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Breakthrough Innovation: Seattle Agencies Begin Using Automated, Real-Time Treatment Referral System, Saving Time, Money and Helping Turn Lives Around

BOUNTIFUL, UT – Criminal justice and human service agencies in King County (Seattle, WA) just made a major improvement in the way they do business. As of this month, Probation and other governmental agencies working with clients suffering from mental health or substance abuse issues are able to automatically locate and select the appropriate provider, schedule an appointment, and confirm the referral between parties, all within moments and before a client leaves the office.

Using innovative software developed by Assessments.com, King County now has an automated, web-based system that allows referrers to look up an open “seat” in an individual or group setting, with an appropriate provider of treatment services – based on the results of a validated screening assessment – and confirm the referral for service – all with the certainty and speed that one would experience booking a flight over the Internet. In this case, the provider is notified within seconds of the referral details, along with collateral documents and a two-way, HIPAA compliant, monitoring and reporting channel is automatically established between referrer and provider.

The system is called the PRIME – Provider Referral and Information Management Environment.

Designed first and foremost to improve outcomes for clients, the system uses smart technology and Evidenced-Based Practices (EBP) to:

1. Quickly establish services for diverted youth with mental illness, chemical dependency, or other criminogenic needs from initial or continued justice system involvement, if appropriate.
2. Provide effective prevention and intervention strategies for those most at risk and most in need, in order to prevent or reduce more acute illnesses.

3. Facilitate the successful completion of case plans by making it much easier for probation departments – or any host agencies – and their service providers to share key information such as assessment results and treatment diagnoses, etc., and to monitor clients’ progress in a timelier fashion than ever before. Adding to its flexibility, the system works regardless of the type of assessment, or treatment.

“This system will help out tremendously,” says King County’s Susan Waild, Juvenile Probation Manager. “It utilizes that window of opportunity when the youth and parents first enter our system and are receptive to identifying problems and finding solutions.”

King County is also seeing these other tangible benefits from its PRIME implementation:

- smooth implementation of a web-based version of the Global Appraisal of Individual Needs – Short Screener (GAIN-SS) as a quick, effective and validated screening tool, with automated scoring and reporting;
- improved coordination and collaboration among criminal justice and human services partners (15 of the latter have already posted and shared their schedules of availability for the upcoming three months);
- increased and streamlined data collection for better reporting and performance measurement of the referring agency and the service providers;
- enhanced effectiveness and reduced costs from the new simplified scheduling of a youth with a provider, due to elimination of the usual high number of unproductive voicemails, e-mails, faxes, texts, etc.

Involved in this project, along with Probation Services are the King County Mental Health - Chemical Abuse and Dependency Services Division and the providers of treatment services such as: drug counseling and recovery centers; therapeutic and psychiatric clinics; community health centers; services for sexual minorities; and youth and family services.

Of the eight guiding principles of EBP, the PRIME directly supports six:

- Assess actuarial risk. The PRIME facilitates the appropriate and controlled sharing of assessment results. Better information leads to better results.

- Enhanced intrinsic motivation. The PRIME helps remove barriers to offenders meeting with the provider. Many probation/parole agencies report that their clients fail, not because they fail to complete their treatment, but because they fail to show up for their treatment. On-the-spot appointment scheduling and confirmation can be just the motivation needed for successful engagement and follow-through.
- Target interventions. The PRIME targets the appropriate Provider treatment and interventions by matching the offender's prioritized needs -- as determined by the actuarial risk assessment -- with the appropriate and available Provider services.
- Engage on-going community support. The PRIME facilitates access to services in the community for the offender, and enhances communication between the community service providers and the referring agency.
- Measure relevant practices. The PRIME aggregates referral and Provider data, making it easier, e.g., to measure effectiveness of a provider's quality assurance program.
- Measurement feedback. The PRIME, as an integral part of the Assessments.com software system, provides a single repository of critical process and outcome information that can be easily managed, analyzed, measured and reported. In addition, the PRIME can be integrated with local MIS, creating a solid basis from which to make informed decisions about needed changes.

NOTE: The PRIME is suitable for use by agencies working with juveniles or adults.

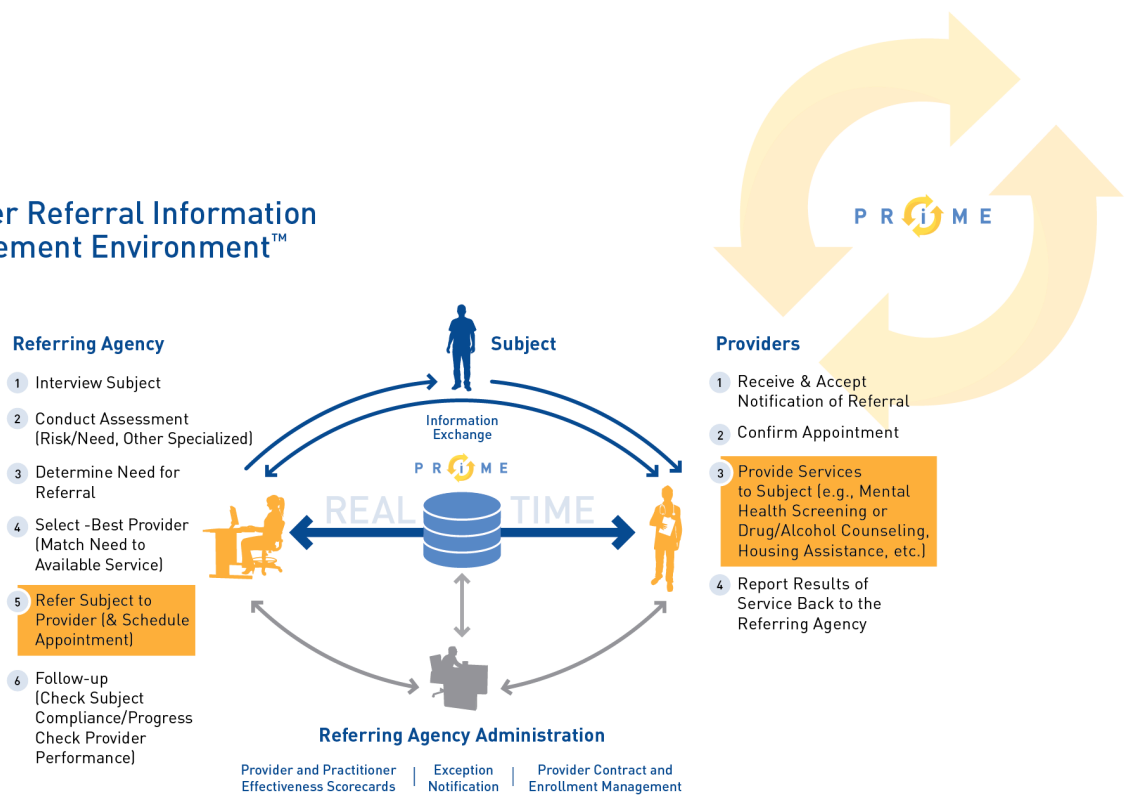
About Assessments.com

Assessments.com has worked with over 85 adult and juvenile criminal justice departments and private providers across the U.S. implementing a full continuum of Evidence-Based Practices. ADC solutions have included: statistically-validated assessments, triage protocols, assessment-driven case planning, staff skill development (such as Motivational Interviewing and cognitive-behavioral training), organizational development, and re-engineering of processes and policies for quality assurance and sustainability. ADC's smart technology and time-tested software application add additional value by

increasing efficiencies, enhancing effectiveness, and saving taxpayers' dollars through automated processes that simplify information-sharing, coordination of services and reporting on interim outcomes and ultimate performance measures. For more information about Assessments.com, please call 877-277-3778, visit the website at www.assessments.com, or, email us at sales@assessments.com.

Visual representation of the PRIME:

Provider Referral Information Management Environment™



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