

MARYLAND DEPARTMENT OF HEALTH

Summary of Recent Data & Overview of Case Management System for 8-505/7

Presentation to Justice Reinvestment Oversight Board

January 29, 2018

How is our performance?

8-507 Cycle Times

Criteria for a Hold Status

Since October 1, 2017:

Total number of orders received since October 1: 199

Individuals placed into treatment: 116

Orders Received-but-not-yet-Placed as of January 25 at 6 p.m.:

Submitted for clearance - 16

Cleared - 7

Scheduled - 13

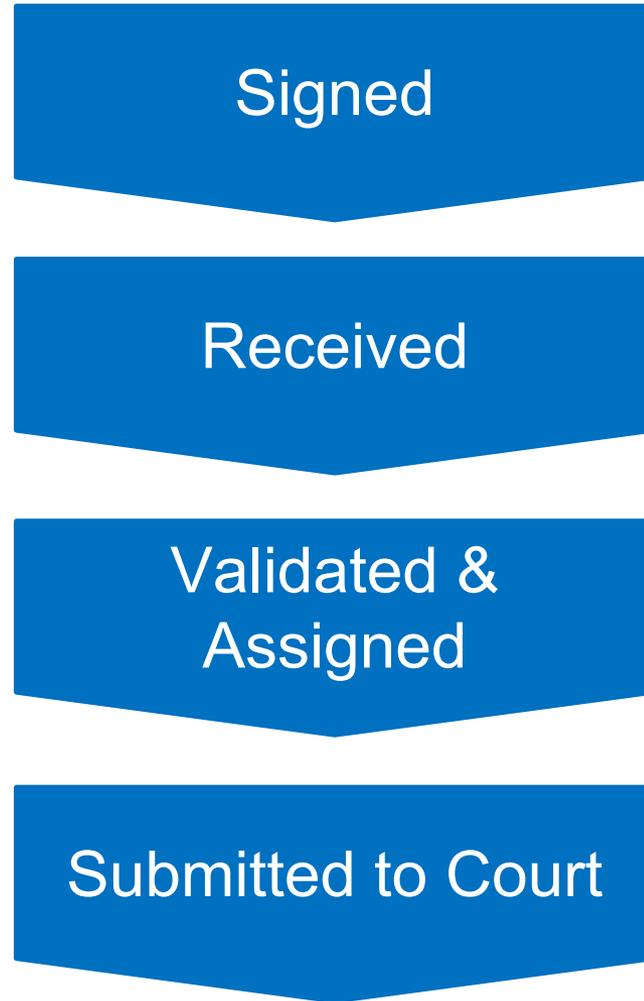
Pending Court Response - 43 (this status is discussed below)

Average number of days to process - 17

How are we managing the flow of orders?

Case Management System

Life-Cycle of an 8-505 Evaluation Order ---



Screenshot: 8-505 Order

G / Y / R is relative to the 7-day requirement

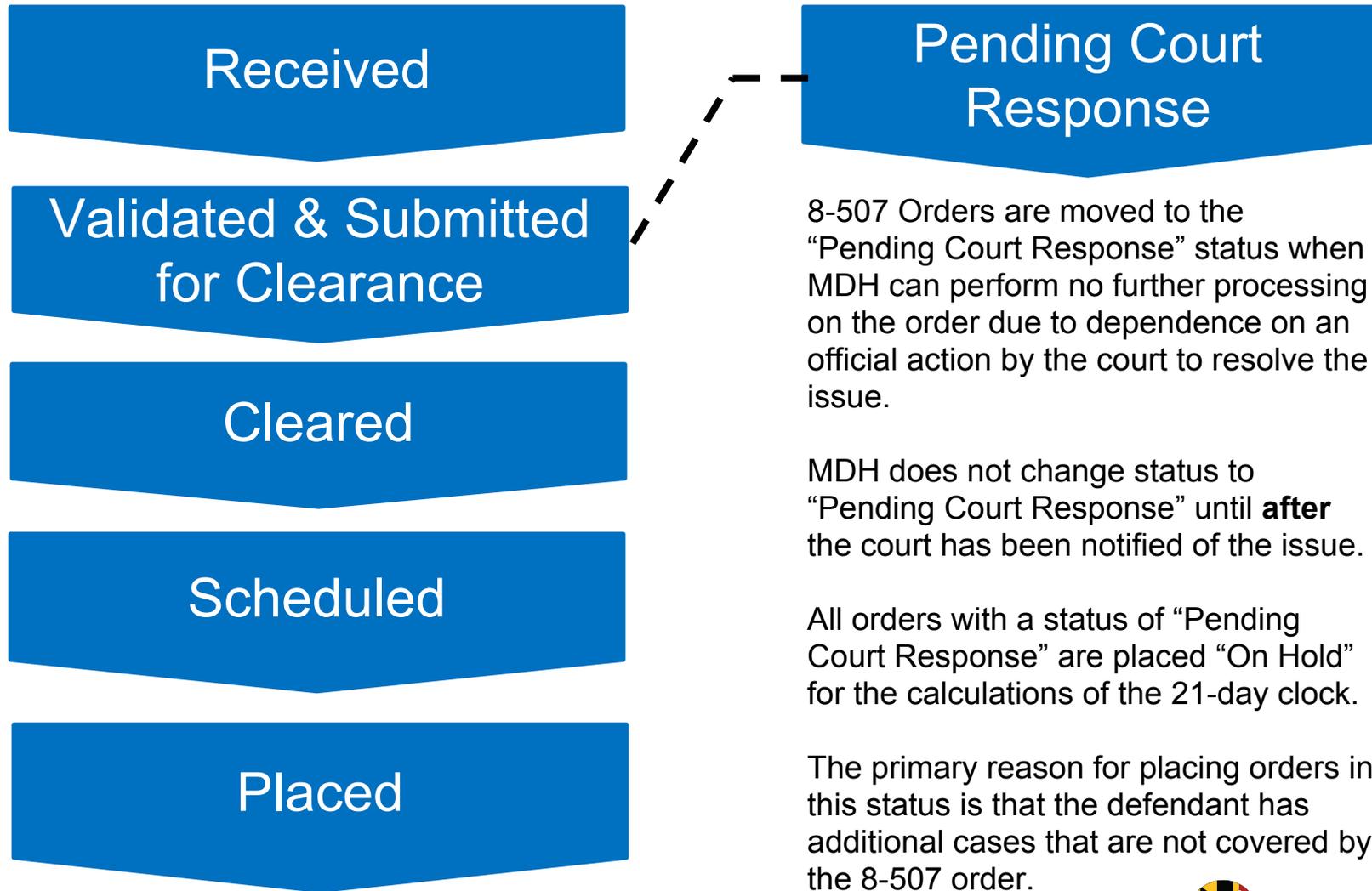
Life-Cycle

On/Off Hold

Holds on 8-505 are rare, when MDH is unable to obtain access to the individual

The screenshot displays the Salesforce interface for a Court Order (Order-23155). The browser address bar shows the URL: <https://mdhjsd.lightning.force.com/one/one.app#/sObject/003t000000DSxJbAAL/view>. The interface includes a navigation bar with tabs for 'Service Console', 'Contacts', 'Abraham Lincoln', 'Dashboards', and 'Court Order Details'. The main content area shows the order details, including a progress bar with stages: 'Assigned', 'Submitted to Court', and 'Archived'. A 'Mark Status as Complete' button is visible. The 'Hold Status' is 'OFF HOLD'. The 'Compliance Status' is 'G'. The 'Evaluation Info' section includes fields for 'Evaluator' (Cathy Howard), 'Recommended Treatment Level', and 'Not Recommended Reason'. The 'Court Info' section includes fields for 'Judge' (George M. Uppman), 'Date Signed' (1/24/2018), 'Extension' (No), and 'Service Level Agreements'. The 'Service Level Agreements' section includes fields for 'Total Days' (1), 'Hold Days' (0), 'MCH Days' (1), and 'Compliance Status' (G). The taskbar at the bottom shows the Windows taskbar with the Start button, taskbar icons for File Explorer, Google Chrome, Microsoft Edge, Firefox, and PowerPoint, and the system tray showing the date and time (9:05 PM, 1/25/2018).

Life-Cycle of an 8-507 Placement Order ---



Screenshot: 8-507 Order

The screenshot displays a Salesforce interface for an 8-507 order. The top navigation bar is highlighted with a red box, showing a progress bar with stages: Cleared, Scheduled, Placed, Completed, Rescinded, Expired, and Archived. The main content area shows order details for Order ID 23156, Defendant Abraham Lincoln, and Hold Status OFF HOLD. A green R/Y/G indicator is highlighted with a red box in the Compliance Status field.

| Field | Value |
|---|---|
| Order ID | Order-23156 |
| Defendant | Abraham Lincoln |
| Hold Status | OFF HOLD |
| ASAM 2.5 - Clinically Managed Medium Intensity Residential Services | |
| Clearance Info | Request for Clearance Date: 1/17/2018; Clearance Response Date: 1/22/2018; Clearance Response Time: 5 |
| Court Info | Judge: George M. Lipman; Date Signed: 1/16/2018; Court Case Number: 10-H-099-3333; Date Received: 1/16/2018 |
| Service Level Agreements | Total Days: 9; Hold Days: 0; MDH Days: 0; Compliance Status: R/Y/G |
| System Information | Created By: Kathy Neilus, 1/25/2018 9:17 PM; Last Modified By: Kathy Neilus, 1/25/2018 9:22 PM |

Life-cycle, hold status, and R / Y / G indicator serve the same functions as for 8-505. The R / Y / G on 8-507 is relative to the 21-day requirement.

Criteria for a Hold Status

At any point in the processing an 8-505 or 8-507 order may be placed “on hold” for a period of time if an issue arises that:

- Prevents MDH from further processing of the order, and
- Requires resolution by another party (typically in the judicial system)

For example:

- An 8-507 order may be placed “on hold” if the defendant has additional cases that are not covered by the 8-507 order. MDH notifies the judge, State’s attorney and defendant’s attorney. Once MDH receives another 8-507 for the additional cases, or the additional cases are cleared, the order is taken off hold & processing continues.
- An 8-505 or 8-507 order may be placed “on hold” if a defendant cannot be located (most often occurs when defendant is on the street under own recognizance). Once defendant is located, order is taken “off hold” and processing continues.

Processing View

MDH staff can view all orders by status & see at a glance which ones are in the queue, which ones are in compliance for processing time, and which ones are on hold.

| ORDER ID | HOLD STATUS | DEFENDANT | SCHEDULED ADMISSION DATE | STATUS | RECOMMENDED TREATMENT | COMPLIANCE STATUS |
|-------------|-------------|------------|--------------------------|-----------|---|-------------------|
| Order-23156 | OFF HOLD | [REDACTED] | | Cleared | ASAM 3.5 - Clinically Managed Medium Intensity Residential Services | Green |
| Order-22944 | OFF HOLD | [REDACTED] | 1/30/2018 | Scheduled | ASAM 3.5 - Clinically Managed Medium Intensity Residential Services | Red |
| Order-23026 | OFF HOLD | [REDACTED] | 2/2/2018 | Cleared | ASAM 3.5 - Clinically Managed Medium Intensity Residential Services | Green |
| Order-23063 | OFF HOLD | [REDACTED] | 1/26/2018 | Scheduled | ASAM 3.3 - Clinically Managed High Intensity Residential Services | Green |
| Order-23051 | OFF HOLD | [REDACTED] | 1/29/2018 | Scheduled | ASAM 3.5 - Clinically Managed Medium Intensity Residential Services | Green |
| Order-22992 | ON HOLD | [REDACTED] | 1/26/2018 | Scheduled | ASAM 3.5 - Clinically Managed Medium Intensity Residential Services | Green |
| Order-22702 | ON HOLD | [REDACTED] | 1/26/2018 | Cleared | ASAM 3.1 - Clinically Managed Low Intensity Residential Services | Yellow |
| Order-23076 | OFF HOLD | [REDACTED] | 2/7/2018 | Cleared | ASAM 3.3 - Clinically Managed High Intensity Residential Services | Green |
| Order-23036 | ON HOLD | [REDACTED] | 1/26/2018 | Scheduled | ASAM 3.3 - Clinically Managed High Intensity Residential Services | Green |
| Order-22919 | OFF HOLD | [REDACTED] | 2/2/2018 | Scheduled | ASAM 3.3 - Clinically Managed High Intensity Residential Services | Green |
| Order-22835 | ON HOLD | [REDACTED] | | Cleared | ASAM 3.5 - Clinically Managed Medium Intensity Residential Services | Green |
| Order-23040 | OFF HOLD | [REDACTED] | | Cleared | ASAM 3.5 - Clinically Managed Medium Intensity Residential Services | Green |
| Order-23088 | OFF HOLD | [REDACTED] | 2/7/2018 | Cleared | ASAM 3.3 - Clinically Managed High Intensity Residential Services | Green |
| Order-22063 | OFF HOLD | [REDACTED] | 2/5/2018 | Scheduled | ASAM 3.5 - Clinically Managed Medium Intensity Residential Services | Green |
| Order-23035 | OFF HOLD | [REDACTED] | 1/30/2018 | Scheduled | ASAM 3.3 - Clinically Managed High Intensity Residential Services | Green |
| Order-22830 | OFF HOLD | [REDACTED] | 2/2/2018 | Scheduled | ASAM 3.3 - Clinically Managed High Intensity Residential Services | Green |
| Order-22851 | OFF HOLD | [REDACTED] | 2/2/2018 | Cleared | ASAM 3.3 - Clinically Managed High Intensity Residential Services | Red |
| Order-23062 | OFF HOLD | [REDACTED] | 1/24/2018 | Scheduled | ASAM 3.7 - Medically Monitored High Intensity Inpatient Services | Green |
| Order-23136 | OFF HOLD | [REDACTED] | 2/2/2018 | Cleared | ASAM 3.3 - Clinically Managed High Intensity Residential Services | Green |
| Order-23126 | OFF HOLD | [REDACTED] | 2/6/2018 | Scheduled | ASAM 3.1 | Green |
| Order-23094 | OFF HOLD | [REDACTED] | 2/2/2018 | Scheduled | ASAM 3.3 - Clinically Managed High Intensity Residential Services | Green |
| Order-22994 | ON HOLD | [REDACTED] | 1/31/2018 | Scheduled | ASAM 3.3 - Clinically Managed High Intensity Residential Services | Green |

NOTE: Defendant's names have been deleted to protect their privacy.



The Dashboard

The Dashboard allows MDH staff and management to view processing time statistics at a glance. The system allows the user to “drill down” on any statistic to see the detailed orders.

