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smarter solutions. better outcomes.



**Work Smarter, Not Harder: Incorporating a Drug Testing Program that Impacts Behavior Change for Long-Term Recovery**

Reclaiming Lives. Uniting Families. Strengthening Communities.

# Housekeeping

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- Webinar is in listen only mode. All participants will remain on mute.
- Chat is disabled and will not be monitored.
- Questions may be submitted through the Q&A function at any time during the webinar. The Q&A function will be monitored, and if time allows, questions will be submitted to the presenters during the Q&A session.
- Webinar is being recorded and will be made available at a later date.



# Welcome & Introductions

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# Agenda

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- Welcome & Introductions
- Maricopa County Adult Probation Overview
- MCAPD Then & Now
- Policy & Reinforcement
- The MCAPD Drug Testing Program
- Considerations in Selecting a New Drug Testing Partner
- Utilizing NADCP Best Practice Standards in Our Program
- Drug Testing & Behavioral Change
- Improving Behavior Change Through Aversys
- Testing Solutions During a Pandemic in Maricopa County

# Maricopa County Adult Probation Department



# Maricopa County Adult Probation (MCAPD)

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- Maricopa County is the Nation's 4<sup>th</sup> largest county in terms of population
- Population: 4,485,414
- County Size: 9,224 square miles (27 towns and cities)
- Maricopa County Adult Probation has 19 regional and area offices
- Probation Population: 52,237
  - Pretrial Supervision: 3,760
  - Standard Probation: 24,216
  - Intensive Probation: 1,176
- Treatment Courts: Drug, DUI, Veterans, Juvenile Transfer, Mental Health and Domestic Violence Courts



Photo Credit: <https://freevectormaps.com/united-states/arizona/US-AZ-EPS-02-6001?ref=atr>

# MCAPD – Then and Now

## Then

- Officers collecting samples
- Positive test – increase testing and placement on colors
- Testing to “catch you” (punitive)
- Faxed results
- Little collaboration with treatment providers

## Now

- All samples collected at Averhealth Patient Care Centers (PCCs); discuss standalone level with 3 locations
- Positive test – treatment referral
- Placement on random testing based on assessment
- Testing as a tool (therapeutic)
- Electronic results
- Clinical decision making



# Policy & Reinforcement





# Policy and Reinforcement

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## **Considerations**

- Policy is the framework to outline expectations are met uniformly across the department

## **Considerations**

- Supervisors will need a working knowledge of the system and policy in order to assist with implementation

## **Findings**

- The requirement to review the officers' drug testing practices quarterly allows for supervisory understanding and direction
- Through Aversys, we can access reports to track trends and needs for our program

# Signs of Resistance

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## Findings

- Implementing policy change at the same time as a provider change increases resistance

## Considerations

- What do these look like?
- What is the impact and to whom?

## Findings

- Lack of use
- Disregard of useful/helpful information
- Verbal disclosure
- Arguing for the sake of arguing



# The Maricopa County Adult Probation Department Drug Testing Program

# Considerations in Selecting a New Drug Testing Partner

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- User-friendly software that streamlines MCAPD's processes
- Software that can be fully integrated into our own platform
- Daily client engagement and check-ins via phone, web, or text
- Predictive analytics – data that shows behavior patterns and ability to intervene
- Averhealth's laboratory certification and chain of custody processes ensure court admissibility
- Ability to rotate panels and customize what we test for versus testing for same drugs repeatedly
- Laboratory continuously updates list of substances you can test for to stay up to date with most recent opioids and designer drugs
- Lab-based testing with >97% accuracy and next business day results
- Officers are more productive with their caseloads using the Aversys dashboard in having up-to-date and informative information



# MCAPD Drug Testing Program

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- Three standalone Averhealth Patient Care Centers (PCCs) in Maricopa County
- Single provider solution – all Patient Care Technicians are Averhealth employees
- Observed collection process (gender-specific)
- Volume of testing – monthly (10,000 tests)



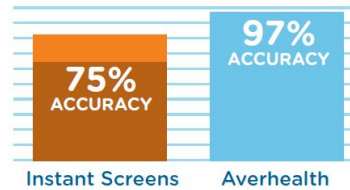
# Utilizing NADCP Best Practice Standards/Evidence-Based Practices

## Random Selection



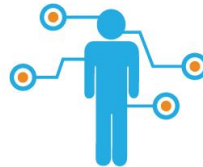
- Randomized testing 365 days/year
- Equal chance of testing any day of the week

## Reliable, Next Business Day Test Results



- Lab-based testing is CAP-FDT, CLIA, and DEA accredited
- Next business day results for rapid interventions
- Strategy that reduces cost and time associated with confirmation testing

## Broad and Customizable Testing Panels



- Testing for more than 1,500 illicit, prescription, and synthetic substances, including designer drugs
- Urine, oral fluid, hair, breath, and sweat testing
- Panel rotation

## Daily Engagement and Reinforcement



- Daily check-ins via text, website, or phone
- Messages of affirmation

## Pre-Relapse Intervention



- Predictive analytics identify clients at risk for relapse—before they relapse

## Drug Testing & Behavioral Change

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- Treatment communication is KEY!
- Value of testing results
- Therapeutic approach between our PO's and treatment



# Keys to a Good Test

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**Random, scientifically valid, forensically defensible, and timely objective**, a combination that enables therapeutic intervention, helps people to develop coping and refusal skills to new use, and enhances public safety.



### **Forensically Defensible**

Test results meet Daubert and Frye scientific rules of evidence and supported by case law



### **Scientifically Valid**

Use proven technology accepted by the scientific community and evaluated by peer-reviewed journals



### **Sustained Sobriety**

Providing accurate test results that facilitate timely treatment intervention and support recovery



### **Timely Objective**

Positive or negative results within 48 hours of sample collection enabling timely intervention



### **Random**

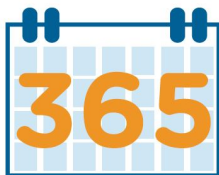
Equal probability to test each day, including weekends and holidays. Not related to treatment, supervision, or court schedules. Notification period is best when limited to 2 to 12 hours.





# Improving Behavior Change Through Aversys

# Improving Behavior Change Through Aversys



Random selection

Client notification



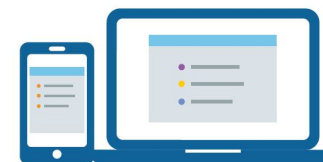
Compliance & engagement tracking

Electronic chain-of-custody



Laboratory analysis

Results reporting



# Improving Behavior Change Through Aversys

Accounts ▾ Reports Help ▾ Search...

## Aversys Dashboard

Search:  Get Results >>

### Patient Scheduling & Notification (1042)

Patient	Program	Group	Order	Case Manager	Scheduled	Status	Called	Compliance	
Erapples, Bob	Honolulu County	1-2x per month	N/A	Amanda D'Arcy	12/17/2019	-	N	0%	<input type="checkbox"/>
Aki, Terry	Honolulu County	2-4x per month	N/A	Cindiloo Whoo	12/16/2019	-	N	0%	<input type="checkbox"/>
Aki, Terry	Honolulu County	2-4x per month	N/A	Cindiloo Whoo	12/16/2019	-	N	0%	<input type="checkbox"/>
Blow, Joe	Honolulu County DWI	1-3x per month	N/A	Tory Meier	12/09/2019	-	N	0%	<input type="checkbox"/>
Erapples, Bob	Honolulu County	1-2x per month	N/A	Amanda D'Arcy	11/26/2019	-	N	0%	<input type="checkbox"/>
Erapples, Bob	Honolulu County	1-2x per month	N/A	Amanda D'Arcy	11/26/2019	-	N	0%	<input type="checkbox"/>
Erapples, Bob	Honolulu County	1-2x per month	N/A	Amanda D'Arcy	11/26/2019	-	N	0%	<input type="checkbox"/>

Quick Access to Case Load

Real-time schedule and call-in compliance

### Non-Negative Results (36)

Patient	Program	Scheduled	Collected	Result	Case Manager	Positive Assay(s)	
AYASH, CHARLES	Honolulu County	06/08/2019	02/19/2020	UTP	Amanda D'Arcy	N/A	<input type="checkbox"/>
Walker, Alice	Honolulu County	06/24/2019		Excused	Kelly Slater	N/A	<input type="checkbox"/>
Jones, Shela	Honolulu County	07/29/2019	07/29/2019	REFUSED	Christian Fletcher	N/A	<input type="checkbox"/>
Erapples, Bob	Michigan St. Clair County...	09/25/2019	02/22/2020	POS	Amanda D'Arcy	BAC	<input type="checkbox"/>
Pin, Gilbert	Honolulu County	12/20/2019	12/20/2019	REJECTED	Robert Machado	N/A	<input type="checkbox"/>
Ernity, Pat	Honolulu County DWI	01/28/2020	01/28/2020	UTP	Justin Manni	N/A	<input type="checkbox"/>
Molive, Paul	Honolulu County	02/05/2020		No Show	Amanda D'Arcy	N/A	<input type="checkbox"/>
OShea, Seamus	Honolulu County DWI	02/07/2020	02/11/2020	REFUSED	Sean Shea	N/A	<input type="checkbox"/>
Pin, Gilbert	Honolulu County	02/07/2020	02/07/2020	POS (Pending)	Robert Machado	Barbiturates	<input type="checkbox"/>

Real-time test results

### Scheduled Patient Reviews

04/01/2020 Actions ▾

Patient	Program	Group	Case Manager	Last POS	Review Date	Review Note	
Achee, Mary	Honolulu County	1-2x per month	Robert Machado	77	11/14/2019	This reminder	<input type="checkbox"/>
Bright, Rainbow	Honolulu County DWI	2-4x per month	Dominique Delagnes	52	09/30/2019	30 day check-in	<input type="checkbox"/>
Ernity, Pat	Honolulu County DWI	2-4x per month	Justin Manni	621	08/07/2019		<input type="checkbox"/>

Case Load Reminders



# Improving Behavior Change Through Aversys

[Home](#)
[Care Center](#)
[Accounts](#)
[Reports](#)
[Lab](#)
[Admin](#)
[Insurance](#)
[Help](#)

[Summary Information](#)
[Testing](#)
[Payment Info](#)
[Test History](#)
[Call Log](#)
[Case Review](#)
[Case Management](#)

Name: Pin, Bobby      Account: Honolulu County  
 Program: Honolulu County DWI

Custom Panel(s):  
 None

Manual & Offsite Order(s):    Order Type:    Replacing Random:    Notes:    Scheduled by:  
 07/15/2019                      Offsite                      No                                           Smith, Stephen on 07/15/2019

Notification Settings:  
 Required To Call/Reply: Yes      Texts will be sent every day.  
 Text Notification: Yes      540-842-5759              
 Text Language: English  
 Phone/Text Custom Message: Yes      From: 08/01/2019      To: 08/01/2019      **Good luck on your job interview!**

## Aversys Call-In Log

Call Log

Testing Date	Call Date/Time	Confirmation #	Scheduled	Caller ID	Excused	Patient Custom Message
07/26/2019	07/26/2019 08:38	32627106	No		No	No
07/25/2019	07/25/2019 08:17	32586260	No		No	No
07/24/2019	07/24/2019 08:56	32549036	No		No	No
07/23/2019	07/23/2019 09:06	32510045	No		No	No
07/22/2019	N/A	N/A	No		No	N/A
07/21/2019	07/21/2019 10:32	32437263	No		No	No
07/20/2019	07/20/2019 09:55	32405192	No		No	No
07/19/2019	07/19/2019 08:21	32365529	No		No	No
07/18/2019	07/18/2019 08:37	32327017	No		No	No



# Broad and Customizable Panels

## Edit Panels to Include Different Drugs Every Test

Edit Panel

**Account:** Honolulu County      **Panel Template:** Standard 8 + EtG

**Program name:** Honolulu County DWI      **Custom Panel Name:** CSTMStandard 8 + EtG

**Changed by:** N/A      **Expiration Type:** None

**Changed on:** N/A      **Panel Price:**

Default Assays	Substitute	Add-On
<input checked="" type="checkbox"/> Amphetamine 1000	<input checked="" type="checkbox"/> Barbiturate 200	<input type="checkbox"/> Synthetic THC
<input type="checkbox"/> Benzodiazepine 200	<input type="checkbox"/> Ecstasy 500	<input checked="" type="checkbox"/> Buprenorphine 5
<input checked="" type="checkbox"/> Cannabinoid 20	<input type="checkbox"/> Propoxyphene 300	<input type="checkbox"/> Carisoprodol
<input checked="" type="checkbox"/> Cocaine 300		<input type="checkbox"/> Fentanyl
<input checked="" type="checkbox"/> Opiate 300		<input type="checkbox"/> Heroin 10
<input checked="" type="checkbox"/> Creatinine		<input type="checkbox"/> Meperidine
<input checked="" type="checkbox"/> ETG 500		<input type="checkbox"/> Tramadol
<input type="checkbox"/> Methamphetamine		<input type="checkbox"/> Zolpidem
<input type="checkbox"/> Phencyclidine 25		
<input type="checkbox"/> Methadone 300		

## Custom Panel Rotations, Frequency, and Order Expiration

**Name:** Pin, Bobby      **Account:** Honolulu County

**Program:** Honolulu County

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Custom Panel(s):	Expiration:	Order Frequency:	Rotation:
CSTM CBD	12/31/2019	Panel Rotati...	25 %
CSTM Drug + ETG	None	Panel Rotati...	50 %
CSTM Fentanyl	3 Order(s)	Panel Rotati...	25 %

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Manual & Offsite Order(s):	Order Type:	Replacing Random:	Notes:	Scheduled by:
10/08/2019	Manual	Yes		sstest on 10/08/2019

# Results Reporting

## Results Reports

- [Batch Results \(Summary\)](#)
- [Batch Results \(Detailed\)](#)
- [Individual Screening Report](#)
- [Patient History Report \(Summary\)](#)
- [Patient History Report \(Detailed\)](#)

## Program Analytics and Administration

- [Program Results Overview](#)
- [Testing Calendar](#)
- [Participant List](#)
- [Frequency Group Statistics](#)
- [Expiring Clinical Requisitions](#)
- [Program Demographic Overview](#)
- [Individualized Scheduling Statistics](#)
- [Non Negative Action](#)
- [Notification Compliance](#)
- [Drugs Of Choice Overview](#)

### Program Results Overview

Account:  Program(s):  Manager / Judge:

From:  To:

# of Patients During the Period: 7

#### Overall Results Statistics

Phase	Neg	Pos	RTP	INS	UTP	REJ	Total Check-ins	Exc	NS	Total Scheduled
-	0	2	3	0	1	0	6	0	3	9
+	1	0	0	0	0	1	1	0	0	1
-	2	0	1	0	0	0	1	0	0	1
+	N/A	0	1	1						
<b>Total</b>	<b>0</b>	<b>4</b>	<b>4</b>							
<b>%</b>	<b>0%</b>	<b>40%</b>	<b>40%</b>							

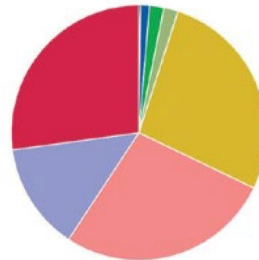
#### # of POS Assays

Class
Alcohol
Amphetamines
BAC
Barbiturates
Benzodiazepines
CannabinoidsNatural
CBD
Cocaine
Fentanyl
Opiates
Validity

### Drugs Of Choice Overview

Account:  Program:

Manager / Judge:  From:  To:   Show Archived



Drug	#	%
Methodone	1	0%
CannabinoidsNatural	5	1%
Alcohol	8	2%
Alcohol	8	2%
Amphetamines	120	27%
Amphetamines	120	27%
Opiates	60	14%
Amphetamines	120	27%



## Testing Solutions During a Pandemic

# How Maricopa County Safely Administers Drug Testing Today & Tomorrow



- Discontinue breath alcohol testing until a vaccine/treatment is developed
- Increase cleaning and sanitation of the patient care centers focusing on high touch areas such as door handles, counters, sinks, and toilets
- Ensure proper use of personal protective equipment (PPE), such as gloves and masks
- Increased hand washing for staff and clients
- Limit the care center to 6 or less clients
- Maintain physical distances of 6 feet (i.e., spread waiting room chairs 6 feet apart)





# How to Safely Administer Drug Testing Today & Tomorrow

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- Clients and staff only – no visitors allowed
- Monitor staff temperature (take temperature before and after shift) and symptoms
- Monitor client temperature prior to entering the patient care center
- Notify clients of least busy times
- Manage testing schedule to promote physical distancing



# Check-in Text Messaging to Ensure Physical Distancing when Possible

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## **PLEASE READ BEFORE ENTERING:**

Please return to your vehicle and text **XXX-XXX-XXXX** that you are here and ready to test.

You will receive a verification text and another text when it is your turn to enter the facility.

If you do not have a phone, please enter the lobby, let staff know that you do not have a phone, what vehicle you are driving and where it is parked. Then return to your vehicle. We will place you in line and will come out and notify you when it is your turn to enter the facility.

# Monitor Client Temperature & Symptoms

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## **PLEASE READ BEFORE ENTERING**

Have you been diagnosed with COVID-19?

Have you been exposed to someone who is diagnosed with COVID-19?

Do you currently have a fever above 100.0?

Have you traveled outside the USA to Europe or Asia?

**If you answered "YES" to any of the above questions:**

**DO NOT** enter the facility.

You must **IMMEDIATELY CALL YOUR PROBATION OFFICER** and let them know the reason you could not test today.

**If you DO NOT call your Probation Officer, you are considered a "NO SHOW" and it will be reported to your Probation Officer and/or your Judge.**

We appreciate you following these instructions for the safety of our staff and other clients.

# CDC Guidance for Critical Workers Exposed to COVID-19

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## **Pre-Screen:**

- Employers should measure the employee's temperature and assess symptoms prior to them starting work.
- Ideally, temperature checks should happen before the individual enters the facility.

## **Regular Monitoring:**

- As long as the employee doesn't have a temperature or symptoms, they should self-monitor under the supervision of their employer's occupational health program.

## **Wear a Mask:**

- The employee should wear a face mask at all times while in the workplace for 14 days after last exposure.
- Employers can issue facemasks or can approve employees' supplied cloth face coverings in the event of shortages.

## **Physical Distance:**

- The employee should maintain 6 feet and practice social distancing as work duties permit in the workplace.

## **Disinfect and Clean Workspaces:**

- Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment routinely.

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/critical-workers-implementing-safety-practices.pdf>



## Alternative Measures for ALL to Consider

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- **Daily Check-in** – Encourage all clients to virtually check-in by a given time. Clients can virtually check-in via some drug testing notification system, case management system, text message, email, or phone.
- **Client Outreach** – Contact clients that have not checked-in by the specified time.
- **Self-Report New Use** – Encourage clients to self-report new use events, just do not sanction the messenger and good to trust but verify client did not just selectively self-report.
- **Positive Affirmations** – Increase use of positive affirmations (e.g., Congratulations on seven consecutive daily check-in's) that help to increase self-worth.





# Questions & Answers

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