# Technical Assistance Session #2
## Chemung HOPE Court
November 30, 2021

# Welcome back!

- Last session: Review and discussion of Needs Assessment Findings and Recommendations
- Today:
  - Sequential Intercept Map
  - Introduction to Data Reports and Performance Evaluation
  - Whole Group Action Planning

## Intercept 0
Hospital, Crisis, Respite, Peer, & Community Services

## Intercept 1
Law Enforcement & Emergency Services

## Intercept 2
Initial Detention & Initial Court Hearings

## Intercept 3
Jails & Courts

**COMMUNITY**

**Crisis Phone Lines**

**911 Dispatch**

**Law Enforcement**
Elmira Police Department
Chemung County Sheriff's Office
New York State Police

Arrest

**Initial Detention**
Elmira City Jail
Chemung County Jail

**Specialty Courts**
Drug Treatment Court
Domestic Violence Court

**Emergency Departments/ Walk-In Urgent Care**

**Mobile Crisis Response Team**
CIDS

**Hospitals**
Arnot Ogden Medical Center
Guthrie Corning Hospital
St. Joseph's Hospital

**Peer Support Services**
CASA Trinity

**Crisis Stabilization**

**Detox Services**
Arnot Ogden Medical Center

**Arraignment**
Elmira City Court
Chemung County Court

**Jail**
Elmira City Jail
Chemung County Jail

**Residential Services**
Arnot Health Saint Joseph's Hospital - New Dawn STARS
Elmira Psych Center

**Housing Services**
Arbor
Catholic Charities

**Citations**

**Behavioral Health**
CASA Trinity
Family Services of Chemung
EPC

**Recovery Supports**
CASA Trinity
Capabilities
AspireHopeNY

**Housing/Shelter**
Salvation Army
Catholic Charities

# Action Planning and UCMS Data

- Today, we'll create an **action plan** together that is responsive to the Needs Assessment Findings and Recommendations

- Researchers (Project Court REACH staff) from Columbia University/New York State Psychiatric Institute will help us **analyze the success of our action plan through UCMS data**

# Operationalizing Essential Element 10: Performance evaluation and program improvement

**Plan**
- Develop plan
- Set goals and performance metrics

**Do**
- Carry out plan
- Gather data

**Study**
- Examine data; did actions result in performance improvement?

**Act**
- Adapt the plan and set new goals (if necessary)

During this workshop, the stakeholder group will create an action plan to improve your opioid court's performance (framed by 10 EE of Opioid Courts).

Then:

*Subsequent data reports will allow your county to see if your improvements worked. We will repeat this cycle each quarter.



Montgomery County: Quarterly Data Report
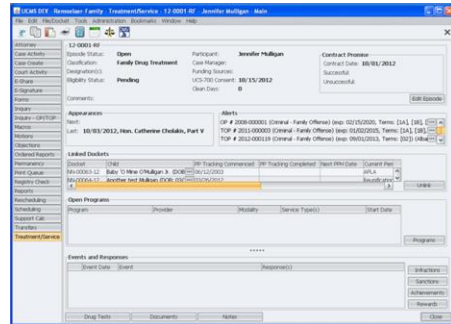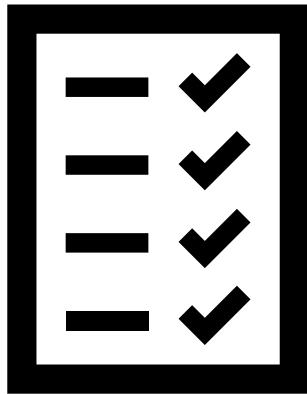
| Your court will implement your action plan | Your court will continue to input data into the UCMS Treatment Services Module | Researchers will measure your court's performance using UCMS data, sharing results via a quarterly data report | Your court will review the quarterly data report and adjust action steps if needed |
|---|---|---|---|

| PLAN/DO | STUDY | ACT |
|---|---|---|

# What changes can we make that result in improvement? And how will we know that changes result in improvement?
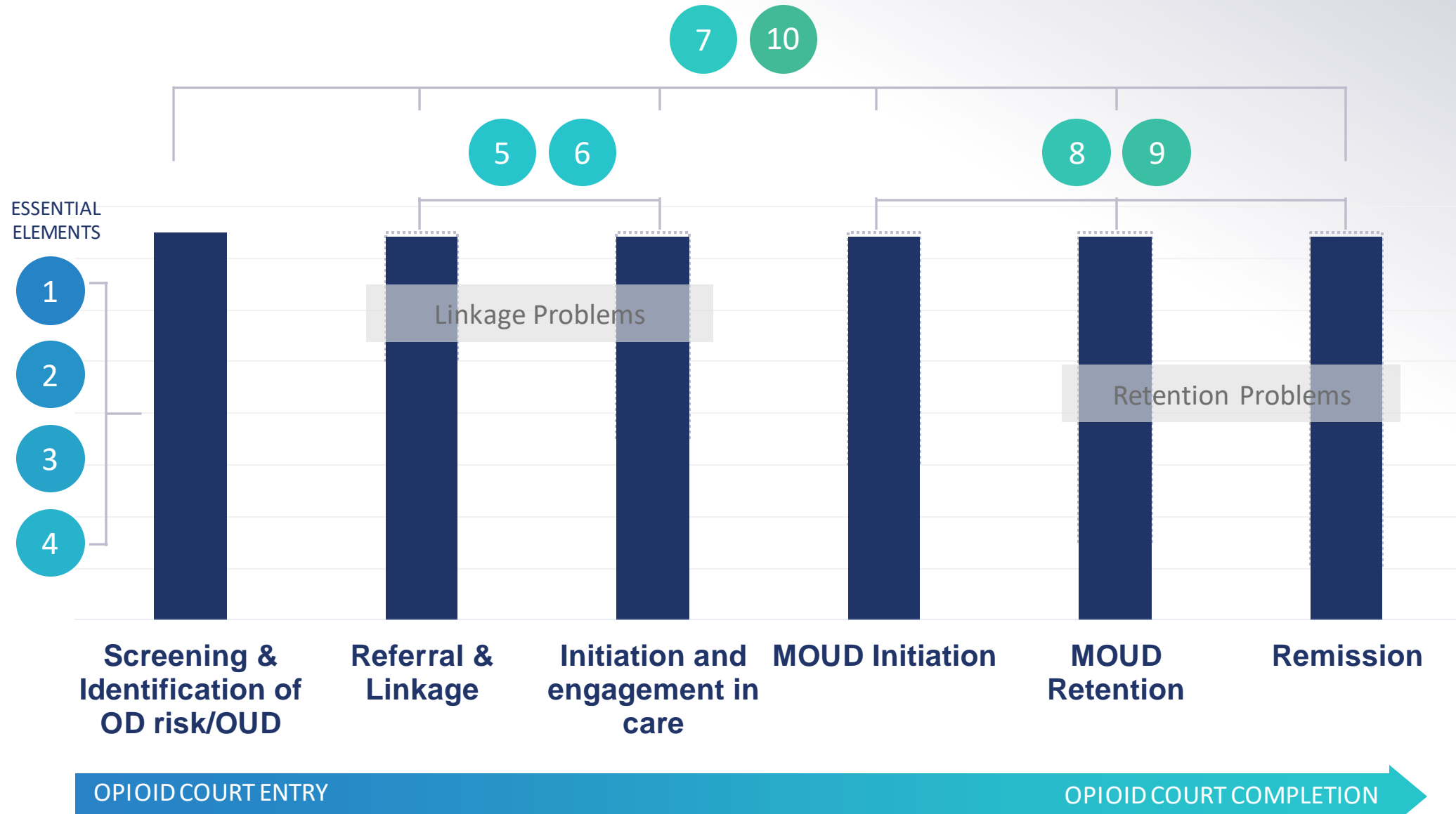
# The 10 EE (and your action plan) can be measured using UCMS Data:

| Essential Elements | Measurement Methods |
| --- | --- |
| 1. Broad legal eligibility | Distribution of charge types among those (1) eligible within county court system (2) within opioid court |
| 2. Immediate screen for overdose risk | # of days from arrest to screening date |
| 3. Informed consent after consultation with defense counsel | NA |
| 4. Suspension of prosecution or expedited plea during treatment | NA |
| 5. Rapid clinical assessment and treatment engagement | # of days from participation to treatment start date, particularly MOUD |

# The 10 EE (and your action plan) can be measured using UCMS Data

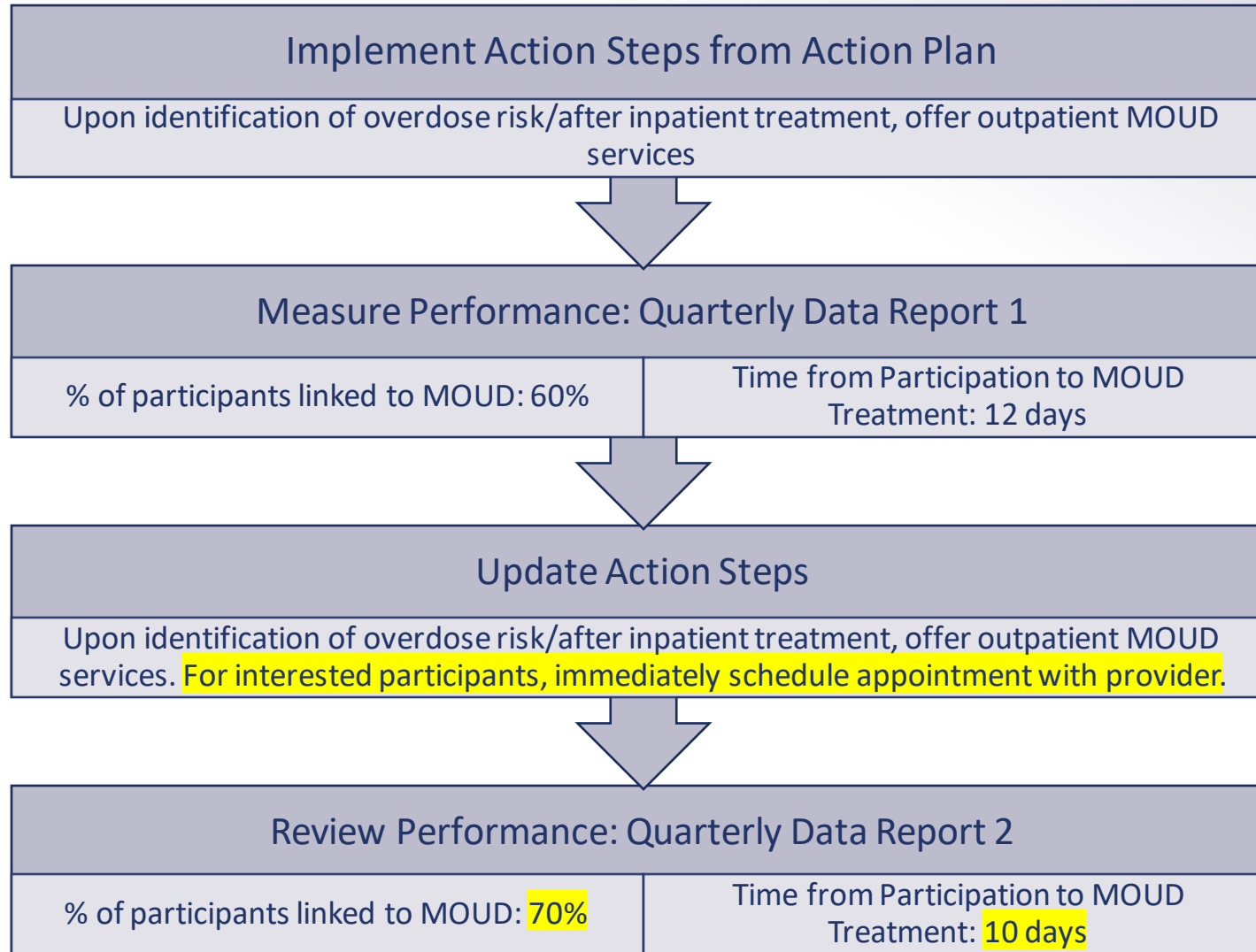| Essential Elements | Measurement Methods |
|---|---|
| 6. Recovery support services | # of participants linked with additional services (e.g., housing, employment, food, health) |
| 7. Frequent judicial supervision and compliance monitoring | Frequency of court attendance & % of scheduled court dates attended; # of drug tests & % passed |
| 8. Intensive case management | NA |
| 9. Program completion and continuing care | # of days from participation date to close date; Distribution of opioid court close reasons (complete, fail, etc.); # of participants with tx info beyond close date |
| 10. Performance evaluation and program improvement | We will measure the change over time in the above metrics throughout the project's duration |

# Monitoring and Improving your Action Plan with UCMS Data: An Example

| Essential Element #5: Rapid Assessment and Treatment Engagement | | | | |
|---|---|---|---|---|
| Goal #1: Improve access to outpatient MOUD services for all participants | | | | |
| **Objective 1A** | **Action Steps** | **Persons Responsible** | **Timeline** | **Performance Measures** |
| Build partnership with an outpatient MOUD providers in the community | Contact and meet with outpatient MOUD providers identified by project staff | Court coordinator, case manager | Host meeting by 6/01/2021 | Did meeting occur? Yes/No

% of Participants Linked to MOUD |
| Objective 1B | Action Steps | Persons Responsible | Timeline | Performance Measures |
| Offer outpatient MOUD services to all opioid court participants as soon as need is identified | Upon identification of overdose risk/after inpatient treatment, offer outpatient MOUD services | Court coordinator, case manager | Implement new practice by 07/01/2021 (after partnership with MOUD provider established) | % of Participants Linked to MOUD

Time to MOUD treatment initiation |

# Objective 1B: Offer outpatient MOUD services to all opioid court participants as soon as need is identified

**Implement Action Steps from Action Plan**

Upon identification of overdose risk/after inpatient treatment, offer outpatient MOUD services

⬇

**Measure Performance: Quarterly Data Report 1**

| % of participants linked to MOUD: 60% | Time from Participation to MOUD Treatment: 12 days |

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**Update Action Steps**

Upon identification of overdose risk/after inpatient treatment, offer outpatient MOUD services. For interested participants, immediately schedule appointment with provider.

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**Review Performance: Quarterly Data Report 2**

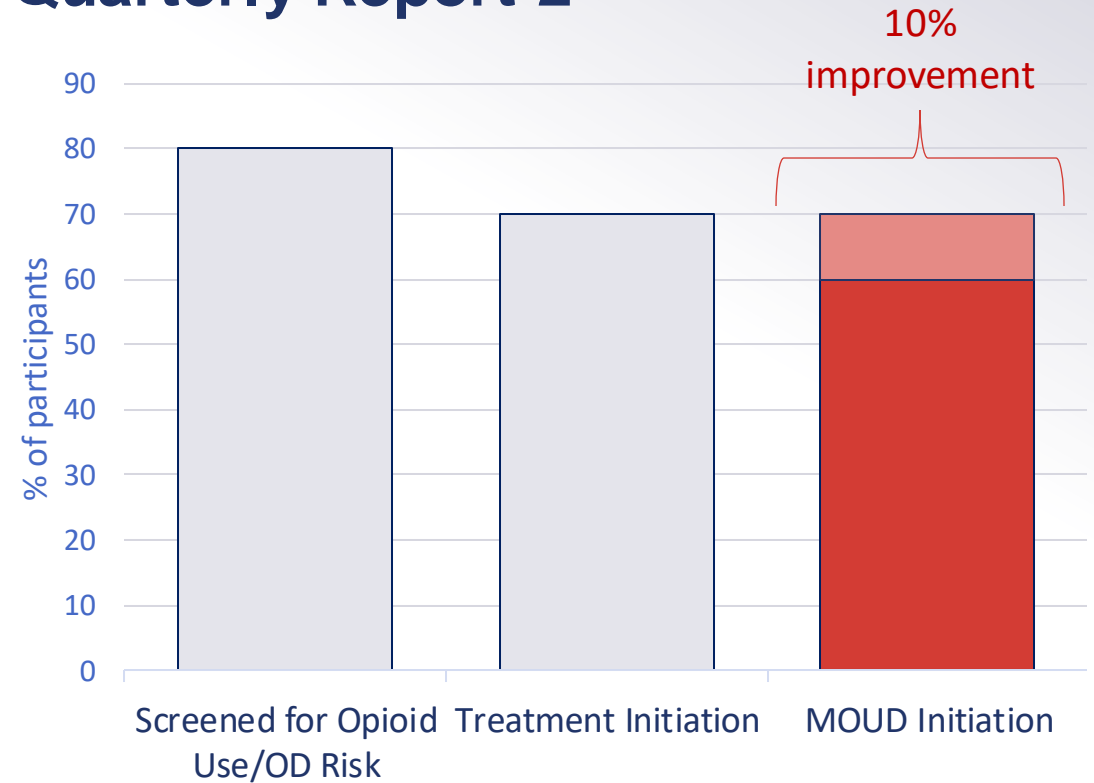| % of participants linked to MOUD: 70% | Time from Participation to MOUD Treatment: 10 days |

# As you monitor and improve the implementation of your action plan, court outcomes should improve as well

## Quarterly Data Report 1
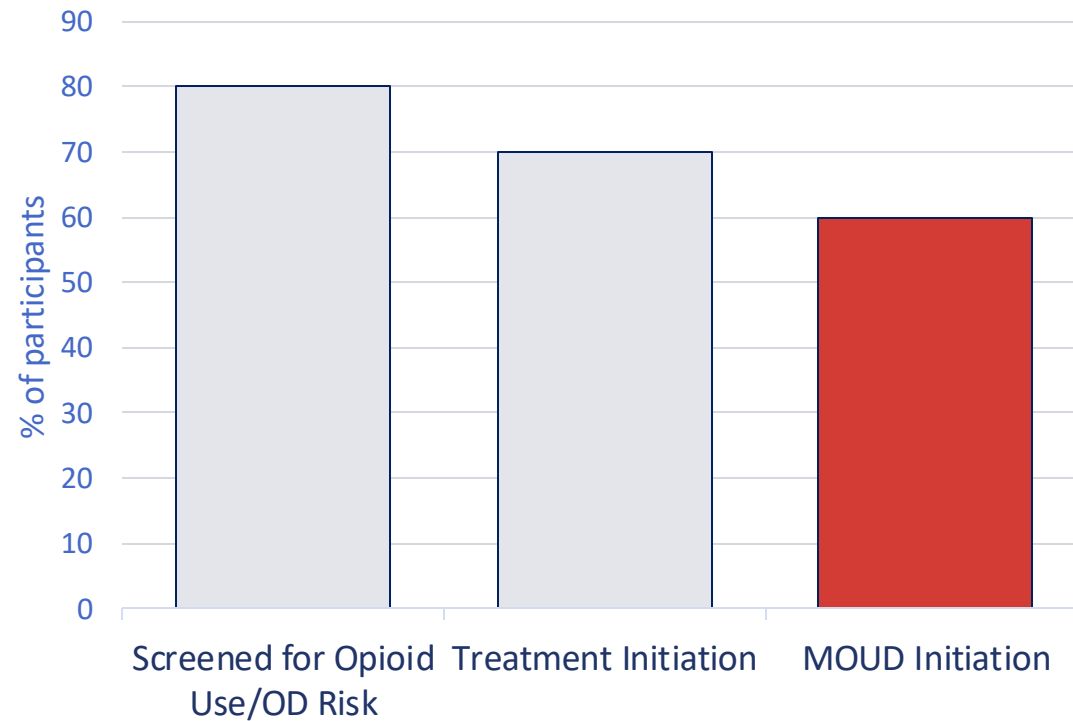


## Quarterly Report 2



10% improvement

# Next Steps

| Activity | Timeline | Purpose |
|---|---|---|
| Action Planning | Now | Improve court and treatment outcomes |
| Data Meeting | Spring 2022 | Meet with court coordinator and whomever is entering data into the UCMS system to go over data entry and areas for improvement |
| Data Entry Support & Training | Spring 2022 | Provide training on entering critical UCMS data into the appropriate fields |
| Quarterly Data Reports with check-in calls | Summer 2022 | Provide quarterly updates on your county's court performance, as measured by your UCMS data |
| Mini workshop after 2 quarterly reports: Plan Do Study Act (PDSA) Cycle 1 | Fall 2022 | Review court performance and adjust action plan if necessary |

# ACTION PLANNING

# Goals and Objectives



**Specific**
**Measurable**
**Achievable**
**Realistic**
**Time-bound**



Goals are clearly tied to findings and recommendations

Objectives are the pathway to achieving goals

Goals v. objectives v. action steps:

*Goal: Improve teen health*

*Objective: Reduce teen vaping by 50%*

*Action step: Create a vaping education group for teenagers*