

# Using Teleservices to Enhance Your Treatment Court

National Association of Drug Court Professionals (NADCP)

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## Moderator:

Karen Otis, LMHC, Center for Court Innovation

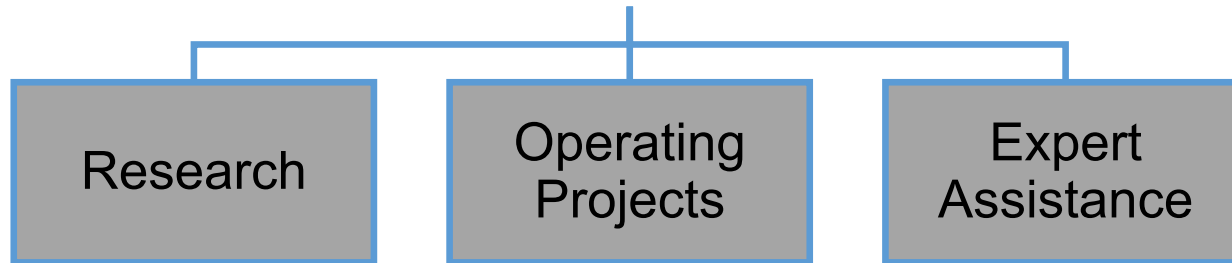
## Panel:

Judge Mary Jane Knisely,  
13<sup>th</sup> Judicial District, Yellowstone County, Montana

Jeffrey Kushner, Statewide Coordinator, Montana



**Center  
for  
Court  
Innovation**



**Mission**

Reduce Crime and Incarceration  
Aid Victims and Survivors  
Strengthen Communities  
Improve Trust in the Justice System

# National Training and Technical Assistance

- BJA's statewide treatment court TTA provider
- Community courts implementation and enhancement
- Procedural justice
- Veterans treatment court pilot projects
- Tribal justice
- Treatment Courts Online ([www.treatmentcourts.org](http://www.treatmentcourts.org))
- Prosecutor led diversion

# Teleservices

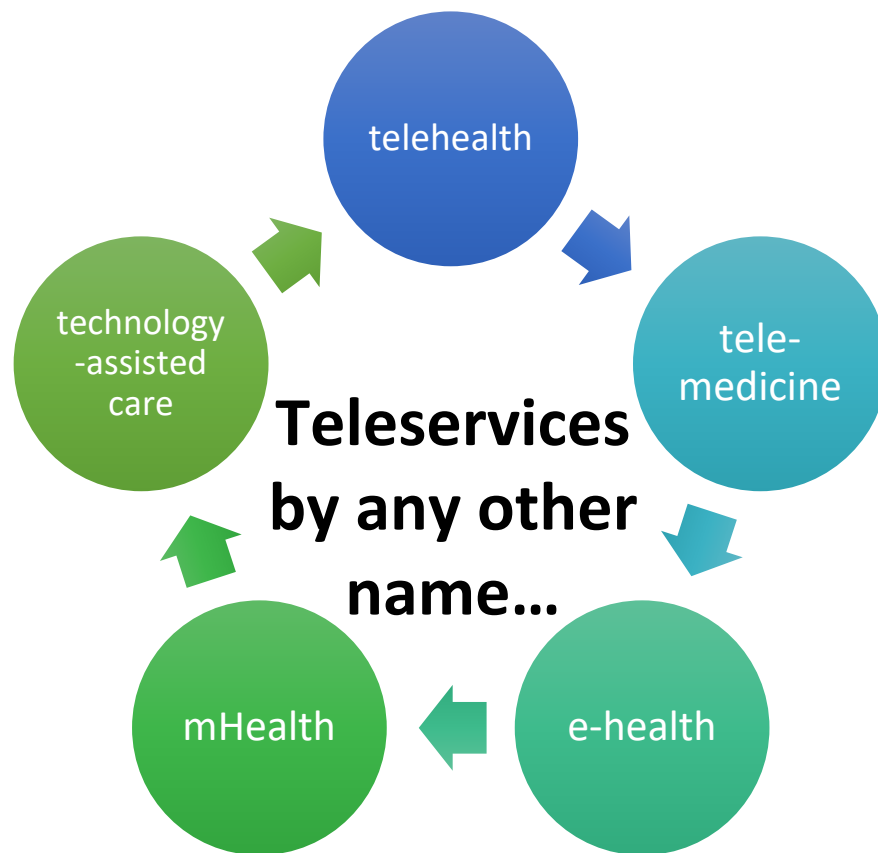
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## Teleservices = Using Technology for...

 Treatment

 Supervision & Monitoring

 Training



**Telehealth was first developed by NASA to track astronauts' physiological data while on space missions**



Telephone



Smartphone



Computer



Videoconference



Email



Text message



# Telehealth is a growing field

COPD

Asthma

Heart disease

Medication management

Neurology

Dermatology

Mental health

Substance use disorders

# 10 Principles for Humane Justice Technology

1. Technology should be humane first
2. Technology should be inclusive
3. Technology should be implemented with true consent
4. Problems should drive technology
5. Less is more

# 10 Principles for Humane Justice Technology

6. Technology should be sustainable
7. Work with vendors with a common vision
8. Start small
9. Know what technology does and doesn't do
10. Be prepared to pivot

# Teleservices and COVID-19 Federal Response

1. Expanded medicare/medicaid to provide SUD treatment via telehealth across state lines
2. Expanded MAT prescription services to new and existing clients through telehealth
3. Expanded MAT services by registered providers across state lines
4. Released telemedicine guidance for Medicare/Medicaid providers that contains guidance and links to reliable sources of information on telehealth practices
5. Opioid treatment programs to provide therapy and counseling using audio-only telephone calls during public health emergency

# Teleservices and COVID-19 Federal Response

6. HIPAA requirements relaxed for non-HIPAA compliant technology used to conduct a telehealth session during the public health emergency
7. VA provided most of its care through telehealth and mobile services to help screen veterans and provide follow-up care.
8. Federal Resources
  - [coronavirus.gov](https://www.coronavirus.gov)
  - [usda.gov/coronavirus](https://www.usda.gov/coronavirus)
  - [cms.gov](https://www.cms.gov)
  - [samhsa.gov](https://www.samhsa.gov)
  - [dea.gov](https://www.dea.gov)

# 1. Treatment

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## Teleservices and treatment

- Screening, assessment, diagnosis, treatment, continuing care
- Delivery of evidence-based substance misuse treatment and other supportive services
- Especially useful for rural areas, or areas that lack access to treatment services
- Urban areas with limited resources

# The benefits of using technology for treatment

- Provides a broader client reach
- Overcomes treatment barriers
- Expands the arsenal of available services and specialties
- Can alleviate strain on provider caseloads
- Saves travel time and money
- Can be used as an incentive and phase advancement
- Not a replacement for current practices/interventions; rather an enhancer for service gaps



## **2. Client Supervision and Monitoring**

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# Teleservices and Client Supervision and Monitoring

- **Supervise and monitor participant compliance**
- **Facilitate communication between team members**
- **Conduct dockets remotely**

### **3. Staff Training and Professional Development**

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# Teleservices and training

- Best practices are constantly evolving
- Practitioners must stay current
- In-person training events can be expensive and time-consuming
- Staff turnover
- Technology allows treatment court teams to access excellent training opportunities from their offices

**Treatment Courts Online**

[www.treatmentcourts.org](http://www.treatmentcourts.org)

# Teleservices in Montana

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## A Practitioner's Perspective

# Teleservices in Montana

- Videoconferencing technology in every courthouse
- Court proceedings, assessments, and one-on-one sessions via video conference
- CBT4CBT
- Remote MAT
- Supervision via SCRAM and Checkbac
- Use of online recovery support, i.e., AAonline.net
- Text messaging protocol via “I Live Inspired” (court announcements, updates, reminders, notifications about community events, and motivational recovery messages)

# Planning and Implementation

## Montana Statewide Teleservices Initiative

- Rural Track at NADCP – USDA Teleservices grant program
- CCI/DOJ Technical Assistance
- Other non-systematic efforts:
  - Remote staffings and status hearings
  - The Matrix curriculum
  - Remote treatment delivery in 9<sup>th</sup> Judicial District
  - Medically Assisted Treatment thru telemedicine
  - 13<sup>th</sup> Judicial District/Judge Knisely's court
  - Monthly audio/visual conferences with coordinators (training)



# Planning and Implementation

## Montana Statewide Teleservices Initiative

- Expand access to drug court model in low volume districts
- Connect participants to treatment and recovery support services
- Improve remote supervision of drug court participants
- Improve training and technical assistance to drug court team members

# Planning and Implementation

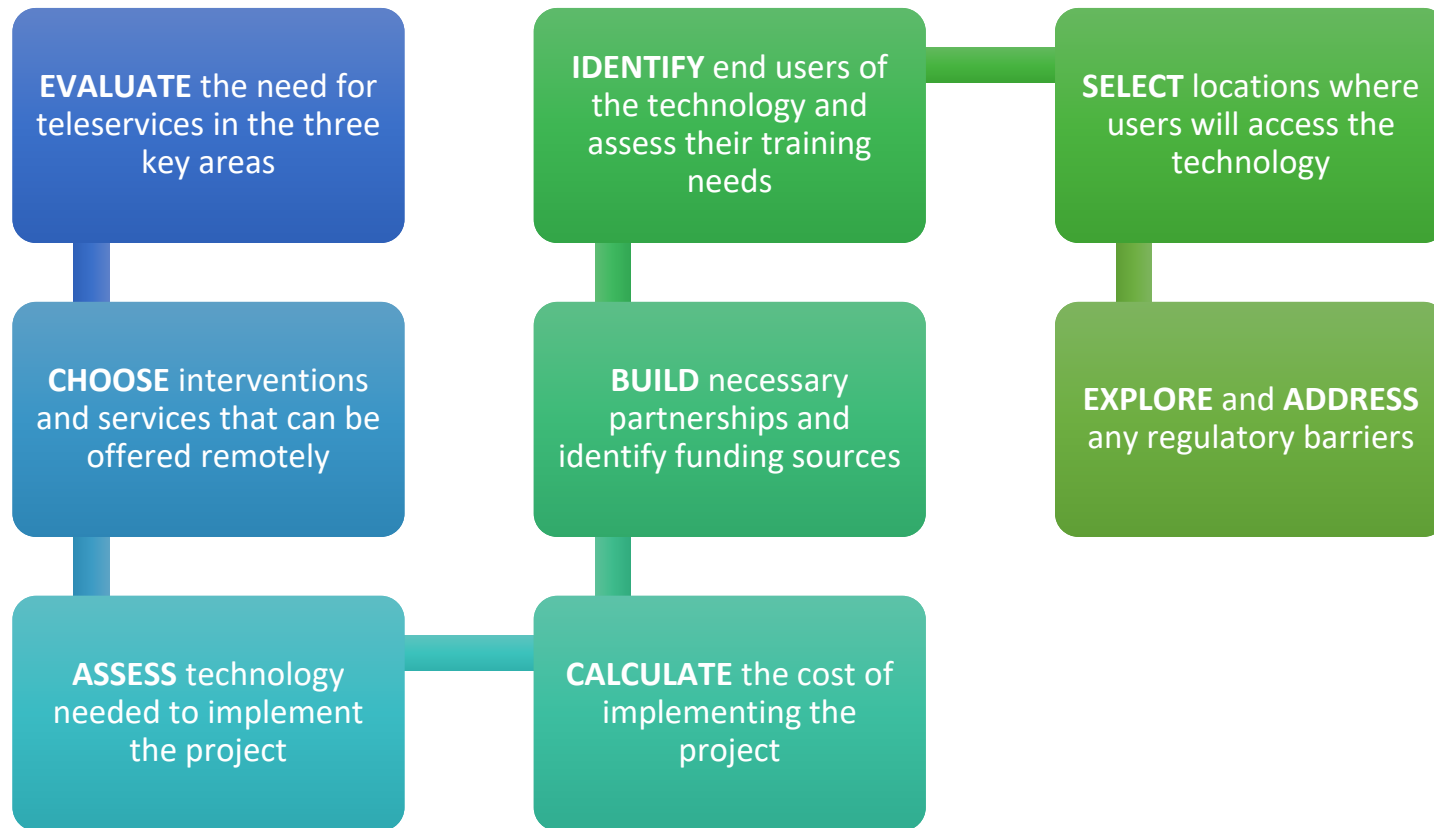
## Three Phase Planning Effort

1. Information gathering thru survey of judicial staff, coordinators, partner agency representatives
2. Planning Workshop and Strategic Plan development (explanation of needs assessment, development of action plan)
3. Implementation and Support Phase

# Considerations for Teleservices Planning

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# Process Recommendations



# Teleservices Brainstorming Exercise

Jot down three ideas for how your drug court could use or is already using technology to improve:

- treatment
- supervision
- training

What would be some of the challenges in implementing new technology?

What pre-existing technology could you leverage?

# Thank you!

Karen M. Otis, NCC, LMHC, MA  
otisk@courtinnovation.org

Judge Mary Jane Knisely, CAMO/STEER Courts  
MKnisely@mt.gov

Jeffrey Kushner, Statewide Coordinator  
JKushner@mt.gov

