



Driven To Make Our Roadways Safer

Best Practice Suggestions for California DUI Programs Services via Telehealth During COVID-19

The California Association of DUI Treatment Programs (CADTP) presents the following Best Practice suggestions compiled by workgroup sessions with DUI Program providers who are currently providing DUI Program Services via Telehealth in response to the COVID-19 pandemic.

The California Association of DUI Treatment Programs (CADTP) is a non-profit organization formed as a partner to its Member Organizations to promote the understanding and protect the California DUI Program system's integrity. CADTP is self-supported through membership dues, association activities, and contributions. CADTP's organizational membership currently includes a majority of the 231 DUI programs licensed by the California Department of Health Care Services - Licensing and Certification Division.

CADTP Mission

- Provide California's licensed DUI treatment programs a collective voice with the Department of Health Care Services,
- Promote the effectiveness of DUI treatment in reducing DUI offenses and enhancing public safety,
- Protect the integrity of the statewide DUI treatment program system through advocacy, education, and collaboration with Legislators, State and County officials, and other community stakeholders,
- Improve the quality of counseling services by being accredited to certify individuals providing counseling services to clients enrolled in substance use disorder [SUD] treatment programs.

DUI offenses create a public health risk. DUI Programs provide a critical service that promotes individual change, responsibility for actions, and understanding of future DUI incidents' consequences. Incorporating telehealth services in DUI Program services must continue to address this risk in conjunction with preserving the health and safety of all community members during the COVID-19 pandemic.

The Department of Health Care Services (DHCS) supports telehealth services for DUI Programs within state and federal requirements, given the importance of minimizing COVID-19 spread. See the COVID-19 Behavioral Health Information Notice, the DHCS telehealth website and the DHCS Telehealth FAQ.

Telehealth Services provided within DUI Program treatment increase access to DUI treatment services during the COVID-19 crisis, thereby increasing successful program enrollment, completion, and ultimately public safety.



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These Best Practices suggestions **address the current COVID-19 pandemic use of telehealth** in DUI Program Services.

BP 1	DUI Programs should utilize a HIPAA compliant telehealth platform, including general communication with participants and DHCS when virtual monitoring occurs.
BP 2	<p>The incorporation of Telehealth Services during COVID-19 must include safeguards to ensure the integrity of DUI Program attendance and the continued effectiveness in reducing recidivism.</p> <p>Every individual may not be an appropriate candidate for DUI Telehealth Services and discussions on whether program expectations can be met should occur at the time of enrollment.</p> <p>If program participation via telehealth is not an option, a contingency plan should be discussed, documented, and followed up on.</p> <p>If telehealth services are appropriate, when possible and in compliance with the State and CDC COVID-19 guidelines and the DUI Programs company directives, they should be combined with in-person services throughout the individual's program to ensure the individual is benefitting from telehealth services.</p>
BP 3	To ensure the integrity of DUI Program treatment and the protection of public safety, when possible and as COVID-19 directives allow, some in-person services should be held on a regularly scheduled basis for those clients that are provided with telehealth services.
BP 4	To ensure the integrity of DUI Program treatment and the protection of public safety the participant's identity should be verified by a picture ID at enrollment.
BP 5	<p>CADTP encourages in-person enrollment when possible and in compliance with the State and CDC COVID-19 guidelines and the DUI Programs company directives.</p> <p>In-person enrollment allows for the verification of the individual as well as complete understanding of the regulations and expectations that govern their attendance and expected behavior(s) while participating in program services.</p> <p>If in-person enrollment is not possible the DUI Program should ensure that all enrollment criteria and regulations are met in accordance with T 9 and that the telehealth screening is conducted and telehealth guidelines are understood and agreed to by the participant.</p> <p>As a best practice, enrollments via telehealth should utilize a video-based teleservice.</p>



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BP 6

The DUI Program should provide participants who are scheduled for telehealth services with a Telehealth Services Agreement Contract which outlines:

1. The parameters of telehealth services,
2. Statement regarding the allowance of Telehealth Services by the Department of Health Care Services during the COVID 19 crisis.
3. Inform participants that Telehealth Services will expire at the direction of DHCS and participants will be transitioned to in person services.
4. Confidentiality guidelines, including confidentiality of other participants and telehealth sessions,
5. Tardiness to sessions policy and consequence of tardiness,
6. Absence policy and absence fees,
7. How to reschedule and reschedule fees,
8. Alcohol/drug use before or during sessions and consequences for insobriety,
9. The reasons that their telehealth services can be revoked.

Suggested verbiage for participant attendance at telehealth sessions:

To continue eligibility for Telehealth Services participants must:

1. Log in to the scheduled session on time and stay engaged for the full time of the session.
2. Be in a quiet room with no other individual during all sessions. You cannot attend a session while in a vehicle, outside, walking, exercising, or in an area with other people in attendance, etc.
3. Attend the session while sitting upright, not laying down,
4. During group and education sessions your camera must be always turned on and facing you for the full session.
5. No smoking during session,
6. No eating during sessions,



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	<ol style="list-style-type: none">7. Do not attend session while under the influence of any alcohol or other impairing drugs, do not use any alcohol or other impairing drugs while in session,8. Do not be verbally abusive towards staff or other participants, do not engage in disruptive behavior during the session,9. Ensure payments are made according to your payment schedule, contact the office prior to the session if unable to make a payment on time,10. Maintain the confidentiality of other participants,11. Do not provide false information or have someone else attend services in your place.12. If you are dismissed from a session for not following the telehealth rules you will not receive credit for the session and must contact the office to reschedule the session. Rescheduling fees will apply.
BP 7	<p>The DUI Program should screen each participant for appropriateness before the allowance of telehealth services within their DUI Program attendance. The screening documentation should be added to the participant file. Screening criteria should include:</p> <ol style="list-style-type: none">1. Availability of internet service,2. Access to the appropriate equipment; computer, phone or tablet with video and audio capabilities,3. Expressed desire to utilize telehealth services during the COVID-19 crisis,4. Agrees to and signs the Telehealth Agreement Contract.
BP 8	<p>The DUI Program should have written procedures for scheduling telehealth sessions and procedures for assigning an absence/reschedule for a missed session.</p> <p>The written procedure should define the difference between an absence and telehealth technical problems.</p> <p>Absence and reschedule charges cannot exceed the programs DHCS approved absence fee.</p>
BP 9	<p>The DUI Program should have written procedures for ensuring clients are not under the influence of alcohol or drugs while attending telehealth sessions and the steps they will take when an individual is identified as under the influence during a telehealth session.</p>



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BP 10	<p>The DUI Program should provide all staff with initial and on-going training on providing telehealth services.</p> <ul style="list-style-type: none">• Administrative and counselors: Training on all aspects of the telehealth platform utilized by the program. Training on the confidentiality and regulations that govern telehealth.• Counselors: Providing effective clinical services via telehealth is new to most counselors, program should provide training resources on how to conduct effective telehealth counseling sessions. Resources can be found on CADTP’s counselor certification website at www.cadtpcounselors.org.
BP 11	<p>Group session provided via telehealth must be held in accordance with current T 9 regulations including the timeframes approved for the DUI Program by DHCS (if groups are approved for 2 hours the telehealth group must also be held for 2 hours).</p> <p>In accordance with T 9 regulations group sessions must be facilitated by a SUD counselor registered or certified by a DHCS California Approved Certifying Agency.</p> <p>The DUI Program should have written procedures on how they will:</p> <ol style="list-style-type: none">1. Verify client identity,2. Address confidentiality,3. Identify alcohol/drug impairment, and4. Document attendance and absences. <p>Group sessions must utilize a video-based teleservice so the group is facilitated as would be an in-person group with all attendees participating.</p>
BP 12	<p>Tips for Facilitating Great Meetings</p> <ol style="list-style-type: none">1. Ensure that you have a clean, work-appropriate background.2. Look into the camera when talking instead of looking at yourself.3. Eliminate distractions and focus on the group structure.4. Make sure to introduce everyone at the beginning just like a regular group session.5. Review meeting controls for participants, mute, unmute, video, etc.



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	<ol style="list-style-type: none">6. Review rules for telehealth group sessions at the beginning of each session.7. Try an icebreaker to get the interaction started.8. Use tools within the telehealth system to engage with audience including whiteboards, file sharing, and annotation.9. Be aware of your audio and video settings.10. Use account settings and participants' options in host controls.
BP 13	<p>Education sessions provided via telehealth must be held in accordance with current T 9 regulations, including the timeframes approved for the DUI Program by DHCS (if educations are approved for 2 hours the telehealth education must also be held for 2 hours).</p> <p>Education sessions must be facilitated by a staff member that meets the requirements described in T 9.</p> <p>The DUI Program should have written procedures on how they will verify:</p> <ol style="list-style-type: none">1. Verify client identity,2. Address confidentiality,3. Identify alcohol/drug impairment, and4. Document attendance and absences. <p>Education sessions must utilize a video-based telehealth service to ensure each client is in attendance and is engaged for the duration of the educational session. Webinar meetings are appropriate for education sessions. Webinars offer pre-registration, collects attendance time in and out, and some systems provide engagement data.</p>
BP 14	<p>Tips for Facilitating Great Webinars</p> <ol style="list-style-type: none">1. Introduce meeting controls and let your audience know how to interact with you.2. Review rules for telehealth education sessions at the beginning of each session.3. Use Q&A and/or Chat box to answer questions during or after the presentation.4. Consider a panelist or co-host to help manage the meeting.5. Eliminate distractions and focus on the presentation.



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	<p>6. Be aware of your audio and video settings.</p> <p>7. Use account settings and participants’ options in host controls. Start and end the webinar on time.</p>
BP 15	<p>Face to Face sessions provided via telehealth must be held in accordance with current T 9 regulations.</p> <p>In accordance with T 9 regulations Face to Face sessions must be facilitated by a SUD counselor registered or certified by a DHCS California Approved Certifying Agency.</p> <p>Face to face sessions conducted via video or only telephonically are viable options.</p> <p>Utilize face to face sessions to discuss the telehealth services the client is receiving and any issues with their attendance that may be of concern.</p>
BP 16	<p>Providers have reported that assigning an administrator to manage telehealth activities has allowed enhanced management of the sessions and provides the following benefits:</p> <ul style="list-style-type: none">• The counselor can focus on what is important and not have to deal with the administrative work. The administrator can be a clerk, a manager, etc.• The administrator will admit each client one by one; the clients must have their full name entered into the login, so it shows up on the screen for the counselor,• The administrator will not admit any clients after the start time which supports compliance with T 9 attendance regulations.• The administrator observes the group, on their computer, if they observe clients not complying with the rules, they can dismiss them from the session immediately. It also helps support the counselor, they have eyewitness to the inappropriate behavior and do not have to disrupt their topic attending to those issues.• When a client who is dismissed from a session is spoken to the administrator will explain to the client why they were dismissed from the session.• Generally, the administrator will be able to multitask during the session while ensuring compliance with session rules.