Treatment Research Institute
Consumer Guide to Adolescent Substance Abuse Treatment

Presented by: Crystal E. Garcia & Shanin L. Rapp
Intro

Who we are...

We want to make this fun
Please give input, we’ll give candy

➔ We have info to share
Regarding the TRI Consumer Guide
pilot project

➔ We want to know what you think
Ask questions and provide feedback
How do you find out information about a product you’d like to buy, like a vacuum?
How do you decide where you want to eat?

★ Is there a website?

★ Are there pictures?

★ Star Ratings?

★ Price range?

★ How many people wrote reviews?

★ How many people say they would go back again?

★ Staff quality?

★ Cleanliness?
Did you know?

- On average, we conduct **12 billion searches per month** on the web in the United States. (Comscore, July 2014)

- **50%** of all mobile searches are conducted in hopes of finding local results and **61%** of those searches result in a purchase. (Search Engine Watch)

- **86%** of consumers stated that using a search engine allowed them to learn something new or important that helped him/her increase his/her knowledge. (Pew Research Center, Search Engine Use 2012)
Where do you go to look for a good treatment program for your adolescent?
What qualities are important to you when you are looking for a good treatment program for your adolescent? What makes a good program?
A Partnership is Born...

The Utah Division of Substance Abuse and Mental Health (DSAMH) has partnered with the Treatment Research Institute (TRI) to evaluate and improve the quality of adolescent substance use disorder treatment services in our State.
TRI Consumer Guide to Adolescent Substance Abuse Treatment™ Website offers:

- The expertise of TRI, an internationally recognized research and development organization dedicated to treatment standardization
- Descriptive program-level information and comparative evaluations of adolescent treatment services
- An easy-to-use guide for referral sources and parents who are seeking substance use disorder treatment for the adolescent
TRI Background

Treatment Research Insitute (TRI) clinical staff have worked with relevant research, treatment and policy experts, as well as parents, adolescents, and providers and identified the 10 key elements of quality care.
10 Key Elements of Quality Care

1. Screening/Assessment
2. Attention to Mental Health
3. Comprehensive Treatment
4. Developmentally Informed Programming
5. Family Involvement
6. Engage and Retain Clients
7. Staff Qualifications/Training
8. Continuing Care/Recovery Support
9. Person-First Treatment
10. Program Evaluation
Who is participating in this pilot?

56 projected programs

- 35 LSAA sites
- 9 private sites
- 2 federal (Tribal)
Consumer Guide Assessor Certification

**Phase 1**
CGA’s will develop a comprehensive knowledge of TRI’s quality indicators.

**Phase 2**
A written exam must be passed with a score of 90% or greater to receive an initial 3-month certification.

**Phase 3**
TRI staff will conduct a “co-audit” with each certified CGA on one of their treatment program site visits. Two-year certification
Assessment Process

- 15 minute pre-project telephone discussion
  TRI staff member with Program Director/designee
- 20-30 minute electronic questionnaire
- 1.5 to 2 hour Interview with the Program Director/designee and TRI Staff member
- 4 to 6 hours on-site review of the program by the Consumer Guide Assessor (CGA)
- CGA will assist in collecting anonymous client questionnaires
- CGAs send assessment results from the on-site review to TRI
What will happen after the Assessment?

- **Scores will be generated for the Website**
  - Program features will be scored as meeting quality standards or working toward quality standards.

- **Management Reports**
  - An individual facility report card will be generated
  - A de-briefing session by TRI staff will occur with the Program Director to review the results.

- **Performance Improvement Plans**
  - Co-developed with the program

- **Technical Assistance**
  - Provided assistance and funding
Continuing with site visits
October 2016 thru April 2017

Data Analysis & Management Reports
June 2017

Performance Improvement Plans
August 2017
Questions?

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