



**I-800-BETS OFF**

# Your Life Iowa

## Warm Hand-Off Pilot Kick-off Meeting

September 23, 2021





**I-800-BETS OFF**

# Welcome!

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- Session will be recorded and posted on the IPN Website
- Please mute audio/video
- Unmute or use Chat feature for questions
- Please enter name and agency in Chat for Role Call



**1-800-BETS OFF**

## Agenda

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- Introduction
- Background
- Components
- Expectations (IPN/Foundation 2)
- Evaluation, Outcomes & Future Plans

## Introduction

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# Your Life Iowa Warm Hand-off Pilot

- IDPH (the Department) will pilot for the period of **October 1, 2021 through June 30, 2022**, the implementation of a warm hand-off process for calls and emails.
- The warm hand-off process is a best practice in the help line industry.

## Background

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# 1-800-BETS OFF Warm Hand-offs

- Began 2011
- Discontinued August 2019
- 4,038 successful warm handoffs
  - 82.5% successful warm hand-off rate

## Background

### Your Life Iowa Problem Gambling Referral Data

- SFY 2018 = 526 (346 Warm Hand-offs/277 successful)
  - 429 Placement Screenings
  - 227 Admissions
- SFY 2019 = 475 (308 Warm Hand-offs/239 successful)
  - 237 Placement Screens
  - 227 Admissions
- SFY 2020 = 397
  - 121 Placement Screenings
  - 77 Admissions
- SFY 2021 = 604
  - 141 Placement Screenings
  - 111 Admissions

## Background

# SFY 2022 IPN Contract Language

- May include a “warm hand-off” referral to the applicable Integrated Provider Network (IPN) for either substance use or gambling related problems, **Monday-Friday between the hours of 8:30-5 PM.**
- May include, when permission granted, a secure email to a referred IPN provider that includes the name, phone number of contact and reason for referral.
- May include, when permission granted, a follow-up with the contact and referred IPN provider to verify outcome of the referral.

## Warm Hand-off Components

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### Phone Referrals

- Hours: (8:30 am – 5 PM, M-F, excluding holidays)



## Warm Hand-off Components

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### Email Referrals

- Hours: (5 PM-8:30 AM, M-F, all day on weekends and holidays)

## Warm Hand-off Components

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### Follow-up

- When permission is granted by the individual (documented at Foundation 2, and communicated at the point of referral), a follow-up with referred to IPN provider and the referred individual will be done to verify the outcome of the referral.

## Warm Hand-off Components

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### Statewide back-up

- If needed, will be developed in collaboration between the Department and contractors.

## Warm Hand-off Components

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### Monthly Check-in Calls

- Between the IPN, the Department, and Foundation 2 to review/monitor and address identified concerns or improvements needed.
- Schedule to be determined

# Expectations IPN/Foundation 2



## Expectations IPN Contractors

# Phone Referrals

- Identify the phone number(s) for direct referral via warm hand off
  - [Your Life Iowa/BETS OFF Warm Hand Off Contact Information](#) (Google Sheet)

## Expectations IPN Contractors

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### Policy/Procedure

- Review/create internal warm hand-off policy/procedure for
- Attend YLI Warm Hand-off Monthly Check-in meetings as scheduled by the Department
- Participate in process improvement activities as directed by the Department.

## Expectations IPN Contractors

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### Email Referrals

- Identify the email (currently in place) for email referral
- [Your Life Iowa/BETS OFF Warm Hand Off Contact Information](#) (Google Sheet)



## Expectations IPN Contractors

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### Staffing/Response Time

- Phone referrals (8:30 am – 5 PM, M-F, excluding holidays): respond within 90 minutes of receiving a call.
- Email referrals (5 PM – 8:30 AM M-F, weekends and holidays) and/or website emails/inquiries: respond within 1 business day.

## Expectations IPN Contractors

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### Warm Hand Off Success Rate

- Achieve and maintain a minimum of an 85% successful phone warm-handoff rate and email response rate

## Expectations IPN Contractors

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### Just In Time Service Goal

- Offer an assessment/evaluation appointment/service within one (1) business day
- It is preferred that services be offered and utilized the same day.

## Expectations Foundation 2

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# Staffing/Response

- Document permission for the warm hand off/email referral and follow-up (5 days post contact)
- Contact the designated IPN contractor based on individual choice (starting with IPN contractor that serves the county).

## Expectations Foundation 2

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### Policy/Procedure

- Create/Revise policy/procedure on how to identify when to make a Problem Gambling referral to an IPN contractor.
- Track and report required data to the Department
- Attend YLI Warm Hand-off Monthly Check-in meetings as scheduled by the Department
- Participate in process improvement activities as directed by the Department.

# Evaluation & Outcomes



## Evaluation, Outcomes, and Future Plans

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- UNI-CSBR Simulated Call Project  
(email, phone, text, chat)
- Goal: Evaluate current processes and provide recommendations for improvement.

## Evaluation, Outcomes, and Future Plans

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### Process Improvement

- IPN Contractors and Foundation 2 are expected to have in place quality improvement processes to monitor and address any deficiencies discovered.



# Questions?

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# Thank You!

