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

Reclaiming Lives. Uniting Families. Strengthening Communities.

Housekeeping

- 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

- 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)

- Maricopa County is the Nation's 4th 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

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

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

- 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

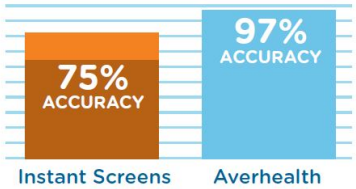
- Three standalone Averhealth Patient Care Centers (PCCs) in Maricopa County
- Single provider solution – all Patient Care Technicians are Averhealth employees
- Observed collection process (gender-specific)
- Volume of testing – monthly (10,000 tests)

Utilizing NADCP Best Practice Standards/Evidence-Based Practices

Random Selection

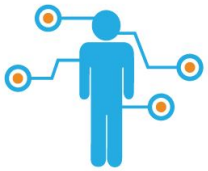
- Randomized testing 365 days/year
- Equal chance of testing any day of the week

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

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

Keys to a Good Test

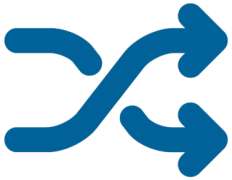
Random, scientifically valid, forensically defensible, and timely objective, a combination that enables therapeutic intervention, helps people to develop coping and refusal skills to new use, and enhances public safety.

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

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

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

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

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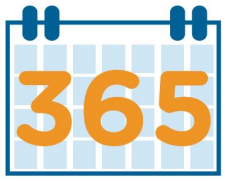


Random selection

Client notification

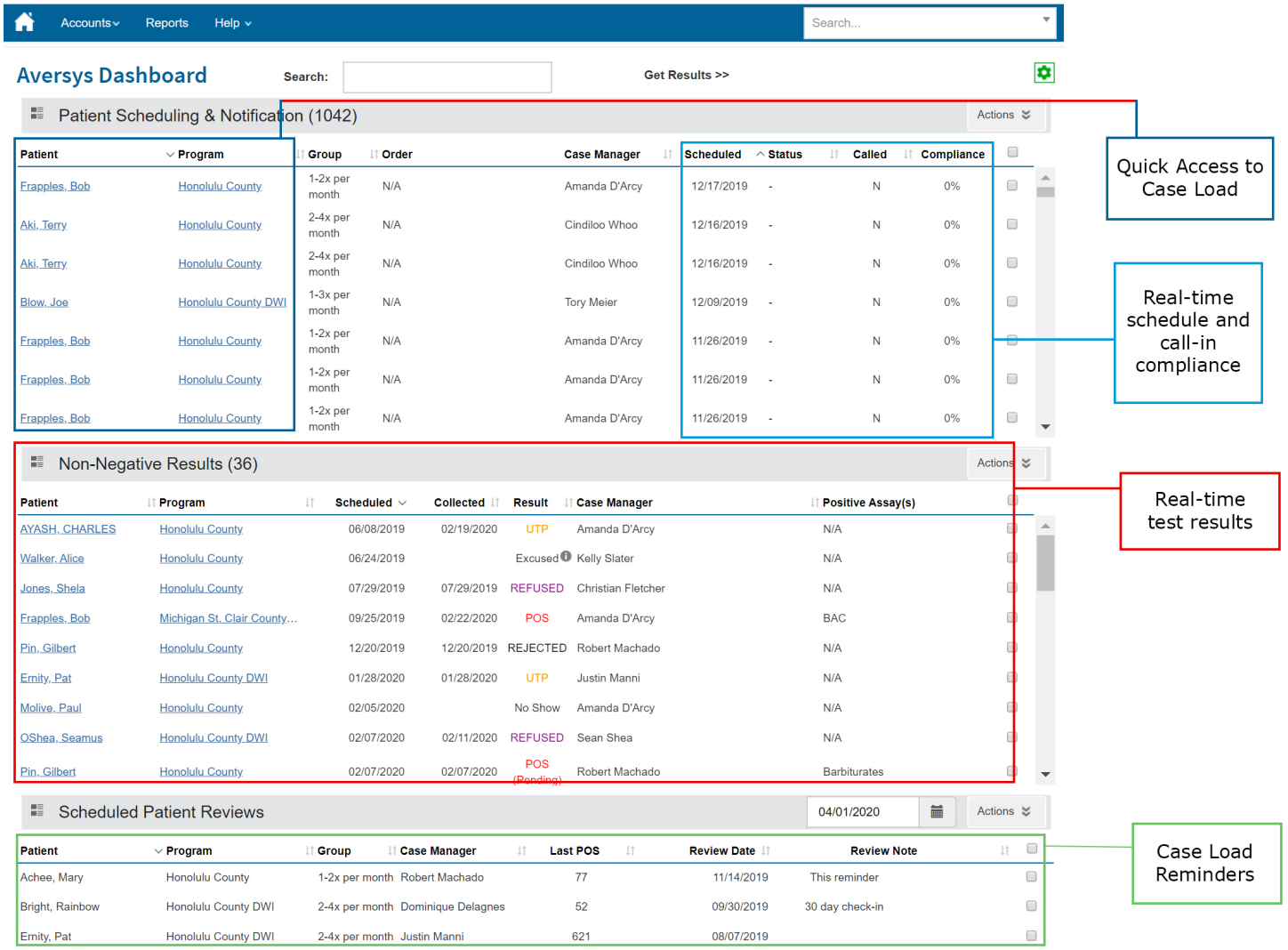
Compliance & engagement tracking

Electronic chain-of-custody

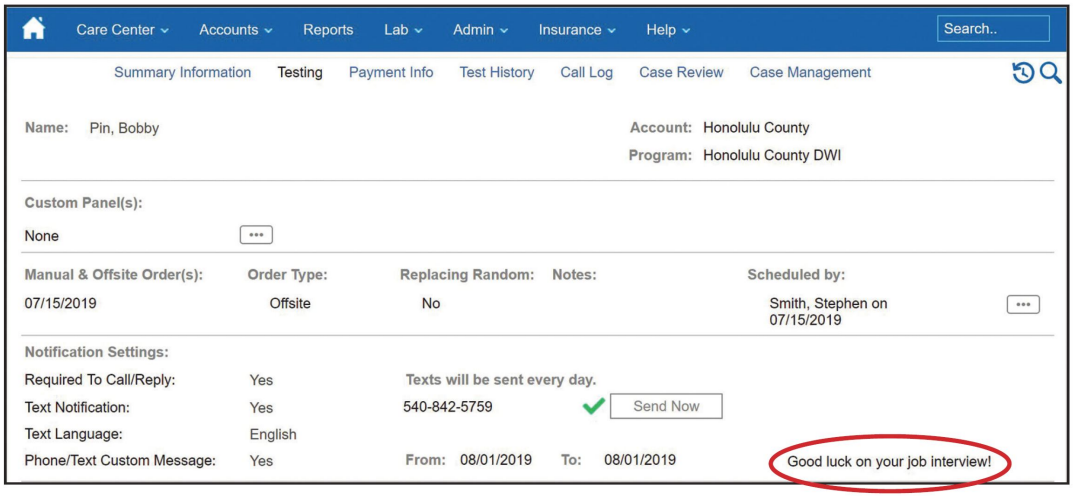
Laboratory analysis

Results reporting

Improving Behavior Change Through Aversys



Improving Behavior Change Through Aversys



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	[redacted]	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:**	$0.00

Default Assays	Substitute	Add-On
☑ Amphetamine 1000	☑ Barbiturate 200	☐ Synthetic THC
☐ Benzodiazepine 200	☐ Ecstasy 500	☑ Buprenorphine 5
☑ Cannabinoid 20	☐ Propoxyphene 300	☐ Carisoprodol
☑ Cocaine 300		☐ Fentanyl
☑ Opiate 300		☐ Heroin 10
✓ Creatinine		☐ Meperidine
☑ ETG 500		☐ Tramadol
☐ Methamphetamine		☐ Zolpidem
☐ Phencyclidine 25		
☐ Methadone 300		

Custom Panel Rotations, Frequency, and Order Expiration

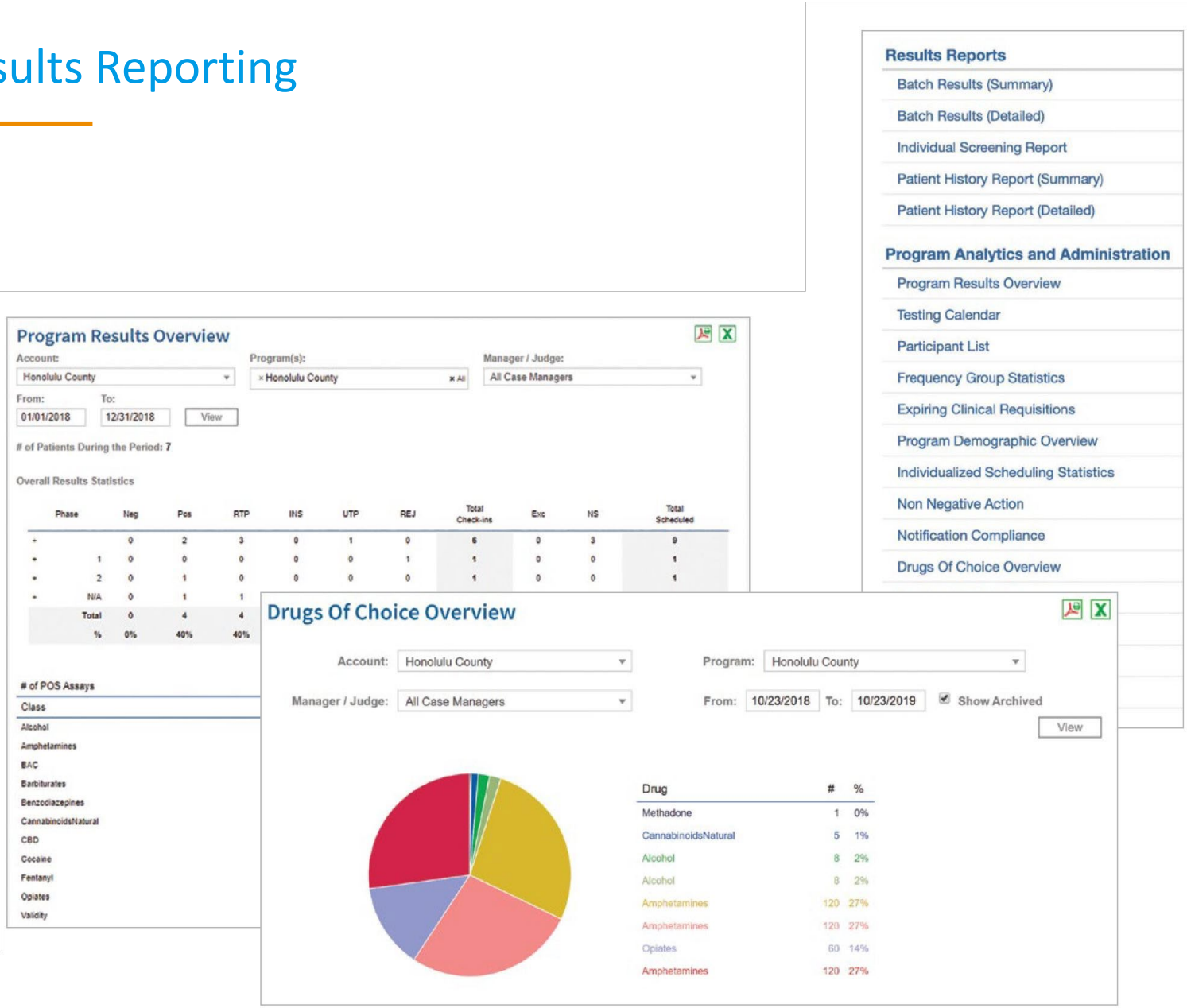
Name: Pin, Bobby

Account: Honolulu County
Program: Honolulu County

Custom Panel(s):	Expiration:	Order Frequency:	Rotation:
CSTMCBD	12/31/2019	Panel Rotati…	25 %
CSTMDrug + ETG	None	Panel Rotati…	50 %
CSTMFentanyl	3 Order(s)	Panel Rotati…	25 %

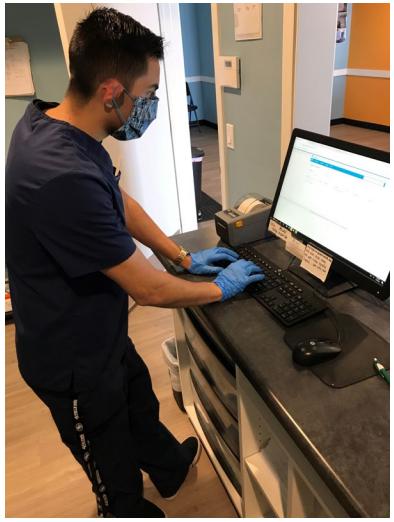
Manual & Offsite Order(s):	Order Type:	Replacing Random:	Notes:	Scheduled by:
10/08/2019	Manual	Yes		sstest on 10/08/2019

Results Reporting



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

- 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

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

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

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

- **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