SSP UTILIZATION PLATFORM

User Guide

Version 1.5

July 2021

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SSP Utilization Platform (SUP)

What is the SUP?

SUP is a web-based, data collection tool housed within the Michigan Disease Surveillance System (MDSS) that collects client-level utilization and encounter data from syringe service program (SSP) partners in real-time. SUP is designed to be adapted to the unique needs of various service models and populations throughout the state. Aggregate data collected from the SUP can be used to inform state and regional harm reduction efforts.

What is the purpose of SUP?

The purpose of the SUP is to offer syringe service programs in Michigan a simple and efficient encounter-based data collection tool. The SUP reduces the administrative burden of programs and encourages more direct contact between staff and participants.

The SUP allows programs to track client needs and behavior trends in order to provide person-centered care. It performs these functions using de-identified information to maintain the privacy and anonymity of SSP participants/clients.
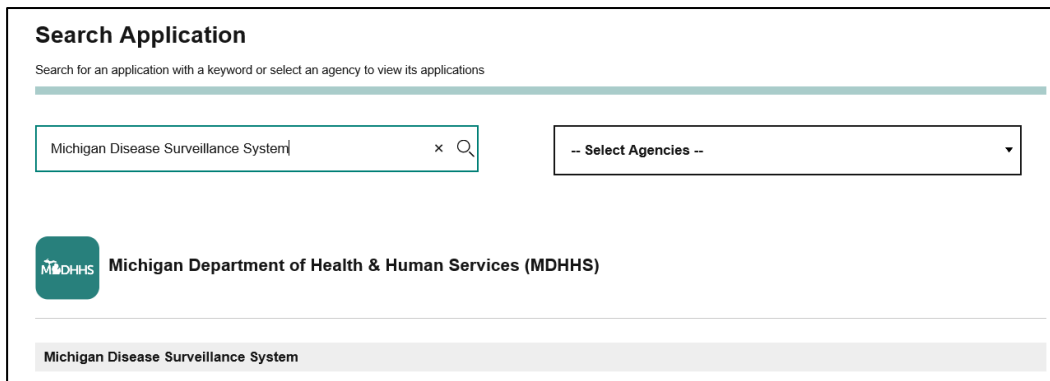
SUP has features that allow for monitoring inventory and exporting data. Data can be helpful to the operation of a syringe service program and serves to inform harm reduction and other public health efforts. However, distributing sterile syringes remains an SSP's most important function.

"The point is the point."
– Dave Purchase, North American Syringe Exchange Network

Registering for Access

1. Go to the MILogin for Third Party website (link below) and click on **Sign Up**
https://milogintp.michigan.gov/eai/tplogin/authenticate?URL=/

2. Enter the required **Profile Information, Verification Question** and agree to the terms and conditions before selecting **Next**

3. After being directed to the below page, click on **Request Access** at top of toolbar

4. Complete **Security Setup** by..
- User ID
- Password
- Choose Security Option
- Confirmation (click on **Create Account**?)

5. Request Access
- Search Application ❼ type: Michigan Disease Surveillance System
- Click on Michigan Disease Surveillance System in the gray box

Search Application

Search for an application with a keyword or select an agency to view its applications

Michigan Disease Surveillance System ✕ 🔍	-- Select Agencies -- ▾

MDHHS **Michigan Department of Health & Human Services (MDHHS)**

Michigan Disease Surveillance System

6. Select I agree to the terms & conditions and request access

7. Additional Information
- If your email address and work phone number are correct, then click **Submit**. If successful (in green) click on **Home** in the orange box and it will direct you back to your **MILogin for Third Party** home page (**note:** you may need to log out and log back into MiLogin).

8. Once you are on the home page, click on **Michigan Disease Surveillance System** in the gray box

MDHHS **Michigan Department of Health & Human Services (MDHHS)**

Michigan Disease Surveillance System
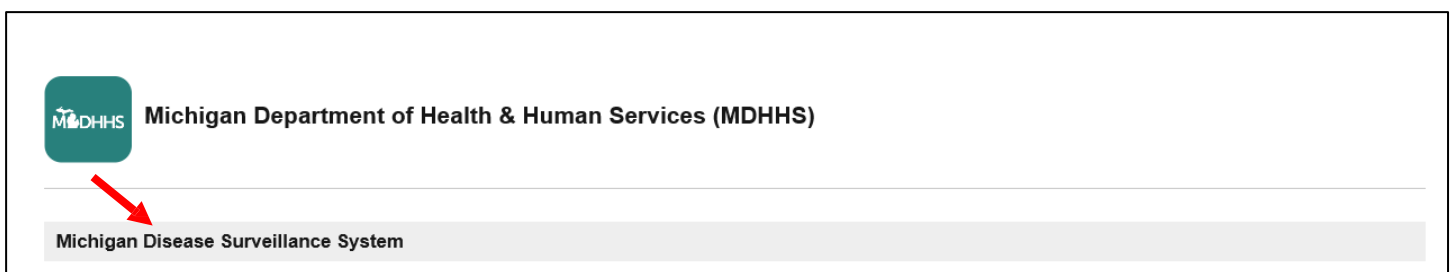
Registering for Access

9. You will be taken to the page below to complete:
- User Type – Select **Syringe Service Provider** and enter **Place of Employment** and **Position Title**
- Employment Address – Complete all required fields
- System Access Needed – Check the **SUP** box
- Once the above is complete, click on **Register**

Once you click on Register you should receive the message below:

Thank you for submitting your application to participate in the Michigan Disease Surveillance System.

Your information has been forwarded to the administrators for the areas you have applied for access approval.

You should be approved within two business days. You can check your status by logging into the application via MILogin.

If you have any questions or concerns, please feel free to contact MDHHS_MDSS@michigan.gov or your local administrators.

❖ **What happens next?** The MDHHS Viral Hepatitis Unit will receive your SUP access request and you should receive a confirmation email from **MDHHS-SyringeAccess@michigan.gov** within 24 hours. Once your role in SUP has been confirmed, you will then be able to login to the system through MILogin.

User Roles

The table below outlines the relevant user roles for syringe service programs and each role's associated permissions.

Role	Function
Organizational Administrator	User has organizational administrative capabilities (e.g. assigning organizational user roles, editing locations /services, and disabling) in addition to data access across the organization (e.g. viewing, exporting, editing, and entry)
Organizational User	User has organizational-level data access (e.g. viewing, exporting, editing, and entry)
Jurisdictional User	User has organizational-level access, but can only view and export data
Volunteer	User has data-entry and viewing access only for their assigned organization.

Adding a Location(s)

1. Click the **Organizational Administration** tab and select **Organizations** in the drop-down menu

2. Click **Edit** next to your Organization Name

3. You will be taken to your Organization Form page. Please check all Program Models that apply (e.g., fixed, mobile, peer-based)

4. To add a new Encounter Location, click **Add**

Encounter locations:					Add
#	Name	Address	Phone	Email	Action
1	The Grand Rapids Red Project-Clean Works Mobile Unit	Grand Rapids, MI	616-456-9063		View Edit

5. Under the Encounter Location Form, select the appropriate Organization Name in the drop-down menu and complete:
• Encounter Location Order
• Encounter Location Name
• Address, City, State, Zip Code, County
• Phone, E-Mail, Web, Hours, and Notes (if applicable)

6. Once completed, click **Save** at the bottom of the page to save your changes

To delete an encounter location or organization, please contact **MDHHS-SyringeAccess@Michigan.gov**. Organizational administrators will have access to delete encounter locations or organizations in future updates.

Disabling Organization(s)

1. Click the **Organizational Administration** tab and select **Organizations** in the drop-down menu.
2. Click **Edit** next to your Organization Name.

Page: 1 of 2	Items: 1 to 25 out of 29				
ID	Organization Name	Model	Status	Action	
2195	Access	Fixed	Active	View Edit	

3. You will be taken to your Organization Form page.
4. To disable your Organization, check the box next to "Disabled."

Syrinige Service Program (SSP)
Utilization Platform (SUP)

Organization View: Access

Organization Form	Organization Users	Organization Clients	Organization Encounters	Organization Client Intakes	Organizational Services	Organization Data

Organization Form

Organization ID: 2195
Organization Name: Access
Disabled: ☐

5. Click 💾 at the bottom right hand corner of the page to save your changes.
6. When returning to the **Organizational Administration** tab, the disabled organization will be highlighted in black.

2360	Quality Behavioral Health		Active	View	Edit
6592	SUP Demo		Disabled	View	Edit
1349	Saginaw County Health Department	Fixed Mobile	Active	View	Edit
110	St. Clair County Health Department	Fixed	Active	View	Edit

7. To undisable the organization, uncheck the box next to "Disabled" on the Organization Form page and save your changes.

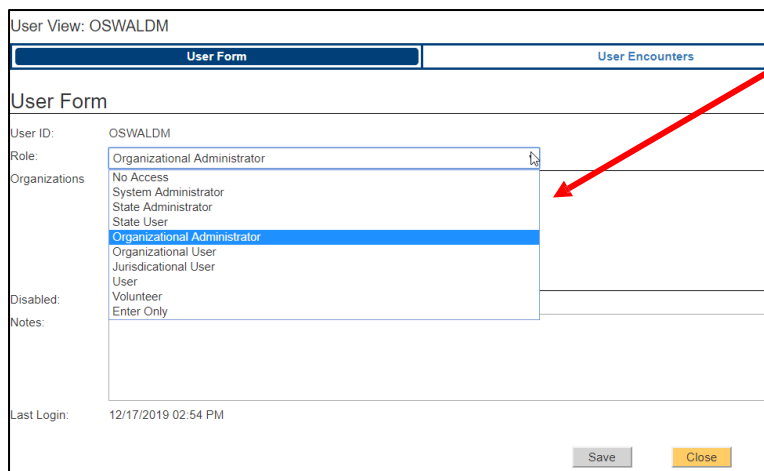# Disabling Location(s), Point of Contact(s)

1. Click the **Organizational Administration** tab and select **Organizations** in the drop-down menu.
2. Click **Edit** next to your Organization Name.
3. You will be taken to your Organization Form page.
4. **To disable Point of Contacts:** On the Organization Form page under the "Points of Contact" heading, click **Edit** next to the name of the person you are disabling. You will be taken to the Point of Contact Form page. To disable the Point of Contact, check the box next to "Disabled" and click save at the bottom of the page.
5. **To disable Encounter Locations:** On the Organization Form page under the "Encounter Locations" heading, click **Edit** next to the name of the Encounter location you are disabling. You will be taken to the Encounter Location Form page. To disable the Encounter Location, check the box next to "Disabled" and click save at the bottom of the page.
6. **To disable Referral Locations:** On the Organization Form page under the "Agencies where person can be referred for services" heading, click **Edit** next to the name of the Referral location you are disabling. You will be taken to the Referral Location Form page. To disable the Referral Location, check the box next to "Disabled" and click save at the bottom of the page.

Adding a User

1. To add a user to your organization, the user must first follow the Registering for Access steps outlined previously

2. All users will be initially given **Volunteer** access by MDHHS
   - Once a user is approved, we will forward a confirmation e-mail to the organizational administrator letting them know the user has been granted access.

3. Organizational administrators can then change the user's role within the SUP to the appropriate designation following the steps below

Changing User Role

1. In the Organizational Administration tab, click on the **Organizational Users** heading
2. Click on the **Edit** button next to the user you want to change
3. Select the appropriate user role from the drop-down menu
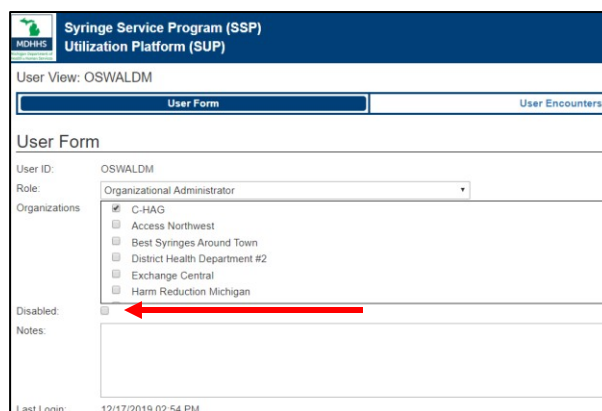
4. You can also disable a user's access who is no longer with your organization by checking the box next to **Disabled**

5. Once all edits have been made, save changes using the **Save** button at the bottom of the page

Editing Services

Once an organization is established within the system, the administrator can customize the "Supplies" quantity line list displayed while entering a new encounter.

1. To edit the list of supplies/services provided, first navigate to the Organizational Administration tab and click **Edit** next to your Organization name. Click the **Organizational Services** heading

2.By default all items listed will be displayed when entering a new client encounter. To customize the list, check the boxes in the **Not Provided** column for supplies/service that will not be provided. Syringe types dispensed can be assigned to pre-set "units" (length and gauges) using the dropdown menu under "Syringe Type."

1

3. Once all edits have been made, save changes using the **Save** button at the bottom of the page

Completing Referral List

The organization administrator can add affiliated HCV/HIV/SUD treatment referral contacts for quick reference in the encounter form. To do so:

1. To edit the list of supplies/services provided, first navigate to the **Organizational Administration** tab and click **Organizations.**

2. In the Actions heading next to your Organization Name, click the **Edit** button

3. In the appropriate section beginning with Locations of agencies to which you refer, click **Add**

4. Fill in the appropriate information and then click **Save**

Note: The treatment order field indicates the order in which locations will be listed (ie. Order of 1 will be listed first).

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Client Interaction

Registering a Client:

1.Under the Log Event Data section in the My Actions tab, click your **organization** and the corresponding **organization location**. Click **Register Client**
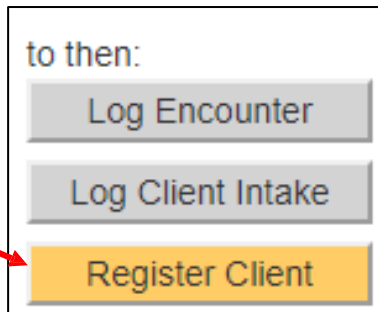
2. On the Client Form page:
- Add/Select **Client ID** (***Required Field**)
  - Assigned by organization, generally a unique code using non-identifiable information the client can easily recall (such as a combination of mother's maiden name initials and their month and year of birth. e.g., MY0484)
- Client Name/Nickname/Initials (e.g., name/nickname client would like to be referred as)
- Registration Date (This will automatically pre-populate with current date and will help discern between new clients and historical data being entered)
- Notes (if applicable)

3. Once completed, click **Save** at the bottom of the page to save changes

Intake:

Client intake forms should be completed once a year and can be printed and completed at anytime (not required to be completed all in one visit).

The purpose of the Client Intake Form is to help guide conversations and support development of trust and client relationships. The Client Intake Form is **not** meant to serve as a checklist to be read to the client.

1.To add a Client Intake: Under the Log Event Data section in the My Actions tab, click your **organization** and the corresponding **organization location**. Click **Log Client Intake**
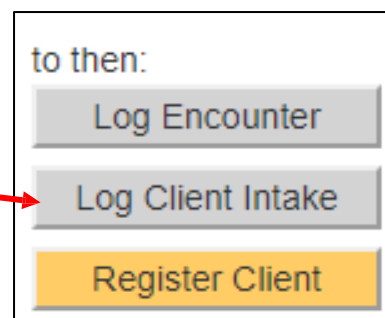
2. On the **Client Intake Form** page, fill out:
- **Client ID** (***Required Field**)
  - Assigned by organization, generally a unique code using non-identifiable information the client can easily recall (such as a combination of mother's maiden name initials and their month and year of birth, e.g., MY0484)

3.Completion of the Client intake form is not required (except for Client ID) and will depend on client comfortability and willingness to share information. After entering information in the Client intake form, click **Save** at the bottom of the page to save changes

4.To edit a Previous Client Intake: Click the **My Client Intakes** tab from the main Dashboard and click **Edit** next to the appropriate Service Date, Location, and Client ID. After you have edited the Client Intake form, click **Save** at the bottom of the page to save changes

Client Interaction

Encounter:

1.To add a New Encounter: Under the Log Event Data section in the My Actions tab, click on your **Organization** and the corresponding **Organization Location**. Click **Log Encounter**

2. On the Encounter Form page, fill out the **Client ID** (***Required Field**)
- Assigned by organization, generally a unique code using non-identifiable information the client can easily recall (such as a combination of mother's maiden name initials and their month and year of birth. e.g., MY0484)

3. Upon filling out Client ID, a **Client Dashboard** will pop-up indicating the client's **Previous Encounter** and **Date of Last Client Intake Form Completed** at the top

- To minimize the Client Dashboard, click [X] in the upper right-hand corner of the Client Dashboard.

- To maximize the Client Dashboard, click [i] next to the Client ID field on the Encounter Form.

- To refresh the Client Dashboard, click [refresh] in the upper left-hand corner of the Client Dashboard.

As you scroll down to complete the Encounter Form, the Client Dashboard will indicate when the client was: last vaccinated (for HAV, HBV, COVID19V, other vaccine), last given naloxone or Narcan, # of overdoses reversed since last visit, treatment referral date, fentanyl test strips dispensed, substances tested since last visit, steps taken for substances testing positive, whether client was referred to substance use treatment or currently engaged in substance use treatment, and positive test history (HIV, HBV, HCV Antibody, and HCV RNA). In addition, the dashboard will flag the demographics that still need to be completed, if any. *The purpose of the Client Dashboard is to serve as a reminder for SSP staff to offer supplementary services to the client.*

4. After completing or making changes to the Client Encounter Form, click **Save** at the bottom of the page to save changes

5.To edit a Previous Encounter: Click the **My Encounters** tab from the main Dashboard and click **Edit** next to the appropriate Service Date, Location, and Client ID. After editing the Encounter form, click **Save** at the bottom of the page to save changes

Client Interaction

Aggregate Encounter:

The Aggregate Encounter Form allows the user to enter a date range and the number of clients receiving services rather than entering a specific Client ID. **The Aggregate Encounter Form is intended to be used only in special situations.** Instances where the Aggregate Encounter Form might be used are included, but not limited to, the examples provided below. For clarity, please contact the MDHHS Viral Hepatitis Unit.

Examples where the form may be useful:

- Participants are being tested and linked to care for HCV/HIV. They are registered SSP participants but their testing record is not linked to their SUP Client ID. You know 5 clients met with the test counselor and 1 tested positive for HIV over the month. You would use the calendar month as the date range, indicate that you saw 5 participants, conducted 5 HIV tests and had 1 positive. A similar situation may occur with people being linked to MOUD/SUD treatment.
- Your SSP has minimal hours of operation at a site but people are still able to access the building for other services. You leave grab bags of SSP supplies out. You can estimate or assume how many people are taking the bags but don't have the staff available to record the visitors as participants. You would use the form to enter the number of people who are taking the bags and the total amount of supplies going out.
- You are offering SSP "buffet-style." You know how many syringes are going out to each participant, but they are helping themselves to other supplies. You know how many supplies went out over a period of time but not who they went to specifically. o clients could be entered (they are already recorded in the encounter forms) and the total number of each supply entered.

Adding and Editing an Aggregate Encounter:

1. To add a New Aggregate Encounter: Under the My Home tab, click **My Aggregate Encounters** in the drop-down menu.

2. Once the page refreshes, click   [Add New Aggregate Encounter]   in the upper left-hand corner.

3. On the Aggregate Encounter Form page, fill out the Organization and Location.

4. Enter in the range of the Date of Service and the number of clients served directly and through secondary exchange.

5. After completing the Aggregate Encounter Form with the quantity of syringes, supplies, and/or ancillary services provided, click **Save** at the bottom of the page to save changes

6. To edit a Previous Aggregate Encounter: Click the **Aggregate Encounters** tab from the main Dashboard and click **Edit** next to the appropriate ID, Service Date Begin, Service Date End, Organization, and Location. After editing the Aggregate Encounter Form, click **Save** at the bottom of the page to save changes.

Data

Searching for a Client Intake:

You can search for a client's intake form in two ways: from your list of client intakes that you filled out previously, or from the list of the client intakes for the organization you have access to.

Your Client Intakes

1. From the My Home tab, click on **My Client Intakes**

2. In the search field, type in the **Client ID** or **name/nickname** for the intake you want to look up and click on the magnifying glass button to search

1

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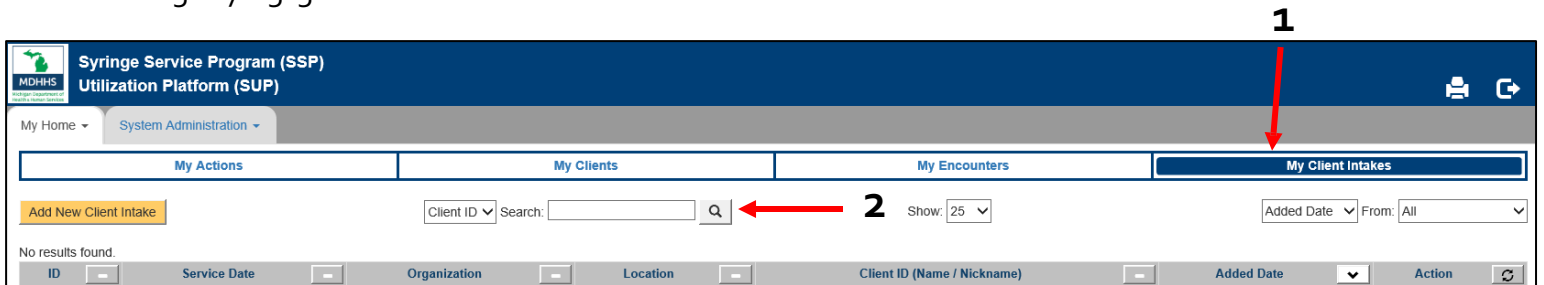
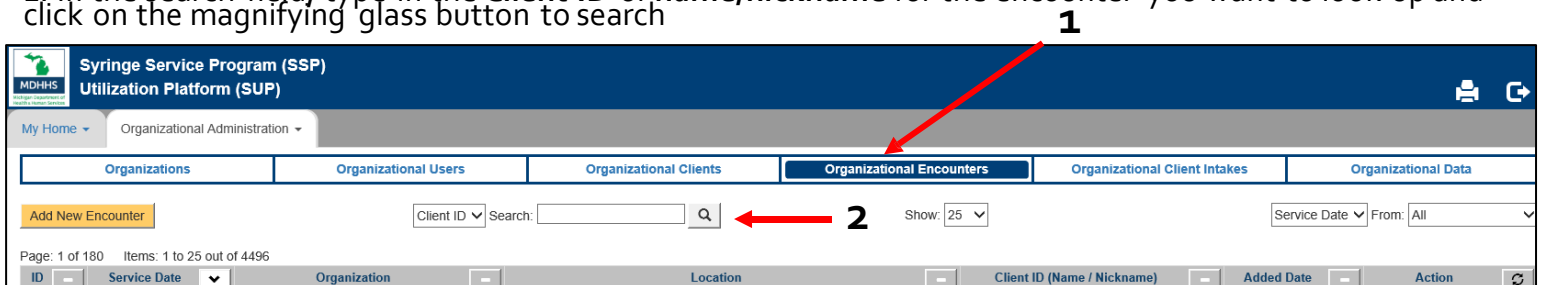### Organizational Client Intakes

1. From the Organizational Administration tab, click on **Organizational Client Intakes**

2. In the search field, type in the **Client ID** or **name/nickname** for the intake you want to look up and click on the **magnifying glass** button to search.

3. You may also search client intakes by date and date range. Under the **My Client Intakes** tab, click the dropdown menu to search by **Added Date** or **Service Date.** Click the second dropdown menu and search by a **Specific Date** or **Date Range.** Enter in the date(s), and click the Enter key twice, or click the 🔄 button below next to **Action** to generate search results.

Searching for an Encounter:

You can search for a client's encounter form in two ways: from your list of client encounters that you have filled out, or from the list of client encounters for the organization you have access to.

Your Encounters

1. From the My Home tab, click on the **Organizational Encounters** heading

2. In the search field, type in the **Client ID** or **name/nickname** for the encounter you want to look up and click on the magnifying glass button to search

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Organizational Encounters

1. From the Organizational Administration tab, click on **Organizational Encounters**

2. In the search field, type in the **Client ID** or **name/nickname** for the encounter you want to look up and click on the **magnifying glass** button to search

3. You may also search encounters by date and date range. Under the **My Encounters** tab, click the dropdown menu to search by **Added Date** or **Service Date.** Click the second dropdown menu and search by a **Specific Date** or **Date Range.** Enter in the date(s), and click the Enter key twice, or click the 🔄 button below next to **Action** to generate search results.

Data

Editing Client Form:

Note: Only organizational administrators and organizational users can edit the client form.

1. From the "Organizational Administration" tab, click on the **Organizational Clients** heading

2. Find the client you want to edit, and click on the **Edit** button

3.You can then edit the client ID or name/nickname if necessary and add any relevant notes regarding the client in the notes section

4. When you are finished making changes, click the **Save** button at the bottom of the page

Exporting Data:

Note: Only organizational administrators can export data for an organization.

1. From the "Organizational Administration" tab, click on the **Organization Data** heading

2.Select what type of data you would like to export from the list (Client Intakes, Clients, Encounters & Notes, Organizations & Locations, User Preferences, Users)

3. To filter the data export by Service Date range (only applicable for Encounters and Client Intakes): After "Service Date Filter (where applicable)," enter in dates in the "From" and "To" fields.

3. Click on the **Export CSV Archive** button. A CSV file will be downloaded to your computer containing the data requested. To export data with client demographics, select an Encounter-Driven Export. To determine if a client is actively accessing your SSP, select a Clients & Notes-Driven Export.

Printing Forms

Users can print a blank or partially populated form with Organization specific fields displayed or hidden. This function can be used for mass printing before hosting an event where electronic data capture may not be possible.

Note: Some browsers do not print the page exactly as displayed (Edge). Others have options to not print images or background colors.

1. On the Home Page, find the "Print Forms" heading.

2. Select the form you would like to print (Register Client, Client Intake, or Encounter) and click the yellow "Print Form" button.

3. After your form generates, you may (1) print the form as a blank copy, or (2) fill in specific fields to partially populate the form.

4. Once complete, click the 🖨 at the bottom right corner of the page to print.

SUP Technical Issues

If you experience technical issues with SUP (e.g., inability to switch pages, text not appearing, etc.), try a browser cache clear, as the browser you are using may still be using an old, cached version of a JavaScript resource from before the SUP update.

If the technical issue still persists following a browser cache clear, please contact the MDHHS Viral Hepatitis Unit at **MDHHS-SyringeAccess@Michigan.gov** where staff can assist you with troubleshooting or escalating technical issues.

SUP Flow Chart

```
┌──────────────┐      ┌──────────────┐      ┌──────────────┐
│  Login to    │ ───▶ │    SSP       │ ───▶ │  Select your │
│   MDSS       │      │ Management   │      │ organization │
└──────────────┘      └──────────────┘      └──────────────┘
                                                    │
                                                    ▼
                                            ┌──────────────┐
                                            │ New Client to│
                                            │    SUP?      │
                                            └──────────────┘
        ┌──────────────┐        ┌──────┐  ┌──────┐
        │  Register    │ ◀───── │ Yes  │  │  No  │
        │   Client     │        └──────┘  └──────┘
        └──────────────┘                      │
                │                              │
                ▼                              ▼
┌──────────┐        ┌──────────────┐
│  Client  │ ◀───── │   Client     │
│  Intake  │As needed│  Encounter   │
└──────────┘        └──────────────┘
```
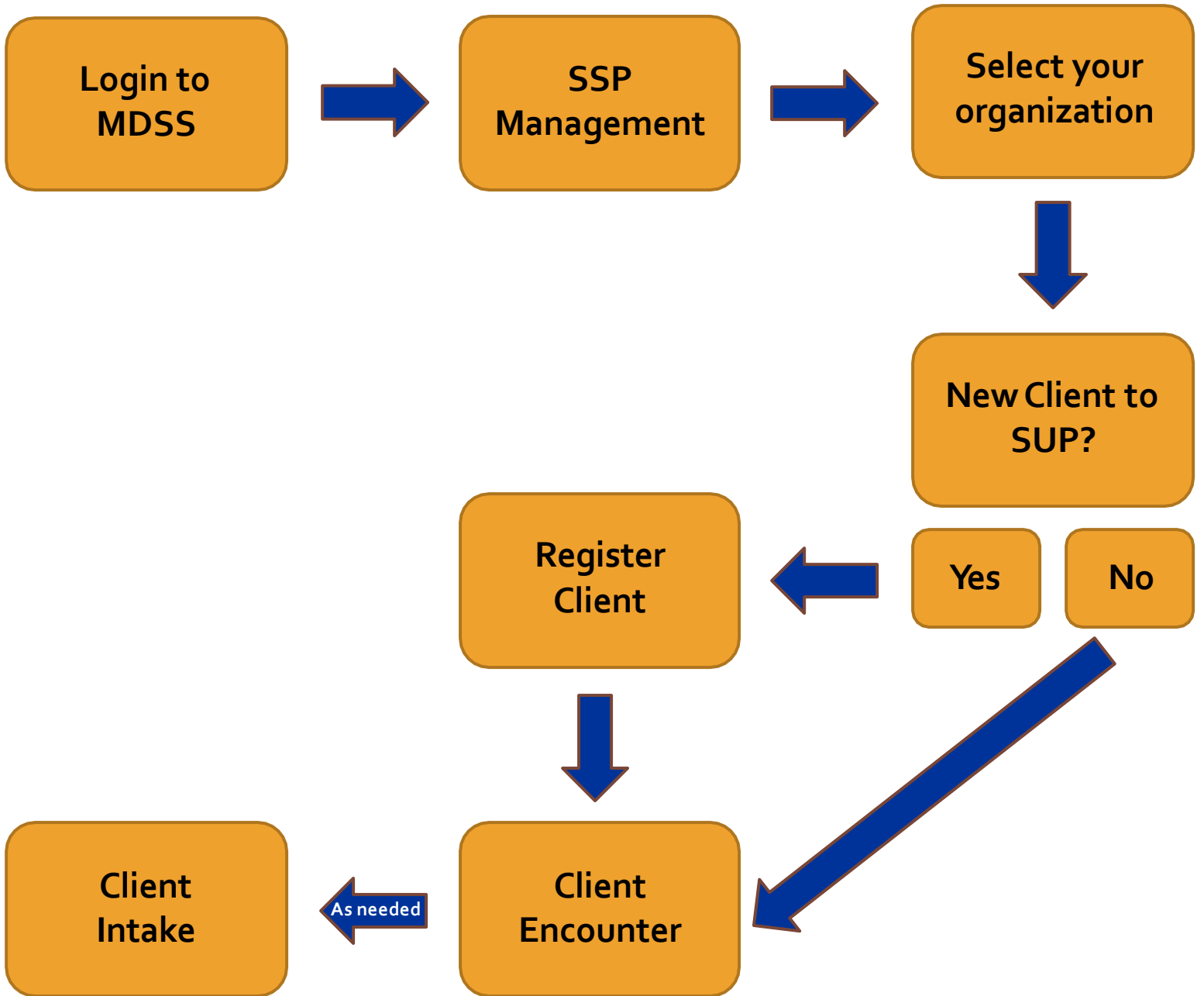
Need Assistance?

Please contact the MDHHS Viral Hepatitis Surveillance and Prevention Unit

Email: **MDHHS-SyringeAccess@Michigan.gov**

Phone: 517-335-8165 (Monday through Friday, 8 A.M. – 5 P.M.)

Encounter Form - Data Dictionary

Data	Data Definition
Secondary Exchanger:	The secondary exchanger field represents the number of people distributing to through secondary exchange.
Syringes Returned (Estimated):	The syringes returned field represents an estimated number of used syringes that were returned.
Syringes Dispensed:	This field represents the quantity of syringes dispensed. This field should be used if the number of syringes dispensed by type cannot be quantified in the **Syringes Dispensed Type 1-5** field(s).
Syringes Dispensed Type 1-5:	This field represents the quantity and type of syringes dispensed.
Supplies:	The Supplies category represents the various supplies your agency may offer. For each encounter, enter in the number of each supply dispensed.
Vaccinations:	The Vaccinations category represents vaccinations your agency may offer. For each encounter, check "Yes" for each vaccine administered to the client.
Naloxone (Injectable) Rescue Kits Dispensed:	This field represents the number of injectable naloxone rescue kits dispensed. For each encounter, enter in the number of injectable naloxone kits dispensed.
Narcan (Nasal) Rescue Kits Dispensed:	This field represents the number of Narcan naloxone rescue kits dispensed. For each encounter, enter in the number of nasal Narcan kits dispensed.
Last Rescue Kit(s) Issued Was(Were)?:	This question represents how the last rescue kit(s) issued were utilized. For each encounter, check all boxes that apply to indicate how the last rescue kit(s) dispensed were utilized.
Overdoses Reversed with Naloxone since Last Visit:	This field represents the number of overdoses reversed with naloxone since the client's last visit. For each encounter, enter in the number of overdoses reversed with naloxone since the client's last visit.
Fentanyl Test Strips Dispensed:	This field represents the number of fentanyl test strips that were dispensed.
Substances Tested Since Last Visit:	This field lists common substances and radio buttons for whether the substance tested positive or negative. This question also includes additional fields for substances that are not listed. Under the corresponding substance, select whether that substance tested positive or negative.

Encounter Form - Data Dictionary (cont.)

Data	Data Definition
Steps Taken for Substances Testing Positive:	This question asks what steps were taken after substances were found to test positive for fentanyl.
Client Referred to Substance Use Treatment? If so, type:	This question represents whether the client was referred to substance use treatment and the type of substance use treatment referred to. If the client was referred, select the type of substance use treatment the client was referred to.
Client Currently Engaged in Substance Use Treatment? If so, type:	This question represents whether the client is currently engaged in substance use treatment. If the client is currently engaged in substance use treatment, select the type of substance use treatment the client is engaged in.
Client Tested for HIV:	This question represents whether the client was tested for HIV, the HIV test result (if positive, whether it was reported to public health), and whether the client was referred to care.
Client Tested for Hepatitis B:	This question represents whether the client was tested for HBV, the HBV test result (if positive, whether it was reported to public health), and whether the client was referred to care.
Client tested for Hepatitis C Antibody (rapid or blood draw):	This question represents whether the client was tested for Hepatitis C Antibody (rapid or blood draw) , the Hepatitis C Antibody test result (if positive, whether it was reported to public health), and whether the client was referred to care.
Client tested for HCV RNA:	This question represents whether the client was tested for HCV RNA, the HCV RNA test result (if positive, whether it was reported to public health), and whether the client was referred to care.