

January 15, 2021

# CONTINUUM OF CARE / WITS MEETING

## ALCOHOL & DRUG ABUSE DIVISION

- ❖ WITS Fiscal & Clinical Update
  - ❖ User Accounts Update/Password Resets
  - ❖ Update on Latest Release
- ❖ Hawaii CARES Update



## **\*\*\*NEW UPDATE\*\*\* USER ACCOUNTS \*\*\* PASSWORDS AND PINS WILL NEED TO BE RESET\*\*\***

- WITS Team has scheduled Deployment WI # 76054 for Hawaii WITS Production site to be updated to 20.6.4 (the most current branch for that release) Monday January 18, 2021, 1/18/2021.
- 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 20.6.4 Release Notes email sent previously.)
- 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.

# ENHANCEMENTS / RESOLUTIONS THAT COME WITH UPDATE 20.6.4

- 19.11.14 Hawaii: Admission ASAM: 'Administrative Actions' box is empty after ASAM is signed  
Admission ASAM: The "Signed by" and "Signed on" fields now appear in the Administrative Actions box upon signing the ASAM.
- 20.1.1 Hawaii: ASAM: Make ASAM Fields Required  
(HI) HI - ASAM: The following fields are now required:
  - ~ Dimensions 1-6 'Level of Risk', 'Level of Care' and 'Comments' fields (Intake, Admission, & Discharge ASAMs)
  - ~ 'Recommended Level of Care' dropdown (Intake & Admission ASAMs; hidden on Discharge)
  - ~ Overall 'Comments' text box (Intake & Admission ASAMs; hidden on Discharge)Also, all field values from the most recent previous ASAM, regardless of source, are now auto-populated on each subsequent ASAM.

## ENHANCEMENTS / RESOLUTIONS THAT COME WITH UPDATE 20.6.4

20.6.0 FEI: Scheduler: Rewrite in EA Scheduler: Implemented a new EA Scheduler to replace the Silverlight version.

Multiple: Relabel Substance Abuse to Substance Use Multiple: Changed '*Substance Abuse*' to '*Substance Use*' for various lookup values, field labels, screen section headers, and report column headers.

SSRS: SSRS Administrator Role cannot create/edit reports SSRS: Staff having the SSRS Administrator role can now again create and edit reports.

GPR: Add Save to Each GPR Screen GPR: Added the ability to save on each screen. Partially saved records will have a status of 'In Progress'; grant episode status will remain 'Pending' until the GPR Intake is 'Completed'.

# Hawai'i CARES

## Substance Use Gateway Utilization

### Monthly Report

Dec 1-31, 2020

Data Last Updated: Jan 8, 2021



# Table of Contents

## I. Call Center (Substance Use)

### A. Calls In/Out

## II. Referrals

### A. Referrals In/Out

### B. Referrals In/Out By Agency

### C. Referrals In: Accepted vs. Rejected

## III. USIS & Criminal Justice

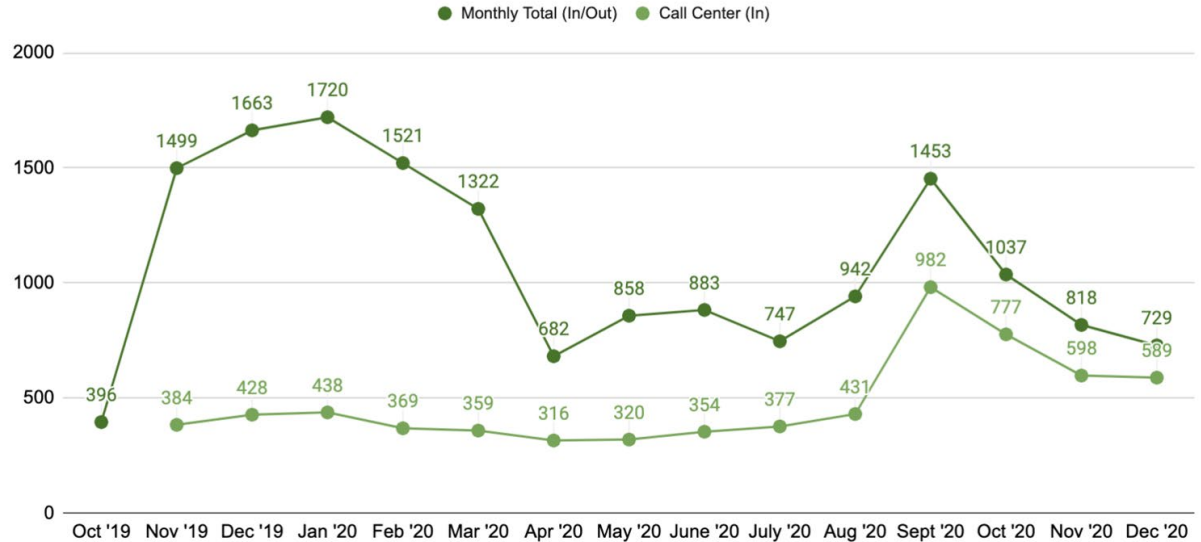
## IV. Benefit Exceptions



# Substance Use Gateway: Number of Calls In/Out

	Monthly Total (In/Out)	Call Center (In)
<b>Oct '19</b>	396	
<b>Nov '19</b>	1499	384
<b>Dec '19</b>	1663	428
<b>Jan '20</b>	1720	438
<b>Feb '20</b>	1521	369
<b>Mar '20</b>	1322	359
<b>Apr '20</b>	682	316
<b>May '20</b>	858	320
<b>June '20</b>	883	354
<b>July '20</b>	747	377
<b>Aug '20</b>	942	431
<b>Sept '20</b>	1453	982
<b>Oct '20</b>	1037	777
<b>Nov '20</b>	818	598
<b>Dec '20</b>	729	589

Number of Call-Center Calls In/Out



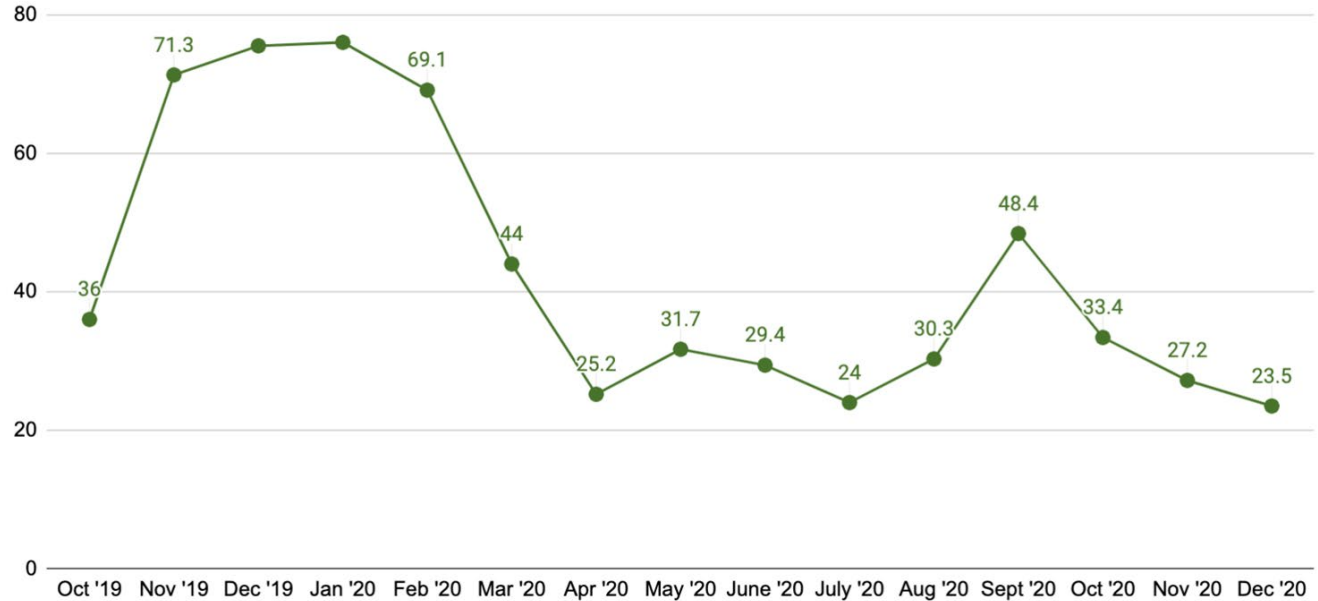
Notes: Hawaii CARES Go Live date was Oct 1, 2019. COVID-19 pandemic from Mar 2020 affected call volume and changed operations. The call volume numbers presented from Mar 2020 are an underestimate.



# 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
Nov '20	27.2
Dec '20	23.5

## 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.

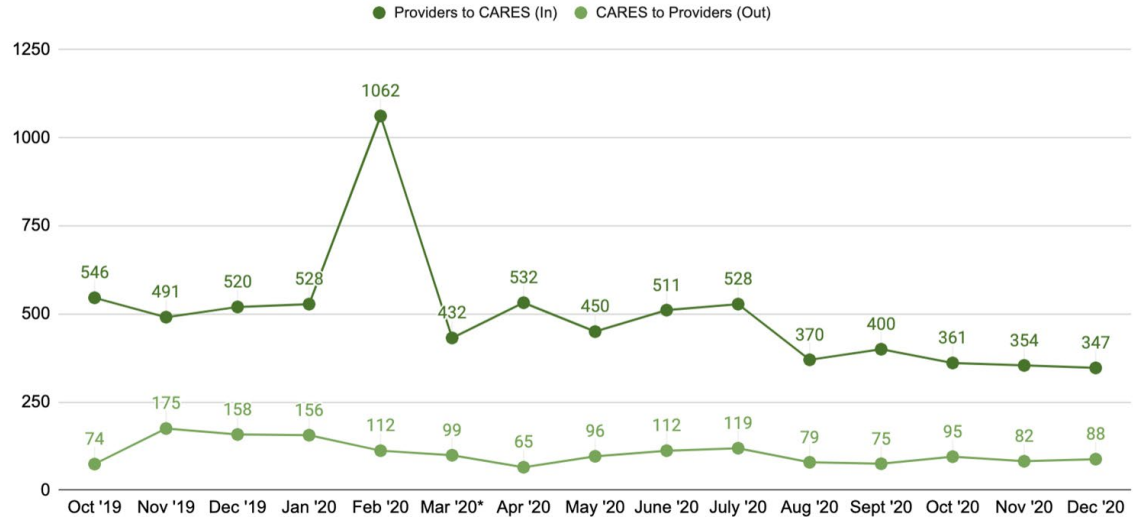




# Substance Use Gateway: Referrals In/Out

	Providers to CARES (In)	CARES to Providers (Out)
<b>Oct '19</b>	546	74
<b>Nov '19</b>	491	175
<b>Dec '19</b>	520	158
<b>Jan '20</b>	528	156
<b>Feb '20</b>	1062	112
<b>Mar '20*</b>	432	99
<b>Apr '20</b>	532	65
<b>May '20</b>	450	96
<b>June '20</b>	511	112
<b>July '20</b>	528	119
<b>Aug '20</b>	370	79
<b>Sept '20</b>	400	75
<b>Oct '20</b>	361	95
<b>Nov '20</b>	354	82
<b>Dec '20</b>	347	88

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	2	0	0	2	2	6	1.70%
Alcoholic Rehabilitation Services of Hawaii, Inc	111	0	0	0	0	112	32.30%
Aloha House, Inc.	4	0	0	2	0	6	1.70%
Big Island Substance Abuse Council	48	0	0	3	0	51	14.70%
Bobby Benson Center							
Bridge House, Inc	1	0	0	1	0	2	0.60%
CARE Hawaii, Inc.	38	0	0	7	4	49	14.10%
Child and Family Service	14	0	0	1	0	15	4.30%
Coalition for a Drug-Free Hawaii							
Hawai'i Health & Harm Reduction Center	0	0	0	0	3	3	0.90%
Ho'omau Ke Ola							
Hope Treatment Services	3	0	0	1	0	4	1.20%
IHS, The Institute for Human Services, Inc.	1	0	0	0	0	1	0.30%
Ka Hale Pomaika'i							
Kline-Welsh Behavioral Foundation	25	0	0	5	0	30	8.60%
Kokua Support Services	1	0	0	1	0	2	0.60%
Ku Aloha Ola Mau							
Malama Na Makua A Keiki	0	0	0	3	0	3	0.90%
Maui Youth and Family Services, Inc	2	0	0	1	0	3	0.90%
North Shore Mental Health, Inc	8	1	1	0	6	16	4.60%
Ohana Makamae	0	1	0	0	0	1	0.30%
Oxford House							
Po'aialani, Inc	13	0	0	2	0	15	4.30%
Salvation Army	1	0	0	1	0	2	1.70%
The Queen's Medical Center	2	0	0	0	0	2	0.60%
The Salvation Army	6	0	0	0	0	6	1.70%
Waianae Coast Comprehensive Health Center	1	0	0	0	0	1	0.30%
Waikiki Health Center							
Women In Need							
Young Men's Christian Association of Honolulu	16	0	0	1	0	17	4.90%
<b>[Totals]</b>	<b>297</b>	<b>2</b>	<b>1</b>	<b>31</b>	<b>15</b>	<b>347</b>	<b>100%</b>

- Dec 1 - Dec 31
- 22 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		1	1.10%
Alcoholic Rehabilitation Services of Hawaii, Inc	0	0.00%	9	87.50%	9	10.20%
Aloha House, Inc.	2	25.00%	6	64.30%	8	9.10%
Big Island Substance Abuse Council	0	0.00%	3	50.00%	3	3.40%
Bobby Benson Center						
Bridge House, Inc	0	0.00%	1		1	1.10%
CARE Hawaii, Inc.	4	16.70%	20	87.00%	24	27.30%
Child and Family Service	0	0.00%	2	100.00%	2	2.30%
Coalition for a Drug-Free Hawaii						
Hawai'i Health & Harm Reduction Center						
Ho'omau Ke Ola						
Hope Treatment Services						
IHS, The Institute for Human Services, Inc.	0	0.00%	2	100.00%	2	2.30%
Ka Hale Pomaika'i						
Kline-Welsh Behavioral Foundation						
Kokua Support Services	2	66.70%	1	33.30%	3	3.40%
Ku Aloha Ola Mau						
Malama Na Makua A Keiki						
Maui Youth and Family Services, Inc						
North Shore Mental Health, Inc	1	4.20%	23	95.80%	24	27.30%
Ohana Makamae						
Oxford House						
Po'ailani, Inc	0	0.00%	1	100.00%	1	1.10%
Salvation Army	0	0.00%	2	100.00%	2	2.30%
The Queen's Medical Center						
The Salvation Army	2	33.30%	4	66.70%	6	6.80%
Waianae Coast Comprehensive Health Center	0	0.00%	1	100.00%	1	1.10%
Waikiki Health Center						
Women In Need	0	0.00%	1	100.00%	1	1.10%
Young Men's Christian Association of Honolulu						
<b>[Totals]</b>	<b>11</b>	<b>12.50%</b>	<b>77</b>	<b>87.50%</b>	<b>88</b>	<b>100%</b>

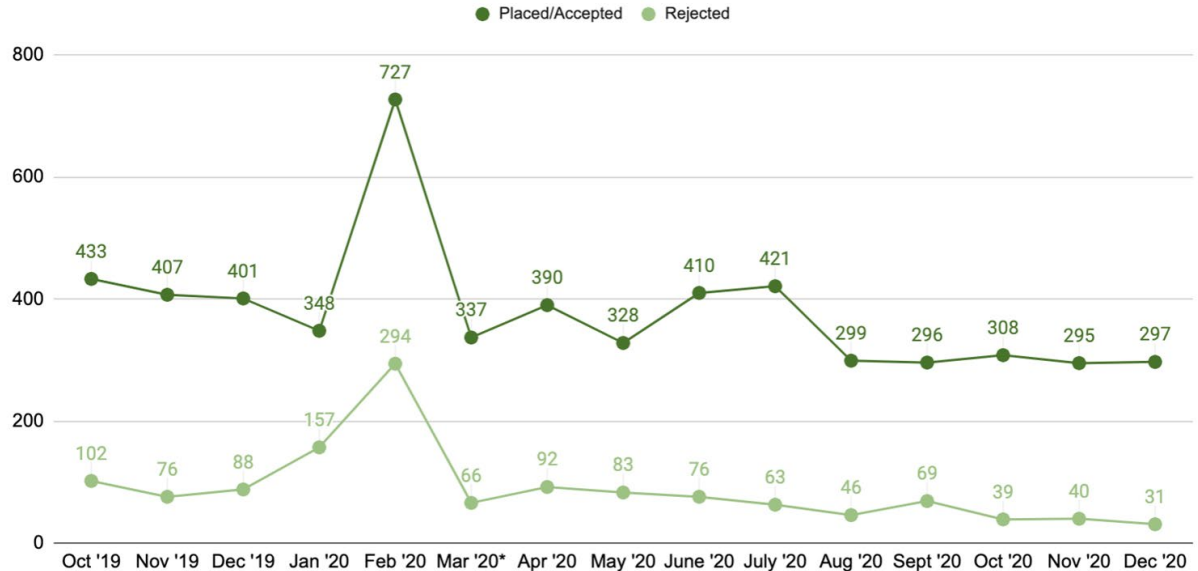
- Dec 1 - Dec 31
- 15 out of 30 agencies were utilized



# 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
Nov '20	295	40
Dec '20	297	31

Referrals In: Placed/Accepted vs. Rejected



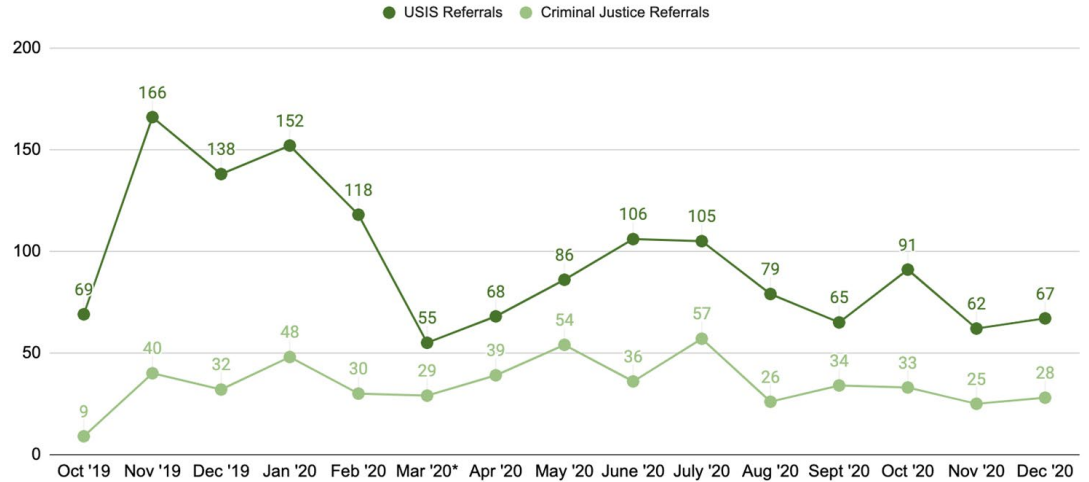
Notes: Hawaii CARES Go Live date was Oct 1, 2019. COVID-19 pandemic from Mar 2020 affected call volume and subsequent referrals, and changed operations.



# Substance Use Gateway: 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%
Nov '20	62	25	40.32%
Dec '20	67	28	41.79%

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

	<b>BE Requests</b>			
	<b>December 2020</b>			
<b>Month</b>	<b>Received</b>	<b>Approved</b>	<b>Rejected</b>	<b>% Rejected</b>
December 2020	28	15	13	46.40%

## **BEs by Agency**

	<b>December 2020</b>		
<b>Agency</b>	<b>Received</b>	<b>Approved</b>	<b>Rejected</b>
Bridge House, Inc.	3	2	1
Malama Na Makua A Keiki	11	5	6
Salvation Army	7	5	2
The Salvation Army	5	2	3
Young Men's Christian Association of Honolulu	2	1	1



Questions?

