SCRAM Nexus™ – Treatment Provider Guide

June 2019

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Introduction

Description

SCRAM Nexus is a dynamic Probation case-planning tool that is designed to apply the latest behavioral evidence-based practice research to guide clients under supervision to better outcomes.

As part of the system's design, SCRAM Nexus includes a secure Treatment Provider portal that provides approved treatment organizations to discretely manage Probation and Corrections Clients that may be under their care.

The Treatment Provider system is designed to:

- Manage referral communications from the Probation Department to the Treatment Agency.
- Give the Treatment Agency the ability to assign and schedule client's treatment activities.
- Create, manage, or reschedule treatment activities.
- Give the Treatment Counselor the ability to easily track a client's participation and attendance.
- Give the Treatment Counselor the ability to create detailed progress notes for each client and each Session.
- Instant feedback to the Probation Officer on client progress.

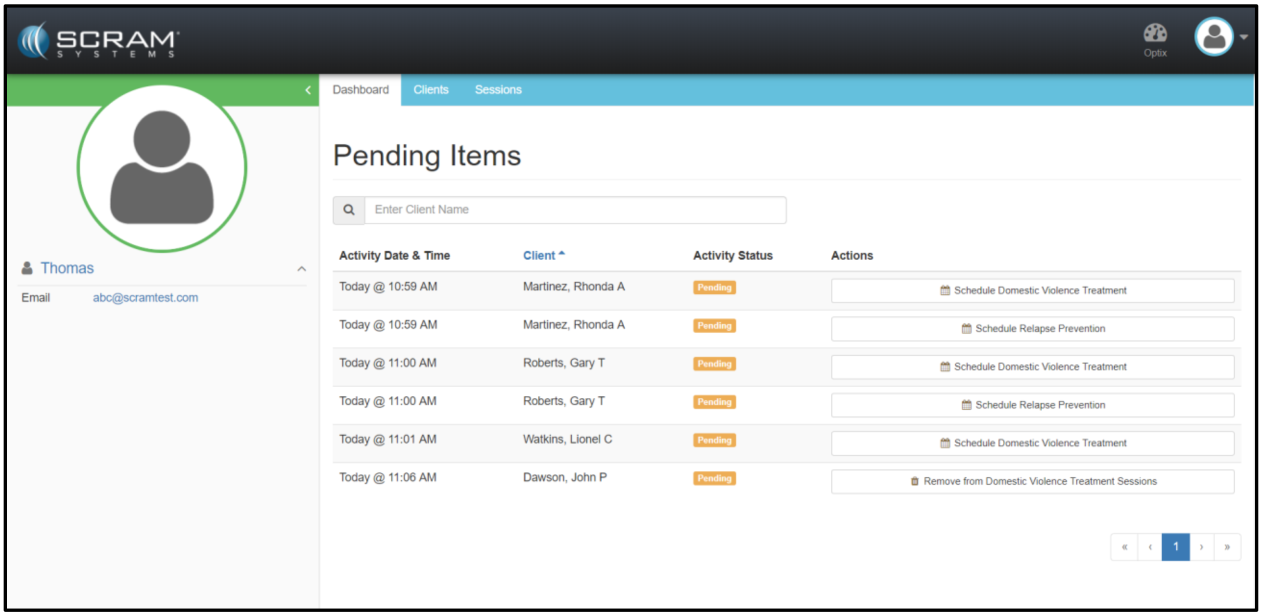
Probation Supervision – Background Information

Before a Treatment Agency receives a client referral, the Probation or Corrections Officer must assign the client to a treatment activity and select your Treatment Agency as the provider. This occurs in the SCRAM Nexus main system when the officer creates the referral by building in the following supervision plan information:

- Treatment Type: (configurable, below are just samples)
  - MRT Moral Recognition Therapy
  - Domestic Violence
  - DUI
  - Relapse Prevention
- Provider: When your Treatment Agency is set up in the Treatment Application, locations and a list of services for each location will be preloaded.
- Advancement Criteria: (optional)
  - Percentage of sessions that must be attended before progressing to the next phase.
- Expectancy for the Treatment Activity:
  - Proximal
  - Distal
  - Mastered
- Location

Getting Started – Basic Navigation

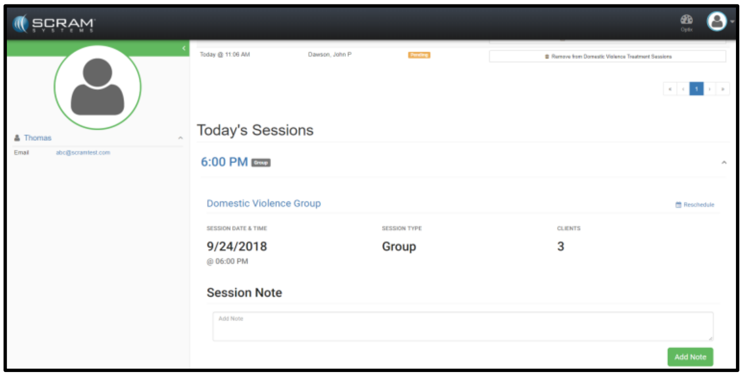
Treatment Provider Dashboard



Upon logging in, Treatment Counselors will be immediately presented with the *Dashboard* view. The *Dashboard* displays:

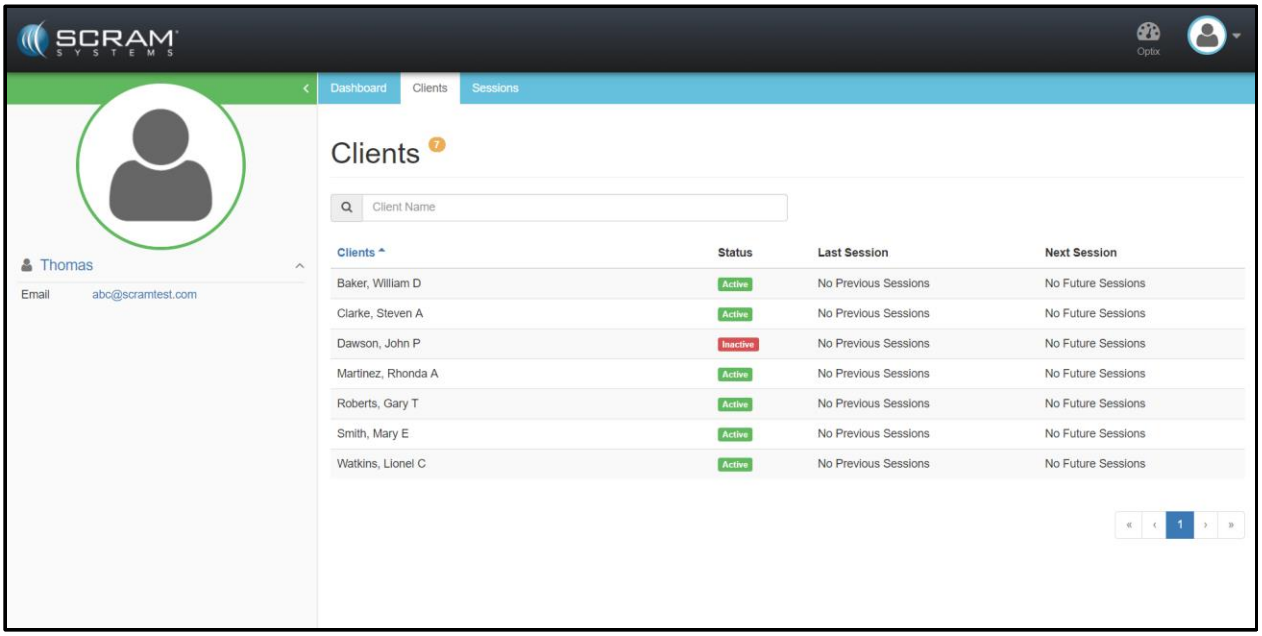
- Sidebar: Displays Provider Information
- Top Navigation Tabs
  - Dashboard: Described below.
  - Clients: Roster of SCRAM Nexus clients
  - Sessions: Calendar view where session tracking can be launched
- The Treatment Dashboard displays the following:
  - Agency pending items:
    - Referral for treatment
    - Removal of treatment
    - Suspension of treatment
- Search: Clients with pending items
- Actions: View/record/reschedule today’s sessions

Note: A user can view/record/reschedule today's sessions from the Dashboard or by clicking the **Sessions** tab and selecting the session from the session calendar.



Clients Tab

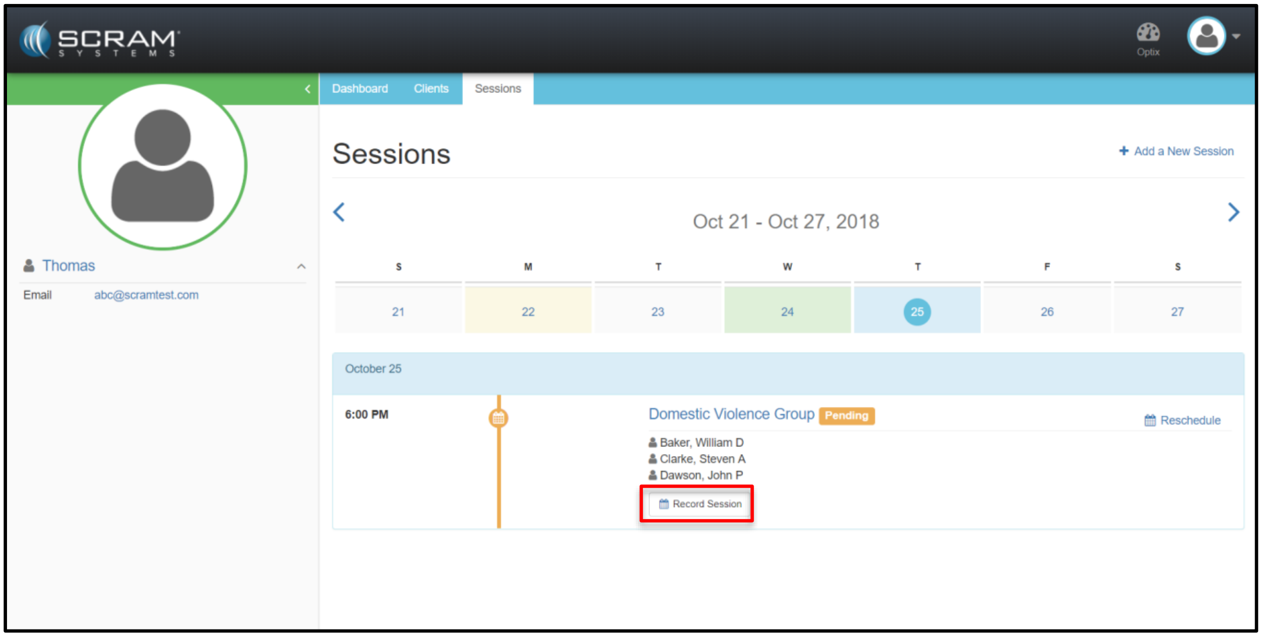
The **Clients** tab provides a client roster for the agency, as well as the ability to search for a specific client.



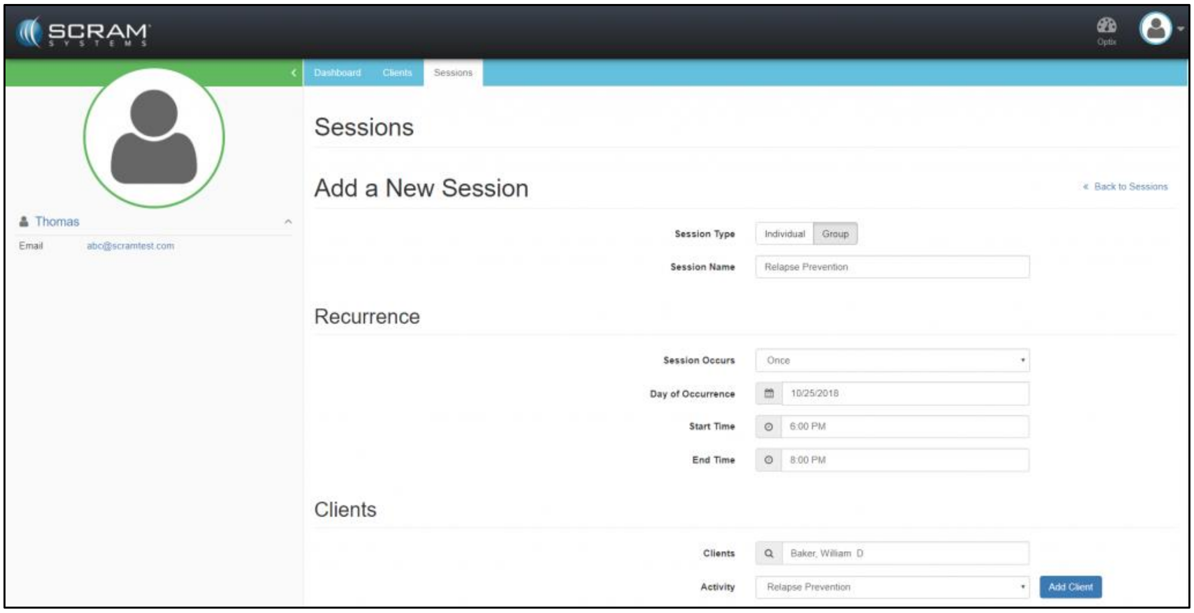
Sessions Tab

The **Sessions** tab provides a calendar view of past and future sessions and is where a new session can be created. Past sessions can be viewed/edited by navigating to the day the session took place and clicking the **View Session Results** button. Future sessions can be viewed/edited by navigating to the day the session is to take place and clicking the session name.

For any future session, click the **Record Session** button to initiate the specific appointment where the Counselor can record attendance and notes for the clients assigned.

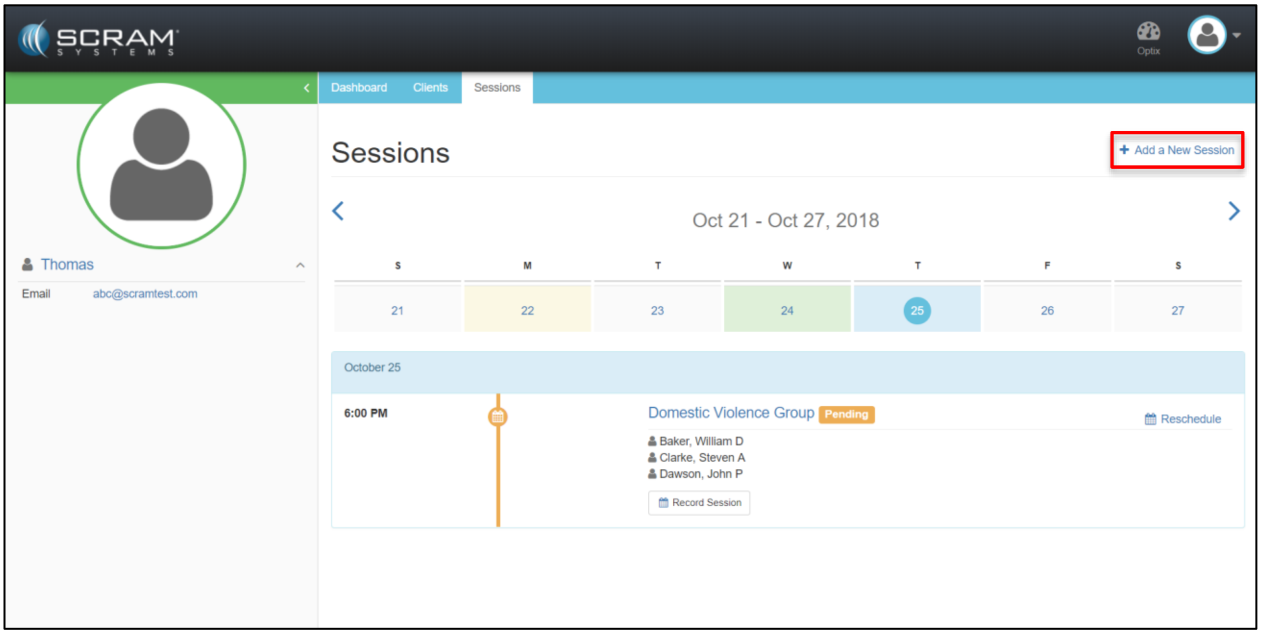


Session Scheduling



Within the Treatment Provider app, the platform provides a comprehensive activity scheduling tool to manage both group and individual therapy sessions as well as add and remove clients to scheduled classes.

Add New One-Time Group or Individual Session



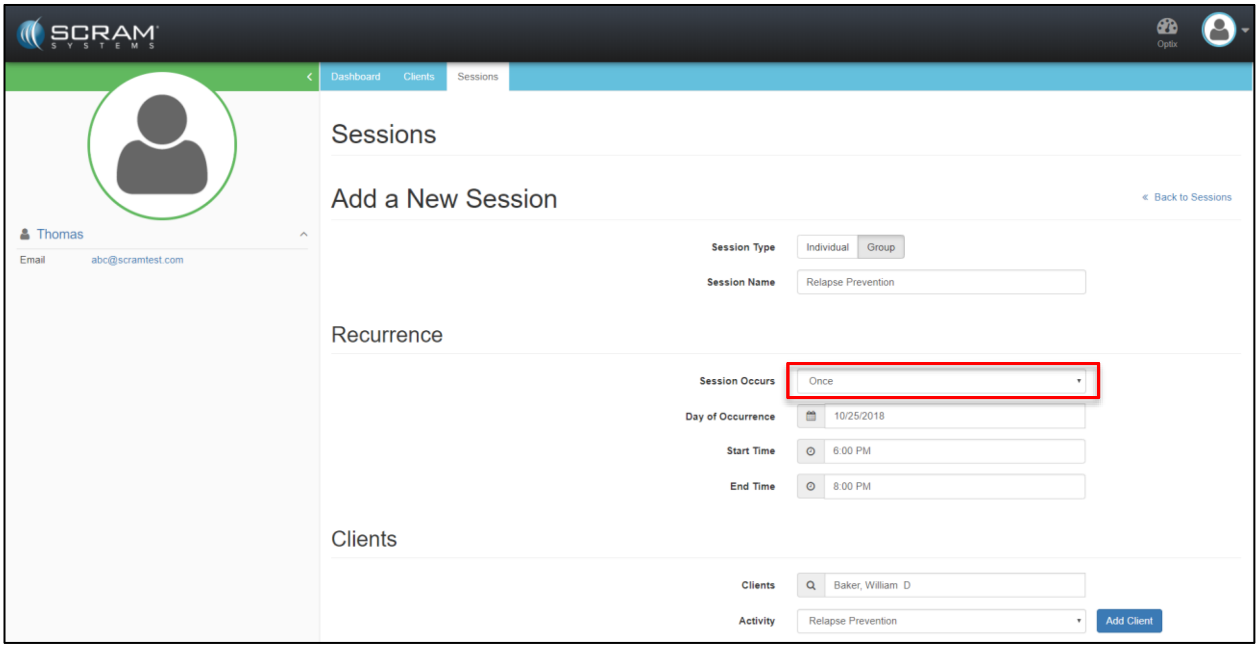
To add a session:

1. Click the **Add a New Session** button.

   The *Add a New Session* page appears.

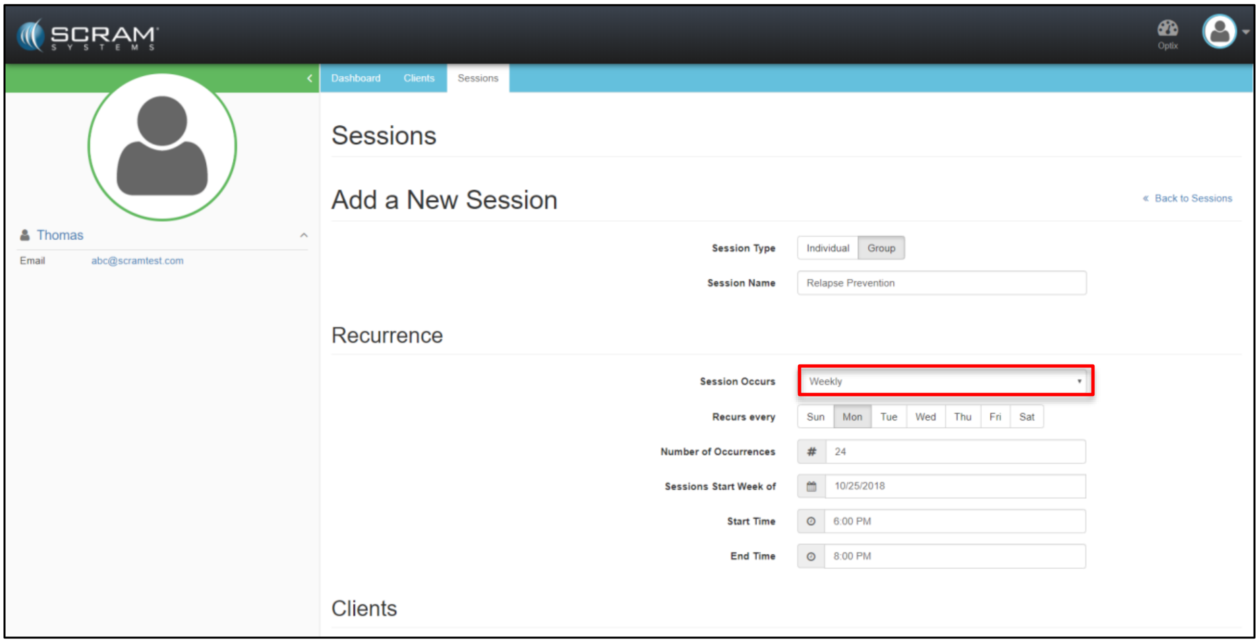
   Note: One client must be added before adding a session.
2. Select the session type. (Individual, Group)
3. Enter a session name.

One-time session



a. Select the “Once” option in the Session Occurs drop-down list.
b. Select the day of the week that the session will occur.
c. Select the start date.
d. Select the start time.
e. Select the end time.

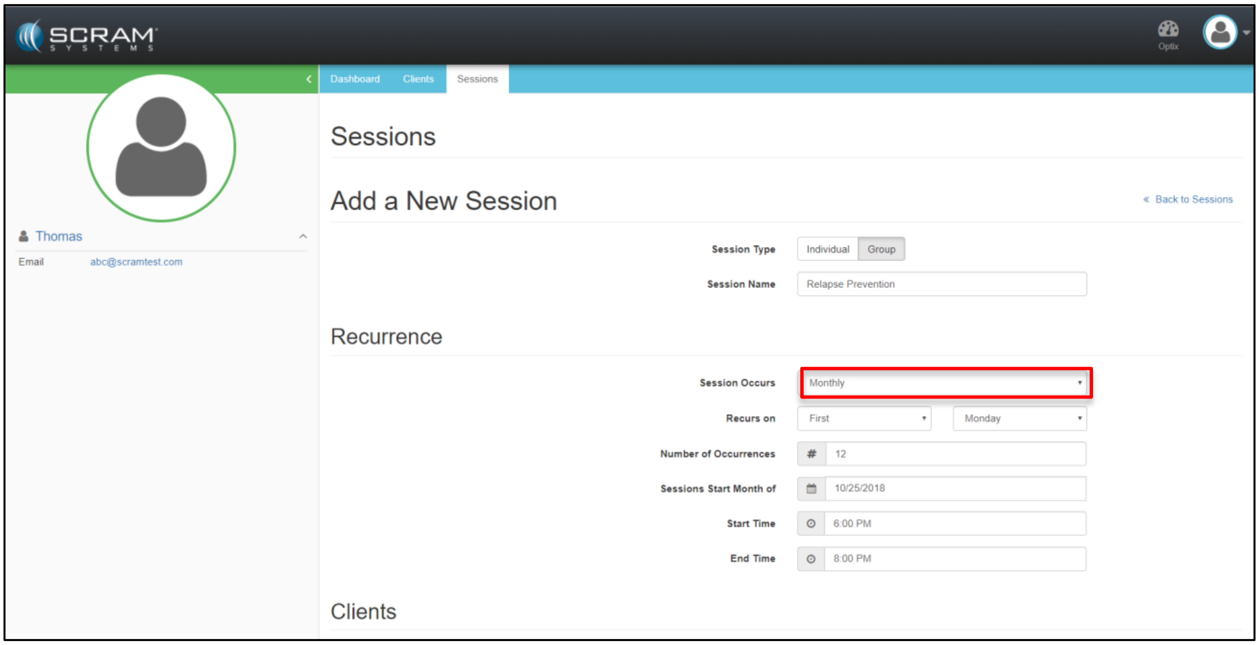
Weekly session



a. Select the “Weekly” option in the Session Occurs drop-down list.
b. Select the day(s) of the week that the session will occur.
c. Enter the number of occurrences.
d. Select the week that the sessions will start.

   Note: Sunday is considered the first day of the week.
e. Select a start time.
f. Select an end time.

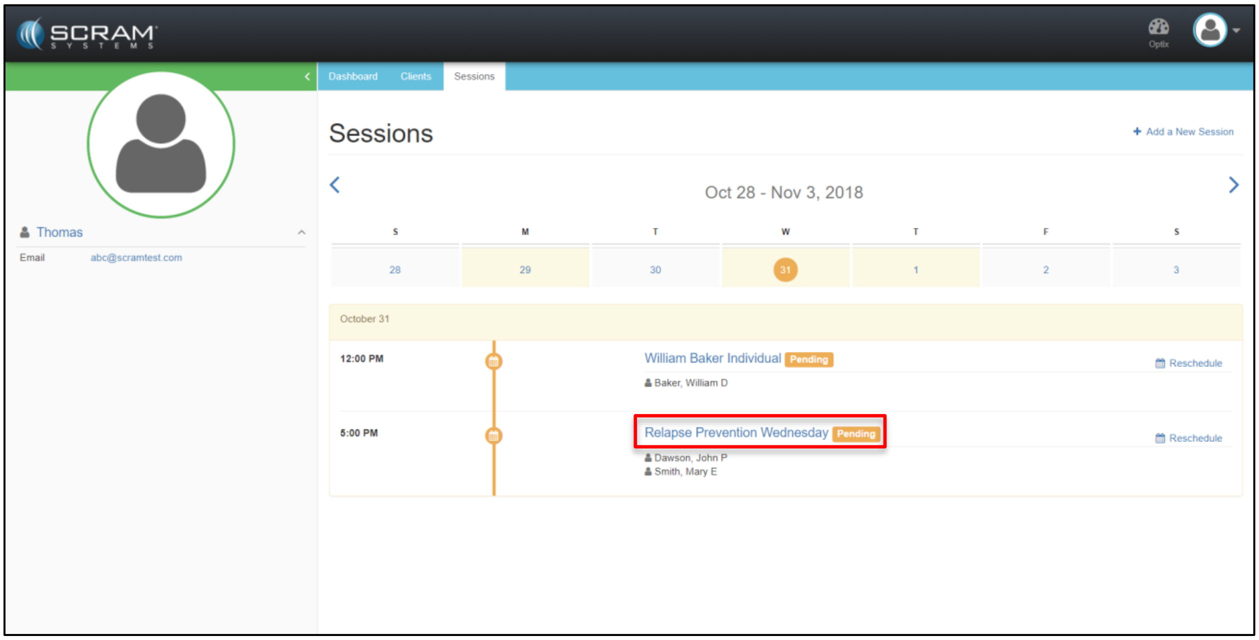
Monthly session

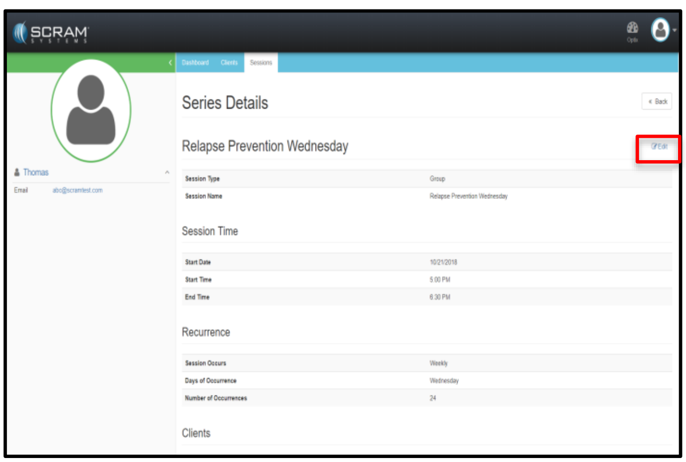


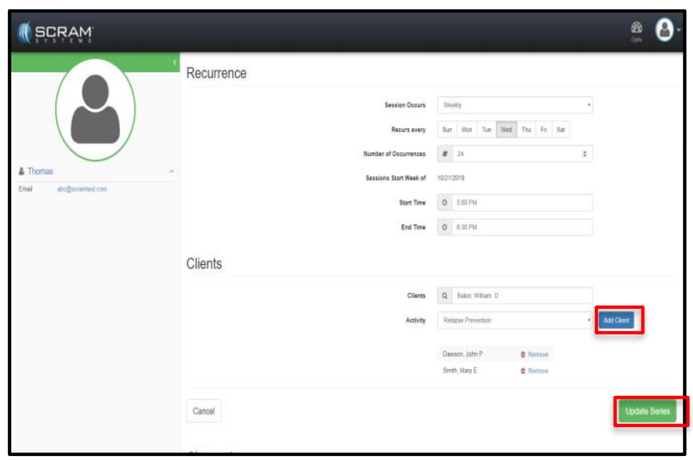
a. Select the "Monthly" option in the Session Occurs drop-down list.
b. Select week and day that the session will occur.
c. Enter the number of occurrences.
d. Select the month that the sessions will start.
   Note: Sessions can only start on the first of the month.
e. Select a start time.
f. Select an end time.

4. Click in the Clients field to locate the client.
5. Select an activity.
6. Click the **Add Client** button.

Add Clients to Existing Session







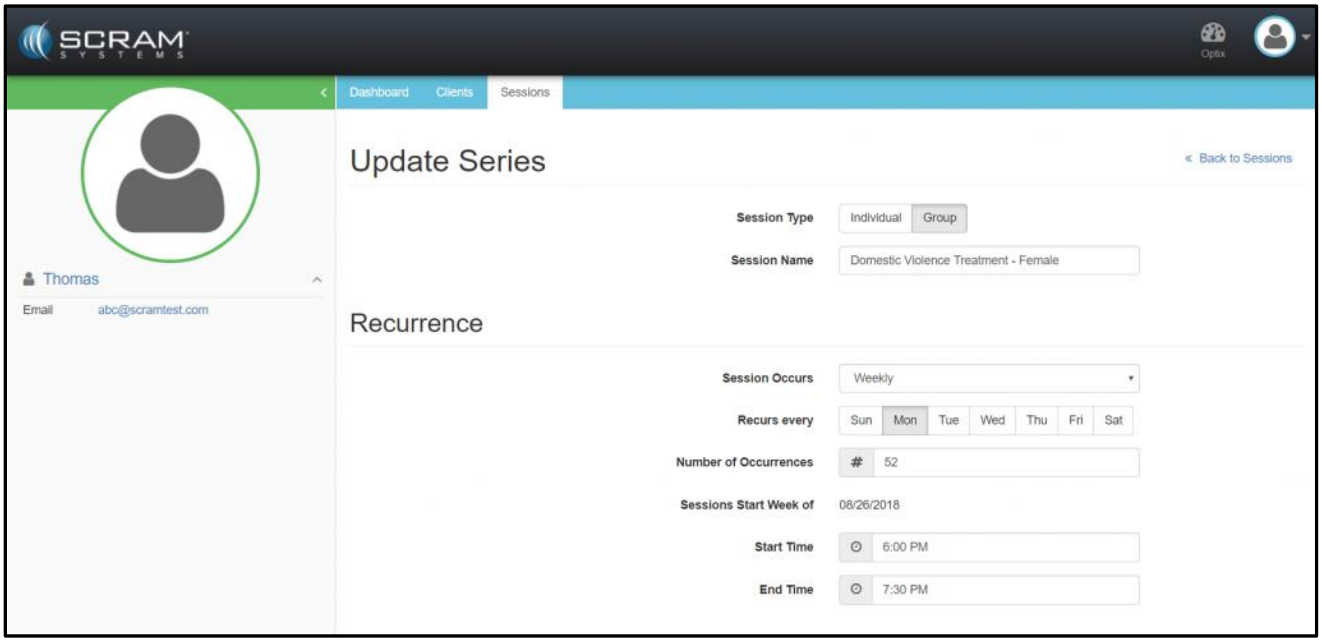
To add a client to an existing session:

Note: A treatment activity must be added in SCRAM Nexus that designates your agency/location for the client to appear in the Client roster.

1. Click the session name link.

   The *Series Details* page appears.
2. Click the **Edit** button.
3. Locate the client.
4. Add an activity to the client.
5. Click the **Add Client** button.
6. Click the **Update Series** button.

Edit Series Session

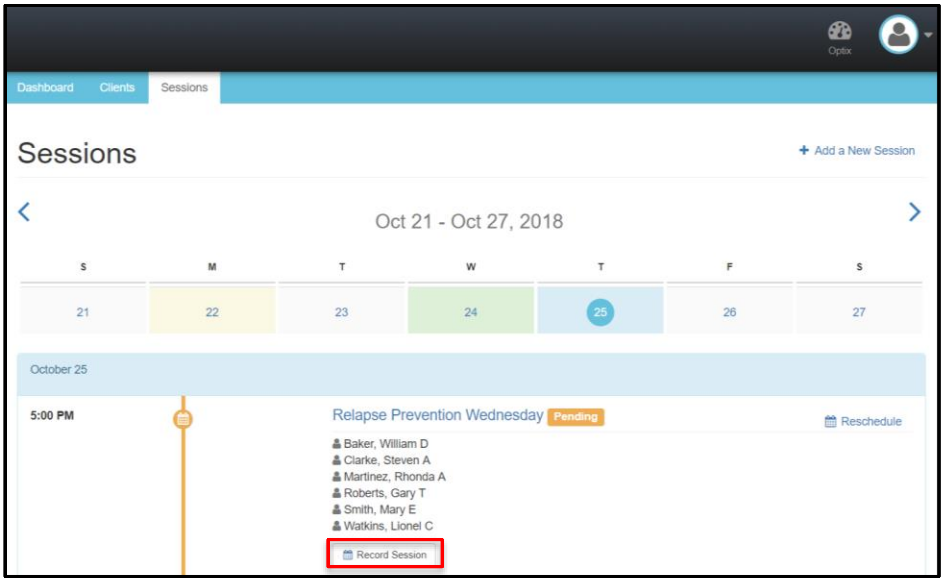


If a session series requires a change:

1. Locate the session in the session calendar.
2. Access the session.
3. Click the **Edit** button.
4. Select an option in the Session Occurs drop-down list. (optional)
5. Select another day of the week. (optional)
6. Enter the number of occurrences. (optional)
7. Select a start date. (optional).
8. Select an end date.
   (optional)
9. Click the **Update Series** button.

Recording Treatment Sessions

The SCRAM Nexus Treatment Provider application gives Treatment Counselor's the ability to record notes for both a group session and for individual clients. All notes that are recorded are automatically transferred to the Probation Officer's view in SCRAM Nexus. This functionality allows an officer to have an immediate view into their client's progress while in treatment.



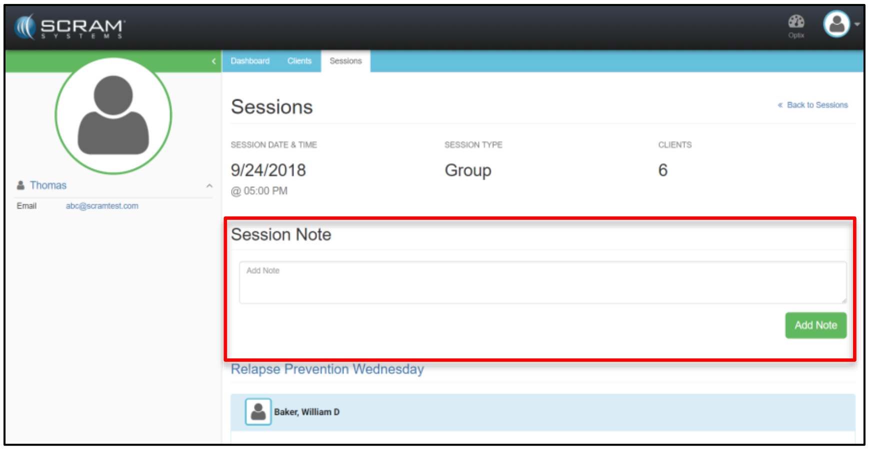
Record Session Notes

Note: This information applies to all clients in attendance.

To record a session:

1. Locate the session in the sessions calendar or on the Treatment *Dashboard* view.
2. Click the **Record Session** link.

   The *Sessions* page appears.

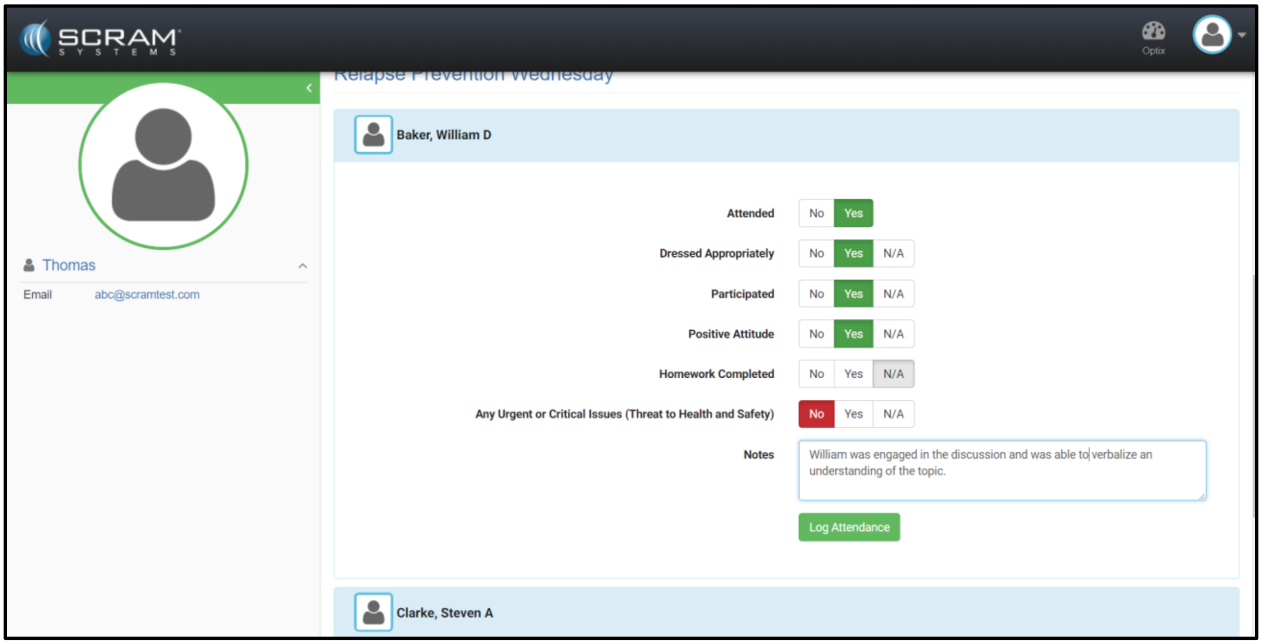


3. Add a session note.

4. Click the **Add Note** button.

   The session note will display for all clients in SCRAM Nexus.

Record Individual Client Notes

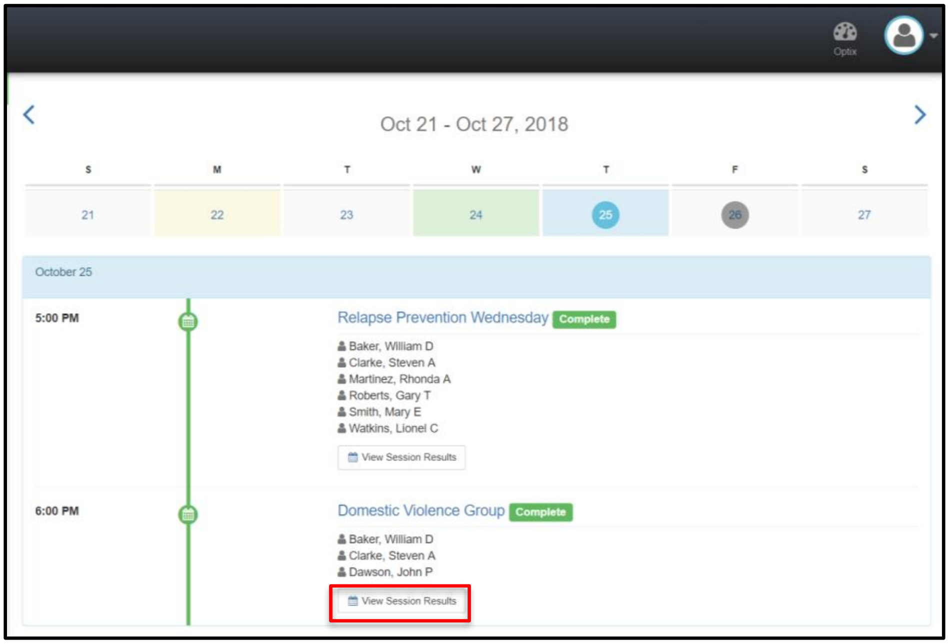


The SCRAM Nexus Treatment application also allows the counselor to track specific client attendance and participation. By clicking on an individual in the session roster, a series of toggle buttons will appear, allowing a counselor to record the client's session details. To record individual client data:

1. Click the appropriate toggle buttons.
2. Enter client note. (optional)

   Note: This note will display for the client in SCRAM Nexus.
3. Click the **Log Attendance** button.

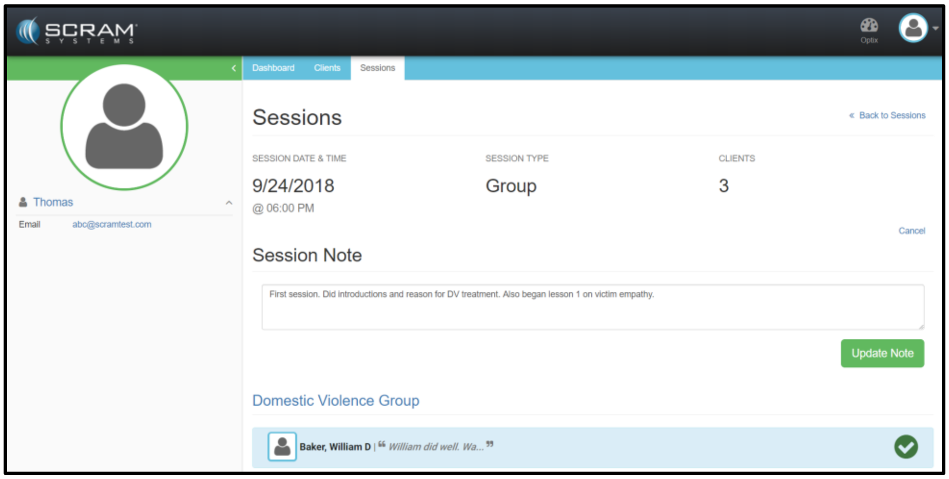
View/Edit Session



With the SCRAM Nexus Treatment application, counselors can review and edit any session. To do this:

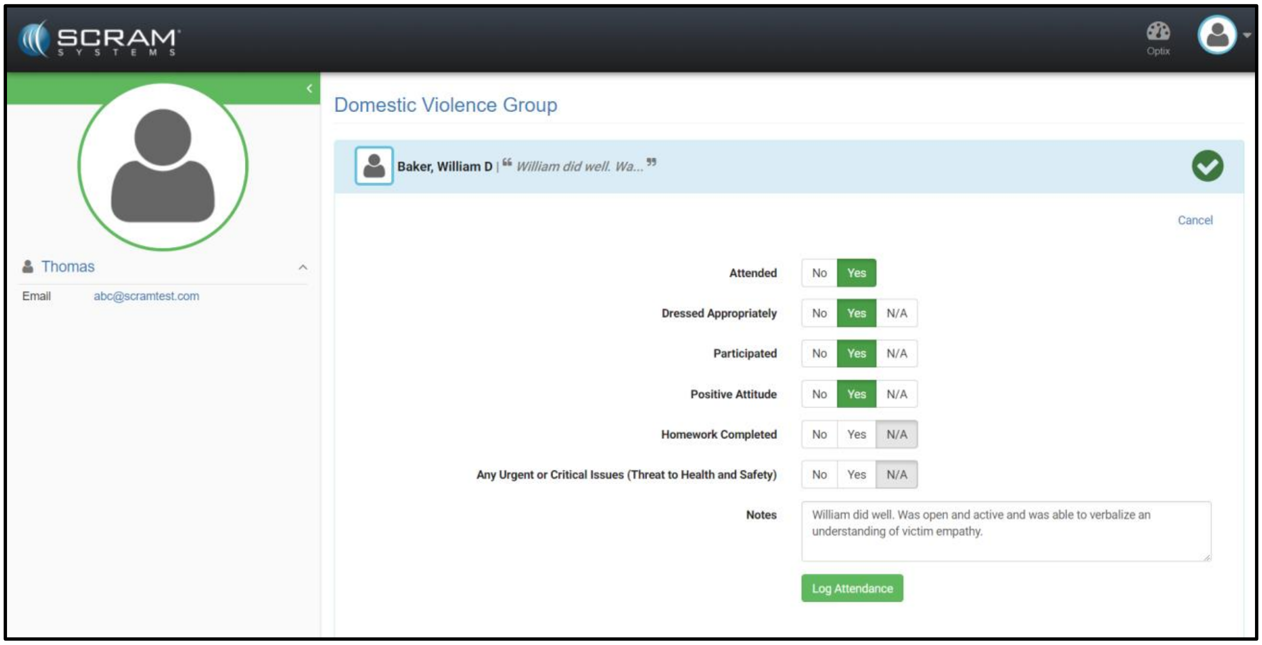
1. Locate the session in the calendar.
2. Select the **View Session Results** link.

   The *Sessions* page appears.

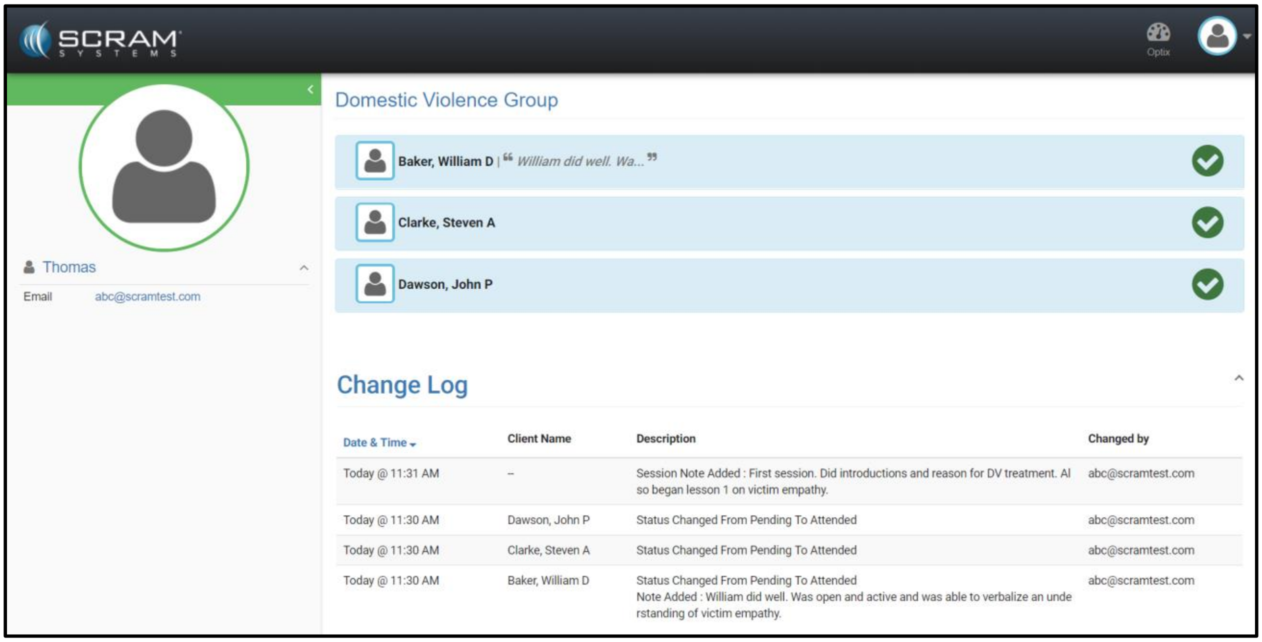


3. Update the session note. (optional)

4. Edit Individual client data.
   a. Select the client.
   b. Click the appropriate toggle buttons.
   c. Enter a note. (optional)
   d. Click the **Log Attendance** button.



The change log will track and time stamp any changes made to the session note or Individual data.

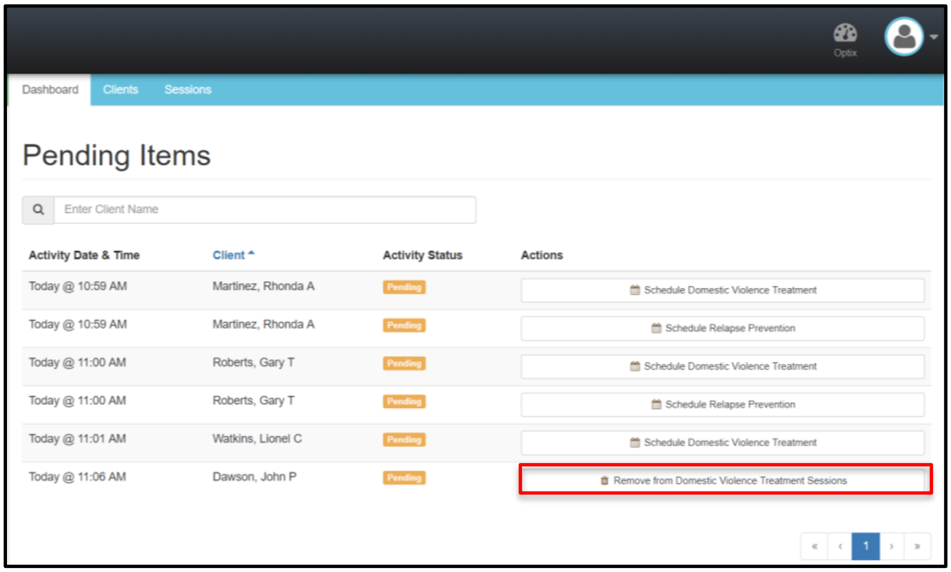


Client & Activity Management

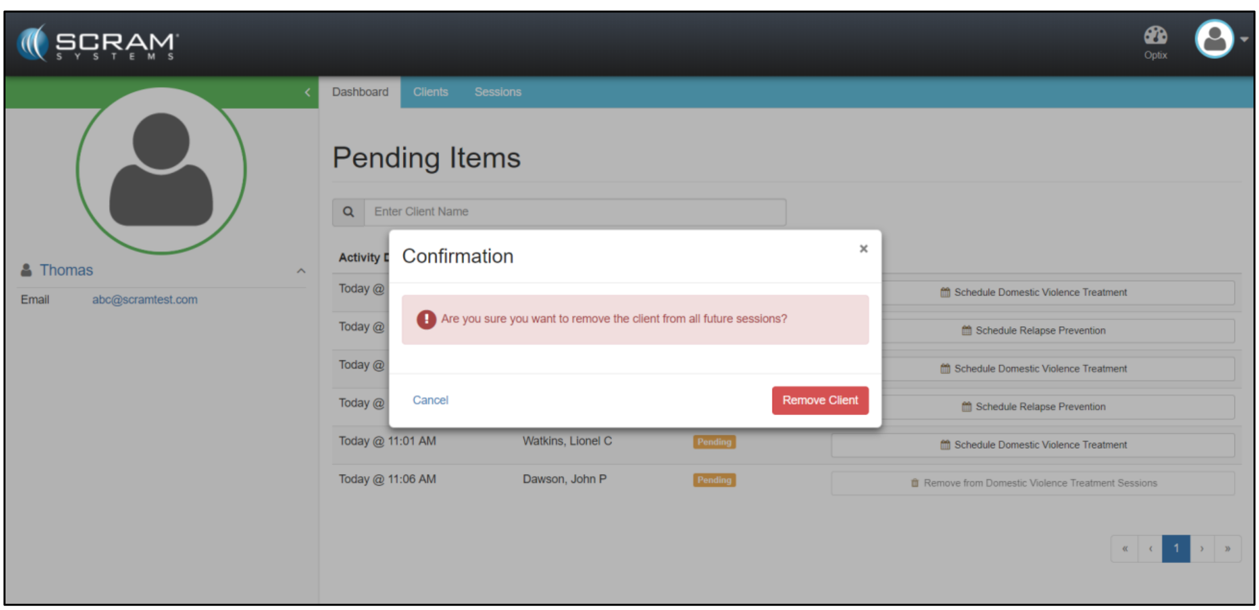
This section describes some of the functionality within the Treatment Provider application to manage ongoing client and activity adjustments to the providers master schedule.

Remove Client

When the Probation Officer removes the treatment activity in SCRAM Nexus, a Remove Pending Item will be created for the client.



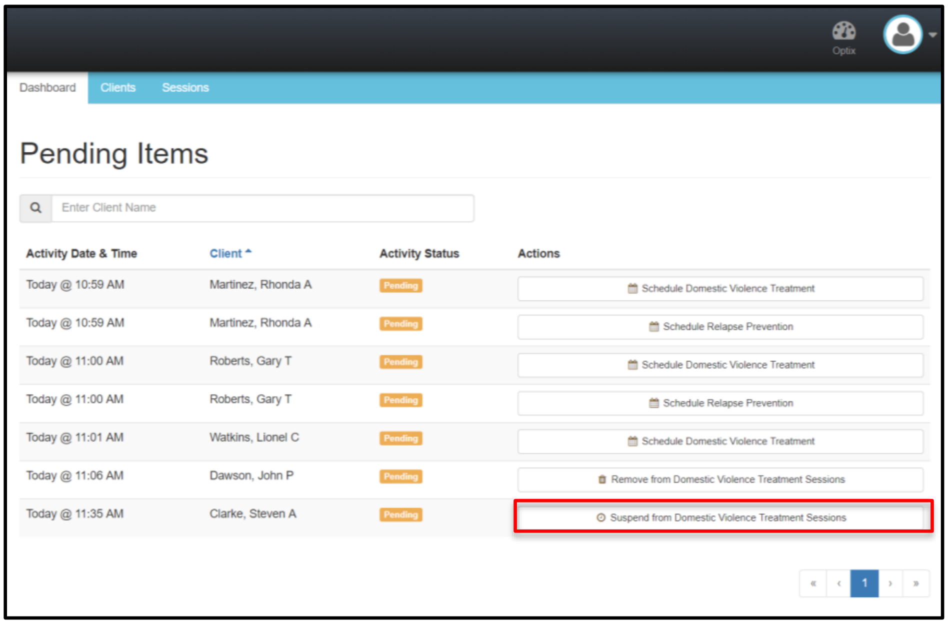
When the Pending Item is selected, a *Confirmation* pop up will appear verifying that you want to remove the client. Click the **Remove Client** button.



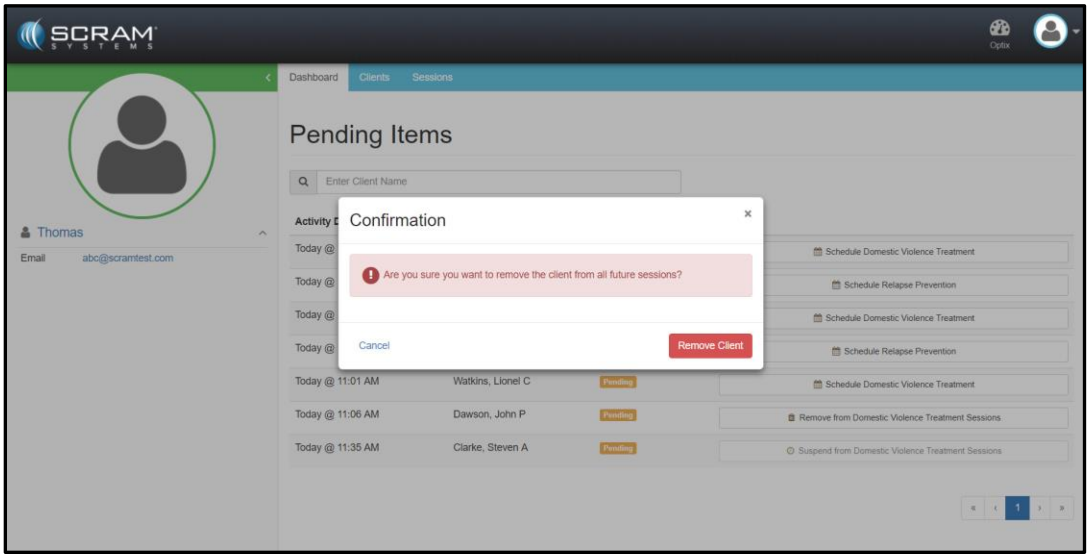
Note: If a Probation Officer removes a treatment activity, the client will remain in sessions until the “Remove Client” Pending Item is processed. Any information documented for the client in the treatment application will continue to be displayed in SCRAM Nexus.

Suspend Treatment Activity

When the Probation Officer suspends a treatment activity in SCRAM Nexus, a Suspend Pending Item is created for the client.



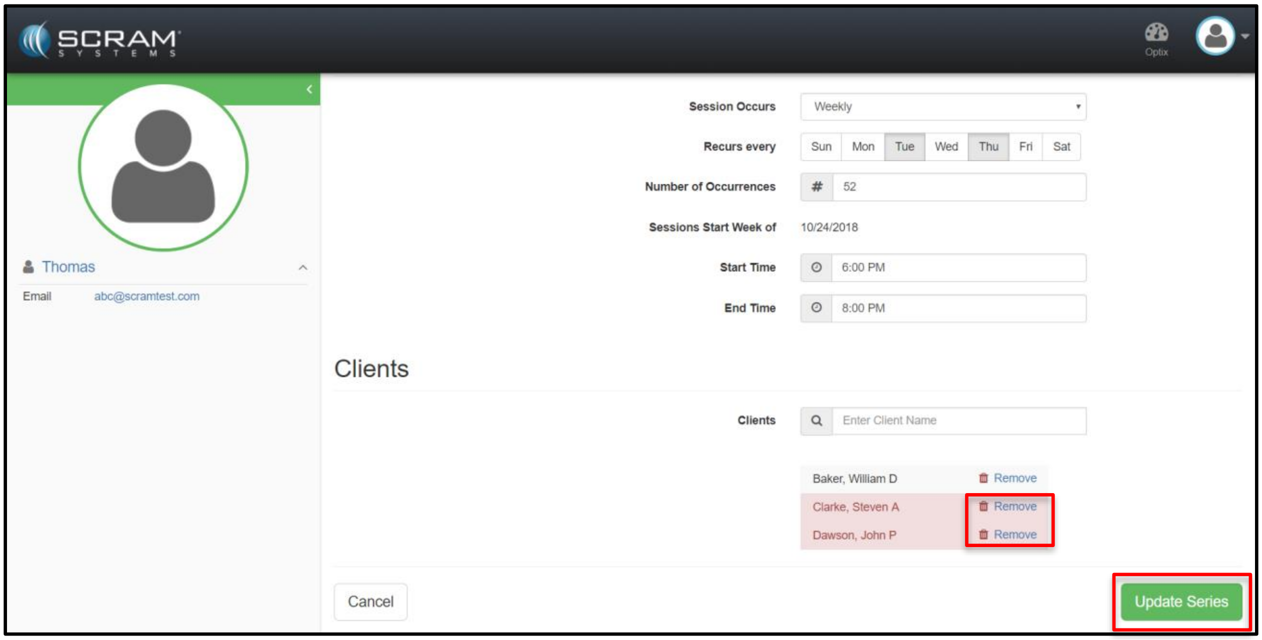
When the Pending Item is selected, a *Confirmation* pop up will appear verifying that you want to remove the Client. Click the **Remove Client** button.



Remove Individual Client from Scheduled Treatment Activity

To remove a client from a session not initiate from a Probation Department:

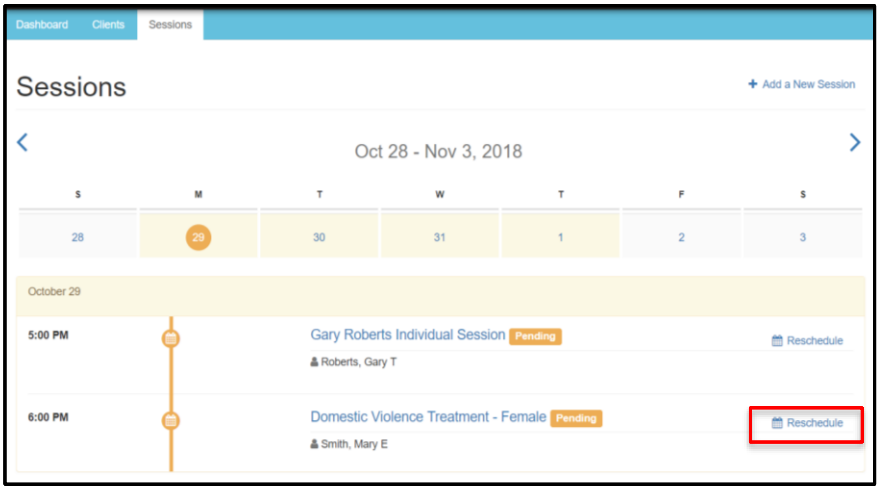
1. Open the session.
2. Edit the series.
3. Click the **Trash Can** Icon to remove the client.
4. Click the **Update Series** button.

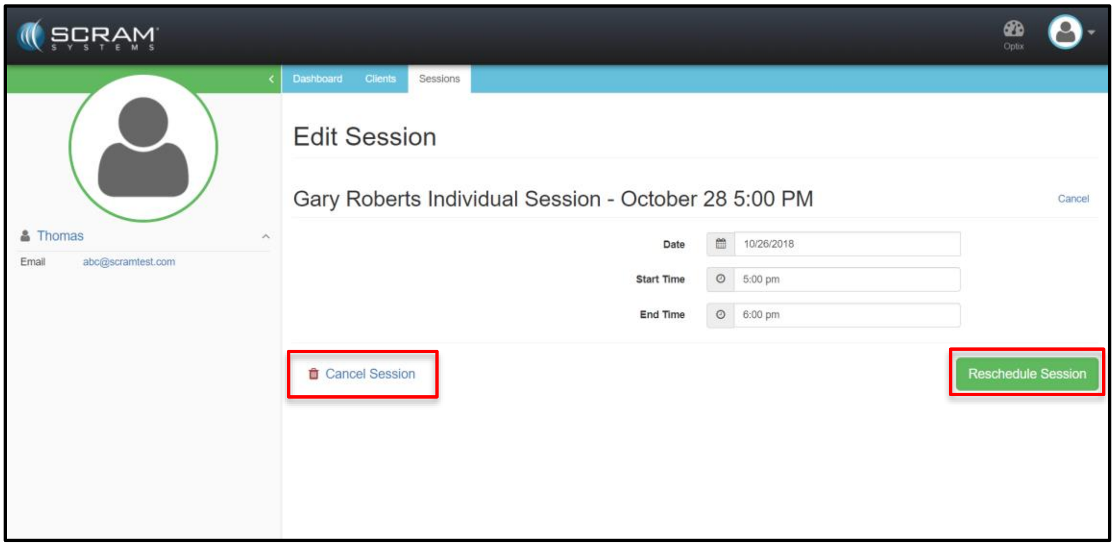


Reschedule Treatment Session or Series

If a client individual session or a group session requires a One-Time Schedule Change:

1. Locate the session in the session calendar.
2. Click the **Reschedule** link.
3. Select a new date. (optional)
4. Select a start time.
5. Select an end time.
6. *Click the* **Cancel Session** link. (optional)
7. Click the **Reschedule Session** button.



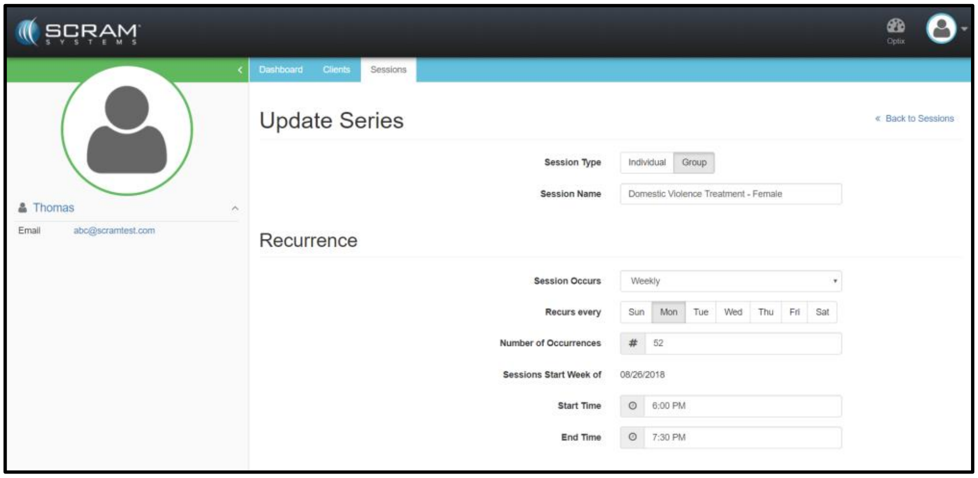


Note: Past Sessions cannot be rescheduled.

Edit Series Session

If a session series requires a change:

1. Locate the session in the session calendar.
2. Access the session.
3. Click the **Edit** button.
4. Select an option in the Session Occurs drop-down list. (optional)
5. Select another day of the week. (optional)
6. Enter the number of occurrences. (optional)
7. Select a start date. (optional).
8. Select an end date. (optional)
9. Click the **Update Series** button.



SCRAM Nexus Probation Officer Views

As a critical component to a client's supervision, the Treatment application delivers important information to Probation Officers so they have an understanding of the client's challenges and success.

While Treatment Counselors may be insulated from a client's broader supervision plan, the following information illustrates how their information will be delivered to the Probation Officer so that he/she can make swift, certain, and appropriate response to a client's behaviors.