

**SUBSTANCE USE DISORDER
TREATMENT SERVICES
PROVIDER MANUAL
ADDENDUM**

***SBAT – Service & Bed
Availability Tool***



System Transformation to Advance Recovery and Treatment, Los Angeles County's Substance Use Disorder Organized Delivery System

Provider Update **USER GUIDE**

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.

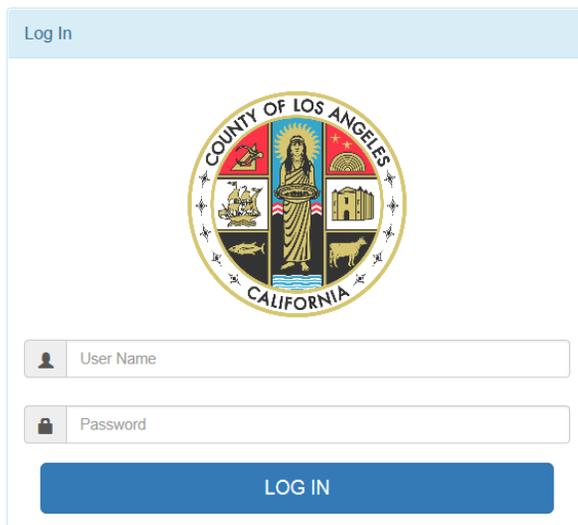
Section 2. Log In

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.)



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.

The screenshot displays the SBAT interface for a provider site. It is divided into three main columns. The left column, titled 'Facility Address', contains a red-bordered box around the address '1. 3250 Wilshire Boulevard, Los Angeles, CA 90010'. A red callout box labeled 'Assigned Locations' points to this address. The middle column, titled 'Level of Care, Bed Capacity, and Intake Appointment Hours', is further divided into three sections: 'Outpatient Intake Slots' (green background), 'Residential Intake Slots' (pink background), and 'Residential Bed Capacity' (yellow background). A red callout box labeled 'Certified Levels of Care' points to the 'Outpatient Intake Slots' and 'Residential Intake Slots' sections. Each intake slot section includes a table with columns for '(OP) Outpatient Treatment (ASAM 1)', '(IOP) Intensive Outpatient (ASAM 2.1)', '(RS-LI) Low Intensity Residential (ASAM 3.1)', and '(RS-HI) High Intensity Residential (ASAM 3.5)'. Each row has a calendar icon, a numerical input field (all showing '0'), and a 'No/Yes' selection. The 'Residential Bed Capacity' section includes sub-sections for 'Adult' with 'Male' and 'Female' columns, each with a numerical input field (all showing '0'). The right column contains a 'Last Availability' section with a 'No Change' button and a 'Save All' button at the bottom right.

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



Use whole numbers (e.g. 1, 2, or 3)

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)*

Total Available Staff for Intakes:	5	Enter number of staff available to conduct intakes
X		
Average Time (hours) Dedicated to Intakes Per Staff:	0.5	Enter average time (hours, in increments of 0.25) that each staff can dedicate to
÷		
Average Intake Time (hours) Per Client:	0.75	Enter average time (hours, in increments of 0.25) it takes staff to complete an
-		
Existing Intake Appointments	2	Enter intake slot(s) that is/are already scheduled for the day
=		
Total Number of Intake Slots Available:	1	Total number of possible intake slots will be <u>auto-calculated</u> based on the values

Click on the calculator icon to access the SBAT Intake Slot Calculator tool.



Average Time (hours) Dedicated to Intake Per Staff is in increments of 0.25 hours.

Average Intake Time (hours) Per Client is in increments of 0.25 hours.

- 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
- 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.
- 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.
- 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.

Residential Intake Slots

(RS-L) Low Intensity Residential (ASAM 3.1)

RS Intake Slots: 3

Are Residential Intake appointments available within 7 days? No Yes

Intake Slot(s) Calculator	Input
a. Total Available Staff for Intakes:	5
b. Average Time (hours) Dedicated to Intake Per Staff:	.5
c. Average Intake Time (hours) Per Client:	.75
d. Existing Intake Appointments:	0

(RS-H) High Intensity Residential (ASAM 3.5)

Residential Intake Slots example

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

Level of Care, Bed Capacity, and Intake Appointment Hours

Outpatient Intake Slots

(OP) Outpatient Treatment (ASAM 1)

OP Intake Slots: 0

(IOP) Intensive Outpatient (ASAM 2.1)

Are Outpatient Intake appointments available within 7 days? No Yes

Residential Intake Slots

Last Availability

No Change

A pop-up dashboard will show the last information input and saved.

Last Availability Information

3250 WILSHIRE BOULEVARD, LOS ANGELES, CA 90010
 Last Updated on: 8/12/2019 3:25:58 PM

Outpatient Intake Availability

Intake Slots :	3
Intake Appointment Available within 7 days	Yes

Residential Intake Availability

Intake Slots:	1
Intake Appointment Available within 7 days	Yes

Residential Bed Capacity

	Adult	
	Male	Female
(RS-LI) Low Intensity Residential (ASAM 3.1)	0	1
(RS-HI) High Intensity Residential (ASAM 3.5)	0	0

Confirm Cancel



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.

Facility Address	Level of Care, Bed Capacity, and Intake Appointment Hours	Action												
1. 3250 Wilshire Boulevard, Los Angeles, CA 90010	<p>Outpatient Intake Slots</p> <p>(OP) Outpatient Treatment (ASAM 1)</p> <p>OP Intake Slots: 3</p> <p>Are Outpatient Intake appointments available within 7 days? <input type="radio"/> No <input checked="" type="radio"/> Yes</p> <p>Residential Intake Slots</p> <p>(RS-LI) Low Intensity Residential (ASAM 3.1)</p> <p>RS Intake Slots: 1</p> <p>Are Residential Intake appointments available within 7 days? <input type="radio"/> No <input checked="" type="radio"/> Yes</p> <p>Residential Bed Capacity</p> <p>(RS-LI) Low Intensity Residential (ASAM 3.1)</p> <table border="1"> <thead> <tr><th colspan="2">Adult</th></tr> <tr><th>Male</th><th>Female</th></tr> </thead> <tbody> <tr><td>0</td><td>1</td></tr> </tbody> </table> <p>(RS-HI) High Intensity Residential (ASAM 3.5)</p> <table border="1"> <thead> <tr><th colspan="2">Adult</th></tr> <tr><th>Male</th><th>Female</th></tr> </thead> <tbody> <tr><td>0</td><td>0</td></tr> </tbody> </table>	Adult		Male	Female	0	1	Adult		Male	Female	0	0	Save
Adult														
Male	Female													
0	1													
Adult														
Male	Female													
0	0													



*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.

Last Availability Information ✕

3250 WILSHIRE BOULEVARD, LOS ANGELES, CA 90010

Last Updated on: 8/12/2019 3:25:58 PM

Outpatient Intake Availability	
Intake Slots :	3
Intake Appointment Available within 7 days	Yes

Residential Intake Availability	
Intake Slots:	1
Intake Appointment Available within 7 days	Yes

Residential Bed Capacity			
	Adult		
	Male	Female	
(RS-LI) Low Intensity Residential (ASAM 3.1)	0	1	
(RS-HI) High Intensity Residential (ASAM 3.5)	0	0	

Confirm
Cancel

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.

Level of Care, Bed Capacity, and Intake Appointment Hours

<div style="background-color: #e0ffe0; padding: 5px; border: 1px solid gray;"> <p>Outpatient Intake Slots</p> <p>(OP) Outpatient Treatment (ASAM 1) 📅</p> <div style="border: 2px solid orange; padding: 5px; display: inline-block;"> <p style="text-align: center; margin: 0;">OP Intake Slots</p> <p style="text-align: center; margin: 0;">0</p> </div> 📅 </div> <p>(IOP) Intensive Outpatient (ASAM 2.1) 📅</p> <p style="font-size: small;">Are Outpatient Intake appointments available within 7 days? <input type="radio"/> No <input type="radio"/> Yes</p>	<p style="text-align: center; font-size: small;">Last Availability</p> <div style="border: 2px solid red; padding: 5px; text-align: center; margin: 10px auto; width: 80%;"> <p style="background-color: #ffc107; padding: 5px; border: 1px solid gray;">No Change</p> </div>
--	---

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.

The screenshot shows a web interface for updating intake slots. On the left, under 'Outpatient Intake Slots', there are two rows: '(OP) Outpatient Treatment (ASAM 1)' and '(IOP) Intensive Outpatient (ASAM 2-1)'. A central section asks 'Are Outpatient Intake appointments available within 7 days?' with a radio button for 'No' selected. To the right, under 'Last Availability', a green button labeled 'Confirmed No Change' is highlighted with a red box. A black warning triangle icon is positioned to the right of the button.

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



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.

Outpatient Intake Slots

(OP) Outpatient Treatment (ASAM 1)

OP Intake Slots 12

Are Outpatient Intake appointments available within 7 days? No Yes

Intake Appointment Schedule

Day	Start	End
Sunday		
Monday	08:00 AM	05:30 PM
Tuesday	08:00 AM	05:30 PM
Wednesday	08:00 AM	05:30 PM
Thursday	08:00 AM	05:30 PM
Friday	08:00 AM	05:30 PM
Saturday	08:00 AM	03:00 PM

Outpatient Intake Slots example

Residential Intake Slots

(RS-LJ) Low Intensity Residential (ASAM 3.1)

RS Intake Slots 14

Are Residential Intake appointments available within 7 days? No Yes

Intake Appointment Schedule

Day	Start	End
Sunday		
Monday	12:30 PM	04:15 PM
Tuesday	12:30 PM	04:15 PM
Wednesday	12:30 PM	04:15 PM
Thursday	12:30 PM	04:15 PM
Friday	12:30 PM	04:15 PM
Saturday		

Residential Intake Slots example



Hours on one (1) weekend day and two (2) evenings are contractually required for Outpatient Services.
 *OTP is excluded from evening requirement.

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.

Are Outpatient Intake appointments available within 7 days?

No Yes

Are Residential Intake appointments available within 7 days?

No Yes

This information may change from day to day, so it is important for you to update this on a daily basis to ensure appropriate and timely referrals.

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).

Level of Care, Bed Capacity, and Intake Appointment Hours	
Residential Bed Capacity	
(RS-LI) Low Intensity Residential (ASAM 3.1)	-Please Select- ▼
(RS-HI) High Intensity Residential (ASAM 3.5)	-Please Select- ▼



This step is only required during initial input.

For Residential and RBH Services, select the corresponding service type from the dropdown menu.

Residential Bed Capacity	
(RS-LI) Low Intensity Residential (ASAM 3.1)	-Please Select- ▼
(RS-HI) High Intensity Residential (ASAM 3.5)	-Please Select- ▼
Residential Intake Slots	
(RS-LI) Low Intensity Residential (ASAM 3.1)	RS Intake Slots

-Please Select-

Both Female and Male - Adult Only

Both Female and Male - Youth Only

Both Female and Male - Adult and Youth

Female Only - Adult Only

Female Only - Youth Only

Female Only - Adult and Youth

Male Only - Adult Only

Male Only - Youth Only

Male Only - Adult and Youth



This step is only required during initial update.

Capacity by Age/Gender for Residential/RBH Services

Update how many beds are available for referrals by age and gender.

Residential Bed Capacity

(RS-LI) Low Intensity Residential (ASAM 3.1)

Both Female and Male - Ac ▾

Adult

Male Female

Youth

Male Female

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 confirmation message will be displayed.

SBAT Bed and Intake Capacity - Provider Site Updates

Welcome dduck
Logout

Capacities have been updated @ 5/13/2019 11:37:32 AM.

Facility Address	Level of Care, Bed Capacity, and Intake Appointment Hours
2124 Normandie Avenue Los Angeles, CA 90021	Outpatient Intake Slots (OTP) Opioid Treatment Program (ASAM OTP) OP Intake Slots: 2 Are Outpatient Intake appointments available within 7 days? <input type="radio"/> No <input checked="" type="radio"/> Yes
	Residential Intake Slots (RS-LI) Low Intensity Residential (ASAM 3.1) (PS-RS) Population-Specific Residential Services (ASAM 3.3) (RS-HI) High Intensity Residential (ASAM 3.5) RS Intake Slots: 3 Are Residential Intake appointments available within 7 days? <input type="radio"/> No <input checked="" type="radio"/> Yes
	Residential Bed Capacity (RS-LI) Low Intensity Residential (ASAM 3.1) Adult Female: 10 (PS-RS) Population-Specific Residential Services (ASAM 3.3) Youth Male: 11

Confirmation Message

Updated @ 5/13/2019 11:37:32 AM

- An error message will be displayed indicating that required fields are missing values.

Residential Bed Capacity

(RS-LI) Low Intensity Residential (ASAM 3.1) Adult
Male
10

(PS-RS) Population- Specific Residential Services (ASAM 3.3) Please Select-
* Invalid

Error Message

c. An alert message will be displayed indicating that no new information has been input.

No New Input

Facility	Address	Level of Care, bed capacity, and Intake Appointment Hours	Last Availability
1.	3250 Wilshire Boulevard, Los Angeles, CA 90010	<p>Outpatient Intake Slots</p> <p>(OP) Outpatient Treatment (ASAM 1) OP Intake Slots 0</p> <p>(IOP) Intensive Outpatient (ASAM 2.1) Are Outpatient Intake appointments available within 7 days?</p> <p>Residential Intake Slots</p> <p>(RS-LI) Low Intensity Residential (ASAM 3.1) Please wait...</p> <p>(RS-HI) High Intensity Residential (ASAM 3.5) Are Residential Intake appointments available within 7 days? <input type="radio"/> No <input type="radio"/> Yes</p> <p>Residential Bed Capacity</p> <p>(RS-LI) Low Intensity Residential (ASAM 3.1) Adult Male Female 0 0</p> <p>(RS-HI) High Intensity Residential (ASAM 3.5) Adult Male Female 0 0</p>	

Alert Message

Save All
No New Input

Message from webpage

! You must select update options for each facility.

OK

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.

The main page will be updated with the last

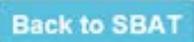
Logging Off

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

SBAT Bed and Intake Capacity - Provider Site Updates Log In

**You have been logged off from the SBAT Capacity and Intake Hours Update System.
Thank you very much for your input.**

Back to SBAT

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.