Telehealth Tuesday #20 - August 11, 2015



The promotional graphic for the Live Twitter Chat event features the ATTC logo and the text "NFAR Telehealth Tuesday Media Series Event". It includes the following details:

- Join us during a live twitter chat to preview NFAR's 3rd Annual Technology Summit: Technology Trends in the Behavioral Health Workforce, preparing for the future being held in Austin, TX September 2-3, 2015.
- Twitter handles: @PreferredFamily, @davidatrepp, @nfarattc, @AODtxWorks, @CASATUNR.
- Hashtag: #nfarsummit2015
- Date and Time: August 11, 2015 | 11:00-11:30AM PDT
- Event Type: 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

Additional Information



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

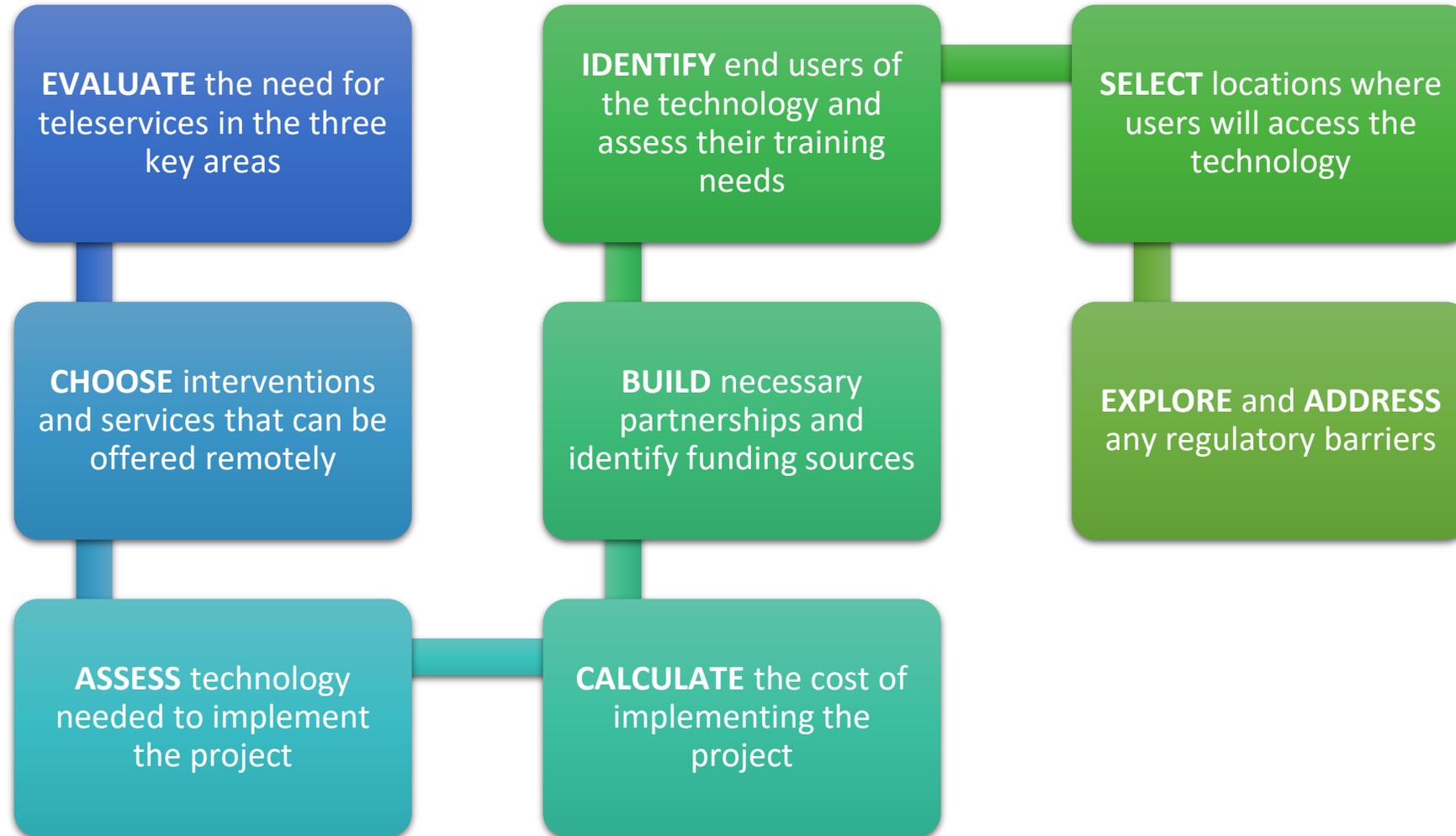
**Use comfort and experience
with technology**

Quality control

**Fidelity to evidence-based
practices**

Legal and privacy issues

Recommendations





How does your court use technology to improve treatment, supervision, and staff training?

Teleservices Brainstorming Exercise

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?

Karen Otis

otisk@courtinnoation.org

Associate Director, Treatment Court Programs

Center for Court Innovation



Teleservices Worksheet

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: