Teleservices: Using Technology to Enhance Treatment Court Operations

Council of Accountability Court Judges of Georgia Training Conference
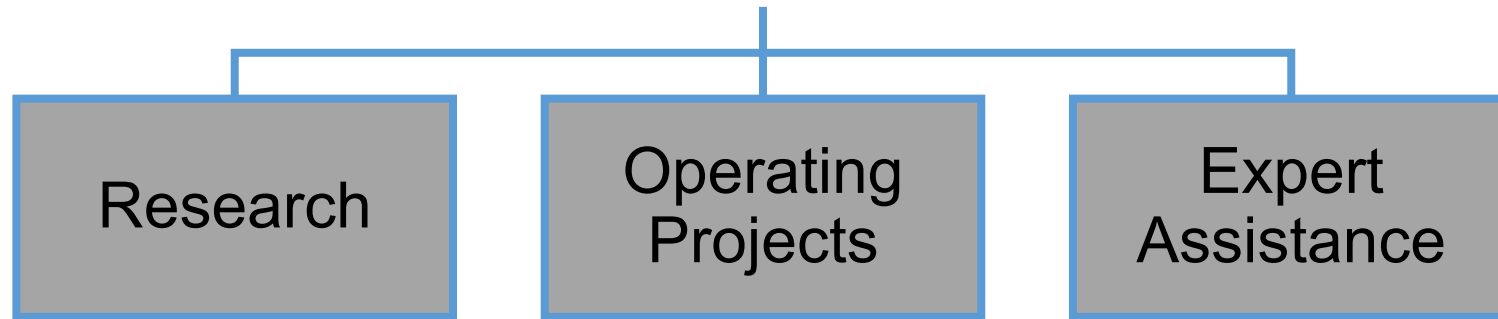**September 17, 2018**

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Center for Court Innovation

Center
for
Court
Innovation

Center for Court Innovation

Research | Operating Projects | Expert Assistance

Mission
Reduce Crime
Aid Victims
Strengthen Communities
Improve Trust in the Justice System

Demonstration Projects

Research

CENTER FOR COURT INNOVATION
A Project of the Fund for the City of New York

RESEARCH

Expanding Access to Drug Court

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

By Sarah Picard-Fritsche

May 2010

CENTER FOR COURT INNOVATION
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RESEARCH

A Statewide Evaluation of New York's Adult Drug Courts

Identifying Which Policies Work Best

By Amanda B. Cissner, Michael Rempel, and Allyson Walker Franklin
Center for Court Innovation

John K. Roman and Samuel Bieler
The Urban Institute

Robyn Cohen and Carolyn R. Cadoret
New York State Unified Court System

June 2013

URBAN INSTITUTE
Justice Policy Center

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
  - Teleservices assessment and implementation
  - Fidelity assessment
  - Peer review
  - Implementing evidence-based practices
- We liaise primarily with the statewide specialty court coordinator

Teleservices

CENTER
FOR
COURT
INNOVATION

The Future is Now

Enhancing Drug Court Operations Through Technology

by Annie Schachar, Aaron Arnold and Precious Benally

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

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 Reconation 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
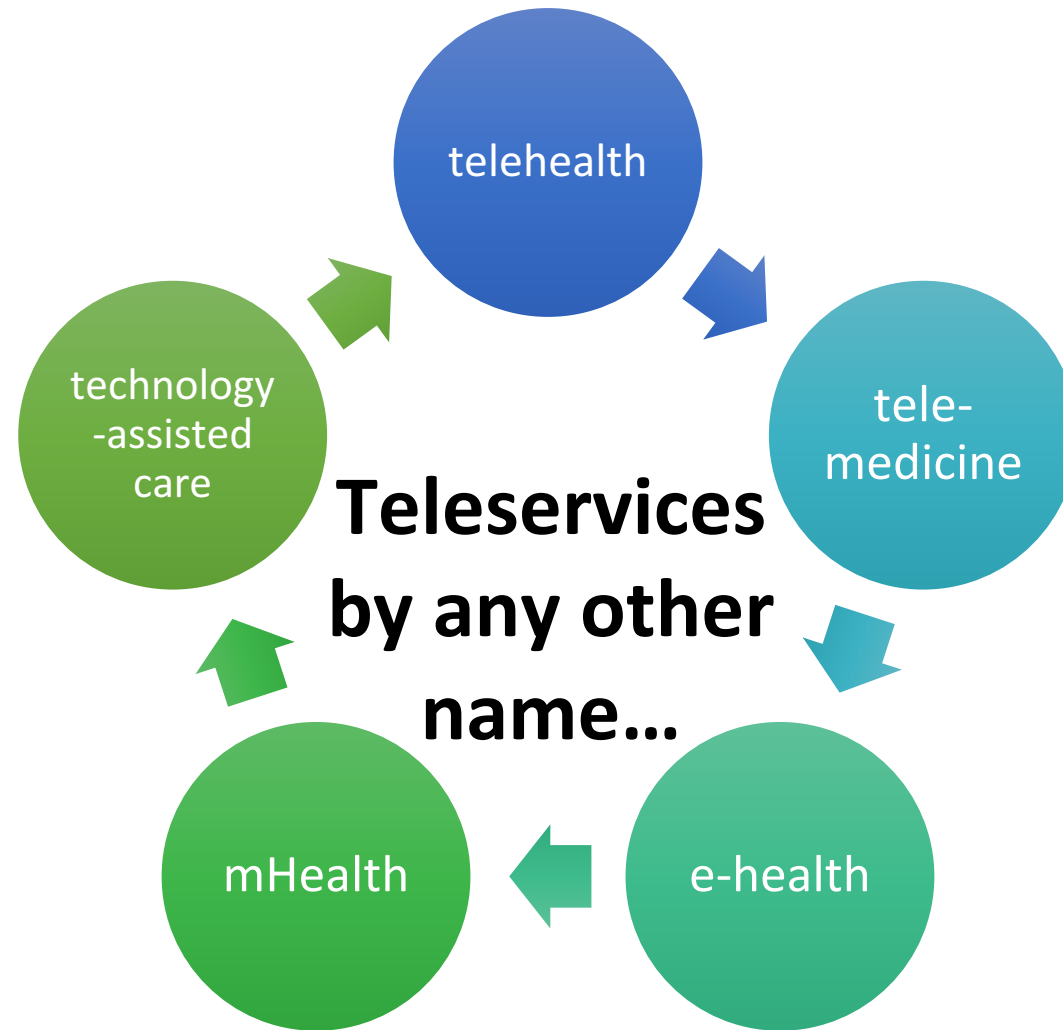
Treatment

Monitoring

Training

1. Treatment and Other Services

telehealth

tele-medicine

e-health

mHealth

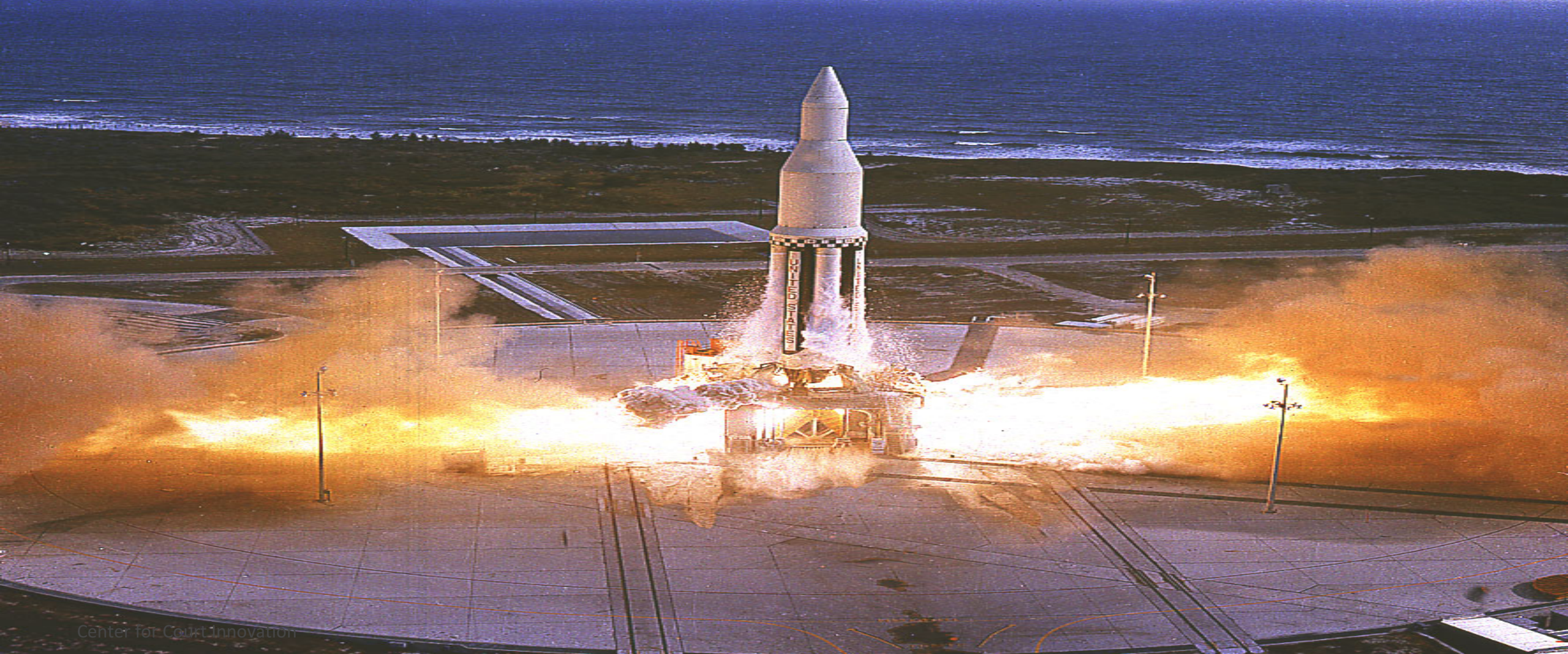technology-assisted care

Teleservices by any other name...

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

COPD

Asthma

Heart disease

Medication management

Neurology

Dermatology

Mental health

Substance use disorders

Prenatal care

Brain injuries

Telephones

Smartphones

Computers

Video teleconferencing

Email

Text messaging

Teleservices and treatment

- Screening, assessment, diagnosis, treatment, continuing care
- Delivery of evidence-based substance abuse treatment and other supportive services
- Especially useful for rural areas, but not only rural areas

The benefits of using technology for treatment

- Saves travel time and money

- Overcomes other barriers to treatment

- Expands the arsenal of available services and specialties

- Can alleviate strain on provider caseloads

Some evidence-based treatment interventions

- **CBT4CBT** (www.cbt4cbt.com)
  - "Computer-Based Training for Cognitive Behavioral Therapy"
  - Web-based program
  - Uses movies and examples
  - 7 modules (approx. 1 hour each)
  - Self-guided/self-paced
  - Must be enrolled in a clinical program
  - Proven as a treatment <u>enhancer</u>, 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

- **Matrix Model**
  - Intensive outpatient treatment
  - 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

Sobriety 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 disoders (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/)

- **ACHESS: Addiction Comprehensive Health Enhancement Support System:** relapse prevention; peer connection; content and support (www.chess.health)

Case Study: Missouri

- Virtual World Counseling allows participants to use "avatars" to participate in group and individual counseling

- Uses Skype to verify participants' identities

- Uses same evidence-based treatment practices as face-to-face treatment

- Currently developing a remote version of H.E.A.T. (Habilitation Empowerment Accountability Therapy), an evidence-based treatment group for African American males

Case Study: Missouri

Case Study: Ohio

- Developing a pilot to provide medication for addiction treatment to rural courts in Ohio (eMAT)

- Considering three rural counties

- eMAT services will be provided by Bright Heart Health (https://www.brighthearthealth.com/)

- Bright Heart Health also provides online substance use disorder treatment

- The pilot should be ready for implementation by year end

A Practical Guide to Teleservices

Center for Court Innovation

Webinar for State Drug Court Coordinators
November 15, 2017

2. Client Supervision and Monitoring

Teleservices and Client Supervision

- Monitor participant compliance
  - Remote BAC devices "fill the gaps" of traditional toxicology screens
  - Special apps and devices track participant location
  - Video compliance hearings between court and participant
  - Video monitoring and supervision between probation and participant

Learning from the medical field: Remote Patient Monitoring

▪ In the world of health care, providers use "remote patient monitoring" technology to collect, track, and transmit patient health data, sometimes on an ongoing basis

Example: chronic respiratory failure patients
- device monitors oxygen saturation of patient's blood and transmits vital statistics through the phone line
- Information sent to a receiving station where a nurse is available to provide a real-time remote consultation

SCRAM bracelets: transdermal alcohol testing

ERAM: remote sobriety detection through eye movement

Call2Test: assists with randomizing and tracking UA

Outreach Smartphone Monitoring: combines BAC device and GPS

Cancel   OSM   ☰

Record yourself:
a) Showing your breathalyzer from the side so that the blue light is visible.
b) Saying the confirmation phrase below.
c) **Blowing into the breathalyzer.**

Periwinkle Elephant

Record Video

BACtrack

WARNING:
Do not use the OSM application while operating a motor vehicle or heavy machinery.

Case Study: Montana

- Videoconferencing technology in every courthouse

- Court proceedings, assessments, and one-on-one sessions via video conference

- Supervision via SCRAM and CheckBAC

- Text messaging protocol via Live Inspired (court announcements, updates, reminders, notifications about community events, and motivational recovery messages)

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.

Treatment Courts Online

www.treatmentcourts.org

National Drug Court Institute

Addiction Technology Transfer Center Network

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

Considerations for Teleservices Planning

Potential barriers

Cost

Access to technology

Regulatory issues

Insurance coverage

Use comfort and experience with technology

Quality control
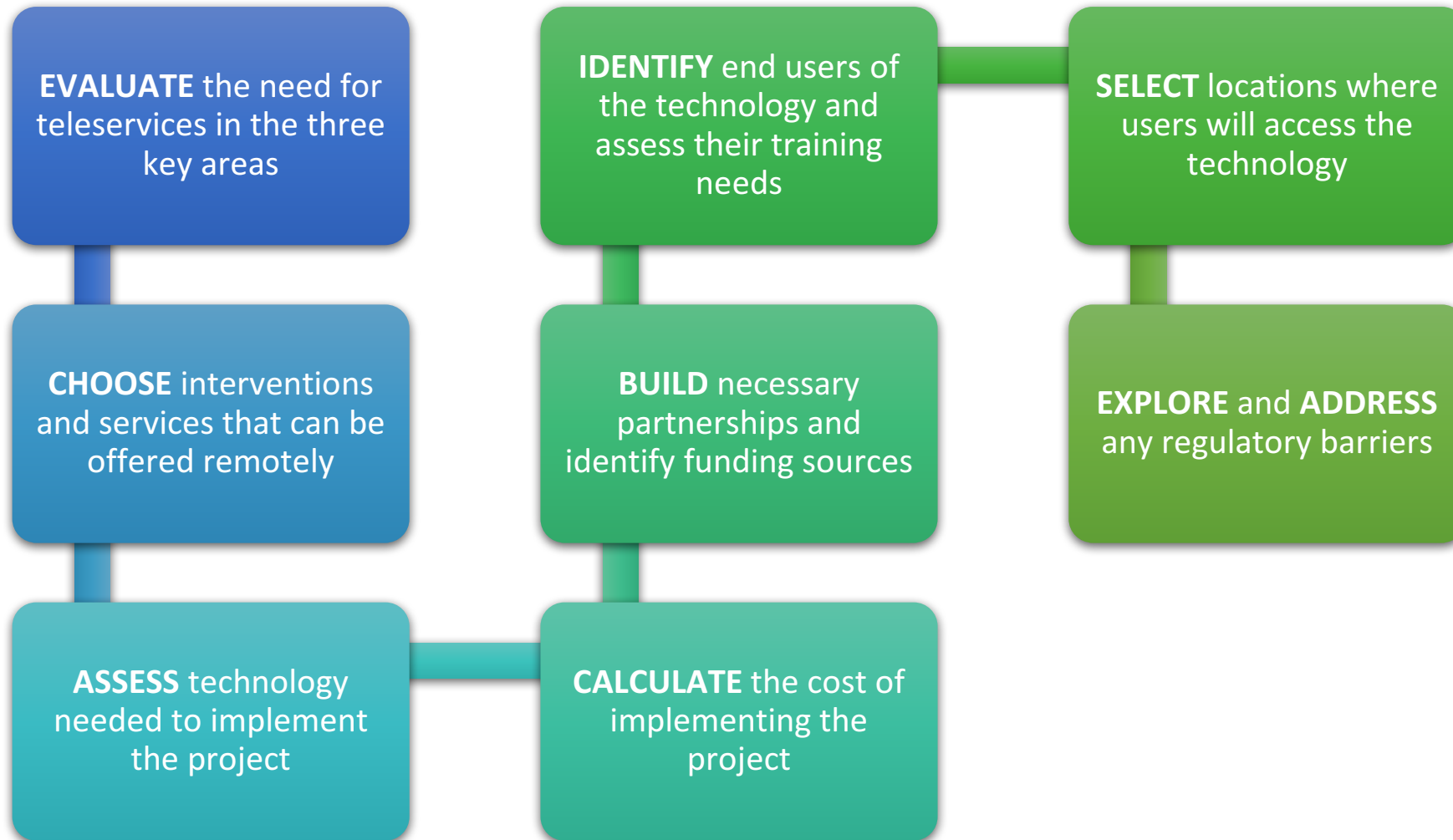
Fidelity to evidence-based practices

Legal and privacy issues

Recommendations

EVALUATE the need for teleservices in the three key areas

IDENTIFY end users of the technology and assess their training needs

SELECT locations where users will access the technology

CHOOSE interventions and services that can be offered remotely

BUILD necessary partnerships and identify funding sources

EXPLORE and **ADDRESS** any regulatory barriers

ASSESS technology needed to implement the project

CALCULATE the cost of implementing the project

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?

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