

# Maintaining Best Practices in Times of Crisis or Disaster

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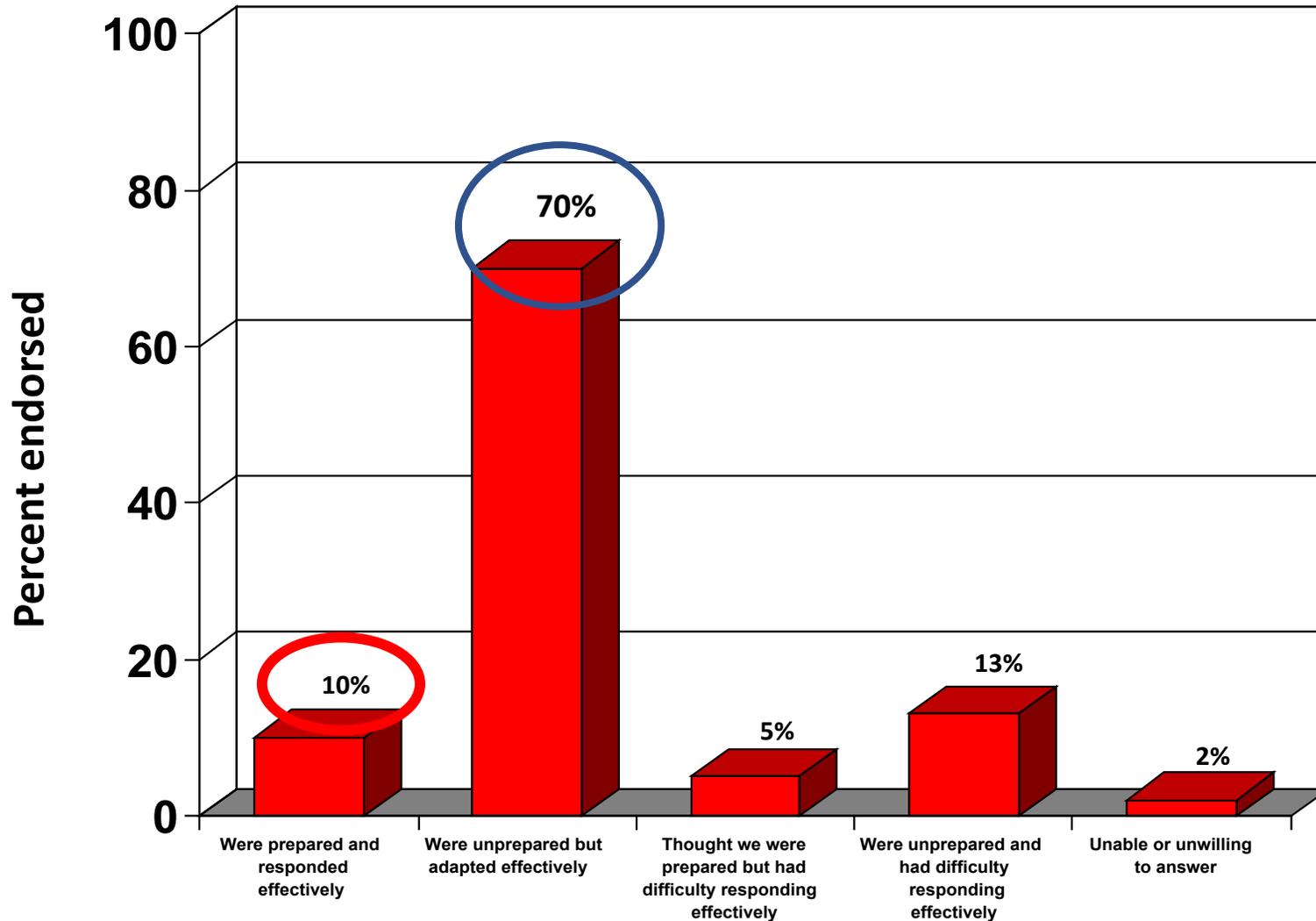
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# Disclaimer

- This project was supported by Grant No. 2019-DC-BX-K012 awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the Department of Justice's Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, the Office for Victims of Crime, and the SMART Office.

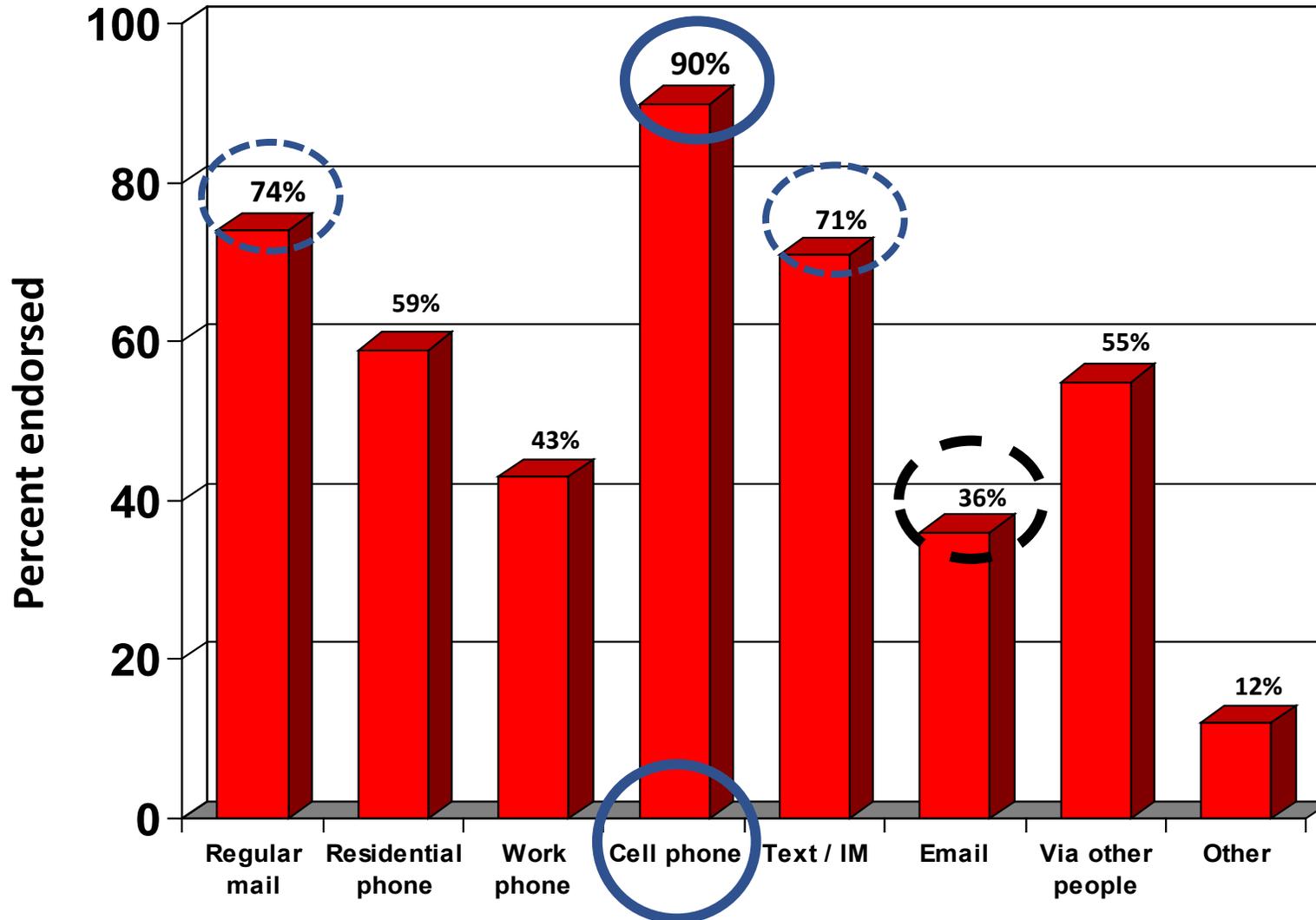
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# Regarding the COVID-19 crisis, we . . .



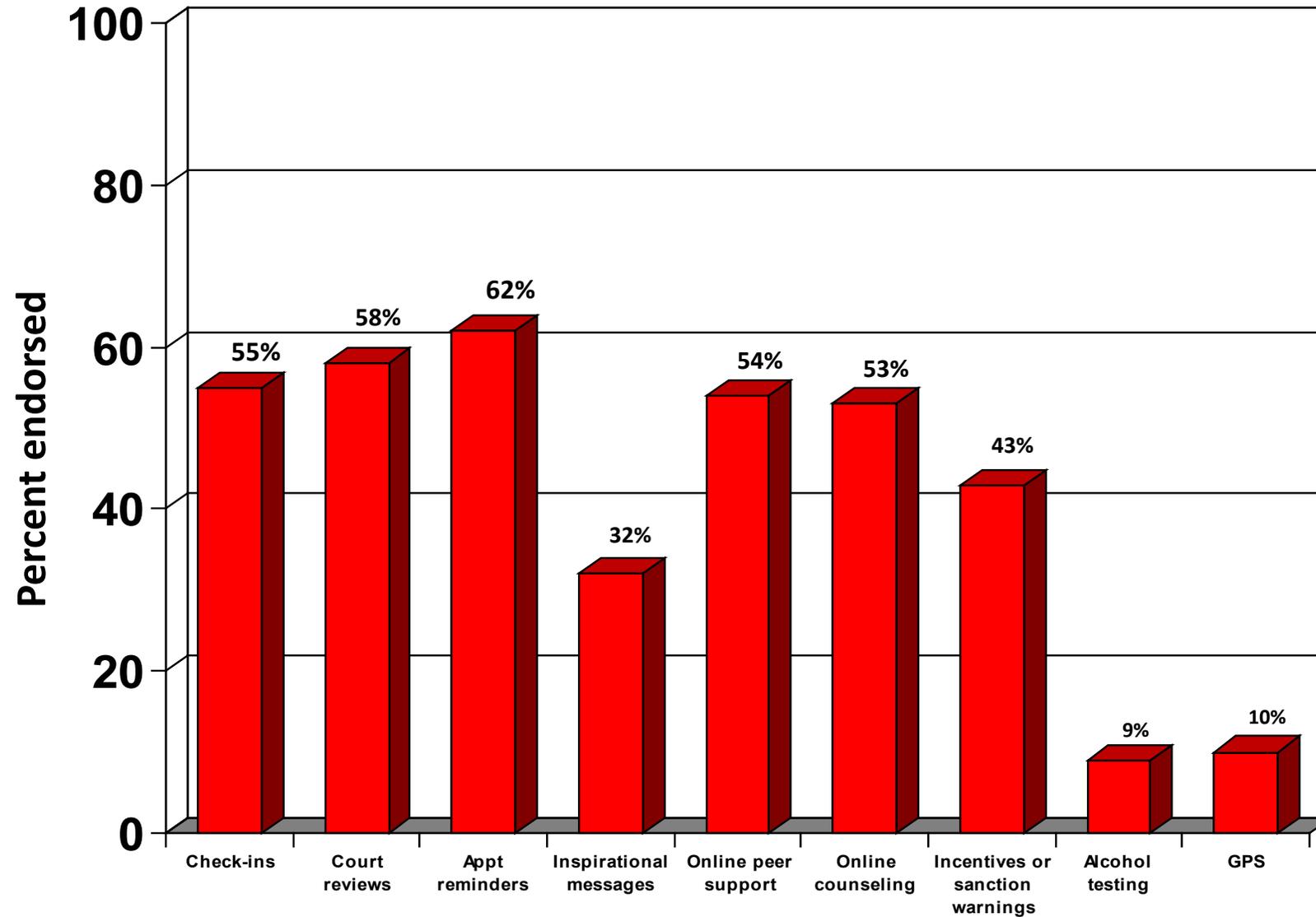
*N = 702 participants on  
NADCP & APPA sponsored webinar  
(4/30/2020)*

# We can reach our clients readily via . . .



*N = 703 participants on  
NADCP & APPA sponsored webinar  
(4/30/2020)*

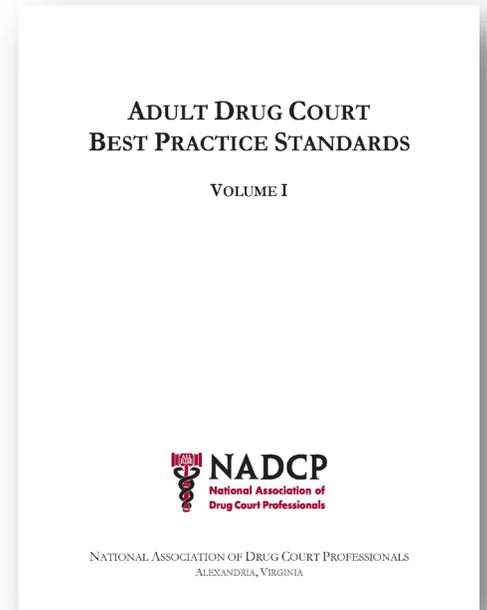
# We can deliver remotely . . .



*N = 550 participants on  
NADCP & APPA webinar  
(4/30/2020)*

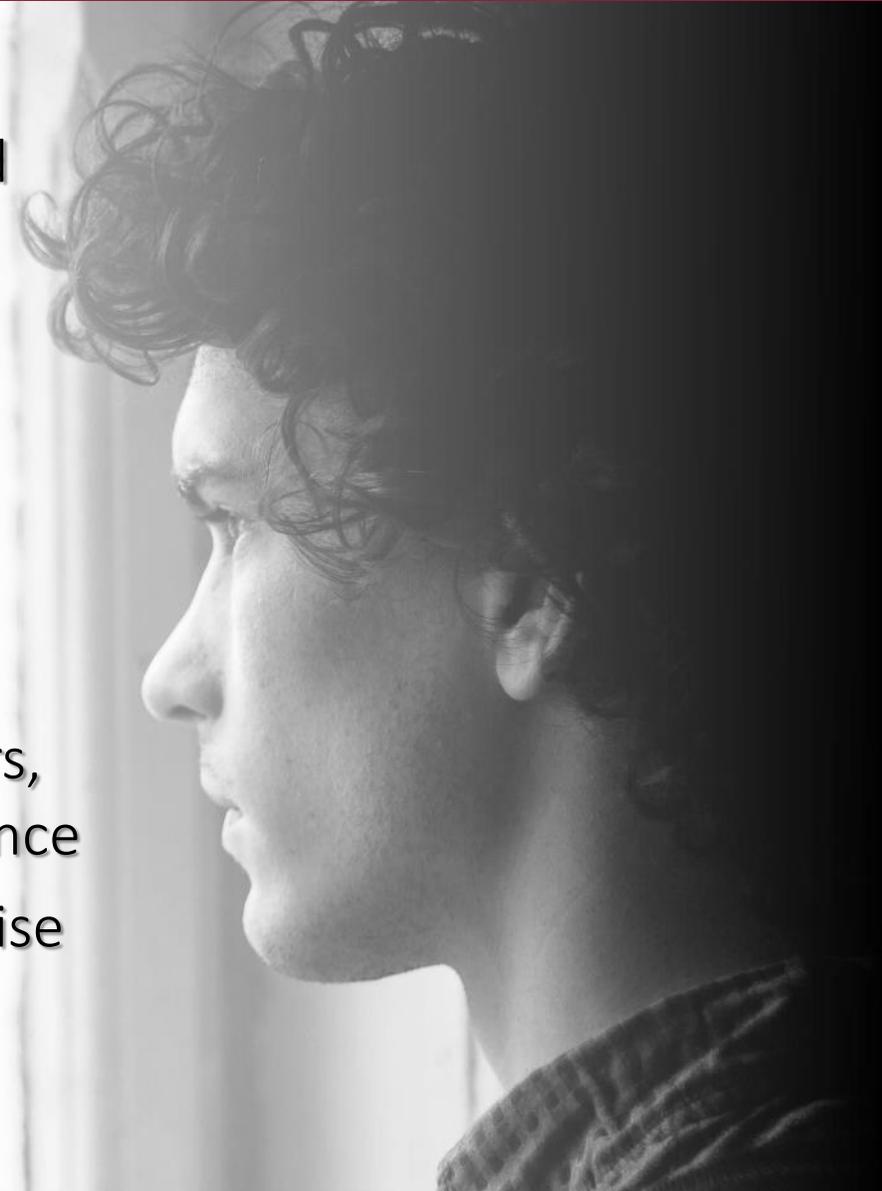
# Crisis or Disaster Response

- Best practices are unchanged - less room for error
- Physical distancing but social proximity
- **Connection, honesty** and **safety** are proximal (all else is distal)
- Immunity or amnesty for self-reported infractions unless immediate danger to self or others
- Certainty and celerity of positive reinforcement is key
  - All efforts at connection, honesty and safety should receive copious praise, time-credits, community service hours, or token rewards (e.g., text or email vouchers, mail rewards)
- Don't threaten sanctions you can't or won't deliver



# Social Proximity

- Designate crisis coordinator – not the judge – to oversee contacting participants (prioritize high risk & need cases) and maybe graduates
- Phone, text, email, mail and/or home visits with due protections – reward compliance
- Welfare checks, not compliance checks
- Establish contact procedures going forward – reward compliance
- Push daily prosocial messages, appointment & task reminders, warnings, etc. – request info., feedback, and reward compliance
- Automated praise (certainty & celerity) and personalized praise (fairness & therapeutic alliance) – **density** is key!
- Reimburse costs (e.g., text data fees)



# Social Messaging

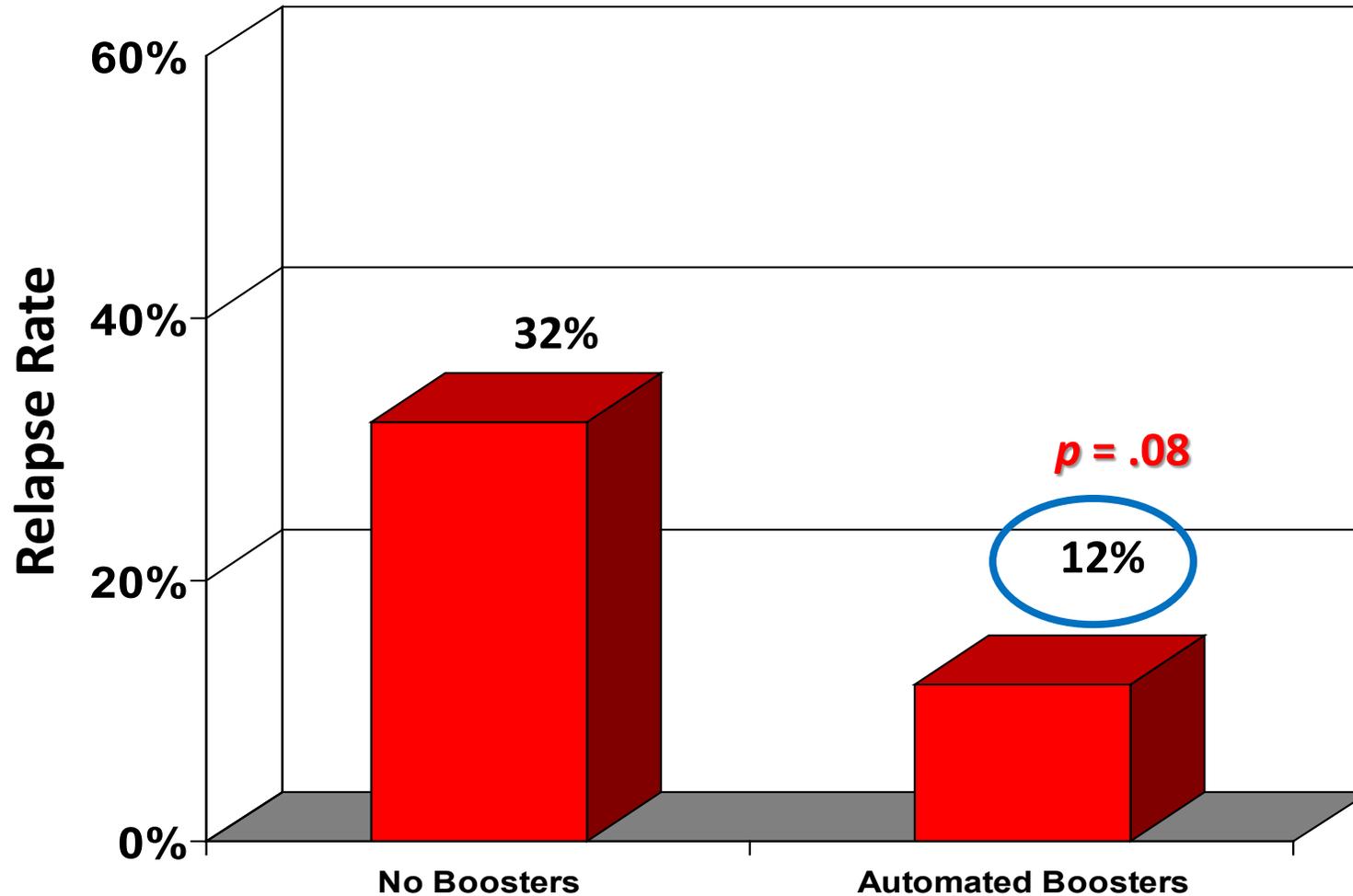
- **We're still here; drug court is open**
- COVID-19 education and prevention tips -- *e.g.*, Addiction Policy Forum Message from Gramma
- Crisis resources (food, ER, DV-PFA, etc.)
- Online peer-support – **examples:**
  - SmartRecovery <https://www.smartrecovery.org/>
  - Tribe <https://support.therapytribe.com/addiction-support-group/>
  - In the Rooms (12-step) <https://drugabuse.com/benefits-of-online-support-in-recovery/>
  - CHES Health Connections <https://www.ches.health/>
- Stable graduates or peer specialists lead online alumni association chatrooms, text chains
- Automated and personalized reinforcement

# Social Messaging

- Patients in intensive outpatient treatment
- Read and respond to 4 randomly generated treatment cues per day for one month
- 94 phrases developed from focus groups and counseling materials, e.g.:
  - “1 is too many and 1,000 are never enough”
  - “Have you done a self inventory?”
  - “Slow down and breathe”
  - “Take care of yourself first”
  - “Resentment is the number one offender”
  - “You can only change one thing: Everything”
  - “I might have another drunk left in me, but do I have another recovery?”
- 1 daily diary of proximal dynamic risk factors (e.g., stress, cravings, interpersonal conflicts)



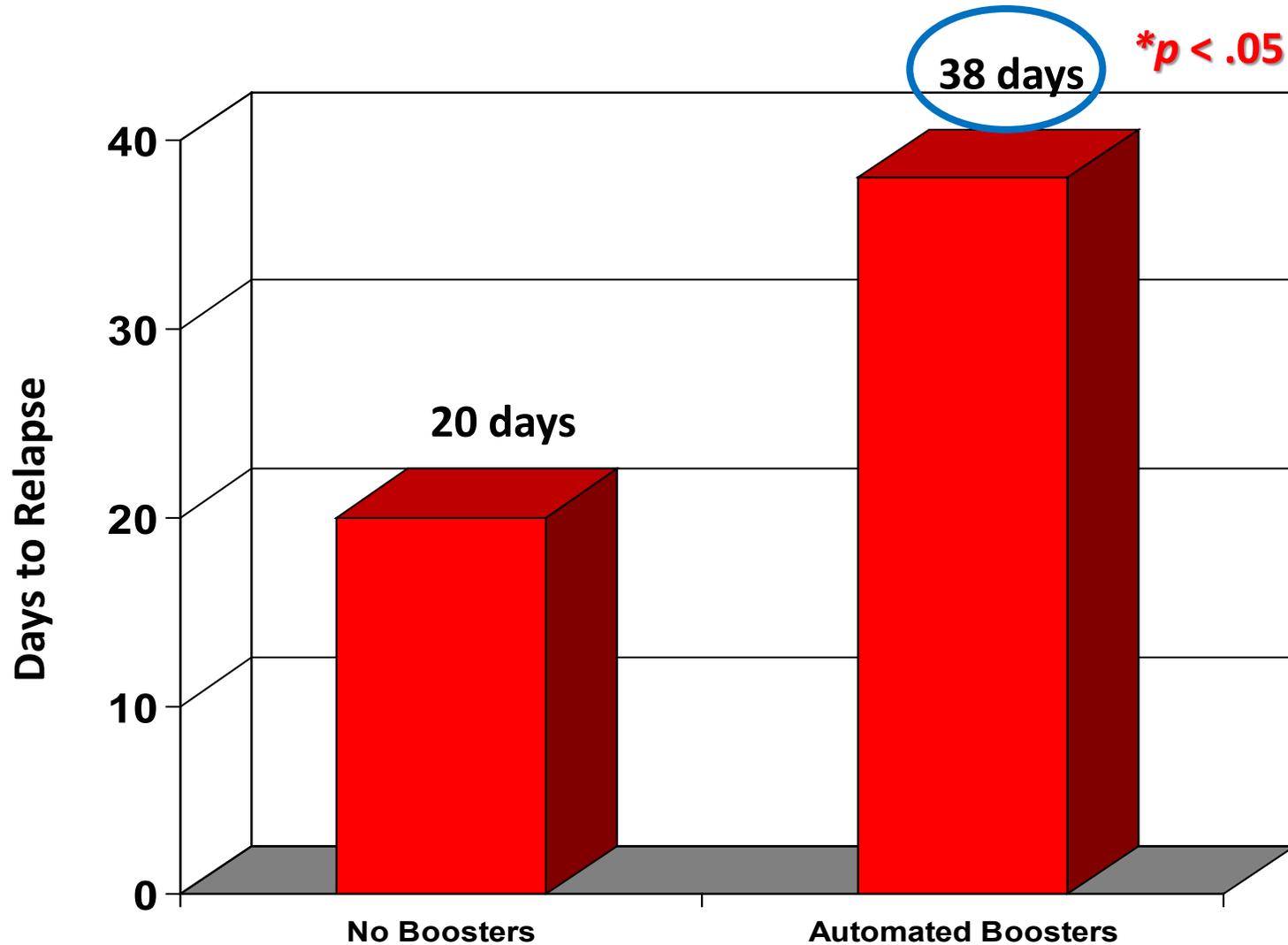
# Social Messaging



*Ritter (2015)*

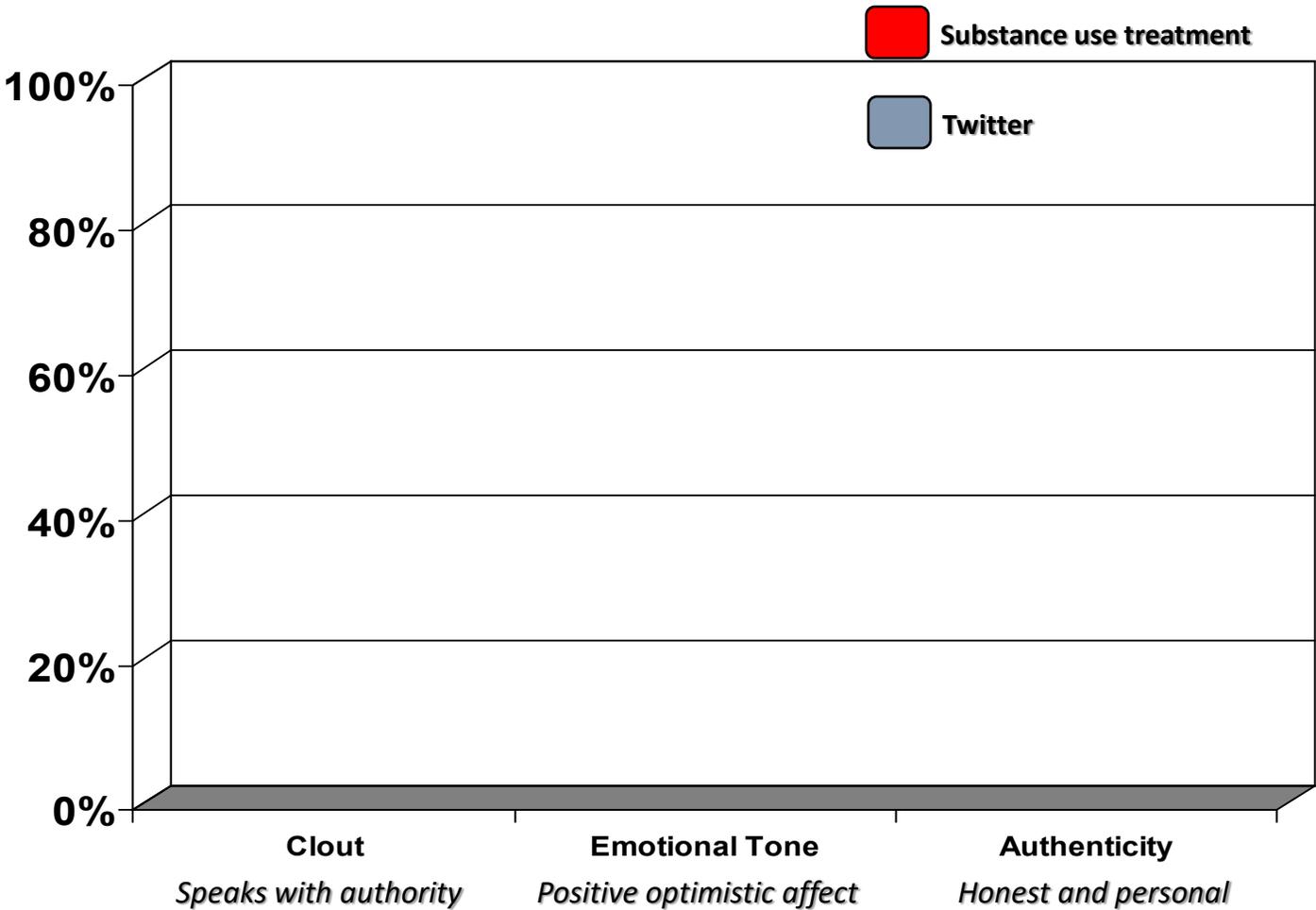


# Social Messaging



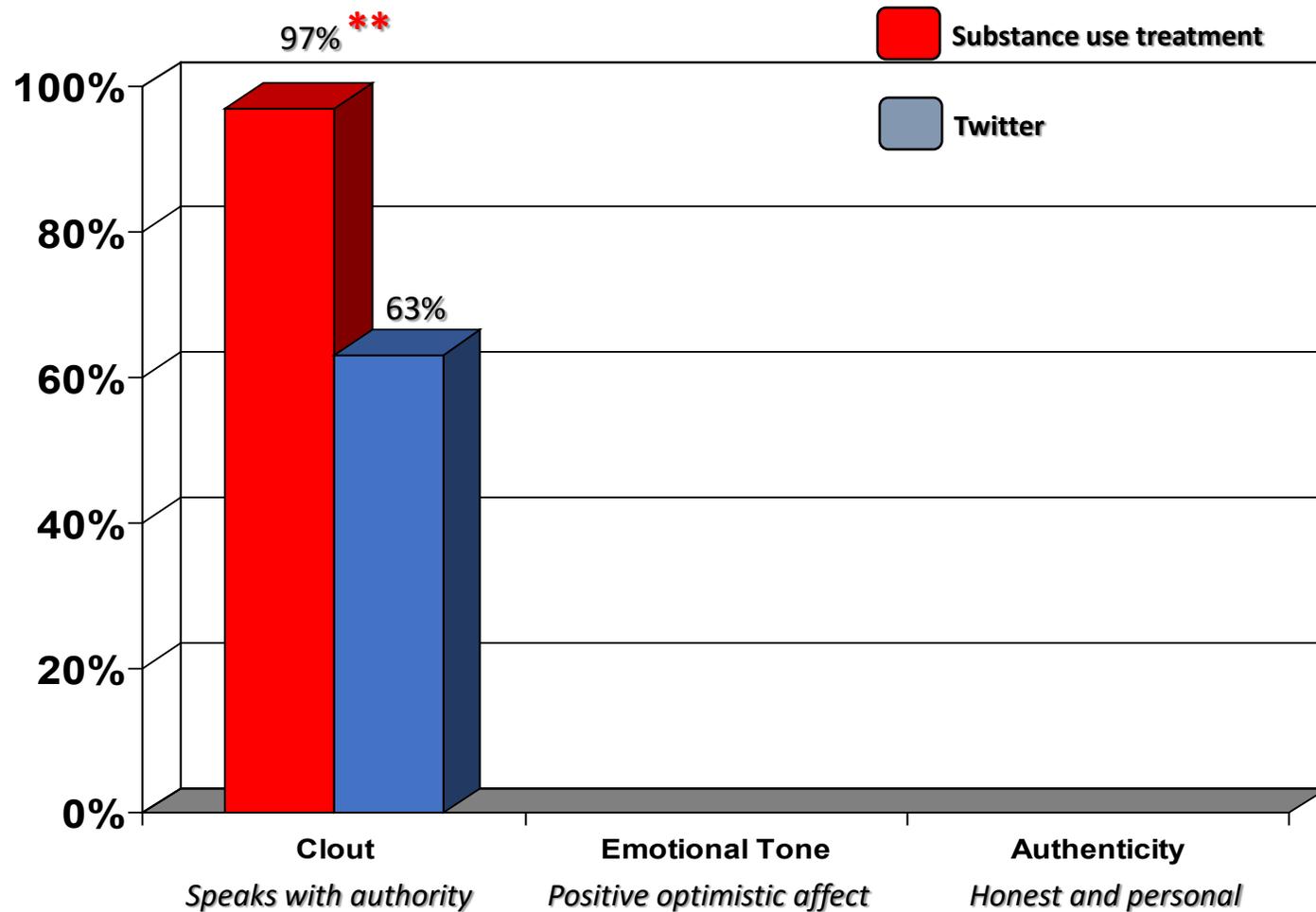
*Ritter (2015)*

# Text Linguistic Content



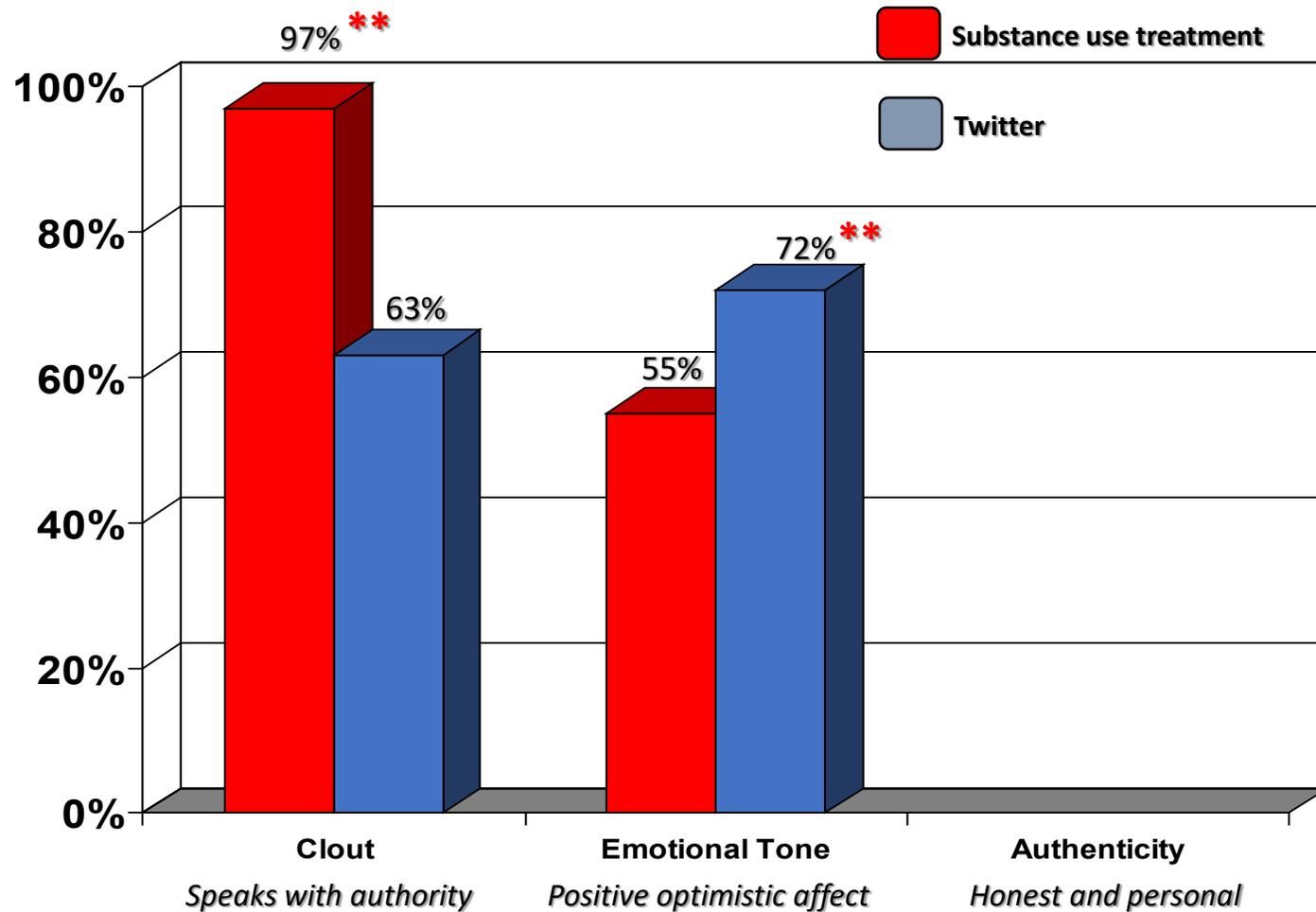
*Partch et al. (2019)*

# Text Linguistic Content



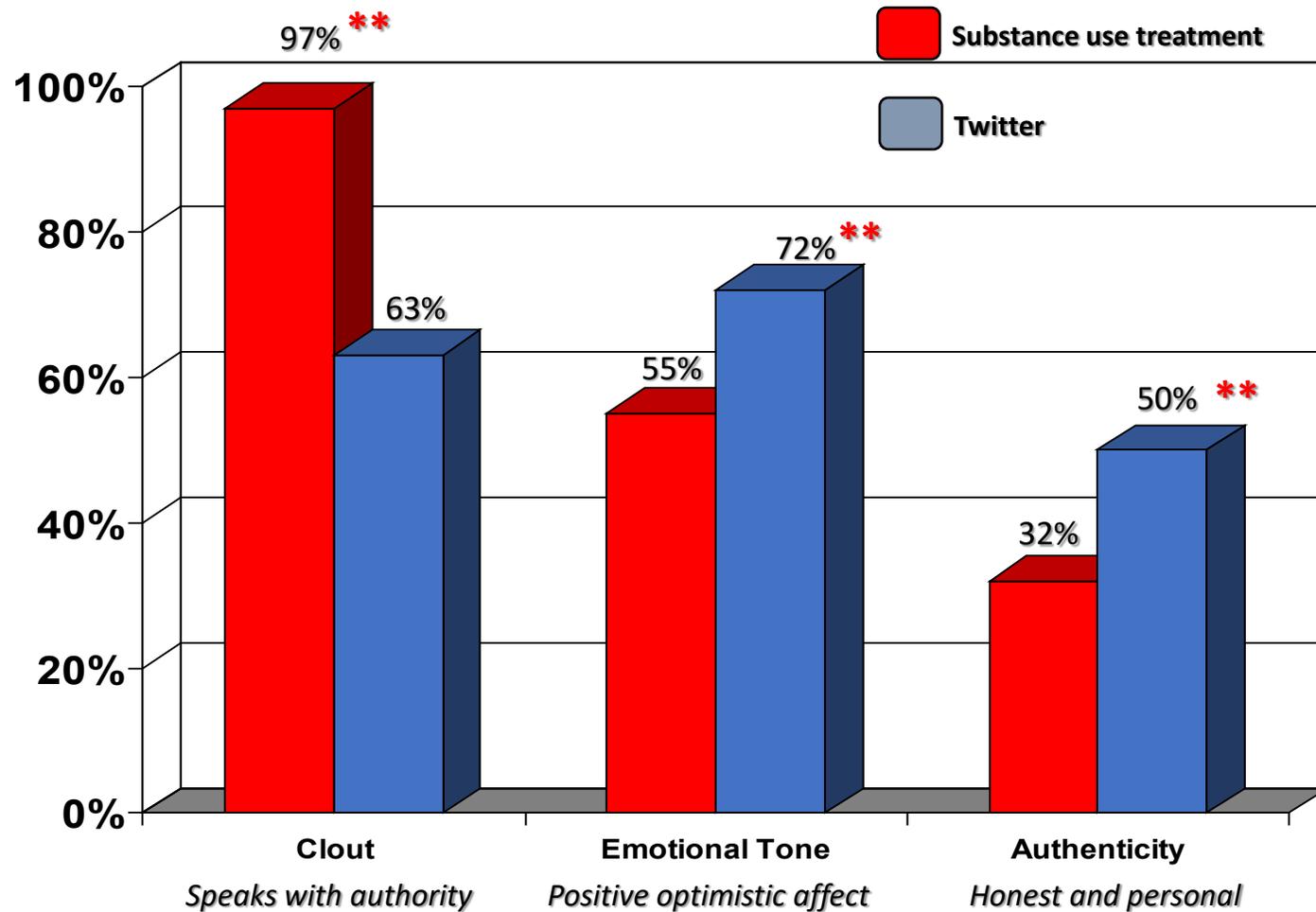
*Partch et al. (2019)*

# Text Linguistic Content



*Partch et al. (2019)*

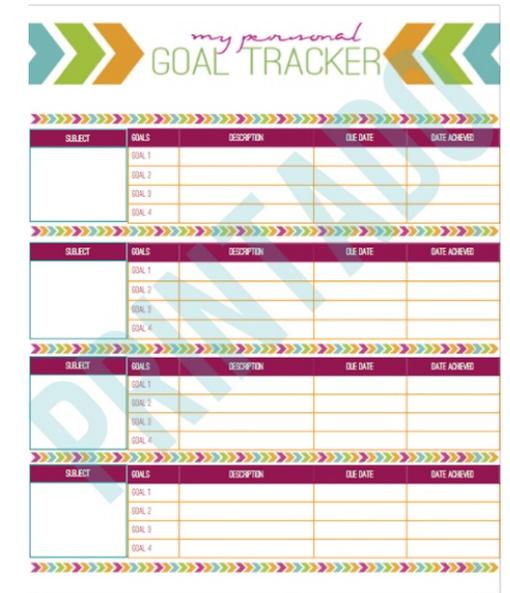
# Text Linguistic Content



*Partch et al. (2019)*

# Personalized Feedback

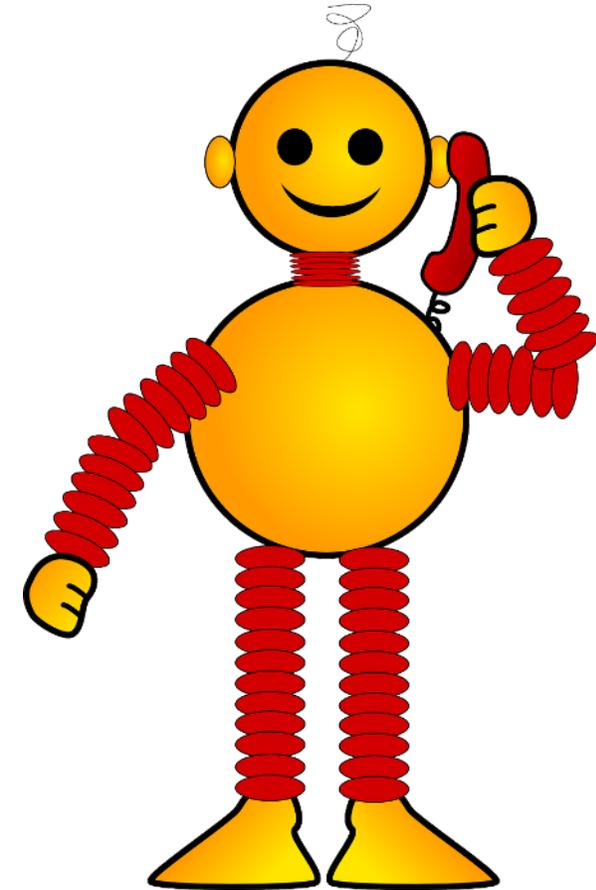
- Goal monitoring alone: moderate effect size ( $d = .40$ )
- Least perceptible threshold – proximal before distal behaviors (e.g., attendance before drug test results)
- Active monitoring (e.g., weighing yourself) is superior to passive monitoring (e.g., noticing clothes fit better)
- Compare performance to past behavior first (proximal goals), and then to desired outcomes (distal goals)
- Monitor rate of progress first (proximal), and then distance from ultimate goals (distal)
- Private monitoring and sanctions; public applause and incentives



The image shows a 'my personal GOAL TRACKER' form. It features a header with the title and a decorative graphic of two arrows pointing towards each other. Below the header, there are four identical tracking tables stacked vertically. Each table has a header row with columns: SUBJECT, GOALS, DESCRIPTION, DUE DATE, and DATE ACHIEVED. The GOALS column is further divided into four sub-rows labeled GOAL 1, GOAL 2, GOAL 3, and GOAL 4. The tables are designed for tracking progress on various goals over time.

# Robo-Feedback

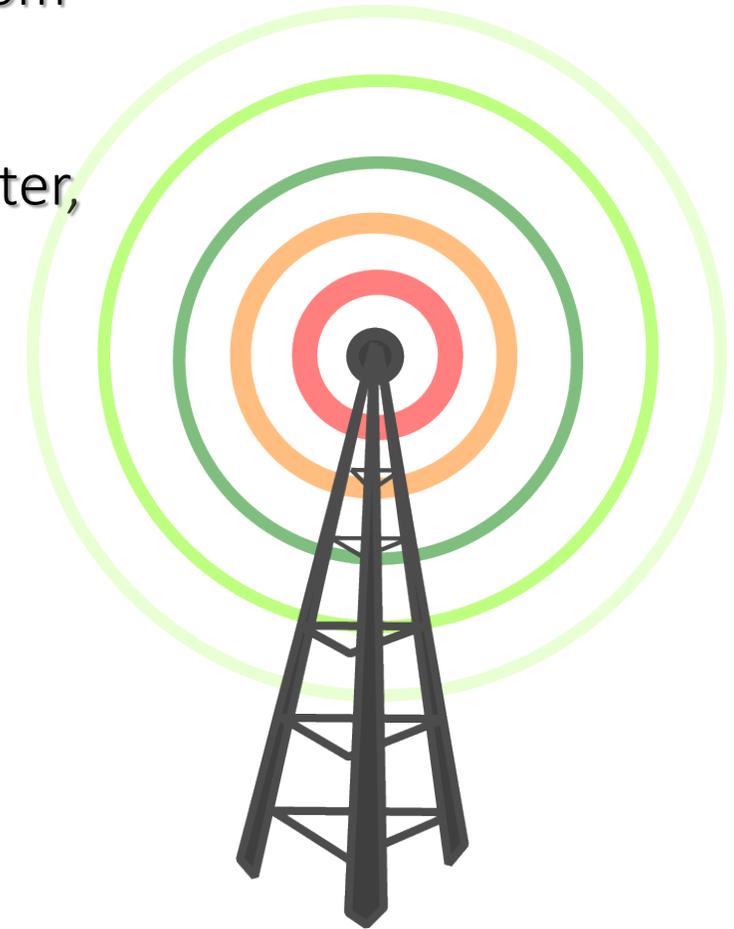
- Daily automated phone calls for 30 days after release from prison (lasting up to 60 seconds)
- Assessed dynamic risk and protective factors, including peer affiliations, treatment & self-help engagement, cravings, mental health symptoms, stress, substance use
- Immediate feedback on trends since last call (positive, negative, or no change)
- Automated recommendations (e.g., talk to trusted friend, go to NA meetings, call P.O.)
- Daily report to parole officer of summary scores and recommendations (stimulate follow-up text or call)
- Significantly lower psychological symptoms, alcohol use, illicit drug use, and daily stress



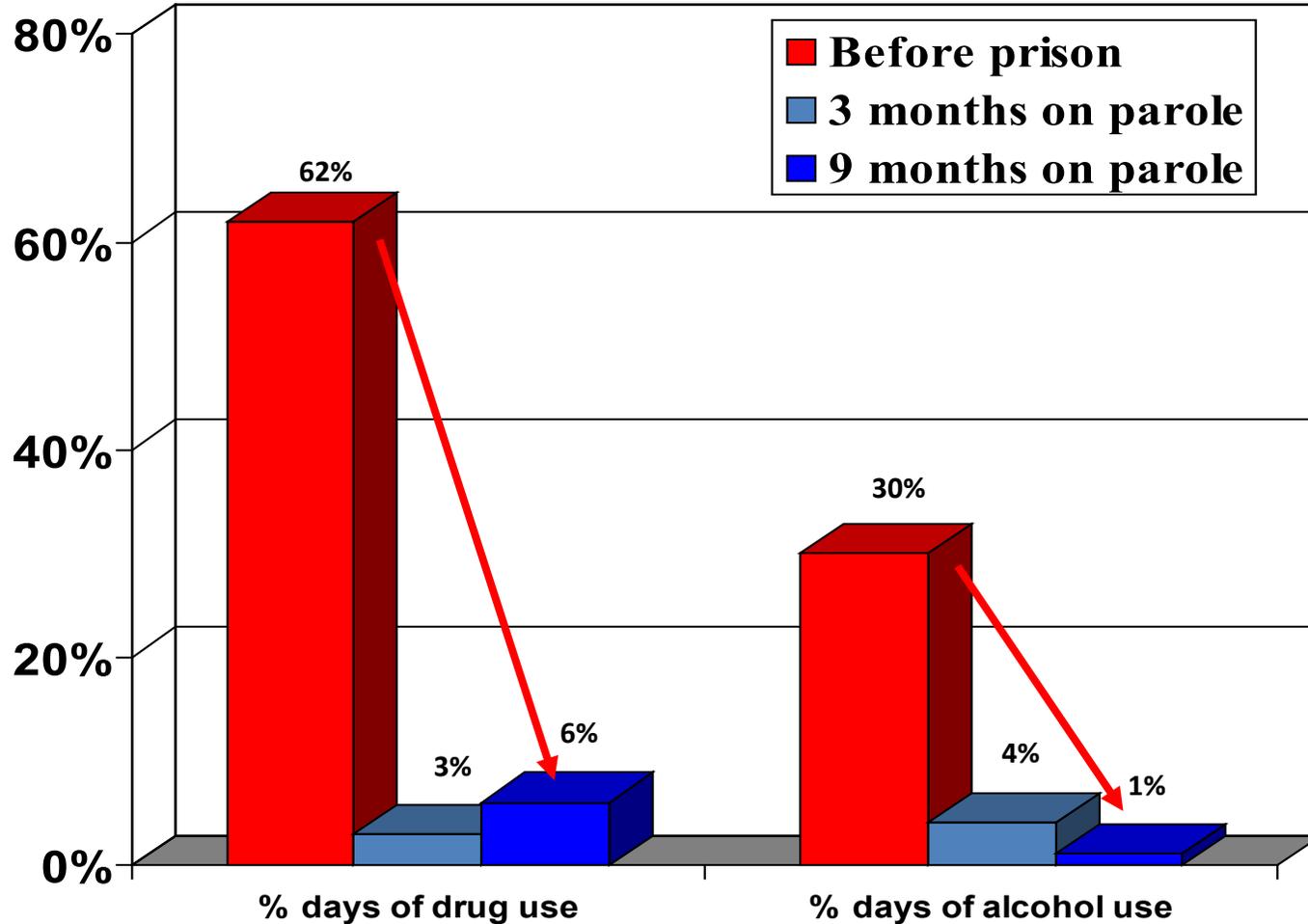
# Live Cell Phone Boosters

- Women on parole from state prison
- “Sober phones” to remain in contact with same counselors from prison
- Can only call approved parties (e.g., P.O., counselor, crisis center, AA sponsor, family)
- 3 months (titrated from daily to weekly calls)
- Bachelor’s degree level counselors
- Encourage positive supports, reflective listening, recommend treatment, resolve ambivalence, etc.

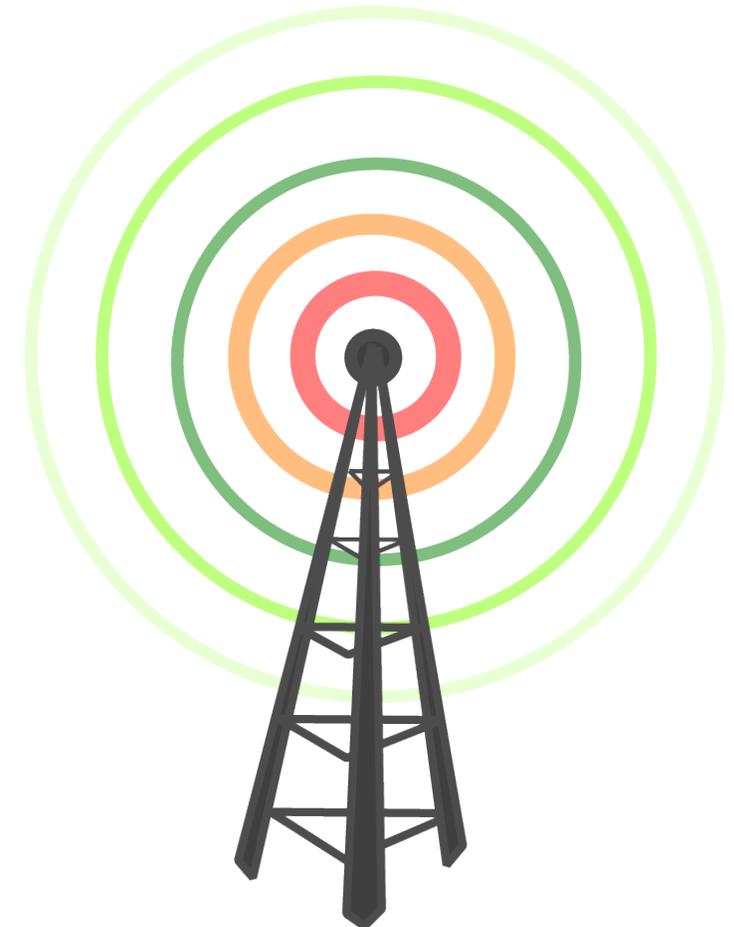
*Johnson et al. (2015)*



# Live Cell Phone Boosters



*Johnson et al. (2015)*

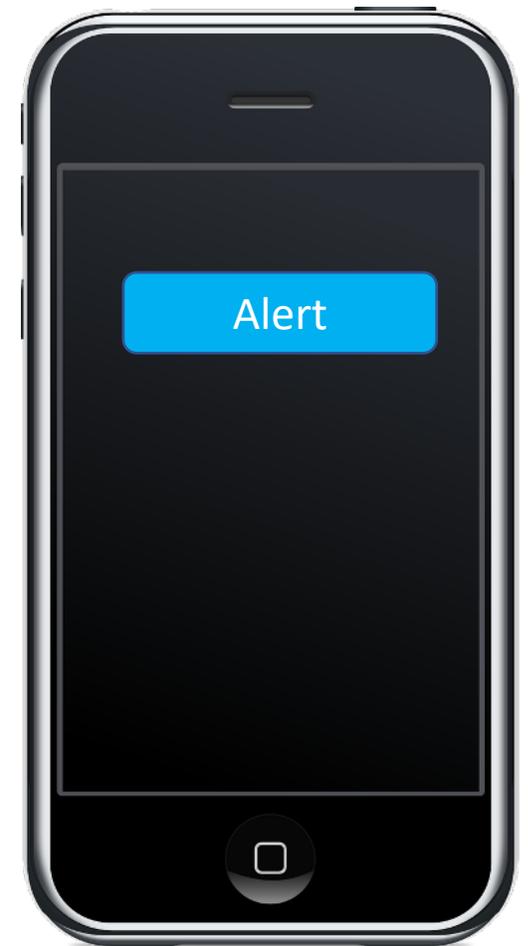
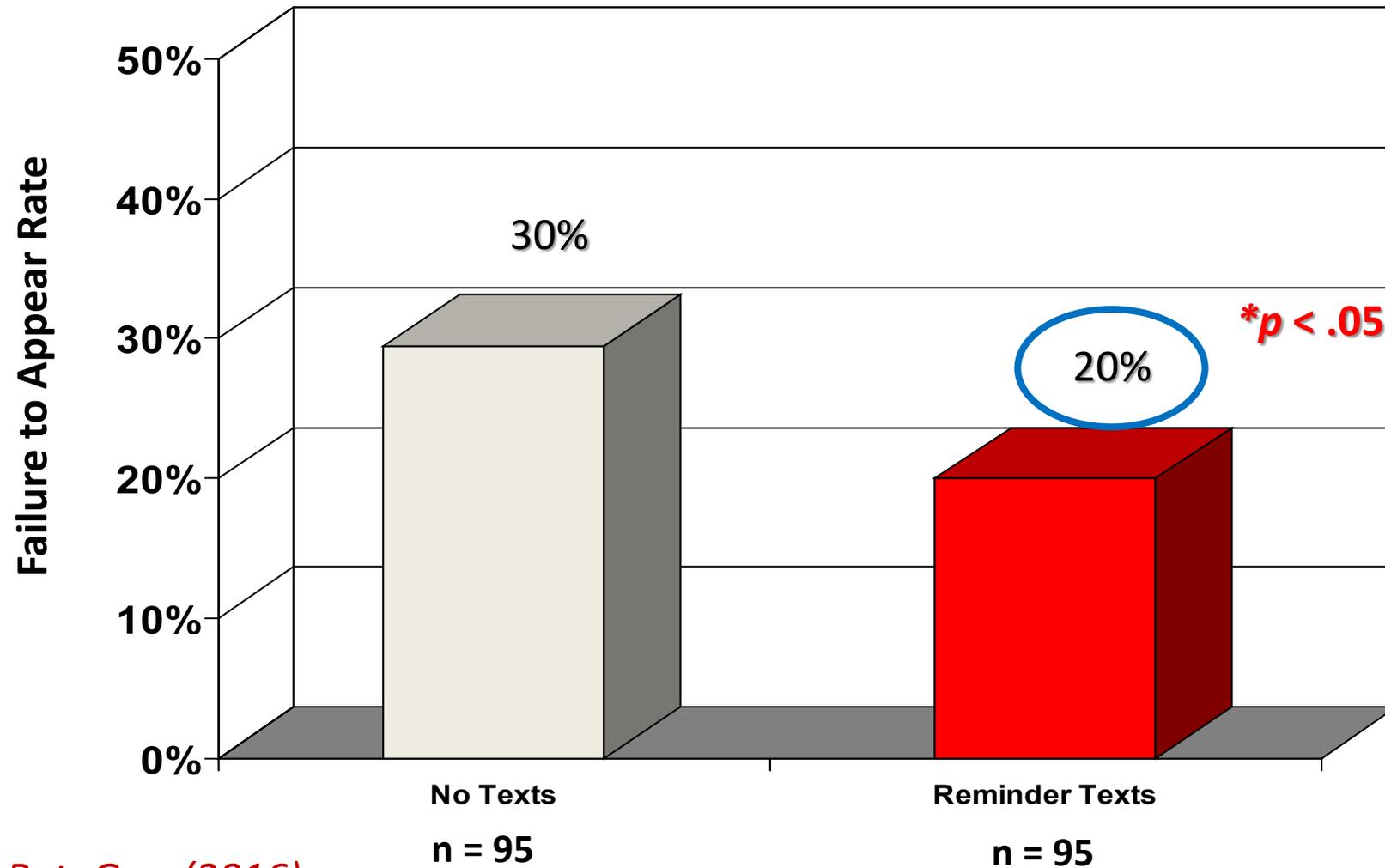


# Group Contingencies

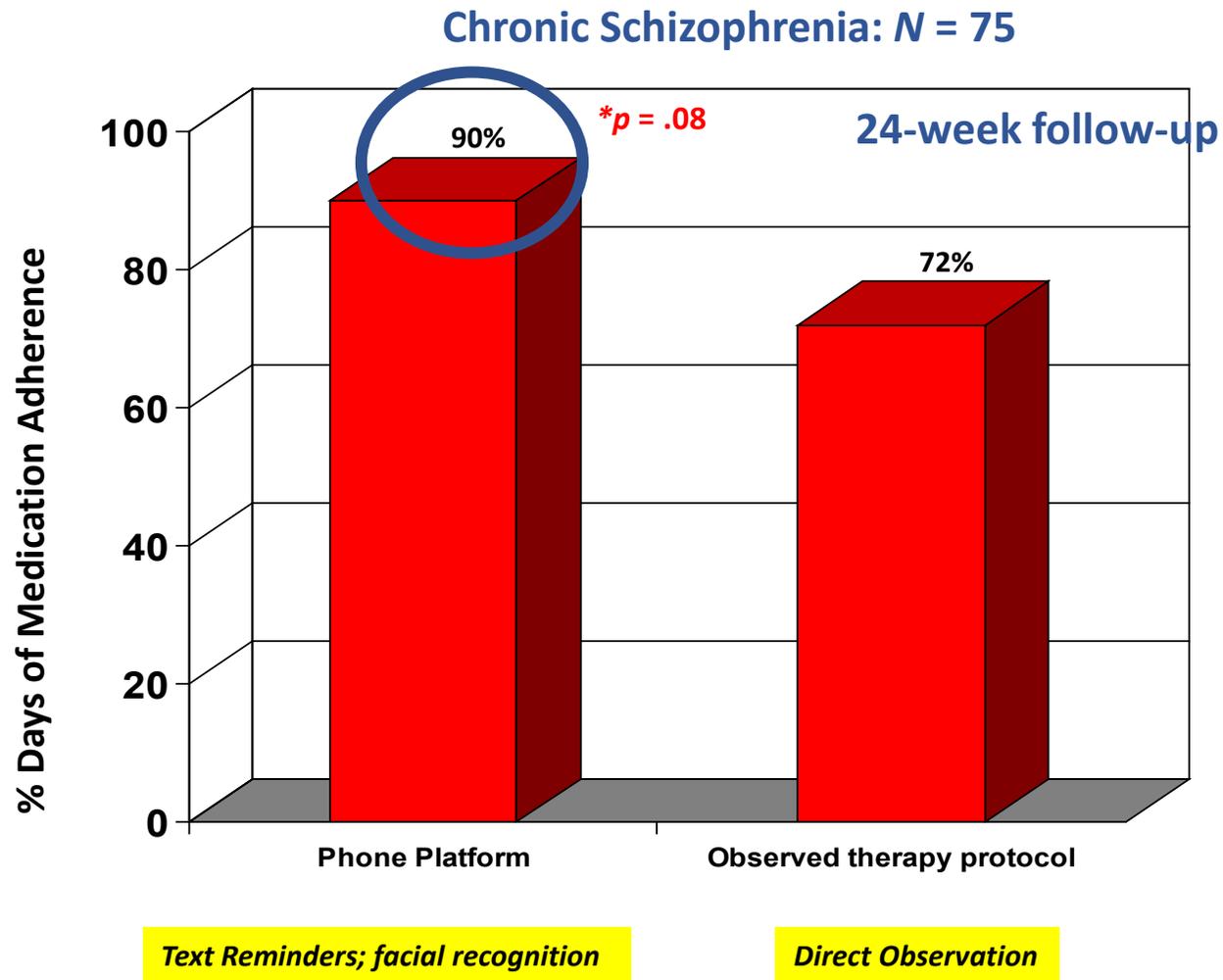
- Not for teaching new skills or difficult behaviors
  - proximal goals that are often resisted (e.g., attendance)
- Not for punishment or response cost
- All members meet minimum criteria + bonus if exceed specified group average
- Group feedback on group performance only
- Individual feedback compared to group norms
- Publicize high contributors but not low ones
- Peer pressure
  - ensure behavior is proximal for all members
  - form new groups if necessary
- Sabotage
  - form new group or deliver individually
- Builds learning community & engagement



# Reminder Texts



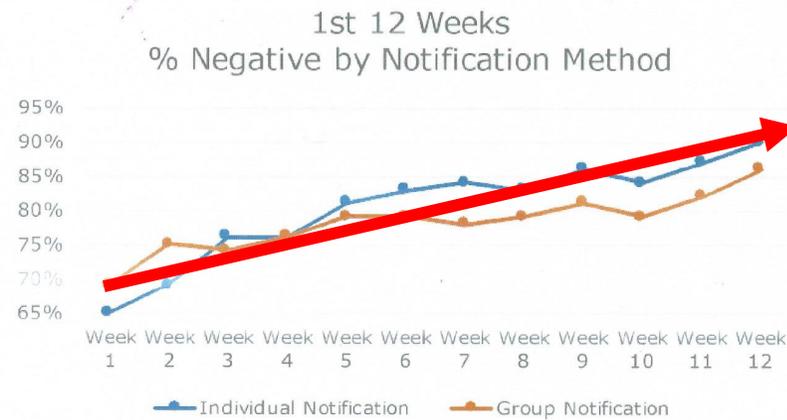
# Medication Reminders



*Bain et al. (2017)*

# Personalized Reminders

Abstinence measured 2-3x weekly using urinalysis and breathalyzers.



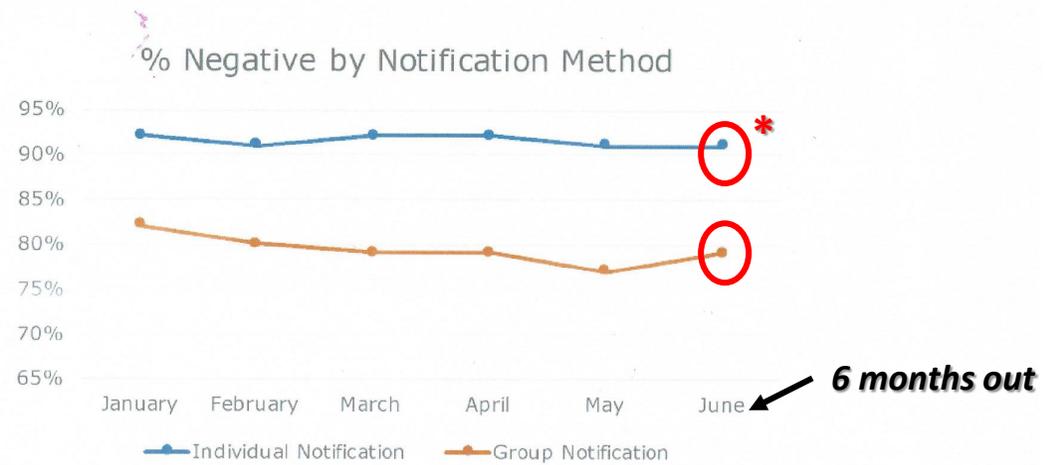
e.g., "Doug, you need to test today"

Also informs case manager or P.O.  
to prompt Doug and/or follow-up

e.g., "Red group tests today"

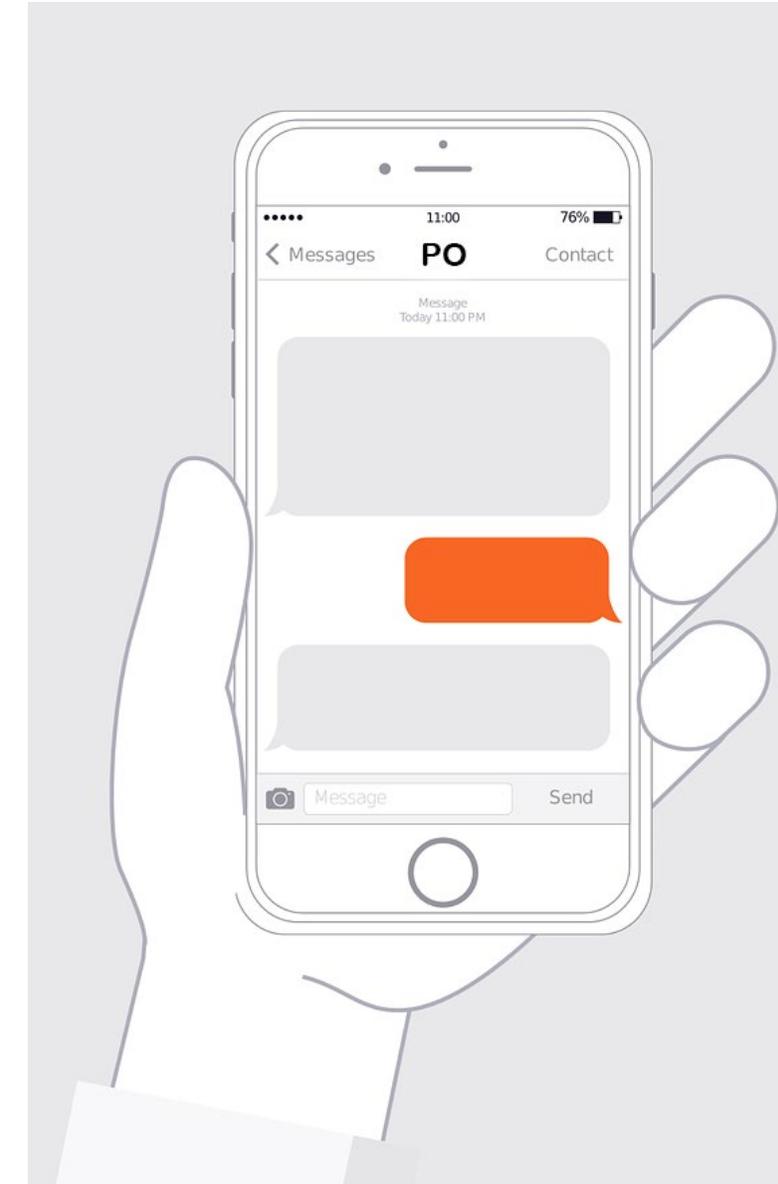
# Personalized Reminders

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# Remote Check-ins

- Bring-your-own or locked-down
- Facial recognition, thumb-print, password, etc.
- Random, scheduled or on-demand notifications & reminders; configurable questions; document management; GPS pins
- Automated and personalized reinforcement
- Individual or group chats (e.g., caseload)
- Can be linked to RB, CAM, etc.
- Audit trails – everything is data!
- Minimal training; Cloud-based
- Allowable under several federal grants



# Remote Court Hearings

- Counsel should also be on – possible *ex parte* issue
- Otherwise, summary of check-ins and other info. to judge and counsel; judge reply-all
- Contested facts or liberty infringement (?)
- Public access to the courts (NCSC document)
  - Live stream; monitored “wait room”; watermarked; do not record order; option for audio call-in; petition for individual review; eCourt for document filing



# Drug and Alcohol Testing

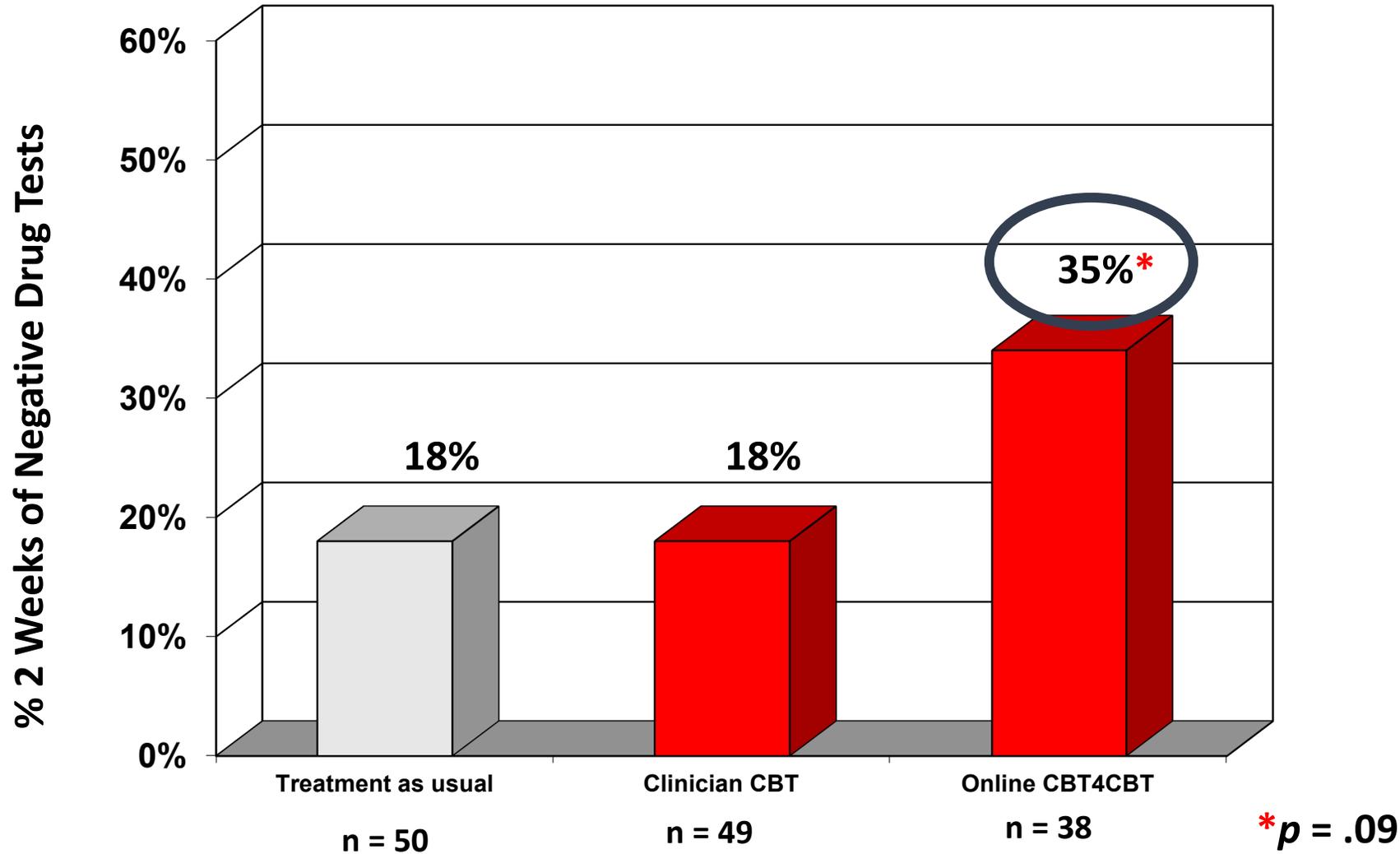
- Remote breath and GPS with facial recognition (e.g., LifeSafer, AMS/SCRAM, CheckBAC)
- Continuous transdermal monitoring (e.g., SCRAM)
- Sweat patches or hair (longer windows)
- Self-report with amnesty and incentives for honesty



# Counseling Curricula

- Superior to no treatment; same as face-to-face
- Mostly online recruits for CBT for depression, anxiety, PTSD, problematic alcohol use
- 27% don't respond (high need, male)
- Few evidence-based for substance use treatment or criminal justice systems
  - **CBT4CBT** (12 weeks) – triggers, refusal skills, relapse prevention
  - **Therapeutic Education System** (12 weeks) -- community reinforcement approach (CRA) and prize-based contingency management
- Guided self-paced or counseling adjunct are best
- Modules and homework assignments completed are the best predictors of success
- Asynchronous (e.g., text) preferred; no different from live chat -- both may be best for high risk

# Abstinent at 6 Months



*Kiluk et al. (2018)*

# Ethics and Confidentiality

- Licensure where client resides – many states are waiving licensing restrictions (e.g., PA)
- CARES Act brought 42 CFR disclosure and redisclosure provisions in line with HIPAA
  - May be identified by category or description if for purposes of treatment, health care management, payment, or healthcare operations (“minimum necessary rule”)
  - Office for Civil Rights (OCR): Deference to professional discretion re. health threat
  - Patient may revoke consent & entitled to account of disclosures
- OCR waiving penalties for “good faith” telehealth whether or not related to COVID-19
- SAMHSA: 42 CFR inapplicable to bona fide medical emergencies
- CMS expanded coverage for audio telehealth services

# Nevertheless...

- All other ethical and professional obligations apply
- Competence in both (1) treatment delivered and (2) telehealth delivery
- Informed consent should be obtained if feasible, including acknowledging understanding of potential negative consequences
- Electronic signature is generally permissible unless expressly barred by law
- Option to opt-out of group interventions & check-ins
- Option of audio or avatar group participation after individual verification (telephone may not be reimbursable)
- Therapeutic contract to protect group confidences

# Platforms, Apps and Services

No Additional Cost	Additional Cost
FaceTime	Polycom
Skype	Zoom
Microsoft Teams	GoToMeeting
Community Corrections	
SCRAM Touch Point (60-day trial)	Corrisoft
TeleMedicine	
Doxy.me	Vsee
	Thera-Link
Chat Groups	
Google Hangouts	
Voxer (30-day trial)	

# Summary

- ✓ We are open for business and best practices remain our guide
- ✓ Our clients use mobile technology (so should we!)
- ✓ Social proximity is critical (frequent, colloquial, informative, treatment-reinforcing messages)
- ✓ Appointment reminders, inspirational messages, brief motivational boosters, and online CBT curricula work as well, or better, than live services (best when combined)
- ✓ Frequent and consistent personalized feedback on attainment of proximal goals
- ✓ Dense delivery of low-dose positive reinforcement (celerity & consistency are primal)
- ✓ Automated and personalized incentives
- ✓ Encourage pro-social online peer community