SCRAM | NEXUS

A Ground-breaking Software Promises Better Client Engagement and Outcomes in Treatment Courts

Presented By:

Mack Jenkins, Former Chief, San Diego Probation Department
West Huddleston, Former CEO of NADCP. Vice President,
 SCRAM Systems

Evidence-Based ~~Practices~~ Decision-Making

- "Evidence-based" depends on when, how, and to whom services are delivered

- Match supervision intensity to risk and treatment intensity to need

- Order and timing of services is critical:

  1. Responsivity needs (interfere with rehabilitation)

  2. Criminogenic needs (cause or exacerbate crime)

  3. Maintenance needs (undermine treatment gains)

  4. Restorative justice needs (enhance reintegration)

- Certainty and celerity of responses

- Adjusted magnitude: proximal vs. distal vs. mastered behavioral goals

- Phase specificity (what was distal becomes proximal and is eventually mastered)

- Numerous variables must be kept continually in mind to guide effective responses

Our Current Reality

- Charts and legacy systems are "black boxes" where information goes to die

- "Dark data" that cannot be analyzed (e.g., progress notes, verbal reports)

- Critical information is scattered or unavailable

- Human element in team decision-making -- outsized influence of certain team members; "group think"; reports from memory or impressions; confirmatory bias

- Supervisors have meager access to the "black box" of treatment

- Critical information on service delivery and outcomes is unavailable to guide continuous quality improvement (CQI)

- We're not where the action is (pushing interventions in real time)

Implementing EBP is Challenging

Most CMS are static, unable to automate, synthesize, think, surface, recommend or analyze.

Automation that does support EBP adoption is "LINEAR"

A Day In the Life of a Community Corrections Officer

Tracking down client information and manually entering data into a Case Management System(s)

Making Field Visits

Drug test appearance & results

Running CBT Groups

Treatment and test referrals, attendance and progress

Meeting with clients and responding with Incentives, Sanctions & Interventions

Reviewing case-notes and preparing for client office visits

60% of time

40% of time

Behavioral Response Best Practice

1. **WHO** is the participant (risk and need level)?

2. **WHERE** is the participant (phase of the program, prior behavior)?

3. **WHICH** target behaviors are we responding to (proximal or distal)?

4. **WHAT** is the proper response choice and magnitude?

5. **HOW** do we deliver the response (swift, certain, progressive, and with procedural fairness, explanation and professional demeanor)?
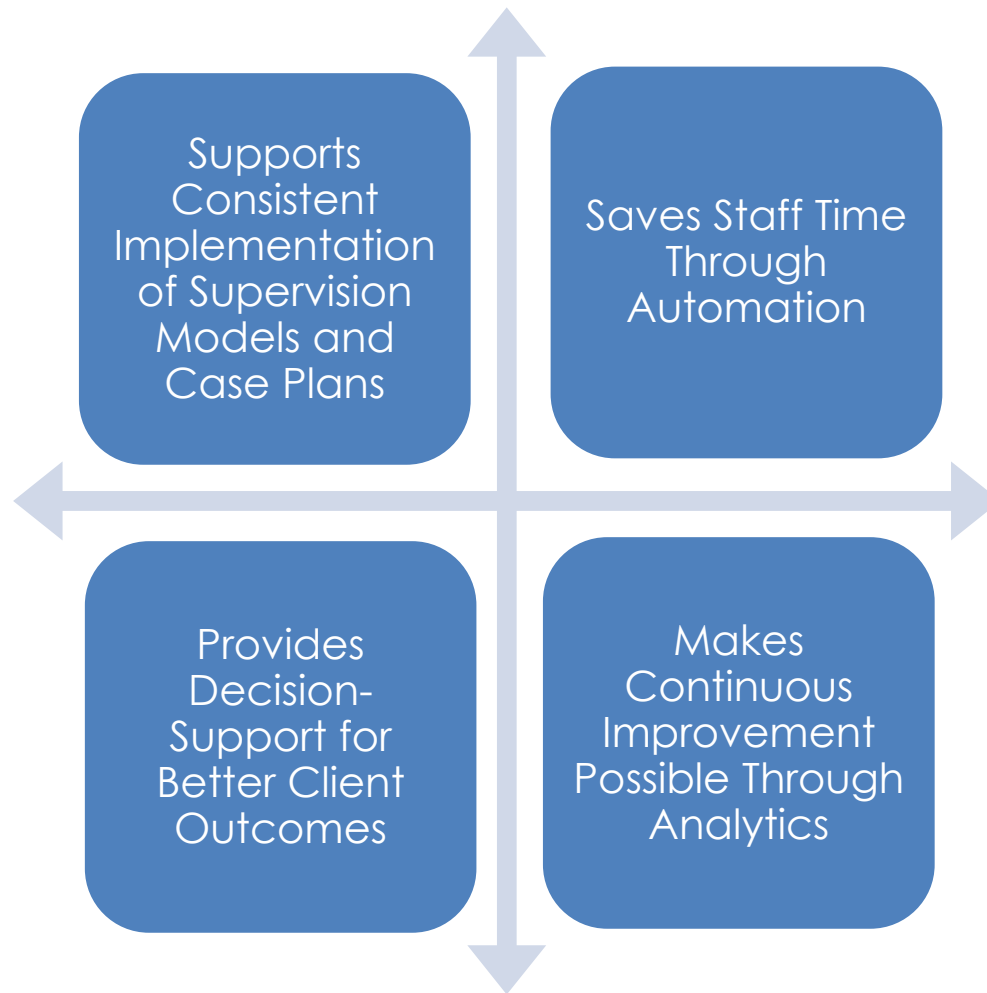
SCRAM | NEXUS

A revolutionary platform for dynamic client engagement

A breakthrough in behavioral response and EBP delivery

Wouldn't it be great if...

...I could quickly set up client phases and a case plan?

Dashboard 🚩 | Clients | Incentives & Sanctions 🚩 | Performance | Models | Profile

Setup a Supervision Plan

Devries, Darrin	Age	28	Zip Code	97204	Probation Drug
	Gender	Male	Phone	303-555-0987	High Risk High Need

1. Select a Model | **2. Create a Supervision Plan** | 3. Select Providers | 4. Review and Assign

Supervision Plan

+ Add a New Activity

Phase 1

Activity	Schedule	Frequency	Advancement Criteria		Behavior
Rating of Living Arrangements	Pending	Weekly		Stable, Sober and Safe Living Environment	Proximal
Probation Appearance	Pending	4x Monthly	90 %	Attendance	Proximal
Urinalysis Testing	Pending	2x Week, Random	90 %	Valid Delivery	Proximal
Urinalysis Testing Results	Pending	Continuous	4	Negative Test Results	Distal
Substance Use Disorder Treatment (IOP)	Pending	4x Weekly	90 %	Attendance	Proximal
CBT Attendance	Pending	1x Week	90 %	Attendance	Proximal
Drug Court	Pending	Weekly	90 %	Attendance	Proximal

Previous

Continue

Sidebar

👤 Greg Grenz ⌄

📊 Performance ⌄

🏠 Field Visits ③ ⌄

💬 Office Visits ① ︿

Dungy, David ✅
Devries, Darrin Record
Germaine, Gloria ✅
O'Neal, Oliver ✅
Smith, Ricky ✅

Dashboard | Clients | Sessions | Accounts | Profile

Janet Jong

Phone	303-555-2934
Email	Janet.Jong@treatment.com
Provider	Family Treatment Center of America

Pending Items

Activity Date & Time ↓⨯	Client ⇕	Activity Status	Actions
Today	Devries, Darrin	Pending	📅 Referral Pending
Today	Smith, Ricky	Pending	📊 Assessment Requested
Today	Wales, Wilma	Pending	📅 Schedule Sessions

Today's Sessions

11:15 AM Group   ⌃

Substance Use TX-IOP   📅 Reschedule

Dungy, David

	Attended	No	Yes

Devries, Darrin

Morrison, Madeline

Detrick, Rudolph

12:00 PM Individual   ⌄

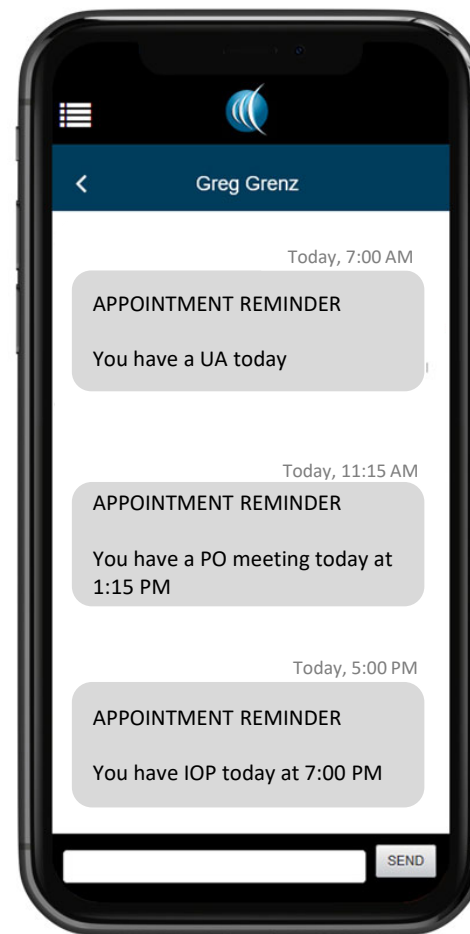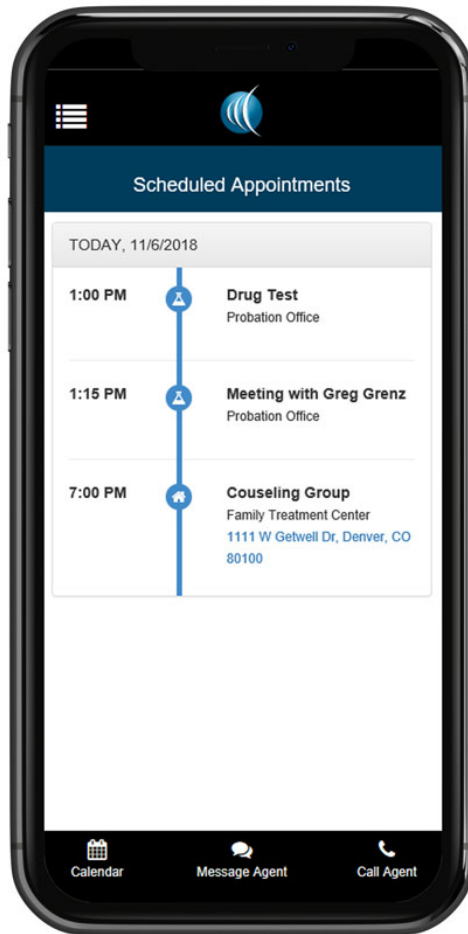## 12:45 PM Group   ⌄

I want to…

…spend less time doing data entry and more time engaging clients.
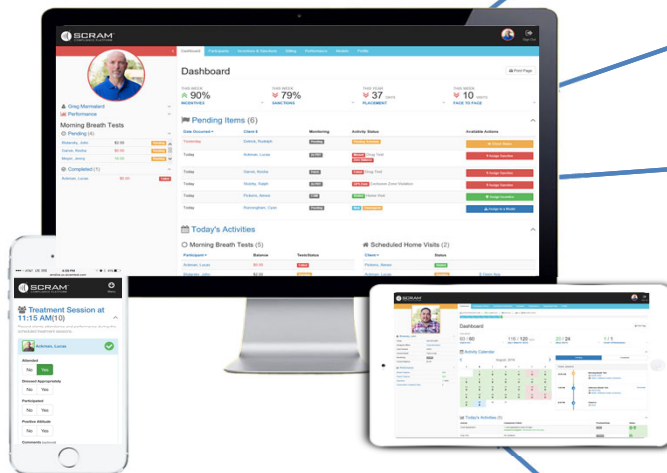
SCRAM | NEXUS

Assessment Software

Case Management Software

Probation Meeting Attendance

Treatment Attendance
& Participation

Drug Testing Results

Electronic Monitoring Software

Dashboard

🖨 Print Page

THIS WEEK
⌃⌃ **90%**
TREATMENT ATTENDANCE RATE ⌄

THIS WEEK
⌃⌃ **30** SESSIONS
SCHEDULED TREATMENT SESSIONS ⌄

THIS YEAR
10 DAYS
PLACEMENT

👥 Treatment Session at 11:15 AM(10) ⌃

Record clients attendance and performance during the scheduled treatment sessions.

Ackman, Lucas ✓

Was this appointment attended? **Yes** No

Making Progress Toward Individualized Case Plan Goals — Yes | No | N/A

Taking Medications as Prescribed — Yes | No | N/A

Maintained Clean & Sober Date — Yes | No | N/A

Any Urgent or Critical Issues (Threat to Health and Safety) — Yes | No | N/A

Comments (optional) [   ]

Log Attendance

Detrick, Rudolph

👤 Giselle Ward ⌃

Phone	303-555-2934
Email	Giselle.Ward@treatment.com
Provider	Family Treatment Center of America

📊 Performance ⌃

Treatment Attendance Rate	⌃ 90%
Placement	⌃ 10
Scheduled Treatment Sessions	⌃ 30

📅 Upcoming Client Visits (10) ⌃

11:15 AM	Ackman, Lucas
	Detrick, Rudolph
	Blutarsky, John
	Caudwell, Kathleen
	Fletcher, Nelson
	Garvin, Kesha
	Meyer, Jenny
	Pickens, Aimee
	Simmons, Jenny
	Smith, Ricky

What if…

I could easily see my priorities today?

Good Evening, Karyn Patterson

📅 **Appointments Today**

‹ ›

🔵 **12:00 PM**   📝 Reschedule
Office Visit   `Pending`

👤 Jerry, Kyle

💬 Begin Office Visit

Anderson, Bill H
📞 (570) 453-6754
Office Visit   1/30/2020 @ 1:33 PM   `In Progress`   **Continue Office Visit**

Anderson, Paul A
📞 (518) 784-8525
--   2/21/2020 @ 12:43 PM   `Pending`   🔗 **Set Up Supervision Plan**

Archer, Jenny
📞 (303) 729-7589
------------- This Client has 🔴2 Sanctions 🟢2 Incentives 🟠2 Pending Items -------------   ⌃

Drug Test   2/13/2020 @ 7:31 AM   `Attended`   🏆 **Assign Incentive**

Drug Test   2/13/2020 @ 7:31 AM   `Failed`   ⚡ **Assign Sanction**

Substance Use Treatment - Group   2/10/2020 @ 2:30 PM   `Attended`   🏆 **Assign Incentive**

Office Visit   2/13/2020 @ 4:00 PM   `Pending`   **Begin Office Visit**

Drug Test   2/12/2020 @ 8:05 AM   `Missed`   ⚡ **Assign Sanction**

Court Appointment   2/21/2020 @ 12:00 AM   `Pending`   **Record Appointment**

Beam, Jacob
------------- This Client has 🔴3 Sanctions 🟠2 Pending Items -------------   ⌄

Beard, Samuel H
📞 (570) 456-7234
------------- This Client has 🟠3 Pending Items -------------   ⌄

Beller, Jacob
📞 (971) 565-5484
------------- This Client has 🟠3 Pending Items -------------   ⌄

Bensko, Tyler H
📞 (570) 345-7656
------------- This Client has 🟠2 Pending Items -------------   ⌄

How can I be sure...

...what policy and research says I should do in response to this client's behavior?

Optix

Assign Sanction

« Back to Incentives & Sanctions

	Status	**Active**	Activity	2 x Random Weekly	Total Assigned Sanctions	0
Cook, Walter J.	Monitoring Type	**UA**	Activity Status	**Failed Test**	Weeks In Program	3

Greg Grenz ⌄

Performance ⌄

Field Visits ³ ⌄

Office Visits ¹ ⌃

Dungy, David	✓
Devries, Darrin	Record
Germaine, Gloria	✓
O'Neal, Oliver	✓
Smith, Ricky	✓

Choose a Sanction to Assign

Choose Sanction   [Different Sanction ▾]

Available Sanctions

○ Jury Box

Low Magnitude   ○ Community Service

● Written Essay   **Recommended**

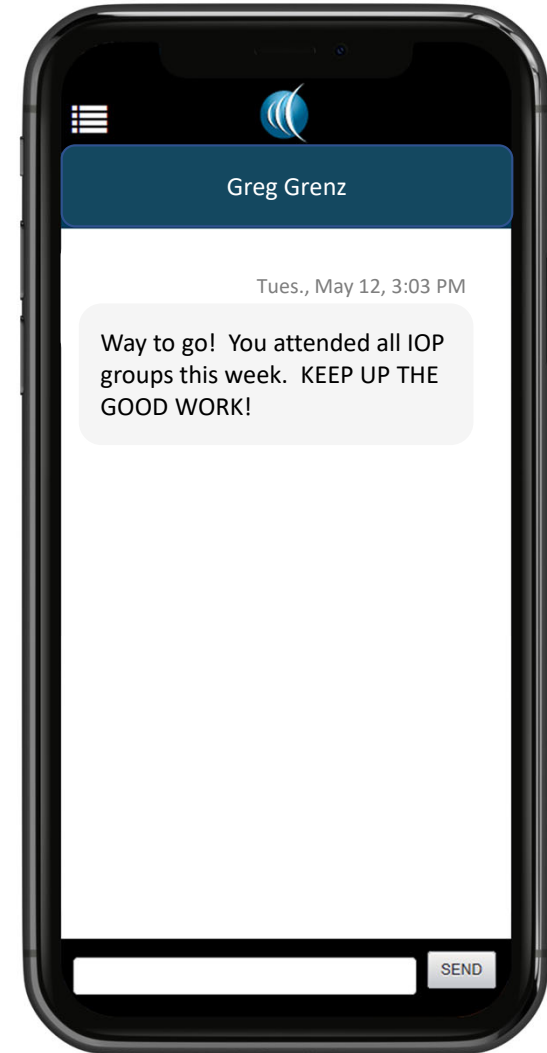[Assign Different Sanction]   Cancel

Learn More   ⌃

📹 Video

Effective applications of incentives and sanctions
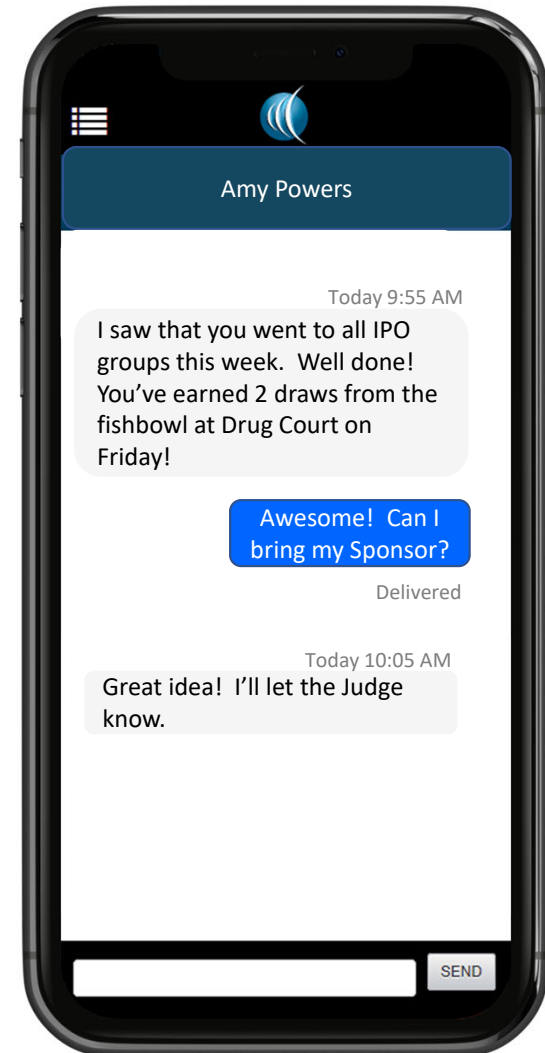Dr. Doug Marlowe | Published on Dec 17, 2012

Immediate Positive Reinforcement

SCRAM | TOUCHPOINT

<u>Promise</u> of a Positive Reinforcement

Amy Powers

Today 9:55 AM

I saw that you went to all IPO groups this week. Well done! You've earned 2 draws from the fishbowl at Drug Court on Friday!

Awesome! Can I bring my Sponsor?

Delivered

Today 10:05 AM

Great idea! I'll let the Judge know.

SEND

Team Members Can Have
Powerful Insights at Their Fingertips

Improves preparation for and client engagement during Probation meetings

Saves time and facilitates evidence-based decision-making

SCRAM | NEXUS

Optix   Home   Reports   Admin   KP

KP

Good Evening, Karyn Patterson

Appointments Today

12:00 PM   Reschedule
Office Visit Pending
👤 Jerry, Kyle
💬 Begin Office Visit

Anderson, Bill H 📞 (570) 453-6754	Office Visit	1/30/2020 @ 1:33 PM	In Progress	Continue Office Visit
Anderson, Paul A 📞 (518) 784-8525	--	2/21/2020 @ 12:43 PM	Pending	🖧 Set Up Supervision Plan
Archer, Jenny 📞 (303) 729-7589	---------- This Client has ❷ Sanctions ❷ Incentives ❷ Pending Items ----------			⌃
	Drug Test	2/13/2020 @ 7:31 AM	Attended	🏆 Assign Incentive
	Drug Test	2/13/2020 @ 7:31 AM	Failed	⚡ Assign Sanction
	Substance Use Treatment - Group	2/10/2020 @ 2:30 PM	Attended	🏆 Assign Incentive
	Office Visit	2/13/2020 @ 4:00 PM	Pending	Begin Office Visit
	Drug Test	2/12/2020 @ 8:05 AM	Missed	⚡ Assign Sanction
	Court Appointment	2/21/2020 @ 12:00 AM	Pending	Record Appointment
Beam, Jacob	---------- This Client has ❸ Sanctions ❷ Pending Items ----------			⌄
Beard, Samuel H 📞 (570) 456-7234	---------- This Client has ❸ Pending Items ----------			⌄
Beller, Jacob 📞 (971) 565-5484	---------- This Client has ❸ Pending Items ----------			⌄
Bensko, Tyler H 📞 (570) 345-7656	---------- This Client has ❷ Pending Items ----------			⌄

Summary | Metrics | History | Notes | Assessments | Supervision Plan | Profile

Phase 2 - In Progress
Days in Phase - 29
Minimum Duration - 60 Days

Model: High Risk Supervision | **Current Phase:** 2 | Tot

START DATE
Jan 2019

Jun 2019

CASE END DATE
Jan 2022

CASE END DATE
May 2023

Client Performance

Activity Overview

Last 14 Days

Current Cumulative %

Drug Test Appointments — 95% — ⌃ 15% Last 14 Days

Negative Test Results — 72% — ⌃ 12% Last 14 Days

Probation Meetings — 90% — No Change

Current Cumulative %

Trauma Group — 100% — ⌃ 18% Last 14 Days

MRT — 40% — ⌄ 20% Last 14 Days

Intensive Out-Patient — 65% — ⌄ 8% Last 14 Days

Case Measurements

Activity Response Summary

⬤ Include Pending Items

Certainty	Celerity	Skip
39 / 40	1.6 days	2.5%
Assigned	Until Assigned	Skipped

Activity Response Porportionality

Assigned Incentives
Jan Feb Mar Apr May Jun

Assigned Sanctions
Jan Feb Mar Apr May Jun

Contact Standard

👤 Archer, Jenny [Active]

☑ On-Demand Actions

🗴 Record a Drug Test
⚡ Assign Sanction
📖 Record a Field Visit
🏛 Record an Office Visit

📅 Upcoming Appointments

12/24/2019 @ All Day   Office Visit
                            ✏ Reschedule Appointment
                            🏛 Telluride

12/26/2019 @ All Day   Office Visit
                            ✏ Reschedule Appointment
                            🏛 Telluride

*I really want
to know…*

*…are we making
a difference?*

**Analytical
and Reporting
Capabilities**

SCRAM | NEXUS

Proper certainty, celerity, ratio, magnitude and responsiveness of incentives, sanctions and interventions (by officer, unit, client profile).

Timeliness of supervision planning, case planning, and referral. Quantity and quality of ongoing client contacts.

Drug and alcohol testing frequency, compliance and responsiveness

Analytical and Reporting Capabilities

Treatment provider performance by attendance, participation, progress, completion & outcomes (by provider, counselor, modality and client profile)

Compliance and effectiveness of court ordered conditions (by client profile, offense, officer & department)

- Client stability rates (housing/homeless, education & employment)
- Racial and ethnic disparity
- Staff training hits, misses and needs

Compliance and effectiveness of supervision models (by client profile, officer , unit & department

Optix   Home   Reports   Admin   KP

Workload   Clients   **Analytics**   Search

KP

Good Evening, Karyn Patterson

2/27/2020

All Day   Reschedule
Drug Test Appointment
Cook, Walter

12:00 PM   Reschedule
Office Visit
Lionel, Moriah

12:00 PM   Reschedule
Office Visit
Jordan, Jessie

02:30 PM   Reschedule
Office Visit
Wednesday, Warren

Show analytics for: **My Clients**   My Caseloads   Last 30 Days ▼

My Clients
556   7
Total Clients   Pending Intake

Clients by Gender
490   63   3
Male   Female   Other

🏆 **Incentive**   ⚡ **Sanction**
121   87
Assigned   Assigned

Attendance Rate
Office Visits   81%
Drug Testing   79%
! Treatment   **63%**
Community Service   71%

Edit

Incentives & Sanctions
● Below ● Meets ● Exceeds

Sanction
Incentive
0   50   100   150   200   250

Drug Tests
Status ● Excused ● Failed ● Missed ● Passed

20

0
2019 - Dec   2020 - Jan   2020 - Feb

Clients by Model
DUI Treatment Court - Female
Mental Health Court
Domestic Violence Court
Drug Court Program ...
                                    General Supervision
Co-Occur Drug Cou...
Drug Court Program - ...
Intermediate / Restrictive I...
                                    DUI Treatment Court - Male

Positive by Substance
Fentanyl
Amphetamine   Cannabinoids

Opiates   Methamphetamine

Can I know...

...which officers, providers, policies, and practices are effective, and which are not?

SCRAM | NEXUS

| All Models ▾ | All Caseloads ▾ | Last 30 Days ▾ |

Clients
| 648 | 22 | 7 |
| Total Clients | Pending Intake | Suspended |

Average Case Length
1.7
Years

Average Response per Client
| 88 | 45 |
| 🏆 Incentives | ⚡ Sanctions |

Average Caseload Size per Officer
82
Total Caseloads

Officer Performance

● Caseload ● Incentives ● Sanctions
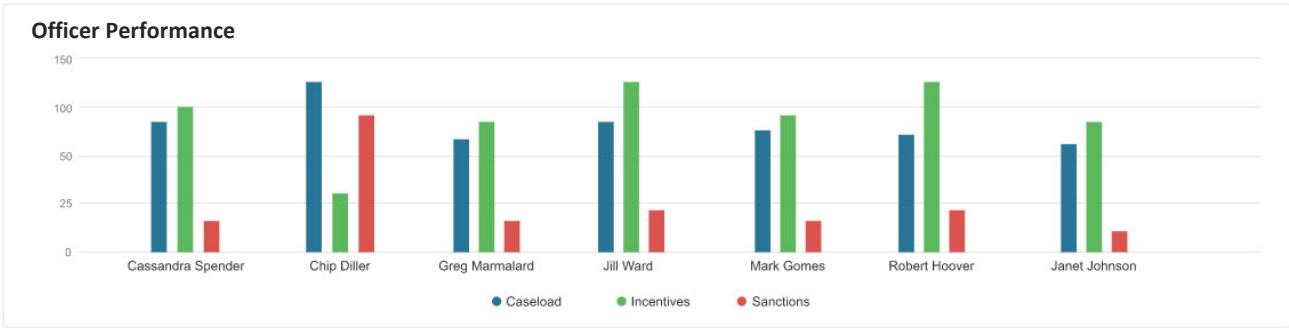
Last Court Appearance

Clients	Days Since Last Contact	Contact Standard
Brown, Ken	35 Days	Once Per Month
Carlson, Carrie	45 Days	Once Per Month
Thompson, Thomas	27 Days	Once Per Week

Sanctioned Behavior

Case Closure Reasons

20% · 39% · 32% · 9%

■ Successful Graduation ■ Technical Violation
■ New Crime ■ Abscond
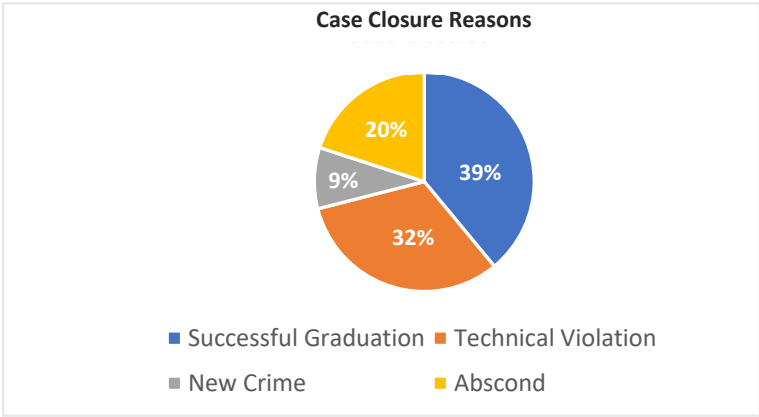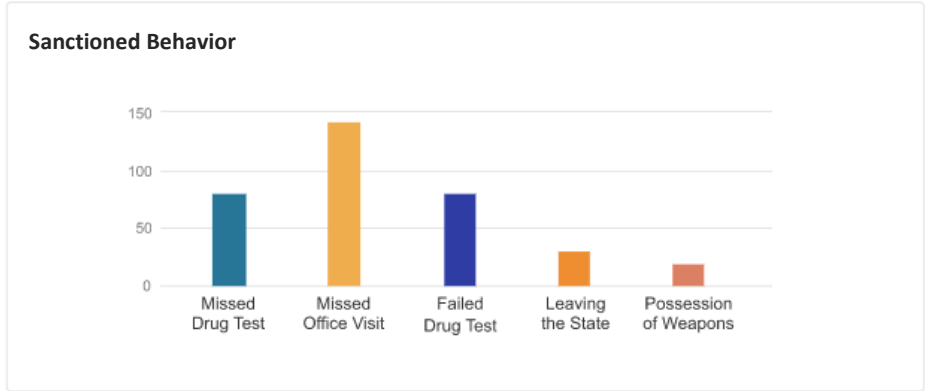
Gender
☑ Male ☐ Female

Ethnicity
☐ Asian
☑ Black/African
☐ Caucasian
☐ Hispanic/Latino
☐ Other

Clients

494
Total Clients

33
Pending Intake

Type of Service

MRT	237 Clients
Substance Treatment	129 Clients
Mental Health	128 Clients

No Show & Cancel Rate

2.5%
Client No Show

5%
Cancelled by Counselor

Treatment Sessions

- Completed
- Excused
- Missed
- Pending

Time to Placement by Provider
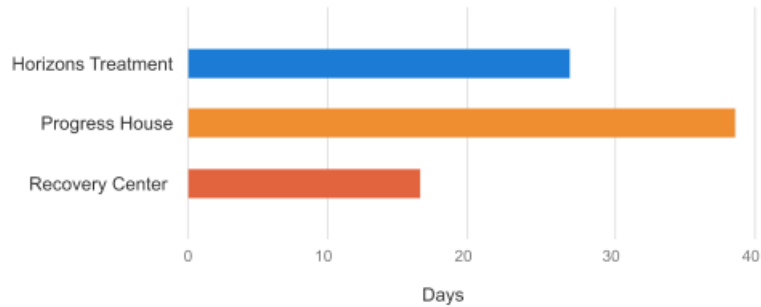
Drop Out Rate

By Gender
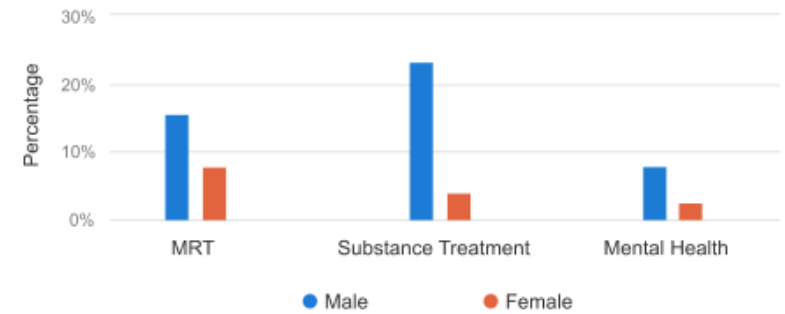
- Male
- Female

Treatment

82
Treatment Sessions

Model
All ⌄

Phase Name
All ⌄

Caseload
All ⌄

Treatment Session by Month and Status

Status ● Completed ● Excused ● Missed
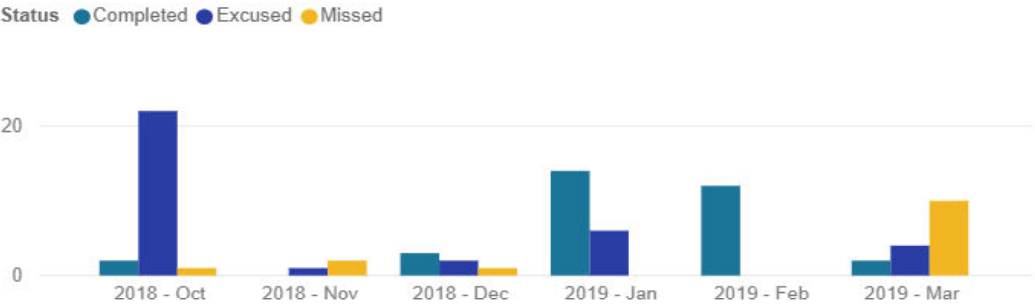
TreatmentSession by Status
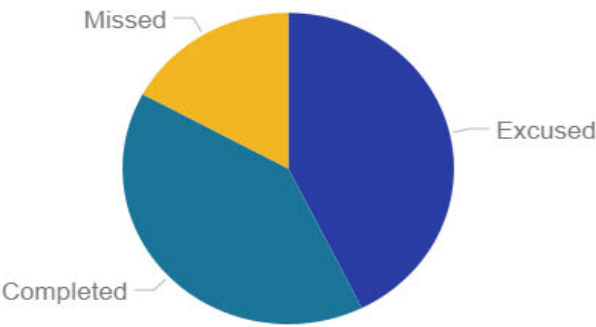
Treatment Session by Caseload and Status

Status ● Completed ● Excused ● Missed
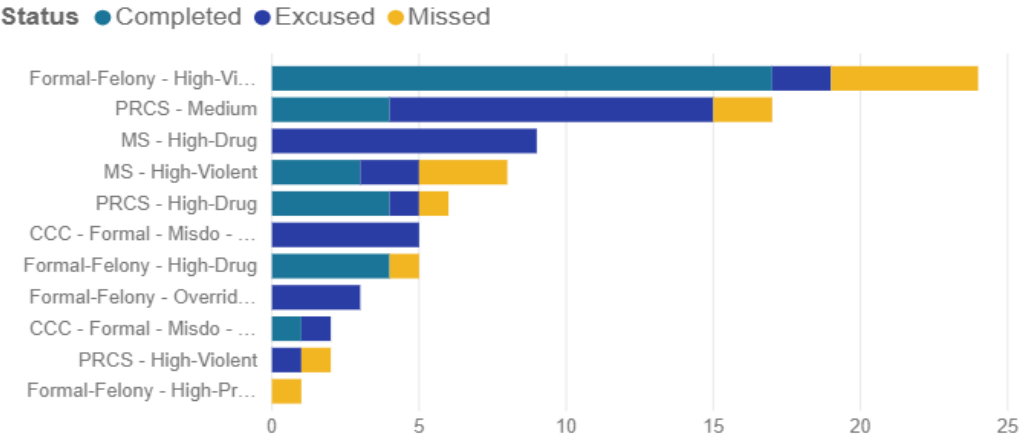
Treatment Session by Assigned Officer and Status

Status ● Completed ● Excused ● Missed

jefferson@scramtest.com

| Summary | Drug Test | Drug Substance | Field Visit | Office Visit | Treatment | Incentives and Sanctions | Model | Dosage |

SCRAM | NEXUS
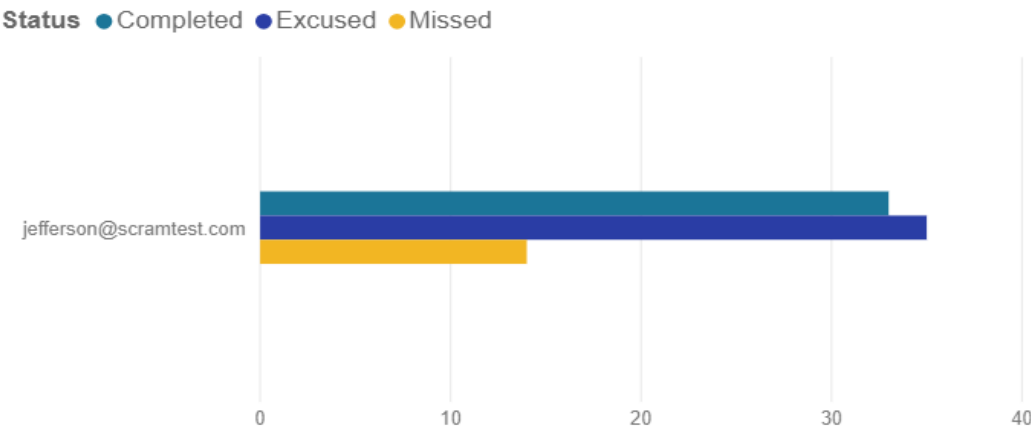
Analytical and Reporting Capabilities

- Client stability rates (housing/homeless, education & employment)
- Racial and ethnic disparity
- Staff training hits, misses and needs

Proper certainty, celerity, ratio, magnitude and responsiveness of incentives, sanctions and interventions (by officer, unit, client profile).

Timeliness of supervision planning, case planning, and referral. Quantity and quality of ongoing client contacts.

Drug and alcohol testing frequency, compliance and responsiveness

Treatment provider performance by attendance, participation, progress, completion & outcomes (by provider, counselor, modality and client profile)

Compliance and effectiveness of court ordered conditions (by client profile, offense, officer & department)

Compliance and effectiveness of supervision models (by client profile, officer , unit & department

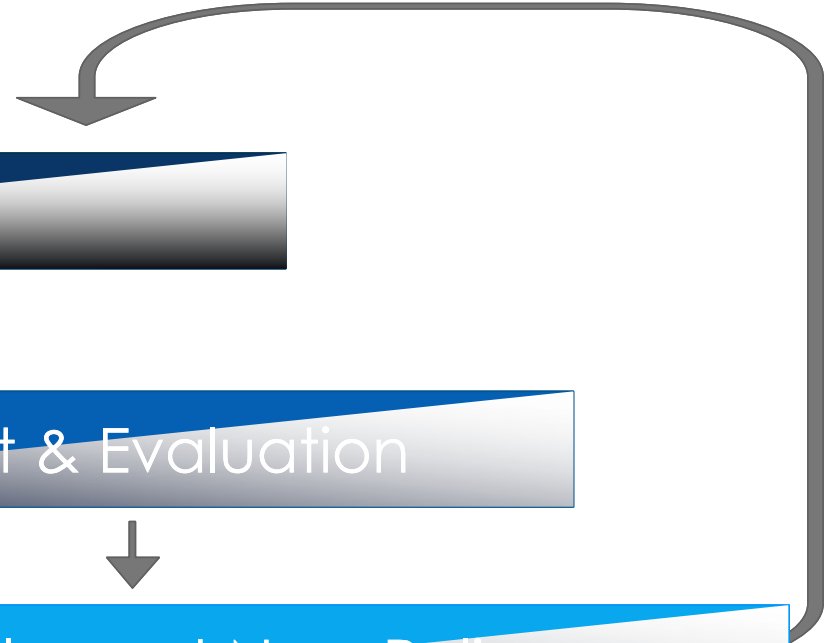# Reengineering Management

SCRAM | NEXUS

Implementation

Define & Train

Measurement & Evaluation

Implement New Policy

- Recommends services in the proper sequence and advances participants through phases based on mastery, not time (based on department policies and/or research)

- Matches the magnitude of recommended responses to the proximal vs. distal vs. mastered nature of the behavior (based on department policies and/or research)

- Determines when distal goals have become proximal or mastered and alters consequences

- Pushes appointment reminders, treatment extenders, performance feedback, and incentives or warnings in real time -- and keeps all staff apprised and on-message

- Captures key performance indicators (KPIs) of service matches, services delivered, and certainty, celerity and magnitude of responses

- Will validate and improve benchmarks based on outcomes

- Enables continuous program reengineering based on real-time evidence

Product	Payment Method	Price
Customer User License	Per Registered User Per Month	$150
Updates and Security	n/a	Included
Power BI (Business Intelligence)	n/a	Included
API Implementation	One-time Set Up Fee Per Case System	$8,000
API Daily Operations	Per Case System Per Month	$1,000
Mobile App for Clients	Per Client Per Month	$15
Mobile App for Providers	Per Registered User Per Month	$25
Pre-Implementation	One-time	TBD
Implementation	One-time	TBD
EBP Training/Consultation	Optional	
Quarterly Data Review and Annual Evaluation	Optional	

Product	Payment Method	Price
Pre-Implementation - Assessment of policy, procedure and client models/phases - Configuration of Nexus - Configuration of TouchPoint by treatment provider - User set-up - System Integration - Integration test configuration before go-live	One-time	
Implementation - User training - User training by treatment provider - User and technical support	One-time	
Evidence Based Practice Consulting - Doug Marlowe, J.D., Ph.D. – Evidence Based Practices Training and Technical Assistance - Departmental Supervision Model and Response Policy Review and Consultation	Optional	