

November 20, 2020

CONTINUUM OF CARE / WITS MEETING

ALCOHOL & DRUG ABUSE DIVISION



- ❖ ADAD Treatment Branch Announcements
 - ❖ GPRA training sign up
 - ❖ SOR 2.0 facilities for WITS
 - ❖ Priority of funds
- ❖ WITS Fiscal & Clinical Update
 - ❖ Update will require password reset system-wide
 - ❖ New "Save" feature for GPRA screens
- ❖ Hawaii CARES Update

1. PASSWORD/PIN RESET REQUIREMENT AFTER UPDATE

- Please note that, with this deployment, it will be necessary for user account passwords and pins to be reset. We will run a script with the deployment that will reset all active/unlocked accounts and send the account reset email to the primary email addresses. Users can also use the Forgot Password functionality to reset their own account, or they can also reach out to a WITS Admin to do a reset. (See further details in the WITS 19.12 Release Notes email sent previously.)


1. PASSWORD/PIN RESET REQUIREMENT AFTER UPDATE

- Also note that the new identity server will not allow for photos/images to be posted on the staff profiles in the Agency >Staff Members module. Agency accounts which have a photo on the profile will receive a yellow screen error upon login

2. SAVE FEATURE FOR GPRA SCREENS

A. RECORD MANAGEMENT

Unique Client Number	HXBE0610742
Contract/Grant ID	TI083293
Client Type	Treatment Client
Interview Type	Intake
Did you conduct an interview?	<input type="checkbox"/>
Interview Date	10/1/2020 <small>mm/dd/yyyy</small>
Program Enrollment	Main Office/SOR 2 : 10/1/2020 -
Created Date:	
Created By:	
Updated Date:	
Updated By:	
Upload Action:	
Upload Status:	
Number of Upload Errors:	
Upload Date:	
Response Date:	



QUESTIONS?



Hawai'i CARES Substance Use Gateway Utilization Monthly Report

Oct 1-31, 2020

Data Last Updated: Nov 12, 2020



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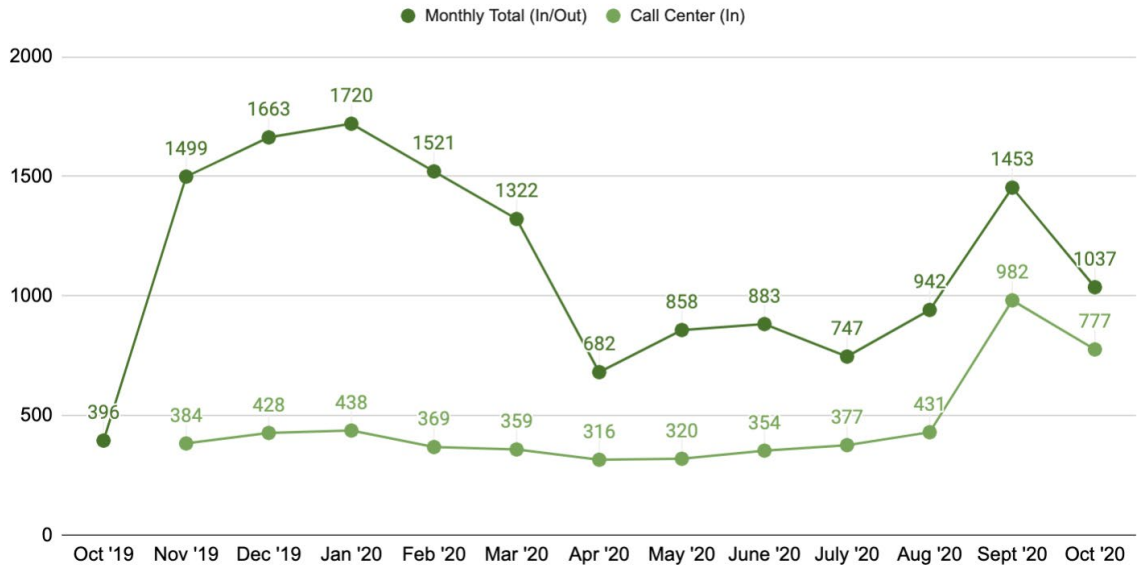
IV. Benefit Exceptions



Substance Use Gateway: Number of Calls In/Out

	Monthly Total (In/Out)	Call Center (In)
Oct '19	396	
Nov '19	1499	384
Dec '19	1663	428
Jan '20	1720	438
Feb '20	1521	369
Mar '20	1322	359
Apr '20	682	316
May '20	858	320
June '20	883	354
July '20	747	377
Aug '20	942	431
Sept '20	1453	982
Oct '20	1037	777

Number of Call-Center Calls In/Out



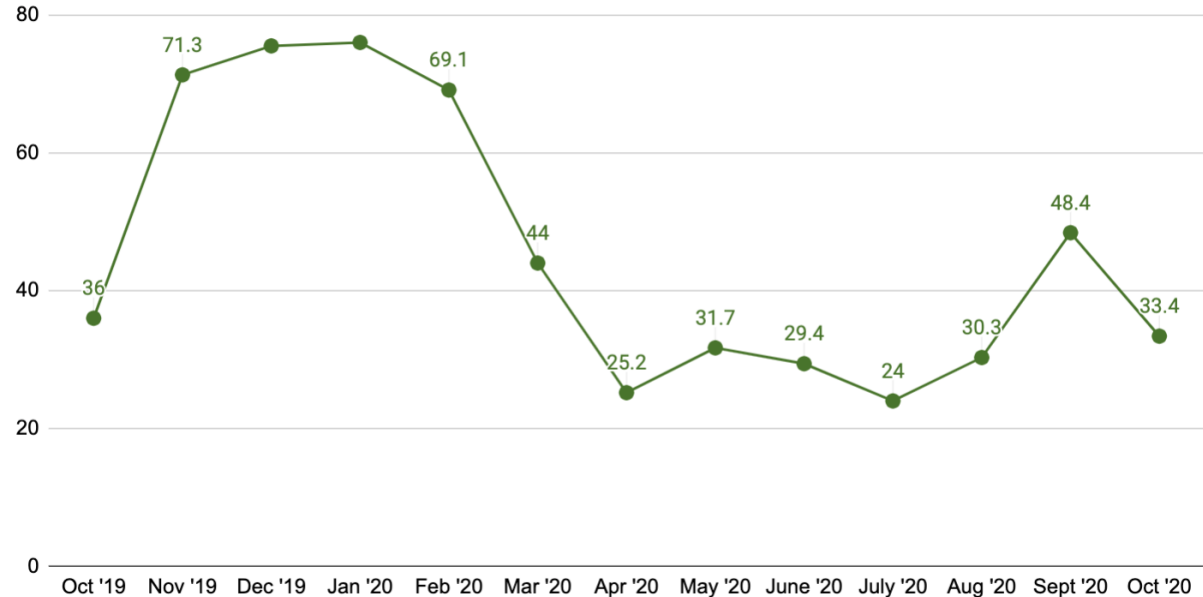
Notes: Hawaii CARES Go Live date was Oct 1, 2019. COVID-19 pandemic from Mar 2020 affected call volume and changed operations. The call volume numbers presented from Mar 2020 are an underestimate.



Substance Use Gateway: Average Number of Calls In/Out Per Day

	Average Calls Per Day
Oct '19	36
Nov '19	71.3
Dec '19	75.5
Jan '20	76
Feb '20	69.1
Mar '20	44
Apr '20	25.2
May '20	31.7
June '20	29.4
July '20	24
Aug '20	30.3
Sept '20	48.4
Oct '20	33.4

Average Number of Calls In/Out Per Day



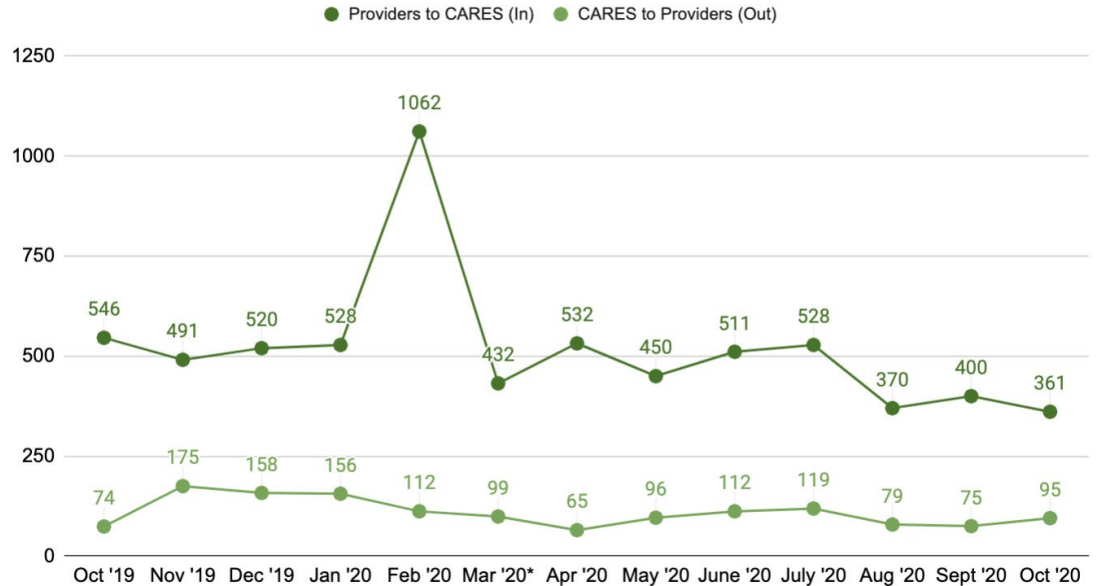
Notes: Hawaii CARES Go Live date was Oct 1, 2019. COVID-19 pandemic from Mar 2020 affected call volume and changed operations. The call volume numbers presented from Mar 2020 are an underestimate.



Substance Use Gateway: Referrals In/Out

	Providers to CARES (In)	CARES to Providers (Out)
Oct '19	546	74
Nov '19	491	175
Dec '19	520	158
Jan '20	528	156
Feb '20	1062	112
Mar '20*	432	99
Apr '20	532	65
May '20	450	96
June '20	511	112
July '20	528	119
Aug '20	370	79
Sept '20	400	75
Oct '20	361	95

Referrals In/Out Summary



Notes: Hawaii CARES Go Live date was Oct 1, 2019. COVID-19 pandemic from Mar 2020 affected call volume and subsequent referrals, and changed operations.



Substance Use Gateway: Referrals In By Agency

Agency Referred by	# Placed/Accepted	# Referral Terminated	# Refused Treatment	# Rejected by Program	# Placed on the Waitinglist	Total Referred	% Referred by this Agency
Action with Aloha, LLC	3	0	0	3	0	6	1.70%
Alcoholic Rehabilitation Services of Hawaii, Inc	129	0	0	3	1	133	36.80%
Aloha House, Inc.	3	0	0	0	0	3	0.80%
Big Island Substance Abuse Council	27	0	0	6	0	33	9.10%
Bobby Benson Center							
Bridge House, Inc	2	0	0	1	0	3	0.80%
CARE Hawaii, Inc.	38	0	0	11	2	51	14.10%
Child and Family Service	2	0	0	1	0	3	0.80%
Coalition for a Drug-Free Hawaii							
Hawai'i Health & Harm Reduction Center	0	0	0	0	1	1	0.30%
Ho'omau Ke Ola							
Hope Treatment Services							
IHS, The Institute for Human Services, Inc.	1	0	0	0	0	1	0.30%
Ka Hale Pomaika'i	0	0	0	0	2	2	0.60%
Kline-Welsh Behavioral Foundation	27	0	0	2	0	29	8.00%
Kokua Support Services	0	0	0	1	1	2	0.60%
Ku Aloha Ola Mau							
Malama Na Makua A Keiki							
Maui Youth and Family Services, Inc	3	0	0	1	0	4	1.10%
North Shore Mental Health, Inc	6	3	0	0	0	9	2.50%
Ohana Makamae	1	0	0	0	1	2	0.60%
Oxford House							
Po'ailani, Inc	17	0	0	1	0	18	5.00%
Salvation Army	4	0	0	3	0	7	1.90%
The Queen's Medical Center	6	0	0	0	0	6	1.70%
The Salvation Army	4	0	2	2	1	9	2.50%
Waianae Coast Comprehensive Health Center							
Waikiki Health Center							
Women In Need							
Young Men's Christian Association of Honolulu	35	0	0	4	0	39	10.80%
[Totals]	308	3	2	39	9	361	100%

- Oct 1 - Oct 31
- 20 out of 30 agencies were utilized



Substance Use Gateway: Referrals Out By Agency

Agency Referred To	Total Referred Prior to TX	% Referred Prior to TX	Total Referred During TX	% Referred During TX	Total Referred	% of All Referred to this Agency
Action with Aloha, LLC	0	0.00%	1	100.00%	1	1.10%
Alcoholic Rehabilitation Services of Hawaii, Inc	0	0.00%	11	100.00%	11	11.60%
Aloha House, Inc.	1	16.70%	5	83.30%	6	6.30%
Big Island Substance Abuse Council						
Bobby Benson Center	0	0.00%	2	100.00%	2	2.10%
Bridge House, Inc						
CARE Hawaii, Inc.	5	15.20%	28	84.80%	33	34.70%
Child and Family Service						
Coalition for a Drug-Free Hawaii						
Hawai'i Health & Harm Reduction Center						
Ho'omau Ke Ola	0	0.00%	2	100.00%	2	2.10%
Hope Treatment Services						
IHS, The Institute for Human Services, Inc.						
Ka Hale Pomaika'i	0	0.00%	1	100.00%	1	1.10%
Kline-Welsh Behavioral Foundation						
Kokua Support Services						
Ku Aloha Ola Mau	0	0.00%	1	100.00%	1	1.10%
Malama Na Makua A Keiki						
Maui Youth and Family Services, Inc						
North Shore Mental Health, Inc	3	13.60%	19	86.40%	22	23.20%
Ohana Makamae						
Oxford House						
Po'a'ilani, Inc	0	0.00%	2	100.00%	2	2.10%
Salvation Army	1	100.00%	0	0.00%	1	1.10%
The Queen's Medical Center	0	0.00%	2	100.00%	2	2.10%
The Salvation Army	0	0.00%	6	100.00%	6	6.30%
Waianae Coast Comprehensive Health Center						
Waikiki Health Center						
Women In Need	1	20.00%	4	80.00%	5	5.30%
Young Men's Christian Association of Honolulu						
[Totals]	11	11.60%	84	88.40%	95	100%

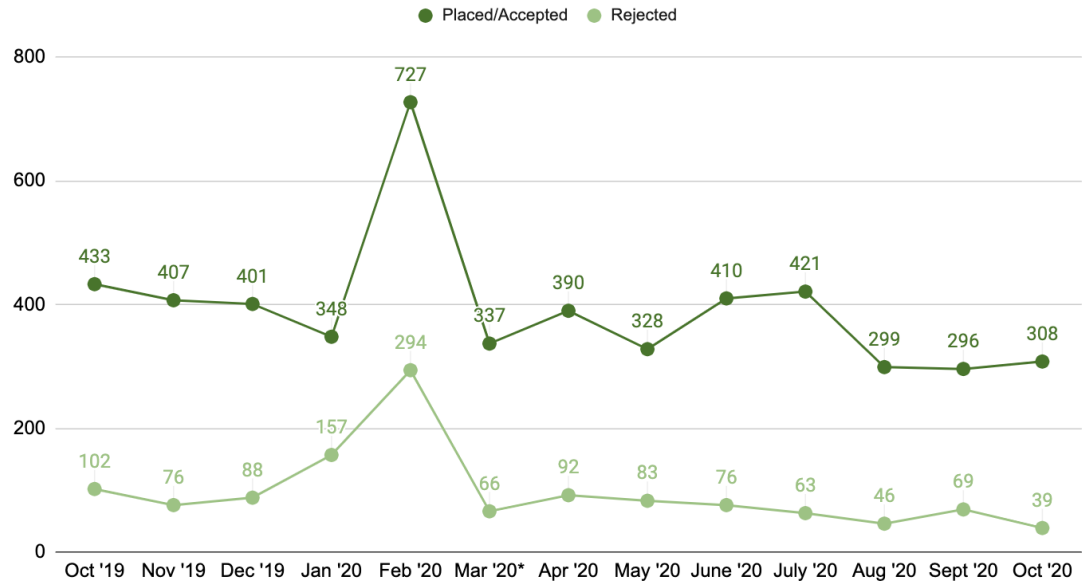
- Oct 1 - Oct 31
- 14 out of 30 agencies were utilized



Substance Use Gateway: Referrals In: Accepted vs. Rejected

	Placed / Accepted	Rejected
Oct '19	433	102
Nov '19	407	76
Dec '19	401	88
Jan '20	348	157
Feb '20	727	294
Mar '20*	337	66
Apr '20	390	92
May '20	328	83
June '20	410	76
July '20	421	63
Aug '20	299	46
Sept '20	296	69
Oct '20	308	39

Referrals In: Placed/Accepted vs. Rejected



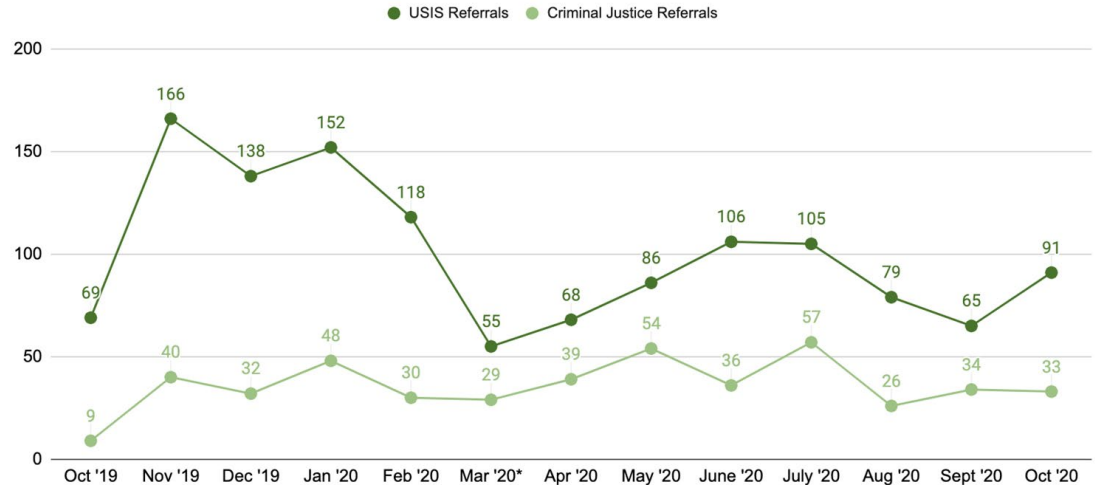
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Substance Use Gateway: USIS Forms and Criminal Justice Referrals

	USIS Referrals	Criminal Justice Referrals	% of Referrals
Oct '19	69	9	13.04%
Nov '19	166	40	24.10%
Dec '19	138	32	23.19%
Jan '20	152	48	31.58%
Feb '20	118	30	25.42%
Mar '20*	55	29	52.73%
Apr '20	68	39	57.35%
May '20	86	54	63.53%
June '20	106	36	33.96%
July '20	105	57	53.92%
Aug '20	79	26	32.91%
Sept '20	65	34	52.30%
Oct '20	91	33	36.26%

USIS & Criminal Justice Referrals



Notes: Hawaii CARES Go Live date was Oct 1, 2019. COVID-19 pandemic from Mar 2020 affected call volume and subsequent referrals, and changed operations.



Substance Use Gateway: Benefit Exceptions

BE Requests				
October 2020				
Month	Received	Approved	Rejected	% Rejected
October 2020	21	9	12	57.1%

BEs by Agency				
October 2020				
Agency	Received	Approved	Rejected	
Malama Na Makua A Keiki		4	0	4
Salvation Army		7	3	4
The Salvation Army		10	6	4

Questions?

