

Service and Bed Availability Tool (SBAT)
Dashboard Training Q&A (10/20/2021)

Please regularly check the User Guide and associated bulletins for the most up-to-date information.

1. Can there only be one Admin user per agency?
An agency must identify 1 admin user per agency. A maximum of 3 admin users can be assigned per agency.
2. Will the URL be sent after the meeting or can we use the same link to access the dashboard?
When will the dashboard go live?
You can use the same link to access the dashboard. SBAT goes live tomorrow, October 21st.
3. What time does SBAT need to be submitted daily? I thought it was by 11a.
The SBAT Bed and Intake Availability updates should continue to be completed as soon as possible each morning that the site is operational.
4. Do the percentages on the timeliness of SBAT updates take in mind weekends?
Currently, weekends are not included in the Summary of Timeliness of SBAT Update chart on the SBAT Availability Dashboard.
5. Do we need up to update the SBAT on holidays or weekends?
SBAT Bed and Intake Availability is required to be updated on the days that the site is operational, including holidays and weekends, if applicable. This ensures that the public and our referral partners can access treatment services whenever it is available.
6. If we input 1 intake slot available in the morning, and it gets taken later in the day, do we need to update the dashboard to show 0 intake slots available?
Providers must update their bed and intake availability at least once every morning that the site is operational. Providers are encouraged to update their information on a more frequent basis if possible, to provide the public and referral partners with the most accurate information.
7. Is this active now?
The SBAT Availability Dashboard launched 10/21. The SBAT Reminder emails will launch 11/1.
8. Where on the SACP, website will the slides be posted?
The Service and Bed Availability Tool (SBAT) Dashboard Training slides are posted to the SACP Provider Manual and Forms page, linked here:
<http://publichealth.lacounty.gov/sapc/NetworkProviders/Sbat/102021/SBATTrainingSlidesAvailabilityDashboard.pdf>
9. What does it mean to reset?
Effective 11/1, bed and intake availability will reset to zero 24 hours after your last update. This means that the bed and intake availability information you inputted 24 hours ago will be erased, and changed to 0, until you update the SBAT again.
10. If for what ever reason we forget to update the SBAT will we be notified, and does it still have to updated before 10am?
On 11/1, RS, RS-WM, and RBH providers will receive the following email notifications:
 - 1 hour prior to reset (email sent to SBAT General User)
 - At the time of reset (email sent to SBAT General User & Admin User)
 - 1 hour after reset, if no update is made (email sent to SBAT General User)
 - 3 hours after reset, if no update is made (email sent to SBAT General User)

11. Does the information that we input into the DATAR monthly automatically get transferred onto the SBAT website?
No, it does not.
12. Should we use a specific browser?
We recommend the SBAT Availability Dashboard be viewed using Chrome or MS Edge.
13. On our portal there is no differentiation between IOP & OP for data entry... is that correct or is it a technical malfunction?
This is correct.
14. I can only add in how many spots I have total. I am unable to separate for Outpatient and Intensive outpatient. Its fine I just thought it would be ideal to separate.
Currently, the Availability Form does not separate OP/IOP.
15. Hi, Who do we contact if we do not received our credential info by 10/21?
If you are an existing SBAT user, please continue to use your current login credentials to log in. New users can contact SAPC IT (626-299-4546) if you have not received an email about your login credentials *after* 10/21.
16. I added employees to be admin users. Will these employees get an email indicating they have been granted admin privilege's. Also, I am not even sure what I did because I am getting kinda forgetful. How can I review what I submitted for our Agency.
Admin users will receive an email from SAPC IT with information on their login credentials. Please contact Julie Monji at jmonji@ph.lacounty.gov if you would like to confirm the SBAT Admin users for your agency.
17. How many folks were placed in treatment as a result of SBAT in 2020.
Our presenters do not have information on this subject, more information may be provided at the provider meetings.
18. What if you have a username and password already and the system does not allow access?
Please contact SAPC IT (626-299-4546).
19. Can an Admin update the SBAT for its sites?
To update SBAT Bed and Intake Availability, the user must have SBAT General User access. An Admin User can request General User access by completing a User Form and submitting to their CPA:
<http://publichealth.lacounty.gov/sapc/NetworkProviders/Sbat/SBATUserRegistrationForm.pdf>
20. If we update the dashboard during the day to indicate 0 slots available due to slots being filled, does that reset our 24hr reset time?
Each day the SBAT availability will reset to zero 24 hours after your last update. This allows flexibility in provider input. Providers can update the SBAT intake and bed availability information as many times per day as needed, but the reset will always be at the last update of the day.

For example, if yesterday the SBAT was updated at 7:00am, 11:00am, and again at 2:00pm, then today the SBAT availability will reset at 2:00pm. However, providers should continue to complete their first update each morning that the site is operational.
21. The Intake slot - your example show 0 for the last month - does that "harm" the user/facility in anyway if there is that much time without an intake slot?
Intake and bed availability are posted to the SBAT and used by the public and referral partners to identify provider sites with availability to accept a prospective patient. It is important to provide timely and accurate updates.

22. How do we find out if we are a general or admin user?
When viewing the Availability Dashboard, only Admin Users will be able a gray summary card, titled "Overall Users". This summary card shows the total number of unique General Users at all site locations, and can only be viewed by Admin Users.
23. What happens if the person updating the Sbat. Didn't come in or is on vacation. And they are the only person that has access to updating it. What do we do then.
Please identify a backup staff member to update the SBAT to ensure that the SBAT is updated every day that the site is in operation. To add a new General User, complete a User Form and submitting to your CPA:
<http://publichealth.lacounty.gov/sapc/NetworkProviders/Sbat/SBATUserRegistrationForm.pdf>
24. Should each agency already have a cpa? or do they work for SAPC?
Yes, SAPC contract program auditors (CPA) are assigned to each agency.
25. Most the time my appointments are filled every day, we get many many calls and schedule people, or have clients coming from jail, upcoming, completions, we have those filled. So my SBAT may always say 0 intakes 0 beds, but we do intakes every day.
Great. Even if the information does not change, please use the No changes function.
26. Do our login's change because of this new site? Or is it still the same log in? Also I am the only person who update all 27 sites, I recall seeing an e-mail regarding new log in information.
If you are an existing SBAT user, please continue to use your current login credentials to log in. New users can contact SAPC IT (626-299-4546) if you have not received an email about your login credentials *after* 10/21.
27. Are the IOP Availability updates separate from RBH Bed Availability?
Yes.