

CSB/Agency Treatment Community Forum

Follow-Up GRPAs: Tools, Tips, & Best Practices

Please type in the chatbox:

- **Name and preferred pronouns**
- **CSB/Agency**
- **Your recent favorite movie or TV series!**



CSB/Agency Treatment Community Forum

Follow-Up GRPAs: Tools, Tips, & Best Practices

July 29, 2021

An aerial photograph of a city street, likely in New York City, showing a mix of brick and modern buildings. A semi-transparent white banner is overlaid across the middle of the image, containing the word "Introduction" in a bold, black, sans-serif font. The background shows a dense urban landscape with various skyscrapers and buildings under a cloudy sky. A prominent tall, thin skyscraper is visible in the center-left background. The foreground shows a street with cars and buildings with red and white facades.

Introduction

Agenda

Topics to be covered in the next hour



- 1 Introductions and Guidelines
- 2 GPRA Follow-Up Refresher
- 3 Community Spotlights
- 4 Breakout Rooms & Large Group Recap
- 5 GPRA Follow-Up Engagement & TA
- 6 Wrap-up: Updates & Evaluation Survey

Forum Guidelines

To help today's session run smoother



Mute

Please stay muted unless speaking to improve sound quality for other respondents



Video

If able and comfortable, please use video to help foster connection and greater communication



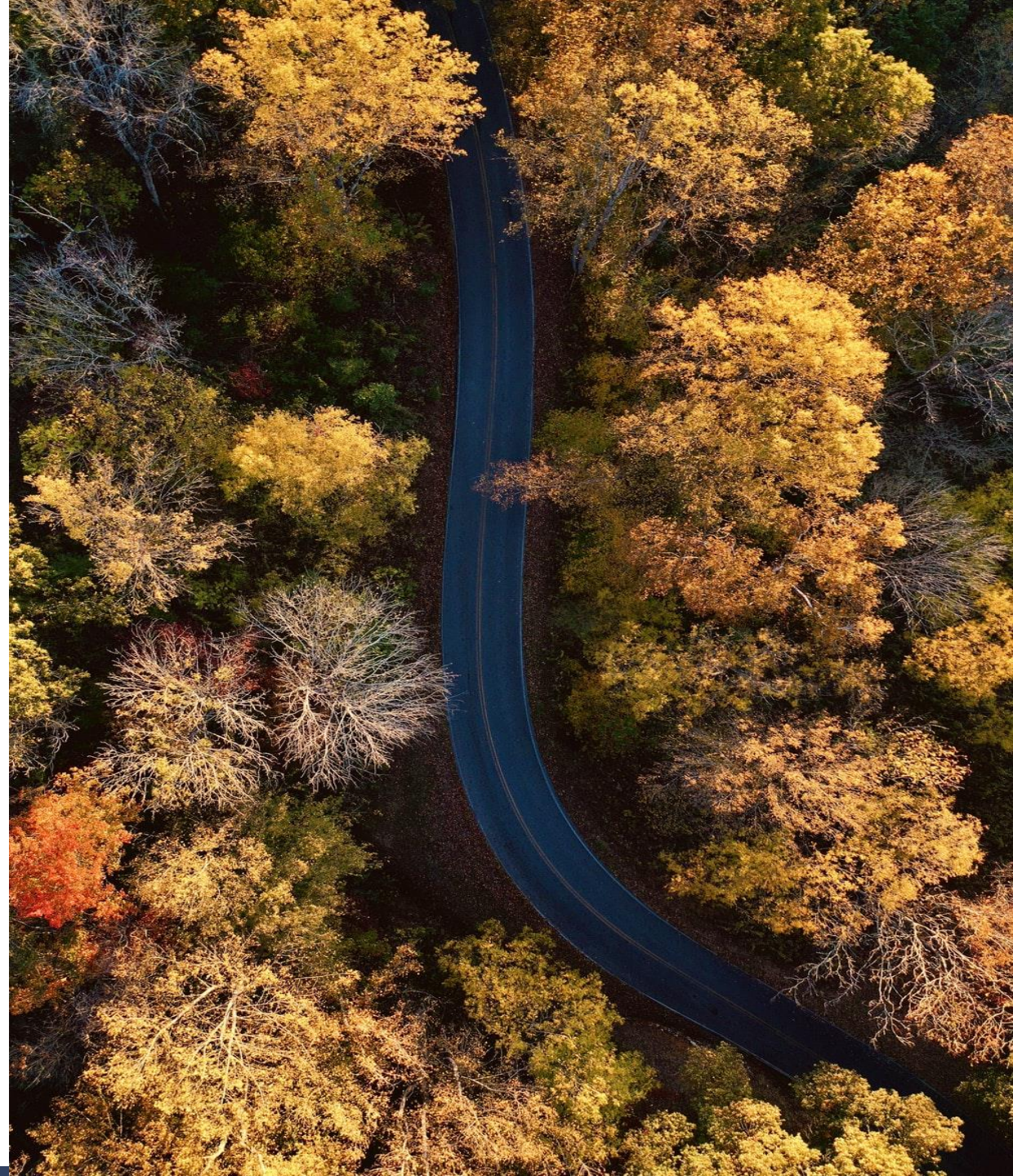
Recording

Will be recording the session to help us share out the discussion later



Captioning

Now available as an option



Forum Guidelines

To help today's session run smoother



Speaking Up

Use the Raise Hand icon if you would like to comment or ask a question of the larger group



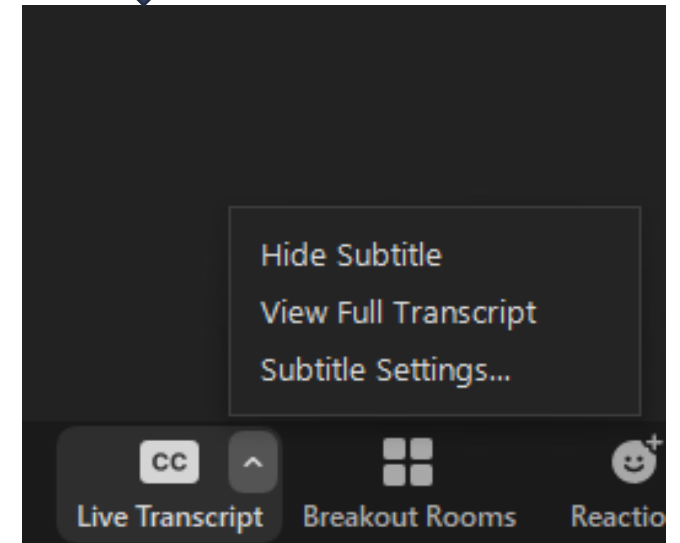
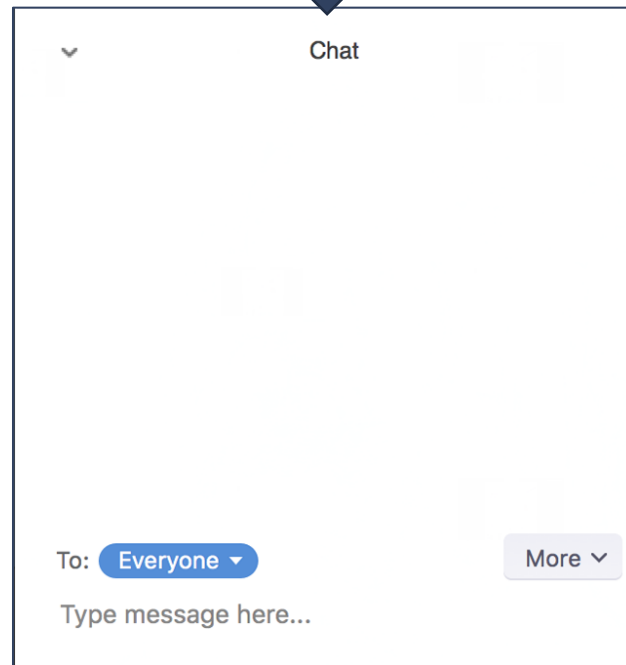
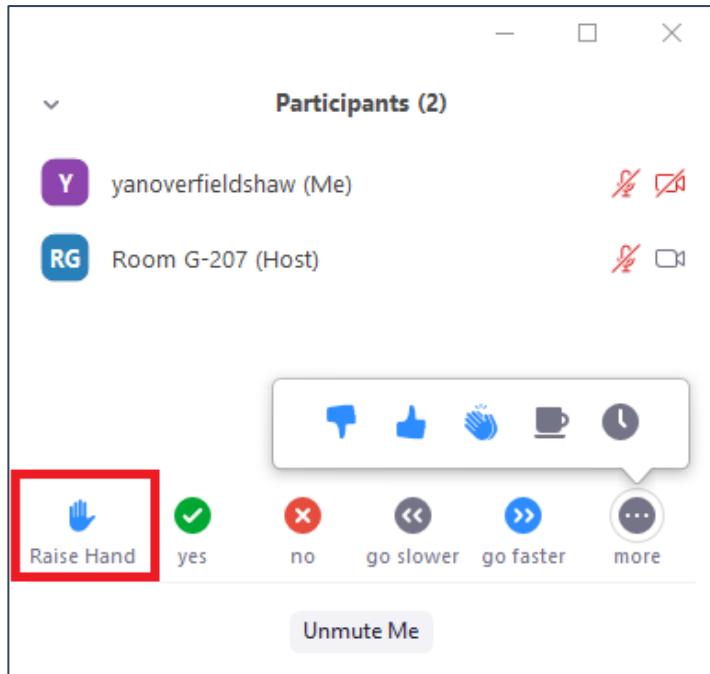
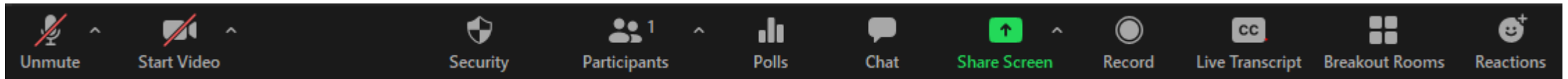
Chat Box

Utilize the chat box for questions, suggestions/tips or comments; be sure to keep it open



Live Transcript

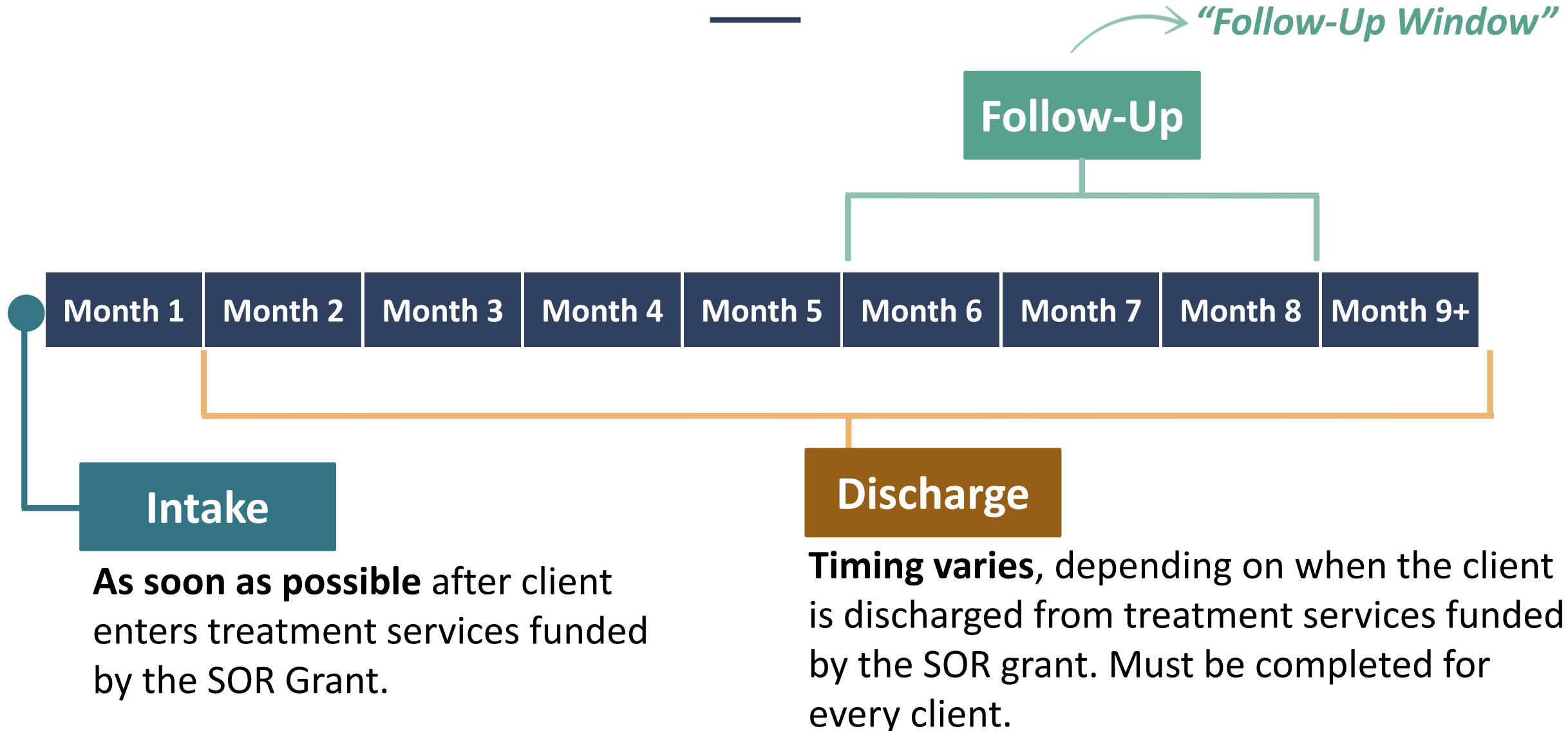
View subtitle captions or view full transcript as it occurs



A close-up photograph of green leaves with numerous water droplets on their surfaces. The background is blurred, showing more green foliage. A semi-transparent white banner is overlaid across the middle of the image.

GPRA Follow-Up Refresher

When is the Follow-Up GPRA completed?



Follow-Up Interviews

There are **2 types** of follow-up surveys:

Interview

- Can contact client for an interview
- Complete in follow-up window

Administrative

- Cannot contact client or client refuses
- Complete in last two weeks of follow-up window if unable to contact client

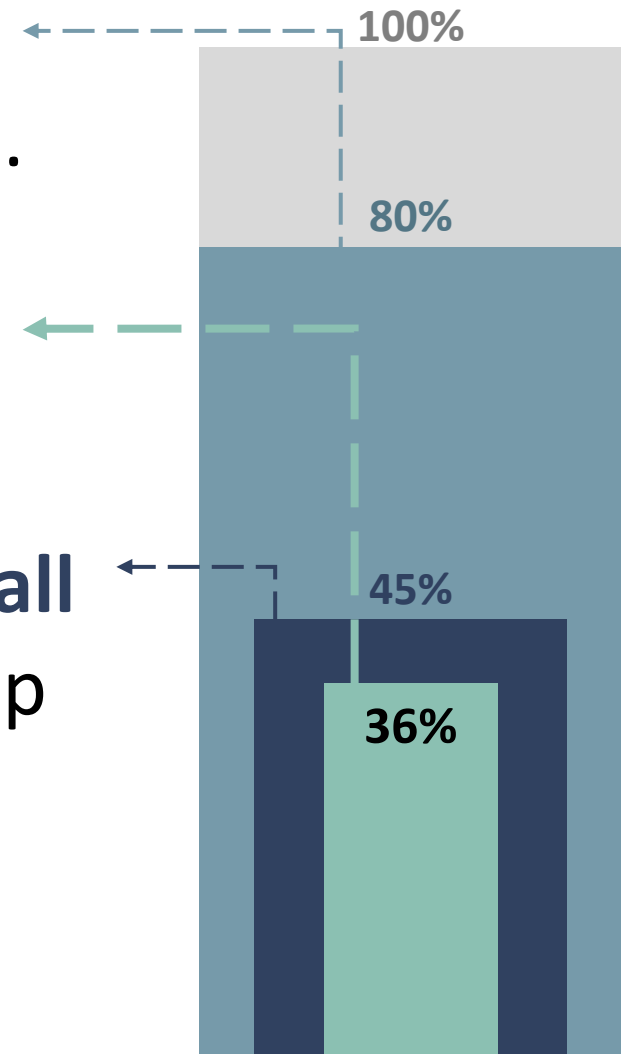
Follow-Up Rates

SAMSHA's goal follow up rate is **80%**, but only includes **interview follow-ups** in their calculation.

Currently, **Virginia's** follow up rate calculated by SAMSHA is **36%**.

This is well below SAMSHA's goal as well as below **all other grantees (45%)** and Virginia's SOR I follow up rate (52%).

If this continues it could affect Virginia's ability to get future grant funding.



Overall Follow-Up Rate

Administrative Follow ups are still important as they provide necessary information on clients.

If administrative follow ups are included, Virginia's follow up rate rises to **57%**.

However, with administrative interview included, SAMSHA's follow up rate goal is 100%.

Administrative Follow-Ups are completed:

- If you cannot contact client or client refuses
- Complete in last two weeks of follow-up window if unable to contact client



CSB/Agency Community Spotlights RBHA and Portsmouth

Follow-Up GPRA Strategies



- Collect additional contact info. at intake
 - Useful because clients often move or change their phone numbers
 - May have to try several methods of communication (send emails, mail letters, send text messages) before we get a response
- Start outreach when follow-up window opens
- Case managers & care coordinators
 - OBOT clients typically are in frequent contact with their CM and have regular prescriber appointments
 - Likely someone will have the opportunity to speak with them in the near future

Follow-Up GPRA Strategies



- Gift card incentives
 - We remind them they will receive one after completing the survey when contacting them about their follow-up
 - Ask their case managers to mention it to them too if necessary
- Tracking sheet
 - Formatted to call out due dates and window openings

consent to continue in SOR II	12/9/2020	N/A	12/9/2020	12/9/2020	5/8/2021	8/6/2021
7/15 - not in service. 7/7 - phone not in service. 6/22 - 9302, not in service; 5606, wrong number; emailed; mailed letter. 6/4 - 9302, "party is unavailable"; 5606, left vm; sent email; mailed letter. 5/21 - called 9302, straight to vm; called 5606, left vm; sent email. Discharged 5/18/21 - not engaged. Intake conducted over phone, client gave verbal consent	12/15/2020	No	12/16/2020	12/16/2020	5/14/2021	8/15/2021
SOR I Rollover client; gave verbal consent to continue in SOR II	1/12/2021	N/A	1/12/2021	1/12/2021	6/11/2021	9/9/2021
Intake conducted over phone, client gave verbal consent	1/15/2021	No	1/15/2021	1/15/2021	6/14/2021	9/12/2021
Intake conducted over phone, client gave verbal consent	1/15/2021	No	1/15/2021	1/15/2021	6/14/2021	9/12/2021
Discharged 5/18/21 - not engaged. Intake conducted over phone, client gave verbal consent	3/5/2021	No	3/5/2021	3/5/2021	8/5/2021	11/5/2021
Intake conducted over phone, client gave verbal consent	3/18/2021	No	3/18/2021	3/19/2021	8/18/2021	11/18/2021
Intake conducted over phone, client						

Follow-up GPRA Strategies



- Having contact with consumers in other areas of the agency and not just to complete the surveys.
- It helps having someone that they can relate to when answering the questions.
- Having it be the same person to complete the follow ups, when possible.
- Incentives for their time for completing the survey.



Breakout Room Discussion

Breakout Room Discussion

CSB Community Forum



Assign one person to share findings with the larger group!



1

What are some challenges you have with doing follow-up Interviews?

2

What are some suggestions for mitigating these challenges?

3

How can the GPRA interview data contribute to client success?

Breakout Room Sharing & Discussion

CSB Treatment Community Forum



One CSB/agency representative from each of the breakout rooms will share some of their group's key points from the breakout room discussion.



GPRA Follow-Up Engagement & TA

Tips for Maintaining Client Contact

Virginia SOR Client Locator Form

Date: _____

Client GPRA ID: _____

Name of Assessor: _____

We are collecting this information to help us contact you for follow-up interviews related to the treatment evaluation program in approximately 3 months and 6 months. You will receive a gift card for participating in the follow-up interviews. You will get a \$20 gift card for completing the 3-month interview and a \$30 gift card for completing the 6-month interview. The information you provide here will ONLY be used to help us locate you to complete these interviews and to give you your gift card. It will be kept private and will not be used for any other reason.

What is your date of birth?

Date of Birth	_____ / _____ / _____ (month) (day) (year)
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Follow-up Reminder Scripts October 2019

Introduction and Confidentiality:

To support follow-up communication with GPRA clients, OMNI has generated ideas and tips for each level of engagement. Below are sample scripts, but we encourage referring to internal protocols for outreach and utilizing rapport you may have established with the client to increase participation.

Since the GPRA interview requests a lot of personal and confidential information, it is important to verify that the person on the phone is the client you are trying to reach, and they are in a secure environment when completing the interview.

- **Example:** "Hello, is this (XX)? (wait for verification) My name is (XX), and I was hoping to speak with you regarding an interview you participated in at (CSB/FQHC name) 6 months ago with (XX). I only have a few short questions, is this a good time to talk?"

- Capture accurate and varied contact information (phone, email, mailing address)
 - Use the OMNI Client Locator Form
- Update or confirm each time you connect
 - Use this to remind them of upcoming follow-up
- Schedule the interview in advance and send reminders (cards, texts, or emails)
 - Use OMNI Follow-up Reminder Script sheet for useful talking points
- Each time you remind them, emphasize gift card opportunity

Tips for Client Engagement

- Build rapport with clients and present the GPRA as an interview
- At the time of administration, explain why the GPRA is important
 - **Opportunity to contribute to improving programming and see progress from intake (ex. BARC-10)**
 - Use OMNI Client Engagement sheet
- Encourage completion through incentives
 - **\$30 gift card for 6-month follow-up**
 - **Contingency management: \$15 increments, \$75 max per year**

About the GPRA Survey

What is the GPRA?
GPRA stands for Government Performance & Results Act and is a survey used to collect information on:

-  Substance use history
-  Living Conditions
-  Mental health and physical needs
-  Education and employment
-  Relationships and family support
-  Recovery Support Structure

Why have I been asked to complete a GPRA survey?

Virginia has received a **federal grant** to support individuals receiving substance use services. One requirement of this grant is to complete GPRA surveys over the course of services. This will **help Virginia to continue to receive funding** to provide services for those in need.

-  The data collected informs **future work** in the field
-  The data collected informs **service delivery**

Who completes the GPRA?

All individuals receiving services funded by the grant or receiving services from a provider funded by the grant are asked to complete a GPRA survey. These services might include:

- Substance Use Treatment**
 - Therapy
 - Intensive Outpatient
 - Medications
- Recovery Services**
 - Peer Support
 - Groups
 - Drop-In Center
- Wraparound Services**
 - Child Care
 - Transportation
 - Vouchers

OMNI.org Updated July 2021 

Coming Soon!

GPRA Administration Tips and Best Practices

January 2021

This sheet summarizes GPRA administration tips and best practices compiled by the OMNI team from SOR grant agencies who have been successful at completing GPRA interviews with clients. These suggestions can help you complete GPRAs at each timepoint (intake, follow up and discharge) and reach SAMSHA's 80% follow up rate goal. The first section of this document lists recommended agency procedures and practices that increase engagement and interview procurement, and the second section presents a helpful checklist for each GPRA time point.

Agency Procedures and Practices

Assign a Primary Point Person

Agencies have seen success in assigning a primary point person for all GPRA related work. This ensures centralized tracking for follow-up GPRAs and builds rapport with individuals, as they have a main point of contact. If others are administering GPRAs, this point person may oversee notification of their colleagues when 6-month follow-up windows are about to open or close. This person may also be in charge of sending out incentives. As one agency shared, having a primary point person may be especially helpful if that person is a Peer Supporter.

“ Our GPRAs are primarily completed by one person and this staff member reports that she has found her presence at the DBOT location for the induction has increased her engagement with individuals. She is able to talk with them, provide support from the time of induction, and establish a rapport with individuals... making that face-to-face connection from the outset of treatment has been beneficial. ”

Maintain Client Contact Records

One of the biggest hurdles to completing follow up and discharge GPRAs is reaching the client. To combat this, agencies can take extra steps to ensure client contact information is accurate, kept up to date and includes many avenues of contact.

- Identify and note **multiple contact types** (phone number, email, mailing address, trusted contact's phone number and email – with consent to contact them) when services begin.
- Set a protocol that **the client should let you know if/when this information changes.**
- Ensure case managers **update the client's info at least once a month** while still in services.
- **Use all the contact methods** you have in order to reach a client for a follow-up.
- **Reach out to their case manager** to attempt to contact the client, as needed if still receiving services.

Utilize OMNI-provided tracking sheets, emails, and reports

OMNI works to provide you with materials that are useful in tracking your agency's progress.

- Use OMNI's Tracking sheets to ensure what we have in our system aligns with that your agency has done. If you completed an intake GPRA last week, but that ID has not shown up on this week's tracking sheet, reach out to the TA Team. You can do this check for each survey type. These sheets are uploaded to your Dropbox every week.
- Watch out for "Urgent" email reminders sent each week. If you receive one, it means your agency has a follow up window closing in two weeks. Make sure to complete a follow up for that client before the window closes.
- Use the monthly email updates and Progress Reports (found in your Dropbox folder) to see if you are meeting the SAMSHA standard (80% interview follow up rate) or if you have a lot of follow up windows open.

1

GPRA Administration Tips and Best Practices Resource

- List of tips and tricks around GPRA administration and how to implement them
- OMNI will incorporate items that came up in this discussion and launch this resource soon



Wrap Up



Wrap Up

CSB/Agency Community Forum



- **Brief Evaluation Survey**
- **Includes space to suggest future forum topics**



Thanks!

questions/suggestions?

sorsupport@omni.org