



DEPARTMENT OF HEALTH AND SOCIAL SERVICES  
DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH

# PUBLIC FACING PORTAL

DELAWARE TREATMENT & REFERRAL NETWORK



Joanna Champney, Division Director and Sean Miller, Chief of Informatics



DSAMH







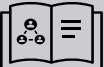

DSAMHCARES360@delaware.gov



302.255.9398



# COMMUNITY RESOURCES FOR BEHAVIORAL HEALTH

Resource	DTRN- Provider eReferral	DTRN- Treatment Connection	Atlas	UniteUS	Help is Here	ATRC
Vendor Name	Bamboo Health	Bamboo Health	Shatterproof	United Way	AB&C	A Bright Idea
MH or SUD or Both	Both	Both	SUD	N/A – social service only	Both	SUD
Description						
Target Audience	Providers	Community	Community	Providers	Community & Providers	Providers

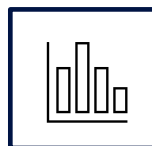
KEY:



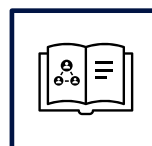
Tools



Referrals



Analytics



Directory



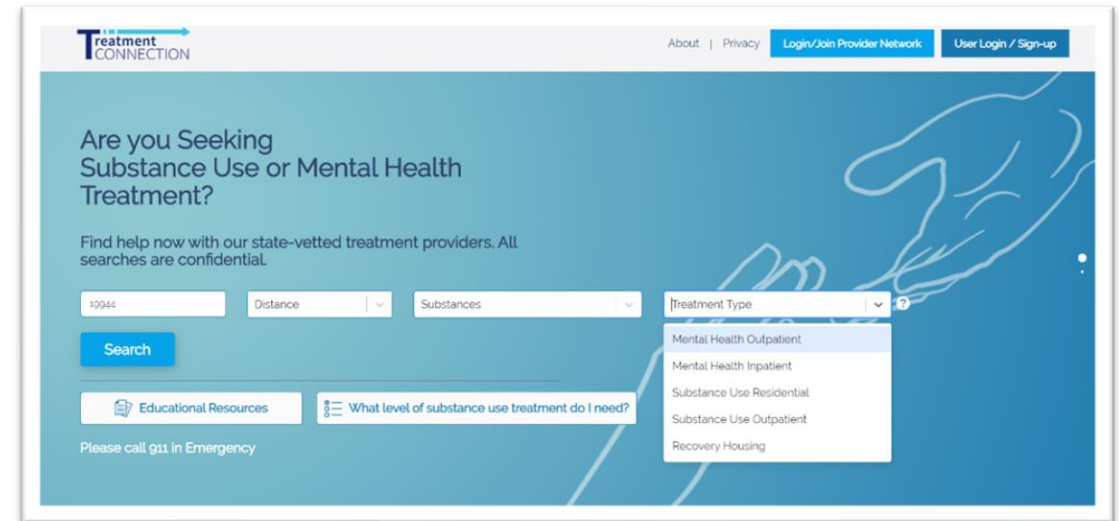
Quality Rpt



# TREATMENT CONNECTION - OVERVIEW



- Make a referral for yourself or a loved one
- Searchable list of trusted behavioral health services and providers by zip code and distance
- Contact list of providers with current availability
- Anonymously or privately communicate with treatment providers about next steps
- Resources and educational materials
- Self-assessment tool to assist in determining the most appropriate type and level of treatment needed



# TREATMENTCONNECTION – LANDING PAGE



About | Privacy

Login/Join Provider Network

User Login / Sign-up

## Are you Seeking Substance Use or Mental Health Treatment?

Find help now with our state-vetted treatment providers. All searches are confidential.

Distance



Substances



Treatment Type



- Mental Health Outpatient
- Mental Health Inpatient
- Substance Use Residential
- Substance Use Outpatient
- Recovery Housing

Search



Educational Resources



What level of substance use treatment do I need?

Please call 911 in Emergency

# DTRN PUBLIC FACING PORTAL



Website: [Treatmentconnection.com](https://treatmentconnection.com)

Posters: [Treatment Connection Marketing](#)



# TREATMENT CONNECTION – EDUCATIONAL RESOURCES



Search

About | Privacy

Login/Join Provider Network

User Login / Sign-up

## Educational Resources

Resources and documents to help you look for suitable treatment

### Substance Use Disorder Treatment

> [Questions to ask about treatment](#)

> [Stages of relapse](#)

> [Breaking through the stigma of addiction](#)

> [Finding Quality Treatment for Substance Use Disorders](#)

> [What is MAT for opioid use disorder](#)

### Mental Health Treatment

> [Understanding the Different Types of Treatment Settings](#)

> [Helping a Loved One Dealing with Mental and/or Substance Use Disorders](#)

# TREATMENT CONNECTION - DEFINITIONS

The image shows a screenshot of the Treatment Connection website. On the left, there is a search page with the heading "Are you Seeking Substance Use Treatment?" and a search bar containing the number "19944". Below the search bar is a blue "Search" button. There is also a link for "Educational Resources" and a note to "Please call 911 in Emergency". On the right, a modal window titled "Treatment Types" is open, displaying definitions for four types of services: Mental Health Outpatient, Mental Health Inpatient, Substance Use Residential, and Substance Use Outpatient. The modal window includes the Treatment Connection logo and a close button (x).

## Treatment Types

**Treatment CONNECTION**

### Mental Health Outpatient

Mental Health Outpatient services provide services for adults. This level of care consists of less than 9 hours a week of services rendered in person. Services include group session, individual therapy, peer support, psychiatric services and use of motivational strategies to address overall holistic needs, allowing individuals to continue work, attend school or remain in their home structure.

### Mental Health Inpatient

This residential service allows clients to get engaged in treatment needs and addresses psychiatric needs for return home. Services usually include intake and assessment, psychiatric evaluation, individual and group counseling, treatment planning with the team, and discharge planning for outpatient services.

### Substance Use Residential

This service includes residential services that are capable of managing complex cases. Services are rendered on a 24-hour basis and involve staff with experience in addiction treatment, mental health, general medicine and peer support. Services for medically monitored and medically managed care are addressed through appropriate assessment.

### Substance Use Outpatient

Substance Use Outpatient services provide services for adults. This level of care consists of less than 9 hours a week or services rendered in person. Services include group session, individual therapy, peer support, psychiatric services and use of motivational strategies to address overall holistic needs, allowing individuals to continue work, attend school or remain in their home structure. This level of care also provides medication assisted treatment as needed, addressing the presenting addiction.

# TREATMENT CONNECTION – SELF ASSESSMENT



[Back to Home](#)

## Self-Assessment Tool

Every person has different needs when it comes to addiction treatment. By starting at the right level of care you can greatly increase the chances of success.

The American Society of Addiction Medicine (ASAM) developed *The Criteria* to recommend a program type to begin access to professional resources. The questions can be answered by the person with the substance use disorder, or, a person who knows them and their substance use well. Regardless of who completes the assessment, the answers must be honest and as accurate as possible.

1. Are you taking this assessment for yourself or with someone else in mind? \*

- I'm taking this for myself
- I'm taking this for someone else

2. What substances are you having problems with? (you can select multiple) \*

 | 

3. Are you able to stop using these substances or do you need to use every day? \*

- I am able to stop using
- I need to use every day OR I'm not sure



# TREATMENT CONNECTION – SERVICE LOCATOR



Search

About | Privacy

Login/Join Provider Network

User Login / Sign-up

## Search Substance Use or Mental Health Treatment Facilities

Use filters to narrow down your search results and find treatment facilities.

Clear Filters

Zip Code

19944

Distance From Zip Code

Any distance

Substances

Gender and Age

Treatment Type

Payment Type

9 matches found based on your selection.

These Facilities have been vetted by the State government

List View

Map View

### PrepMon - ICM

test inet

More Information

120 North State Street,  
Dover, DE 19901

(555) 909-4340

54.42 miles from your zip code

Taking Patients Currently

Last updated on 11-18-2019



Contact About Treatment

### PrepMon - Sober Living

test opt in existing service

More Information

1200 N Dupont Hwy,  
Dover, DE 19901

(555) 903-9403

56.28 miles from your zip code

Taking Patients Currently



Contact About Treatment

# TREATMENT CONNECTION - MAPPING

Clear Filters

Zip Code

19944

Distance From Zip Code

Any distance

Substances

Gender and Age

Treatment Type

Payment Type

State Helpline and Resources



9 matches found based on your selection.

These Facilities have been vetted by the State government

Last updated on 11-16-2019

[? Contact About Treatment](#)

## PreDeMonika - Inpatient Withdrawal Management

test 984

[More Information](#)

1200 N Dupont Hwy,  
Dover, DE 19901

(555) 555-5555

56.28 miles from your zip code

● **Not Taking Patients Currently**

Last updated on 11-12-2019

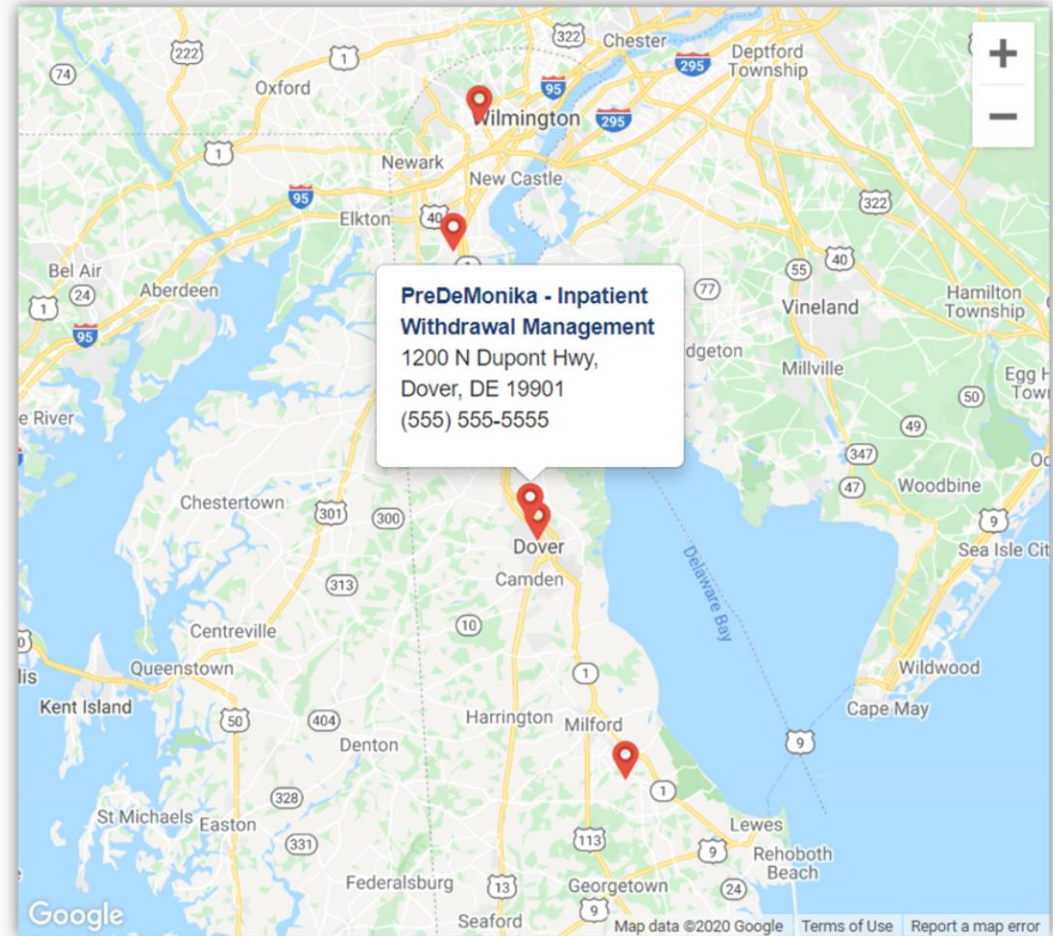
[? Contact About Treatment](#)

## SROutnet1DE - Medication-Assisted Treatment: OTP

Test MATOTP facility

List View

Map View



# TREATMENT CONNECTION – SERVICE LOCATOR

Substances ^

Gender and Age ^

Treatment Type ^

Payment Type ^

## State Helpline and Resources



<https://www.helpisherede.com/>

**Crisis lines (available 24/7)**

**New Castle County**

**800-652-2929**

**Kent and Sussex Counties**

**800-345-6785**

**Contact email**

[dsamhcares360@delaware.gov](mailto:dsamhcares360@delaware.gov)

Last updated on 11-18-2019

### PrepMon - Sober Living

test opt in existing service

[More Information](#)

1200 N Dupont Hwy,  
Dover, DE 19901

(555) 903-9403

56.28 miles from your zip code

**Taking Patients Currently**

Last updated on 11-18-2019



[Contact About Treatment](#)

### SROutnet1DE - Inpatient Withdrawal Management

Test Facility: for IWM

[More Information](#)

4185 Kirkwood St George's  
Road,  
Bear, DE 19701

(555) 555-1111

[View Website](#)

82.54 miles from your zip code

**Taking Patients Currently**

Last updated on 11-15-2019



[Contact About Treatment](#)

### DC2Rec - Recovery Housing

Please show up on PFS!!!

[More Information](#)

1210 Mass Ave.

(555) 777-7777

[View Website](#)

110.27 miles from your zip code

# DTRN PUBLIC FACING PORTAL



Website: [Treatmentconnection.com](https://treatmentconnection.com)

Posters: [Treatment Connection Marketing](#)





**DEPARTMENT OF HEALTH AND SOCIAL SERVICES**  
**DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH**



# TREATMENT CONNECTION - COMMUNICATION



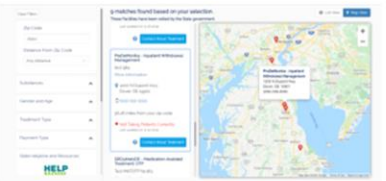
**Treatment CONNECTION**

We would like to announce some exciting news about a new public facing portal that our provider, OpenEds, will be rolling out in the state of Delaware. Treatment Connection ([www.treatmentconnection.com](http://www.treatmentconnection.com)), or HELPNOWDE, is a portal that enables those seeking mental health and substance use disorder (SUD) treatment for themselves or others to anonymously search for nearby providers, evaluate the type of care needed, and submit confidential online referral inquiries to appropriate treatment providers vetted by the state of Delaware.

HELPNOWDE will provide access to:

- Decision support self-assessment tool to assist in determining the most appropriate type and level of treatment needed
- Searchable list of trusted treatment services and providers by zip code and distance
- Collection of resources and educational materials
- Provider list with up to date treatment capacity
- Secure messaging to communicate with treatment providers

As we begin to rollout HELPNOWDE, we are giving DTRN providers the ability to accept referrals from the community within your existing provider portal. Within DTRN, you will have the ability to manage services and messages the public sees about your organization. We've attached a guide that provides you with the steps and resources necessary to customize the contact information to receive the public referral notification, the phone number that will be displayed for your organization, a description of your services, and a "canned" response to inquiring individuals.



We will be conducting a soft launch of HELPNOWDE soon and will provide those participating providers with the soft launch dates when they have been determined. If you have any questions, please contact them to [isa1.johnson@delaware.gov](mailto:isa1.johnson@delaware.gov) or [sean.miller@delaware.gov](mailto:sean.miller@delaware.gov).

We look forward to working with you and are excited to be offering a new tool to help those in our Delaware community who need a way to connect to our providers for mental health and substance use treatment services.

- Announcement sent to Behavioral Health Leaders providing the announcement and overview
- Communication sent to DTRN Admins with a guide to set up their account and edit facility information displayed to public
- Press Release will be sent by DSAMH Marketing Team
- Mailing to outreach list with HELPNOWDE posters
- Accessible through HelpsHere
- Interested in communication materials please reach out to [DSAMHCARES360@Delaware.gov](mailto:DSAMHCARES360@Delaware.gov)

