



Service and Bed Availability Tool (SBAT) Enhancements and Provider Survey Updates

Substance Abuse Prevention and Control
County of Los Angeles Health Agency & Department of Public Health

All Provider Meeting: April 5, 2018



SBAT ENHANCEMENTS






Service & Bed Availability Tool (SBAT) – What’s New?

- **SBAT version 2.0 is now LIVE!** (<http://sapccis.ph.lacounty.gov/sbat/>)
 - **New features:**
 - Filtering functionality was improved to more accurately capture instances where multiple filters are applied simultaneously.
 - New print feature allows users to print out lists of SAPC treatment providers.
 - New providers that join SAPC’s network will be flagged as “NEW” for 30 days so users can easily identify new providers that are available for referrals. After this time period, the “NEW” flag will disappear.
 - Residential bed availability enhancements:
 - Clearer indication of if beds are reserved for men and/or women.
 - Clearer distinction between residential 3.1 and 3.5 treatment beds.
 - New after-hours filter to indicate provider sites that offer services after 5pm, outside of typical business hours.
 - Option for users to identify provider agencies based on “secondary” agency names. This feature will be improved with time as “secondary” agency names are identified.

New Processes to Update SBAT

- **Provider staff who update the SBAT will notice 2 minor changes to their update process:**
 - 1. Providers will be asked to regularly report if they have “Intake appointments available within 1 week” and what times those intakes are.**
 - Original SBAT v1.0 → Provided times when intakes were performed
 - Current SBAT v2.0 → Provides info on if intakes are available within 7 days and when intakes are performed
 - Future SBAT → Will quantify available intake slots in a given day based on how many intake staff are available on those days (SAPC working on an Excel document to simplify this calculation)
 - 2. Gender-specific residential and Recovery Bridge Housing (RBH) beds**
→ Providers will be asked to report how many residential and RBH beds are reserved for men and/or women.

Evolution



Updated SBAT User Guide

- Updated SBAT User Guide provides step-by-step instructions on how to log into the portal for provider staff to update their SBAT information, including the new processes described on prior slide.



- SAPC website → “Network Providers” button → “Provider Manual and Forms” button → Scroll down to “Service and Bed Availability Tool Update Instructions” or use the following link:
- <http://publichealth.lacounty.gov/sapc/NetworkProviders/Sbat/SBATUpdateInstructions.pdf>

Updated SBAT User Guide

Updating Available Beds by Age/Gender

Update how many beds/slots (i.e., either bed availability or intake capacity) are available for referrals by age and gender.

(PS-RS) Population-Specific Residential Services (ASAM 3.3)	Combined Gend ▾
	Adult

	Male: Female
	<input type="text"/> <input type="text"/>
	Youth

	Male: Female
	<input type="text"/> <input type="text"/>
(RS-LI) Low Intensity Residential (ASAM 3.1)	-Please Select- ▾



Updated SBAT User Guide

Updating Available Intake Appointments

Available Intake Appointments

Select an answer for “Are Intake appointments available within 7 days?” from the date the SBAT update is being performed.

1008 East Main Street, Monterey Park, CA 91754	<p>(OP) Outpatient Treatment(ASAM 1)</p> <p>(PS-RS) Population-Specific Residential Services(ASAM 3.3)</p> <p>(RS-LI) Low Intensity Residential (ASAM 3.1)</p>	<p>Are Intake appointments available within 7 days? <input type="radio"/>No <input checked="" type="radio"/>Yes</p> <p>Expand</p>
<p>Are Intake appointments available within 7 days? <input type="radio"/>No <input checked="" type="radio"/>Yes</p>		



SBAT PROVIDER SURVEY UPDATES





SBAT Provider Survey Purpose

To ensure Los Angeles County's substance use disorder treatment services locator and provider directory addresses the following requirements:

- **Be up-to-date** and include the following key elements:
 1. Name, address, phone number, website URL
 2. Whether or not accepting new patients
 3. Whether or not the site (e.g., waiting rooms, clinical space) is capable of accepting patients with physical disabilities
- Provide information on **linguistic capabilities and other specialties**
- Include completion of **cultural competency training**
- Ensure **appropriate referrals and placement**



SBAT Provider Survey Key Updates

- More user-friendly and easier to navigate
- **Two categories based on survey purpose:**
 - **Full:** new providers, new location or new level of care
 - **Partial:** update level of care, address, hours of operation, intake hours, etc.

Tell us what you'd like to do! Check selection to Add or Remove and complete survey (Full/Partial) as indicated:

Select			Full Survey	Partial Survey-Sections	
ADD	REMOVE				
<input type="checkbox"/>	<input type="checkbox"/>	New Agency	✓		
<input type="checkbox"/>	<input type="checkbox"/>	New Location	✓		
<input type="checkbox"/>	<input type="checkbox"/>	New Level of Care (LOC)	✓		
<input type="checkbox"/>	<input type="checkbox"/>	Recovery Bridge Housing or DUI		✓	Sections 1, 2, 3, 4
<input type="checkbox"/>	<input type="checkbox"/>	Update Level of Care (LOC)		✓	Sections 1 & 2
<input type="checkbox"/>	<input type="checkbox"/>	Update Population/Special Population Services		✓	Sections 1, 4, 5
<input type="checkbox"/>	<input type="checkbox"/>	Update Address or Phone		✓	Section 1
<input type="checkbox"/>	<input type="checkbox"/>	Update - Hours of Operation		✓	Section 1 & 3
<input type="checkbox"/>	<input type="checkbox"/>	Other	✓		
<input type="checkbox"/>	<input type="checkbox"/>	For Other or Removals, please indicate reason:			

Contact Information of person completing this form (Name/E-mail/Phone):

SBAT Provider Survey Key Updates

- **Divided into 5 Sections:**
 1. Agency Information
 2. Certification/LOC/Capacity
 3. Hours of Operation /Intake Hours/ Staff Availability
 4. Language and Populations
 - 5. Special Populations/ Minimum Service Criteria**

Section 5: SPECIAL POPULATIONS / MINIMUM SERVICES CRITERIA

INSTRUCTIONS: The next section is intended to determine where to refer individuals who request or need to be served at a site that provides treatment services capable of addressing the needs of specific populations within a supportive environment. Therefore, a 'yes' response would indicate that services at this site are developed and specialized for these populations. As defined below, services provided go above the minimum standards of the Culturally and Linguistically Appropriate Services standards.

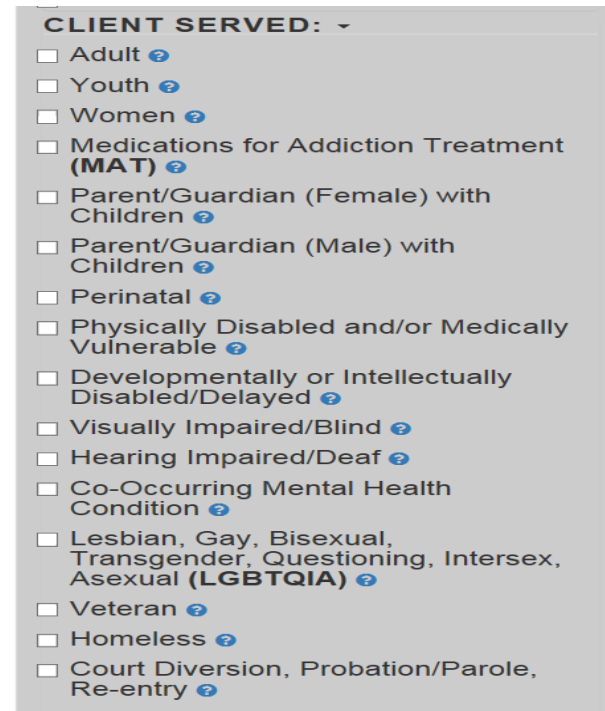
20. Do you provide specialized services at this site to special populations? (See table-Question 21)

Yes No

SBAT Provider Survey Update

Minimum Criteria for Specialized Services:

- Corresponds to the filters on the SBAT for “Client Served”



CLIENT SERVED: ▾

- Adult ?
- Youth ?
- Women ?
- Medications for Addiction Treatment (MAT) ?
- Parent/Guardian (Female) with Children ?
- Parent/Guardian (Male) with Children ?
- Perinatal ?
- Physically Disabled and/or Medically Vulnerable ?
- Developmentally or Intellectually Disabled/Delayed ?
- Visually Impaired/Blind ?
- Hearing Impaired/Deaf ?
- Co-Occurring Mental Health Condition ?
- Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex, Asexual (LGBTQIA) ?
- Veteran ?
- Homeless ?
- Court Diversion, Probation/Parole, Re-entry ?

- It is intended to increase the accuracy of referrals from SASH, CENS, or other sources using the SBAT

SBAT Provider Survey Update

Minimum Criteria for Specialized Services **IS NOT** ONLY:

- **Cultural Considerations:** Promote the delivery of services in a culturally competent manner to all enrollees, including LEP and diverse cultural / ethnic backgrounds. (Title 42, part 438.206)
- **Non-Discrimination:** It is unlawful for any health care provider receiving Federal funding to refuse to treat an individual – or to otherwise discriminate against the individual – based on race, color, national origin, sex, age or disability. (Section 1557 of the Affordable Care Act)
- **Compliance with Other Federal and State Laws** - Compliance with any other applicable federal and state laws related to patient rights (i.e. ADA).

****All provider MUST comply with these requirements**



SBAT Provider Survey Update

Minimum Criteria for Specialized Services DOES mean:

- A set of criteria that demonstrate an agency's ability to provide tailored services to address needs of specific populations
 - Tailored services may include:
 - Staff with specific expertise or years of experience
 - Specific license or certification
 - Length of experience serving a specific population
 - Specialized program design
 - Past SAPC contracts
- Providers indicating that they meet the minimum criteria will be listed on the SBAT based on the corresponding filter.



SBAT Provider Survey Update

23. CRIMINAL JUSTICE INVOLVED (CJI) (Court Diversion, Probation/Parole, Re-Entry)

Minimum Criteria for Criminal Justice Involved (CJI)	YES	NO
A. Current or recent (in FY 2016-17) SAPC agreement/contract with at least one court/law enforcement/correctional entity.	<input type="checkbox"/>	<input type="checkbox"/>
OR		
B. Experience serving the criminal justice-involved (CJI) population in 4 of the last 7 years as defined by an established substance use treatment referral relationship with at least one court/law enforcement/correctional entity (e.g., the criminal justice system).	<input type="checkbox"/>	<input type="checkbox"/>
AND all of the following criteria:		
C. Counselors and/or Licensed Practitioners of the Healing Arts (LPHAs) providing direct services to CJI patients must have a minimum of 2 years of work experience working with the CJI population.	<input type="checkbox"/>	<input type="checkbox"/>
D. Evidence of implementation of evidence-based practices (EBP's) specific to CJI populations.	<input type="checkbox"/>	<input type="checkbox"/>
E. Policies and procedures for addressing the needs of the CJI population.	<input type="checkbox"/>	<input type="checkbox"/>

**Providers meeting the above criteria MUST use TCPX, DCMIS, and/or JCMIS data systems and will be trained



SBAT Provider Survey Update

- The **updated survey** will be available by the end of April
- All providers will be required to complete, at minimum, **sections one, four and five** of updated survey!
- Webinar training detailing instructions on the updated survey will take place in **early May 2018**
- At least one (1) representative from your agency is **required** to participate, preferably the person(s) responsible for updating the SBAT
 - Detailed information will be sent out via email.
- Completed surveys for each location must be submitted by **June 15, 2018!**



THANK YOU