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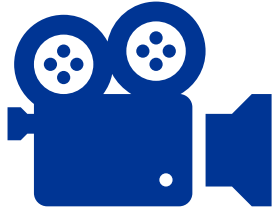


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Mutual Agreement

- Everyone on every Program Evaluation and Research Unit (PERU) webinar is **valued**. Everyone has an expectation of **mutual, positive regard** for everyone else that respects the **diversity** of everyone on the webinar.
- We operate from a **strength-based, empathetic, and supportive** framework – with the people we serve, and with each other on PERU webinars.
- We encourage the use of **affirming language** that is not discriminatory or stigmatizing.
- We treat others as **they** would like to be treated and, therefore, avoid argumentative, disruptive, and/or aggressive language.



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- We strive to **listen** to each person, avoid interrupting others, and seek to **understand** each other through the Learning Network as we work toward the highest quality services for Centers of Excellence (COE) clients.
- Information presented in Learning Network sessions has been vetted. We recognize that people have different opinions, and those **diverse perspectives** are welcomed and valued. Questions and comments should be framed as **constructive feedback**.
- The Learning Network format is **not conducive to debate**. If something happens that concerns you, **please send a chat during the session** to the panelists and we will attempt to make room to address it either during the session or by scheduling time outside of the session to process and understand it. **Alternatively, you can reach out offline to your PERU point of contact.**



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Acknowledgements

- The COE project is a partnership of the University of Pittsburgh's Program Evaluation and Research Unit and the Pennsylvania Department of Human Services; and is funded by the Pennsylvania Department of Human Services, grant number 601747.
- COE vision: The Centers of Excellence will ensure care coordination, increase access to medication-assisted treatment and integrate physical and behavioral health for individuals with opioid use disorder.



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Program Evaluation and Research Unit

Using SDOH-HRSN Screenings to Increase Engagement



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Learning Objectives

By the end of this training, trainees will be able to:

- Explain how Social Determinant of Health (SDOH)- Health Related Social Needs (HRSN) **screenings** can strengthen therapeutic **alliances**, increase **engagement**, and improve **retention** in OUD treatment.
- Identify **practical strategies** for implementing screenings in COE workflows.
- Use screening data to **address barriers**, **tailor interventions**, and **promote** sustained client **participation**.



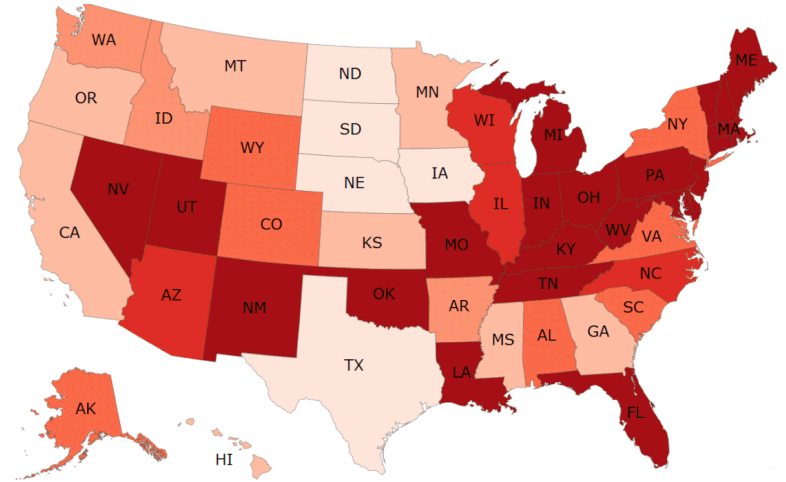
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The Opioid Epidemic in Pennsylvania

- 5,000+ opioid **deaths** last year
- Systemic **inequities** in communities
- SDOH **exacerbates** OUD risks
- Importance of SDOH-HRSN **screenings**



Connecting SDOH/HRSN to COE Principles

Supports high-
risk
engagement

Removes
barriers to
MOUD

Enables
coordinated
care

Strengthens
whole-person
focus

Advances
equity and
trust



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Discussion Question

How have social
determinants of health
impacted the clients or
populations you work with?



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Understanding SDOH and HRSN Screening



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Definitions



SDOH

Living conditions, factors



HRSN

Immediate, specific needs



Therapeutic Alliance

Trust-based relationship



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Why Screen for SDOH and HRSN?

- SDOH/HRSN impact **engagement, recovery**
- Early identification **enables intervention**
- **Connect** clients to resources
- Screening builds **therapeutic alliance**



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Addressing Engagement Challenges



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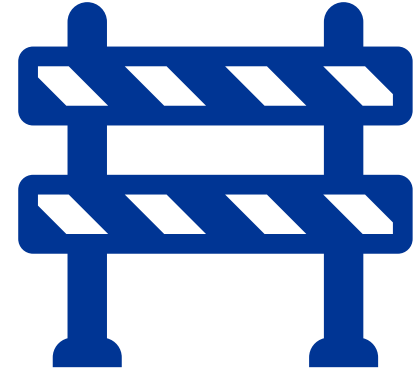
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Challenges in Engagement

- Clients hesitant due to **stigma**
- **Fear** of legal/ child custody issues
- Providers struggle with **sensitive questions**
- **Acknowledging** challenges is key
- Empathy builds **trust** and **understanding**



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Overcoming Client Hesitation



Normalize screening process for clients



Frame questions in terms of **benefits**



Start with **less sensitive** questions



Build **rapport** before personal topics



Trust-building is an **ongoing process**



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Addressing Stigma and Building Trust

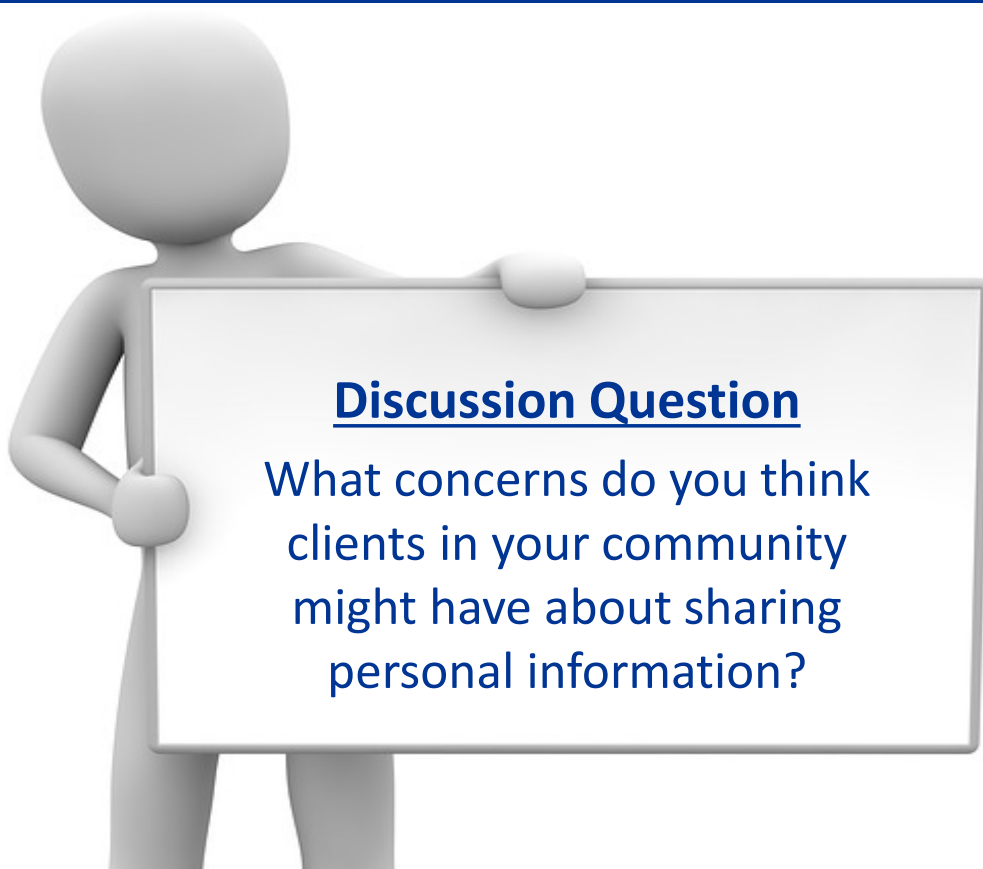
- Use **nonjudgmental** language
- Build rapport through **listening**
- **Follow through** on promises
- **Humanize** the client experience



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Benefits of SDOH-HRSN Screening in COEs



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Benefits of SDOH-HRSN Screening in COEs

Clarifies **COE support** for clients

Identifies **service gaps** in care

Strengthens client-provider **relationships**

Supports **whole-person** care approach



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Building Trust Through Screening

Build	Build trust through transparency about the screening process.
Create	Create a non-judgmental, empathetic environment.
Assure	Assure clients their responses won't be used against them.
Follow through	Follow through by addressing identified needs promptly.
Strengthen	Strengthen trust and the therapeutic alliance with consistent support.

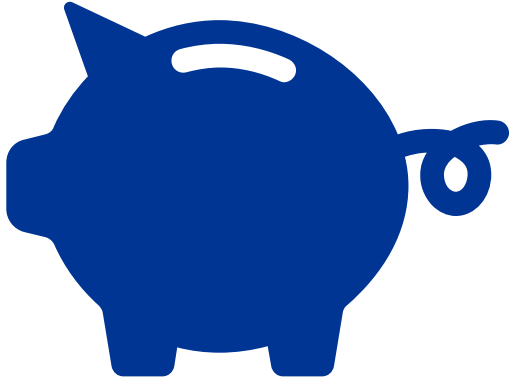


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Building Value in COE Services



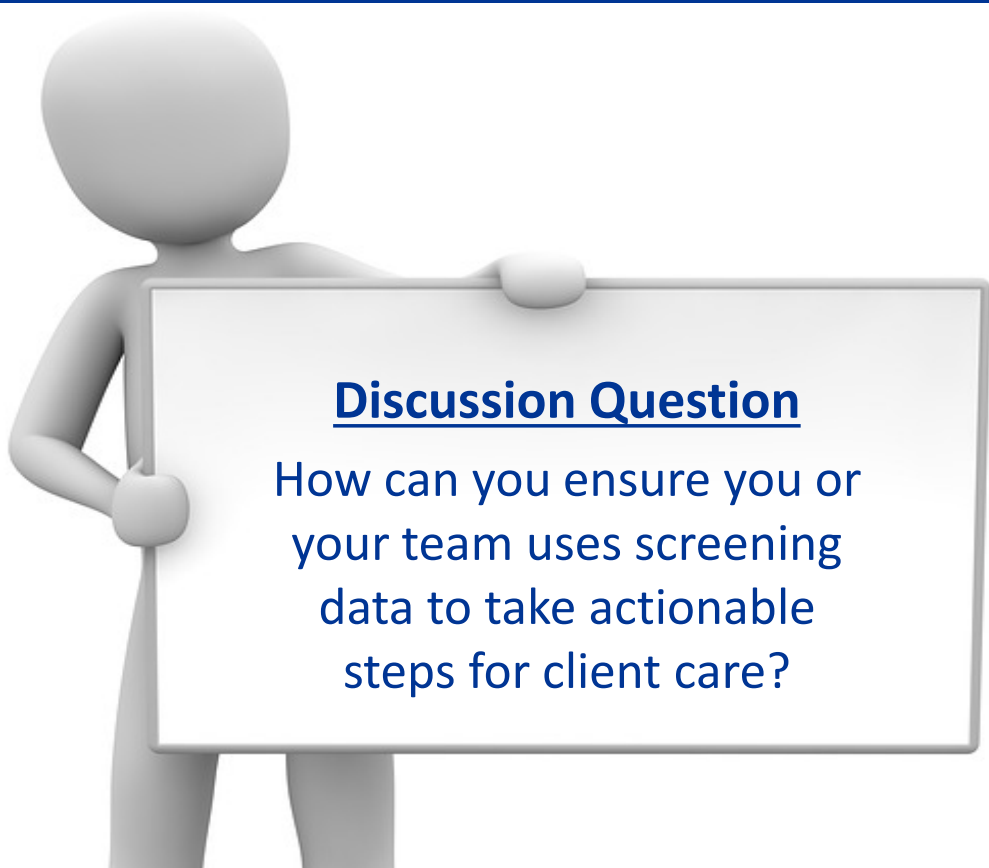
- Frame services as **collaborative**
- Foster **transparency** in data use
- Highlight **benefits** of COE services
- Build **trust** to enhance engagement



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Discussion Question

How can you ensure you or your team uses screening data to take actionable steps for client care?



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Practical Tools and Methods for Screening



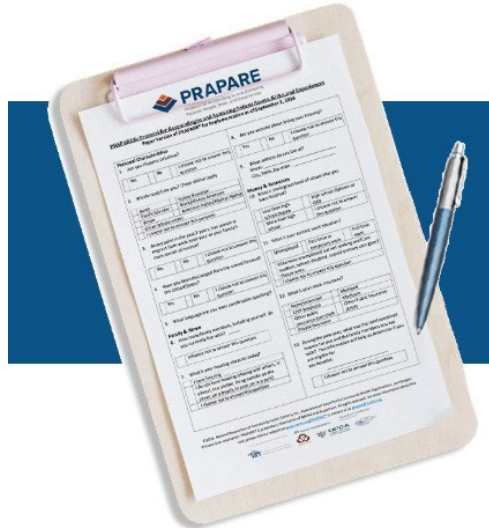
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Tools and Methods for Screening



The Accountable Health Communities Health-Related Social Needs Screening Tool



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Utilizing Technology to Enhance Screenings



EHRs **streamline** documentation process



Digital platforms **improve** screening accuracy



Private screenings encourage honest responses



Advanced **analytics** identify client patterns



Proactive approach to **system-level** challenges



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Discussion Question

Have you used any tools like
PRAPARE in your practice?
What worked well, and what
challenges did you encounter?



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Implementing Screening in COE Workflows



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Implementing Screening in Workflows



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Reassessing Client Needs



Client needs
evolve over
time



Periodic
reassessment
captures
changes



Explain
reassessments
as **ongoing**
support



Ensure care
plans **remain**
relevant



Integrate
reassessment
into **check-ins**



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Continuous Quality Improvement (CQI)

Data drives
Continuous Quality
Improvement (CQI)

Identify systemic
issues (e.g.,
transportation)

Inform staff training
needs

CQI leads to better
outcomes

Ensure COE
adaptability over
time



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Linking to Care Planning

- Integrate screening data into **care planning**
- Address individual **barriers**
- **Tailor** care plans to enhance engagement
- Build **trust** through responsive care
- Ensure holistic, **client-centered** approach



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Addressing Emergent Needs



Implement rapid response protocols



Empower staff for real-time decisions



Stay informed about local resources



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Tailoring Interventions Based on Screenings



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Tailoring Interventions Based on Screenings

One-size-fits-all doesn't work

Address broader impacts of needs

Remove barriers to engagement

Support recovery through personalized care



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Incorporating Lived Experience

Listen	Listen to clients' lived experiences
Act on	Act on shared concerns
Involve	Involve CRS for trust
Understand	Understand client challenges deeply



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Partnerships to Meet Client Needs



Build collaborative networks



Identify local community resources



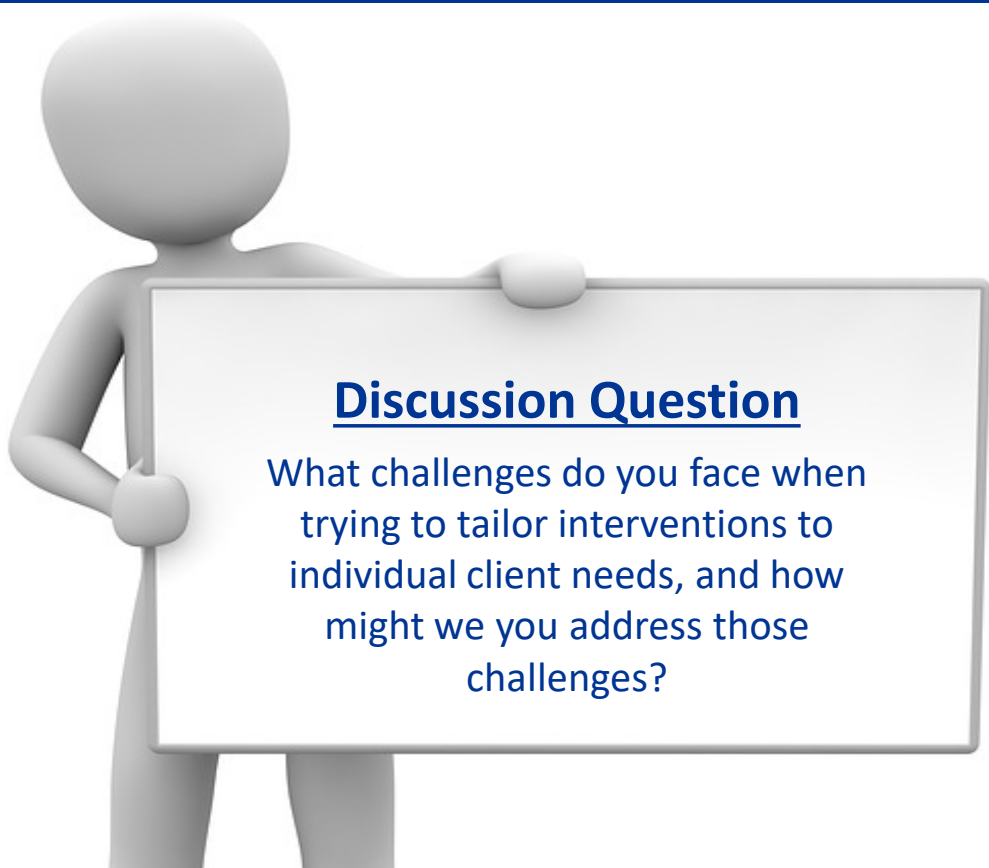
Develop seamless referral systems



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Professional Development and Resources



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Professional Development for COE Staff

- Train on asking sensitive questions
- Use role-playing for confidence
- Equip staff with resource knowledge
- Emphasize cultural competence
- Provide regular professional development



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Professional Development Opportunities



Focus on cultural competence



Use motivational interviewing techniques



Implement trauma-informed care



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Staying Informed on Resources

Maintain	Maintain an updated resource database
Engage	Engage with local community organizations
Partner	Partner with local stakeholders



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Connecting to Broader Partnerships



- Leverage local partnerships
- Enhance COE credibility through collaborations
- Ensure seamless access to services
- Ongoing effort in building relationships
- Improve client outcomes and engagement



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Breaking Down Barriers



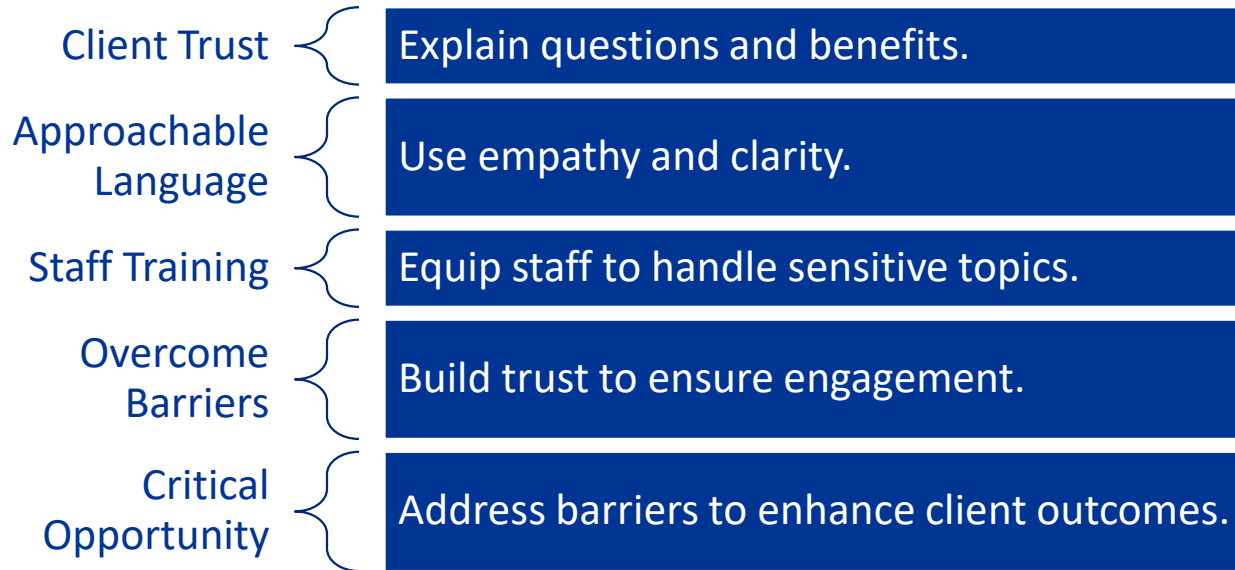
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Breaking Down Barriers to Screening



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Conclusion and Takeaways



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Key Takeaways



Screenings enhance **engagement** and **retention**



Tailored care plans **improve recovery outcomes**



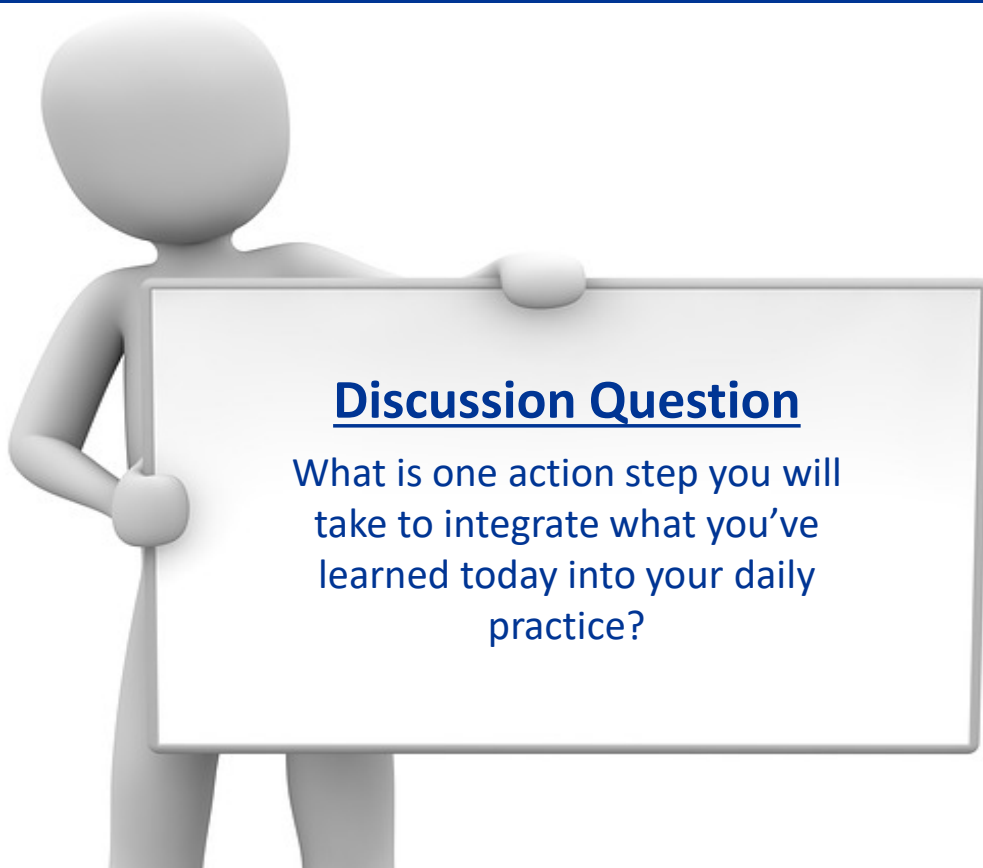
Partnerships fill resource gaps



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Discussion Question

What is one action step you will take to integrate what you've learned today into your daily practice?



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Questions



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Wrap up and Next Session



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COE Learning Network



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