Service & Bed Availability Tool (SBAT)

The web-based tool that provides a dashboard of available specialty SUD services throughout Los Angeles County
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Section 1. User Access

New User
Complete the User Registration found here: http://publichealth.lacounty.gov/sapc/NetworkProviders/Forms.htm.
Fax the completed form to (626) 299-7227, Attention: Information Systems. Substance Abuse Prevention and Control (SAPC) staff will contact the user directly with access code information.

Existing User
To remove access and/or grant access to existing users for updating new locations, please contact Information Systems at (626) 299-4546.

Section 2. Log In

URL
Navigate to the Service & Bed Availability Tool (SBAT) login page at: http://sapccis.ph.lacounty.gov/SBATProviderSite

Logging In
Log in with the credentials that you received from SAPC. (C# login is not required for this login.)

![Log In Form]

If you are locked out from this page after three (3) log-in attempts, please call SAPC Information Systems at (626) 299-4546.

After login, you will be able to view all assigned locations. Only certified levels of care with an executed Drug Medi-Cal (DMC) contract will be shown on the SBAT.
Section 3. Input Outpatient and/or Residential Intake Availability

The SBAT intake slot availability allows providers to input information on the number of intake slots that are available on a given day for Outpatient Services (including Intensive Outpatient) and Residential Services (including all levels of care) for referral sources to schedule an intake appointment. This can be updated as many times a day as needed to provide real time information on intake appointment availability.

Daily Zero-Out: Intake slot and bed availability automatically reverts to zero every day at midnight. Therefore, each day, providers MUST update information on intake availability AND bed capacity (residential only) to ensure accurate and timely referrals.

There are four (4) options to make changes to intake and bed availability information at each facility location.
1. Intake Slot Box Input

2. Intake Slot Calculator

By inserting specific information, the Intake Slot Calculator can help providers calculate the number of intakes that can be scheduled on a given day to maximize staff and organizational planning for the benefit of both treatment agencies and the patients they serve.

### SBAT Intake Slot Calculator

**Do you know how many intakes your agency can perform?**

The "SBAT Intake Slot Calculator" can help providers calculate the number of intakes that can be scheduled on a given day to maximize staff and organizational planning for the benefit of both treatment agencies and the patients they serve. Simply insert the information below, providing the number of staff you have available to work that day, the amount of time staff dedicated to intakes, the average intake time per client, and the number of intakes that were already scheduled for a given day. The calculator will calculate how many intakes you have available on a given day.

**Instructions (see below)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Available Staff for Intakes:</td>
<td>5</td>
<td>Enter number of staff available to conduct intakes</td>
</tr>
<tr>
<td>×</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Time (hours) Dedicated to Intakes Per Staff:</td>
<td>0.5</td>
<td>Enter average time (hours, in increments of 0.25) that each staff can dedicate to</td>
</tr>
<tr>
<td>−</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Intake Time (hours) Per Client:</td>
<td>0.75</td>
<td>Enter average time (hours, in increments of 0.25) it takes staff to complete an</td>
</tr>
<tr>
<td>−</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Existing Intake Appointments</td>
<td>2</td>
<td>Enter intake slot(s) that is/are already scheduled for the day</td>
</tr>
<tr>
<td>=</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Number of Intake Slots Available:</td>
<td>1</td>
<td>Total number of possible intake slots will be auto-calculated based on the values</td>
</tr>
</tbody>
</table>
Click on the calculator icon to access the SBAT Intake Slot Calculator tool.

<table>
<thead>
<tr>
<th>Average Time (hours) Dedicated to Intake Per Staff is in increments of 0.25 hours.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Intake Time (hours) Per Client is in increments of 0.25 hours.</td>
</tr>
</tbody>
</table>

**a.** Enter the number for "Total Available Staff for Intakes". This should only be for staff that will be dedicated to intakes during that day and hours

**b.** Enter the "Average Time Dedicated to Perform Intakes Per Staff" - this could be variable, so one staff might only be available for intakes for 2 hours and the other for 4 hours. You would take the average between the two, which is 3 hours.

**c.** Enter the "Average Intake Time Per Client", - this is often variable, so provide the amount of time it typically takes to conduct one client intake.

**d.** Enter the number of Existing Intake Appointments" (if applicable) - this is to be used when you already have intake appointments previously scheduled. Entering a number in this box means they their staff already have an intake appointment and will reduce the available intake slots.
As information is entered into each box, the calculator will populate the available “Intake Slots” box to the right of the calculator icon and always rounds down.

**Tip:** Click the calculator icon again to collapse the intake slot calculator pop-up box when input is complete.

### 3. Last Availability

If you would like to use the same information as was input the previous day for both intake slot and bed availability, click on the “Last Availability” button.

A pop-up dashboard will show the last information input and saved.
This popup is for review only. No data can be edited.

The information displays the facility location, the most recently input information for: intake availability (outpatient and residential), bed capacity, and last date of input.

If **ALL** of this information matches the current, click on the “Confirm” button.

The main Provider Site Update page will be updated with the last availability information and the popup dashboard will disappear.

*NOTE: When you select confirm, both the “Last Availability” link and the “No Changes” button will disappear.*
If **ANY** information is different from the current day’s availability/bed capacity and you would like to input new availability, click the “Cancel” button or simply click the “x” on the top right corner of this popup.

### 4. No change

⚠️ As mentioned above, the intake slot and bed availability automatically revert to zero every day at midnight. Providers are required to update information on the SBAT for each location daily.

Another option to update intake slot and bed availability is a feature that allows providers to simply select “No Change”.

If you would like the current availabilities to remain at zero for ALL items including intake slots and bed availability for all services at a particular location on a given day, then simply click the “No change” button.
By clicking the “No Change” button, you acknowledged that there is zero availability at this facility location (for all levels of care). This will be displayed as your updated input and be reflected on the SBAT public page will reflect this update.

If there are ANY changes to intake slot and/or bed availability, then you should NOT use the “No Change” function.

<table>
<thead>
<tr>
<th>Level of Care, Bed Capacity, and Intake Appointment Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outpatient Intake Slots</strong></td>
</tr>
<tr>
<td>(OP) Outpatient Treatment (ASAM 1)</td>
</tr>
<tr>
<td>OP Intake Slots</td>
</tr>
<tr>
<td>0</td>
</tr>
<tr>
<td>(IOP) Intensive Outpatient (ASAM 2.1)</td>
</tr>
<tr>
<td>Are Outpatient Intake appointments available within 7 days?</td>
</tr>
<tr>
<td>Yes/No</td>
</tr>
</tbody>
</table>

Summary of Intake Slot and Bed Availability Update Options:

a. Manual input the Intake and Bed Availabilities
b. Use the calculator to enter the availabilities.
c. Check the “Last Availability”, click “Confirm” to retrieve the last updated information.
d. Click the “No Change” to acknowledge there is no change for that location.

Section 4: Additional Intake Functionality

Appointment Hours

To change or update appointment hours for a given day or week, click on the calendar icon to access the SBAT Intake Calendar tool. This function is for both Outpatient Services (including Intensive Outpatient) and Residential Services (all levels).

Input the start and end times (or last intake appointment) for intake hours per day. This will not revert to zero each day and should only be updated when changes need to be made. Changes can be made to one or more days.
Tip:

Click the 📅 Calendar icon to collapse the appointment pop-up box when input is complete.

Available Intake Appointments available within 7 days

Intake appointments available within 7 days is available for both Outpatient Services (include Intensive Outpatient) and Residential Services (all levels). This feature must be selected.

Click on “Yes” if you know that you do have availability on the next day or for up to 7 days from the date the update is being performed. A message will be generated on the SBAT public page “Intake Appointments available within 7 days.”

Click on “No” if you know that tomorrow and for at next 7 days from the update there will be no intake appointments available.

Hours on one (1) weekend day and two (2) evenings are contractually required for Outpatient Services. *OTP is excluded from evening requirement.
Section 5: Residential/Recovery Bridge Housing Capacity

Service Type
Click on the dropdown for the appropriate Residential Services and/or Recovery Bridge Housing (RBH) offered at the user's site (i.e., 3.1 vs. 3.3 vs. 3.5).

Capacity by Age/Gender for Residential/RBH Services
Update how many beds are available for referrals by age and gender.
Section 7. Save and Exit

Saving Updates

Click to save your input. Users may save at any time, but the Save button must be selected prior to leaving the Provider Update site. When you select the Save button, one of the following will occur:

a. A confirmation message will be displayed.

b. An error message will be displayed indicating that required fields are missing values.
c. An alert message will be displayed indicating that no new information has been input.

It is important to hit the Save All button after you are complete with updates. If the Save All button is not selected, then NONE of the updates will be reflected on the SBAT public page.
Logging Off

Click after updates, then system will redirect to a “Thank you” page.

Click to return to the SBAT web page. Please review the location information for accuracy at http://sapccis.ph.lacounty.gov/sbat/. If there are any discrepancies, please contact your Contract Program Auditor (CPA).

IMPORTANT REMINDERS:

• RBH users updating capacity/intake using log-in credentials can view RBH full address, but the street address will NOT be shown on the public version of the SBAT.
• DUI providers are NOT required to update intake/capacity in the SBAT.
• Because the bed capacity and intake slot are intended to be real time information, it must be updated daily. To accommodate this, all values will be reset to zero (“0”) at 12:00 am daily.