

Subject: Your Life Iowa Warm Hand-off Pilot Project (Problem Gambling)
Effective Date: October 1, 2021

Release #6 contains information for contractors offering problem gambling treatment services as part of the Iowa Department of Public Health (IDPH) Integrated Provider Network (IPN). Please contact IDPH through the IPN Helpdesk at IPN@idph.iowa.gov with any questions.

This Provider Release outlines changes to the following areas of the July 2019 Integrated Provider Network (IPN) Provider Manual.

Warm Hand-Off Pilot (Your Life Iowa/1-800-BETS OFF)

The Problem Gambling Treatment Warm Hand-Off Pilot Project will commence October 1, 2021 and continue through June 30, 2022. Department expectations of IPN Contractors include:

- Attend the virtual Pilot Kick-off Meeting on September 23, 2021 at 10 AM and check-in meetings as scheduled by the Department to review/monitor and address identified concerns or improvements needed.
- Assure a qualified individual (trained counselors or crisis staff) responds to Your Life Iowa warm hand off calls (8:30 am – 5 PM, M-F, excluding holidays) **within 90 minutes** of receiving a call. YLI email referrals (5 PM – 8:30 AM Weekends and holidays) or website emails/inquiries **within one (1) business day**.
- Create and support a process for acceptance of warm hand off phone calls.
 - Identify and keep the Department updated on the agency and/or staff phone number(s) for direct referral via warm hand off for the master list to be provided to Foundation 2.
 - Review/revise/create internal policy/procedure for acceptance of a warm hand off. Include the agency's internal tracking process for engaging the referred individual in services.
 - Achieve and maintain a minimum of an **85% successful warm-handoff rate**.
- Create and support a process for acceptance of email referrals.
 - Identify and keep the Department updated on the email (currently in place) for email referral for the master list to be provided to Foundation 2.
 - Review/revise/create internal policy/procedure for response to the email referral. Include the agency's internal tracking process for engaging the referred individual in services.
 - Offer an assessment/evaluation appointment/service within one (1) business day and report via the SUD/PG state data reporting system (It is preferred that services be offered and utilized the same day).
 - Achieve and maintain a minimum of an **85% successful email response rate** (response to send receipt request from F2).
- Follow-up

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- When permission is granted by the individual (documented at Foundation 2, and communicated at the point of referral), participate in a follow-up phone or email from Foundation 2 confirming the outcome of the referral.
 - Participate in process improvement and technical assistance activities as directed by the Department.