SOR III Full Intake GPRA Training

January 2023

OMNI

Your OMNI Presenters

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About OMNI

OMNI Institute is a nonprofit social science consultancy that provides integrated research, evaluation, and capacity building services to foster understanding, guide collaboration, and inform action to accelerate positive social change. We believe in the power of data to inspire and support individuals and organizations in changing their world by finding solutions to complex social questions. Our clients are leaders and change-makers in governments, nonprofits, foundations, and social enterprises who are making a positive difference in their communities.

Agenda

- Training Logistics & Objectives
- Technical Assistance Information
- Grant Overview
- GPRA Overview
- Tips for Administration
- Intake GPRA
- Client Engagement
- GPRA Data & Tracking Support
- Next Steps & Questions

Training Logistics & Objectives

Training Logistics

Length: 2 hours

Post questions in the chat box

Format: Recorded presentation

Group norms

Learning Objectives

After today's training, you will…

Understand the **goals of the SOR III grant** and your role to help achieve the goals

Know **what the GPRA is** and how it relates to the SOR III grant

Feel confident in effectively and efficiently **administering the Intake GPRA** with clients

Know **where to get Technical Assistance (TA)** if you need help or have questions

Training and Technical Assistance

OMNI's Role

01

GPRA management and reporting

Develop processes to track GPRA data and report it efficiently to SAMHSA

02

Training and technical assistance on GPRA

GPRA trainings, webinars, reminders about intake and follow-up surveys

03

Provide support and resources

OMNI is your resource to ensure success in GPRA requirements and data collection processes

CSB/Agency Role

01

Administer the GPRA to all eligible clients

Clients receiving SOR-funded services should complete the GPRA

02

Complete the quarterly survey

Track data and report quarterly if you are the main treatment or recovery contact

03

Use GPRA data to support your work

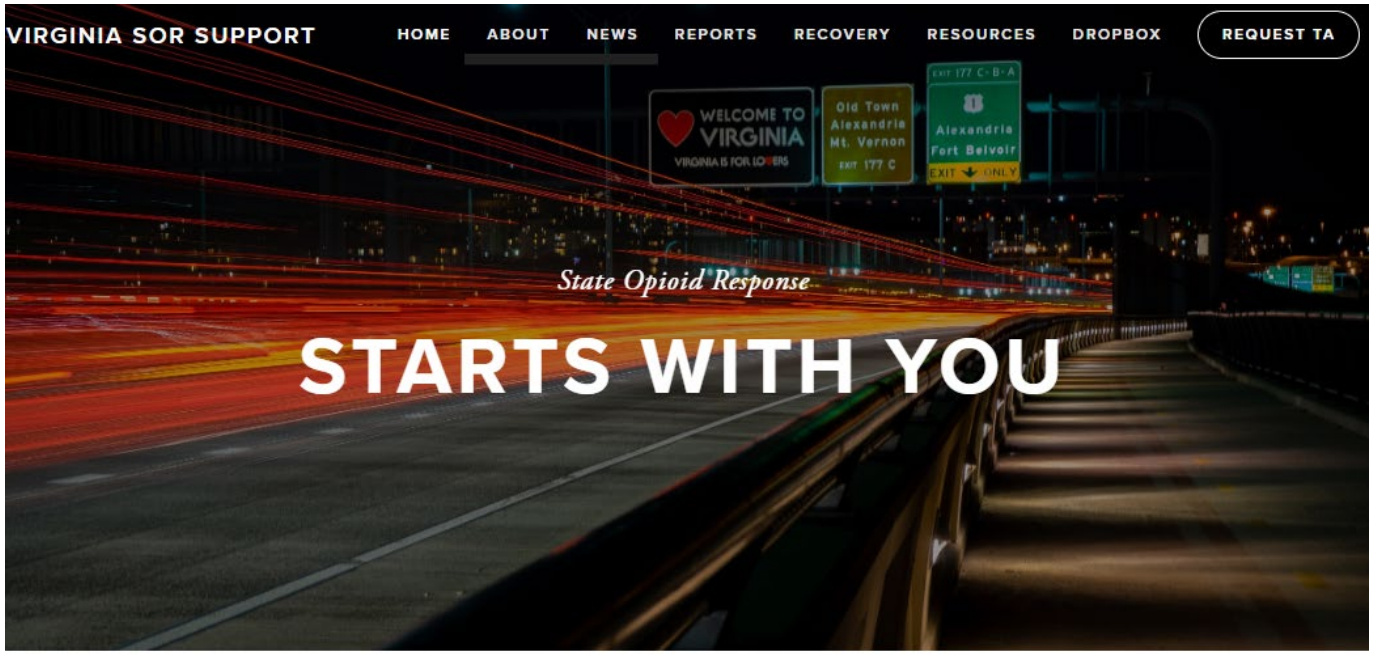
Data can help you learn more about clients' stories and connect them with key services they need.

SOR Website

Visit VirginiaSORSupport.org for more information, including:

- About SOR & OMNI
- News
- Reports
- Resources
- Dropbox Folder Guidance
- Request TA Form

Email us at SORSupport@omni.org with any questions or requests.



We support local communities in their SOR Treatment efforts

Our team works to ensure data is both accessible and actionable to ultimately drive improvements in practice, policy, and systems. We know when our clients and community stakeholders can access the answers they need and have the capacity to act on it, they can be proactive agents in creating a brighter, more equitable future for all.

Resources

Found on the SOR Support website

Surveys:

- GPRA Intake, Follow-up, & Discharge Surveys (English & Spanish)

Supporting Documents include:

- Question-by-Question Guide
- Consent Form (English & Spanish)
- Getting Started with GPRA Admin
- SOR Funding & GPRA 101 Resource
- GPRA Admin Tips & Best Practices
- Follow-Up & Discharge One-Pager
- GPRA Admin FAQs
- Dropbox Instructions
- BARC-10 Info Sheet

Training Materials:

- Webinar Slides/Recordings
- Orientation One-Pager

Client Engagement Support:

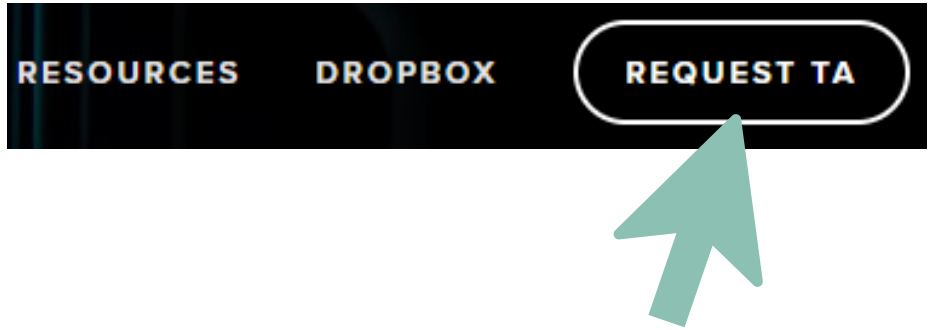
- Follow-Up Reminder Scripts
- Engagement Sheet for Clients
- GPRA Admin Tips & Best Practices
- Client Locator Form
- Follow-Up Reminder Scripts
- Contingency Management Training

Technical Assistance

Email: SORSupport@omni.org

- TA requests
- GPRA questions
- Staff changes
- Anything!

Encryption: When emailing SORSupport@omni.org with confidential information (client IDs, date of birth, etc.), please **send an encrypted email**! If you do not have encrypted emails, please request an encrypted email on the *Request TA* form on the website.



SOR III Communications

Website News Posts

News emails from DBHDS and OMNI team - subscribe on website

Dropbox

Shared folder per agency – reach out to SOR Support if you need your invitation

Intake Alerts and Follow-Up Reminders

- Intake Alerts: sent monthly to agencies w/o intakes in 30+ days
- Follow-up Reminders: sent weekly to agencies with follow-up windows closing in the next 2 weeks

Encrypted Emails

Use with any email communication that contains client ID or other PII

SOR Grant Overview

Grant Overview

Funds are awarded for opioid and stimulant use disorder treatment

DBHDS approves your plan and budget for the services you will fund

GPRA data collection is required for individuals receiving services

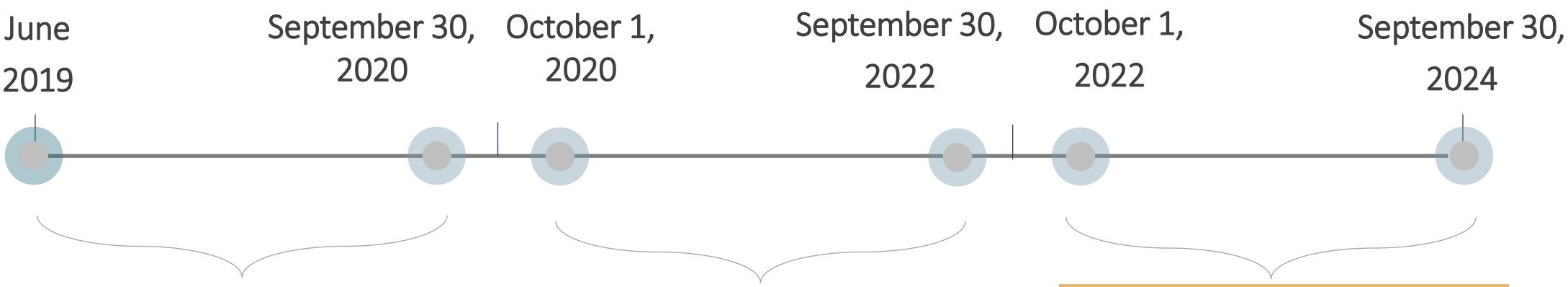
OMNI is continuing to support evaluation of the SOR grant activities in collaboration with DBHDS

SOR Grant Overview

SOR Treatment Goals

- Implement strategies to **improve access** to treatment services.
- Provide a total of **3,000 people diagnosed with Opioid Use Disorder or Stimulant Use Disorder with MAT and other treatment services** (across all CSBs).

SOR Grant Timeline



SOR I

- Focused only on clients with Opioid Use Disorder (OUD)
- No GPRAs conducted in justice settings

SOR II

- Focus on clients with Opioid Use Disorder (OUD) and Stimulant Use Disorder
- GPRAs are conducted in justice settings

SOR III

- Focus on clients with Opioid Use Disorder (OUD) and Stimulant Use Disorder
- GPRAs are conducted in justice settings
- New GPRA launched January 21st

SOR Treatment Evaluation Outcomes

GPRA Data		Epidemiological Data
During grant period amongst treatment receivers		Beyond grant period across Virginia residents
Short-Term Outcomes	**Intermediate Outcomes**	**Long-Term Outcomes**
• Treatment engagement • Successful completion of treatment • Successful discharge from treatment • Active participation in recovery services	• Substance use • Physical and mental health • Social connectedness • Education/employment status • Crimes, criminal justice status • Living conditions	• Overdose rates • Criminal justice measures • Population-level substance use

SOR Prevention & Recovery

SOR Prevention

- Community capacity and coalitions
- REVIVE! (Naloxone) Trainings
- Supply Reduction: drug take-backs, permanent drop boxes, deactivation packets, lock boxes, smart pill bottles

SOR Recovery

- Train & Certify More Peer-Recovery Specialists
- Connect Trained Peers to SOR Clients
- Place Peers in More Settings

GPRA Overview

What is the GPRA?

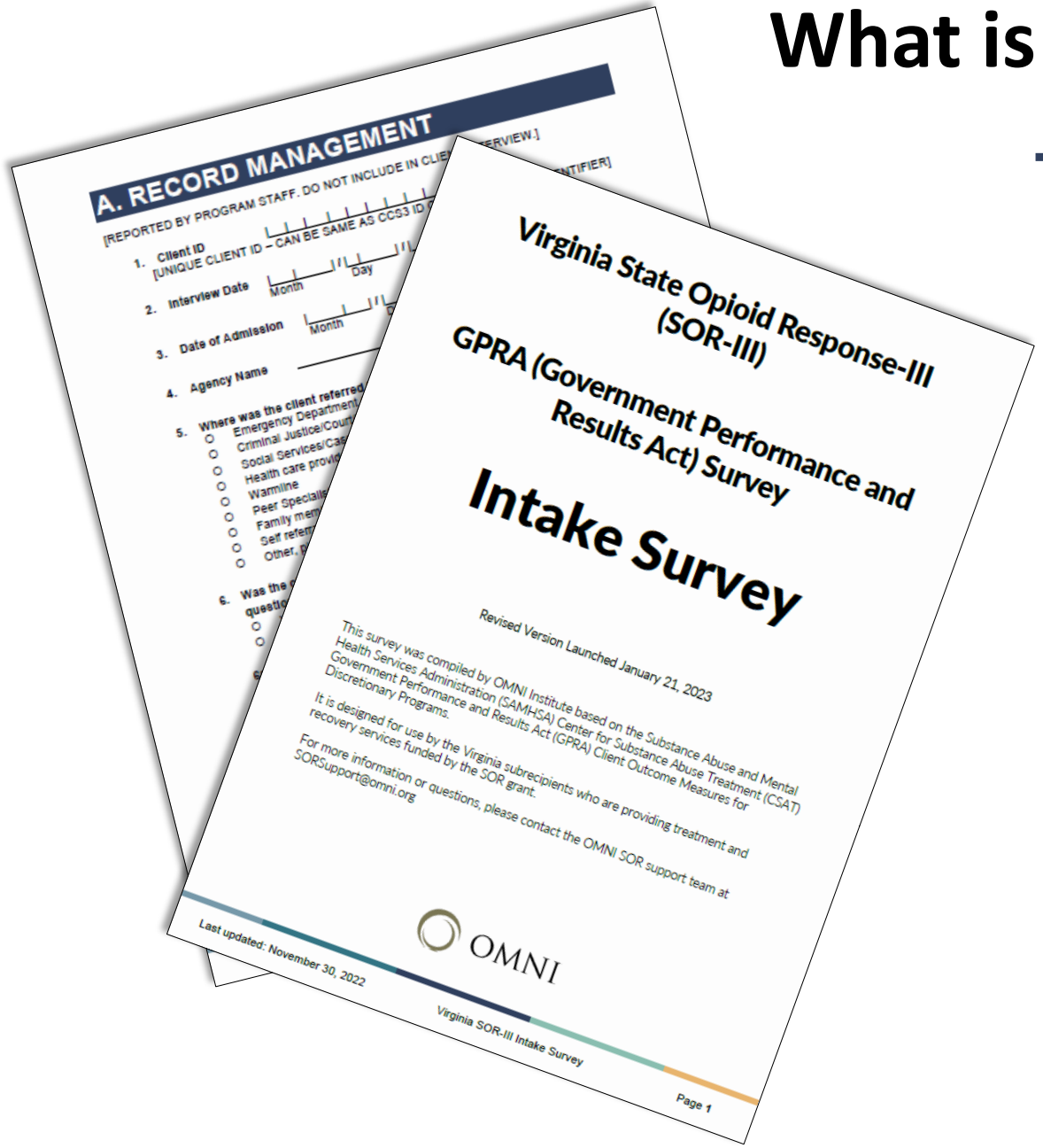
Government Performance & Results Act

Law passed by Congress in 1993 with a Modernization Act passed in 2010

Federal mandate to analyze outcomes of all federally funded programs

SAMHSA's "approved measurement tool" for all grantees

What is the GPRA?



Survey and Administration Process:

- Collects individual-level information about clients
- Completed at intake, discharge, and 6 months after intake
- Multiple staff at your agency can conduct GPRA interviews and enter them online
- Data are provided back to your agency in an annual report (data files available upon request)

Which clients should receive the GPRA?

- All clients receiving SOR-funded services
- All clients receiving services from staff funded by the SOR Grant (includes telehealth services)

  - ***Note***: *Clients receiving services from SOR-funded staff do not necessarily have to have an Opioid Use Disorder or Stimulant Use Disorder diagnosis*

SOR Justice-Involved Populations

Clients receiving SOR-funded services in *specialized programs in a justice setting* should complete a GPRA.

If your agency works with clients in a specialized justice setting program that are receiving services funded by SOR, please review the **Justice-Involved GPRA resources** on the SOR Support Website.

When is the GPRA completed?

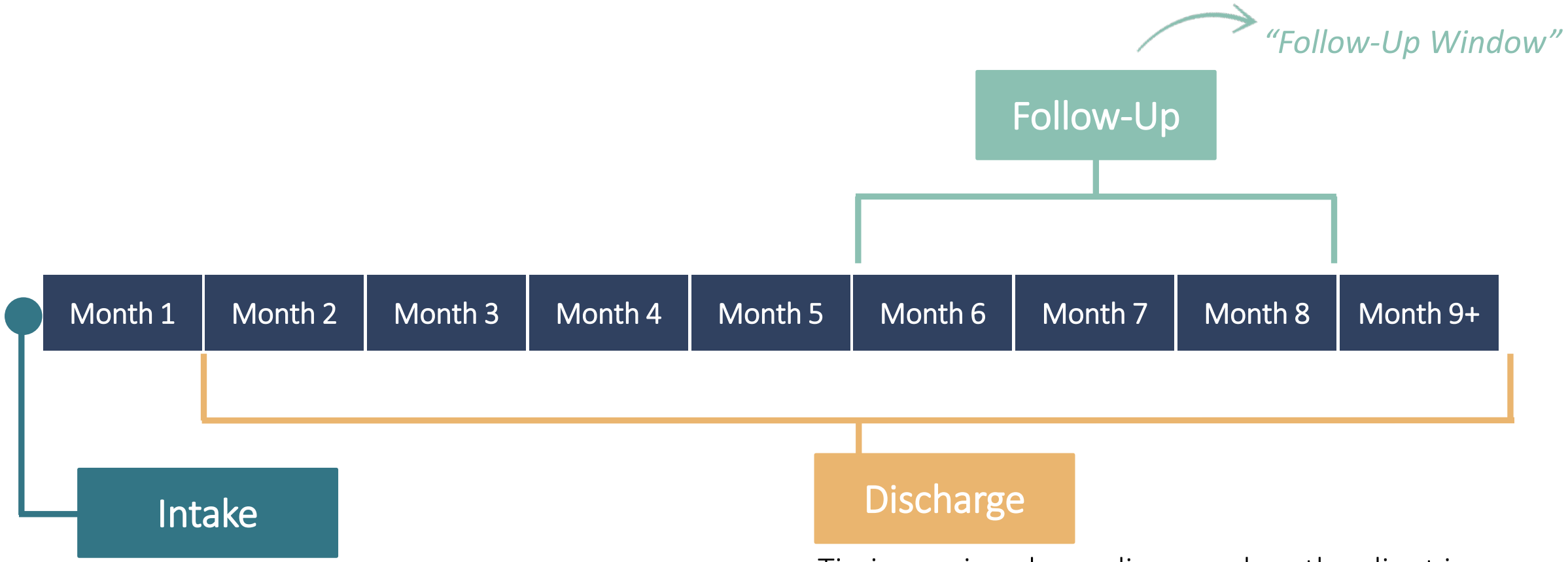
There are three GPRA surveys:

Intake GPRA:
GPRA survey at client intake

Follow-Up GPRA:
GPRA survey 6 months after client intake

Discharge GPRA:
GPRA survey at client discharge

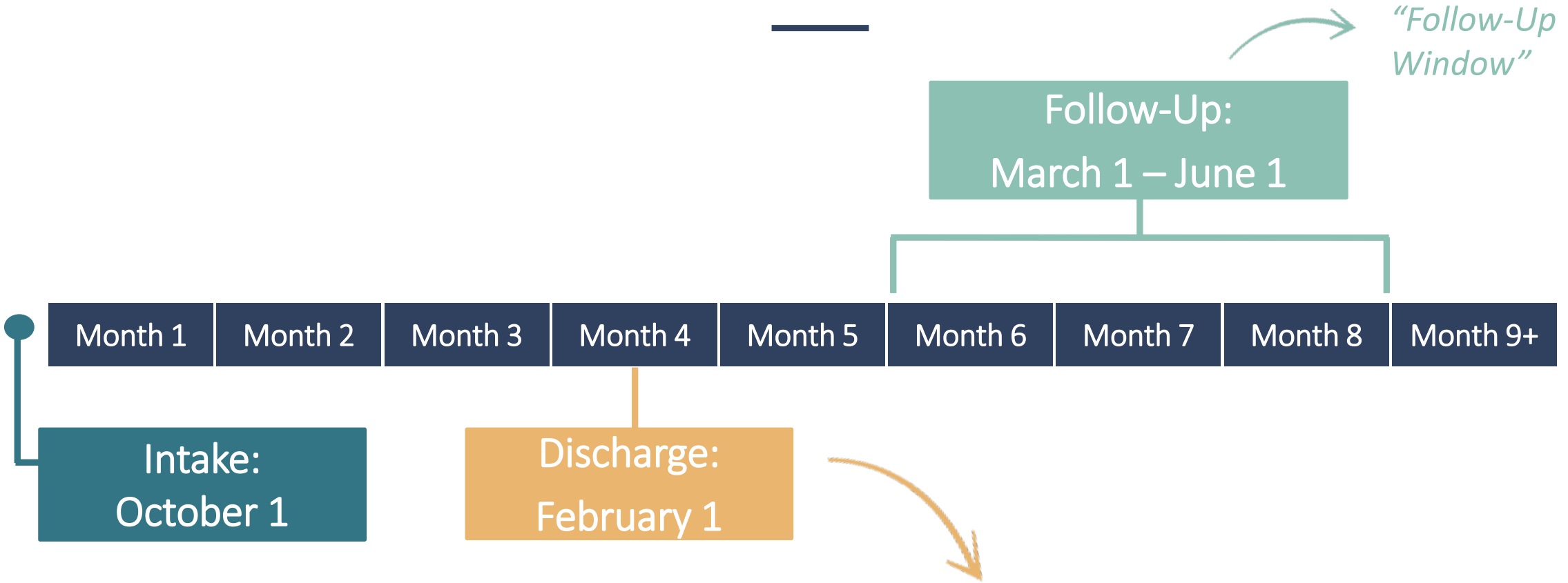
When is the GPRA completed?



Complete Intake GPRA as soon as possible after client enters treatment services funded by the SOR III Grant.

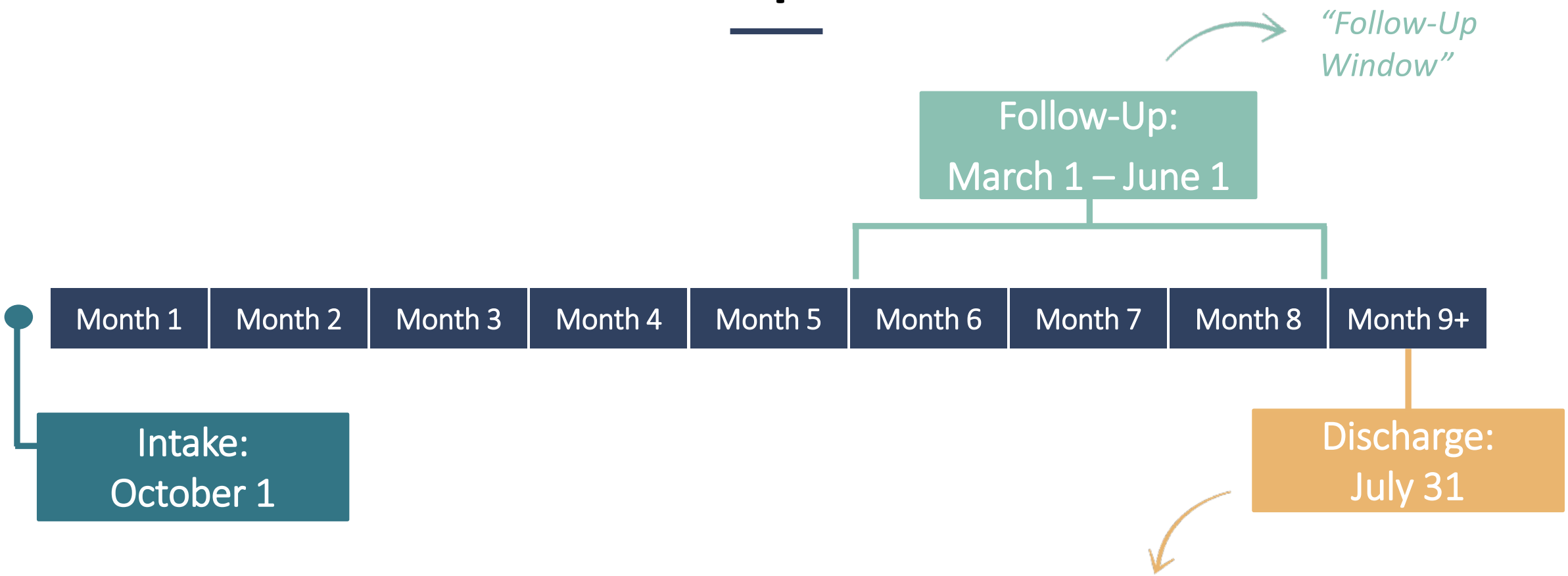
Timing varies, depending on when the client is discharged from treatment services funded by the SOR III grant.

Example 1



Important! If the client completes a discharge GPRA *before* the follow-up window, a follow-up GPRA is *still required*.

Example 2



If the client has already completed a follow-up GPRA, a discharge GPRA is *still required*.

How is the GPRA completed?

How

The client completes the GPRA with a staff member via an interview (the client *cannot* complete the GPRA on their own).

The GPRA can be administered:

In-person

OR

Virtually via telephone or online platform

Who

The GPRA can be administered by any staff at your agency.

The following should be considered:

- The GPRA includes sensitive and personal questions.
- The administrator should participate in or watch a recording of OMNI's training session to be fully prepared.

How is the GPRA completed?

Documentation

GPRA responses can be recorded:

Directly into the online system (link on resources page of support website).

OR

On the paper survey and transferred to the online system within 4 days.

Tips for Administering the GPRA

Tips for Administering the GPRA

Introduce the beginning of each new section by describing what will be covered.

Some items are personal and sensitive – take any opportunity to remind the client that responses are confidential.

Before the interview, consider using a calendar to mark off the past 30 days to help clients with recall.

Administering the GPRA

The client is to be provided the opportunity to answer all applicable questions.

Read each question as written. You may explain it after reading it as written.

Read aloud only response options that appear in lowercase lettering.

- Any text surrounded by brackets, [ ], should not be read to the client

If a client declines answering a question, mark “REFUSED”. This response must be client generated.

Question-by-Question Guide

Additional Probes

A question that does not appear in the tool. These are usually follow-up questions to help understand the client's response more fully.

Definitions & Instructions

Clarifies how to classify certain item details or response options.

Question-by-Question Guide Example

Question

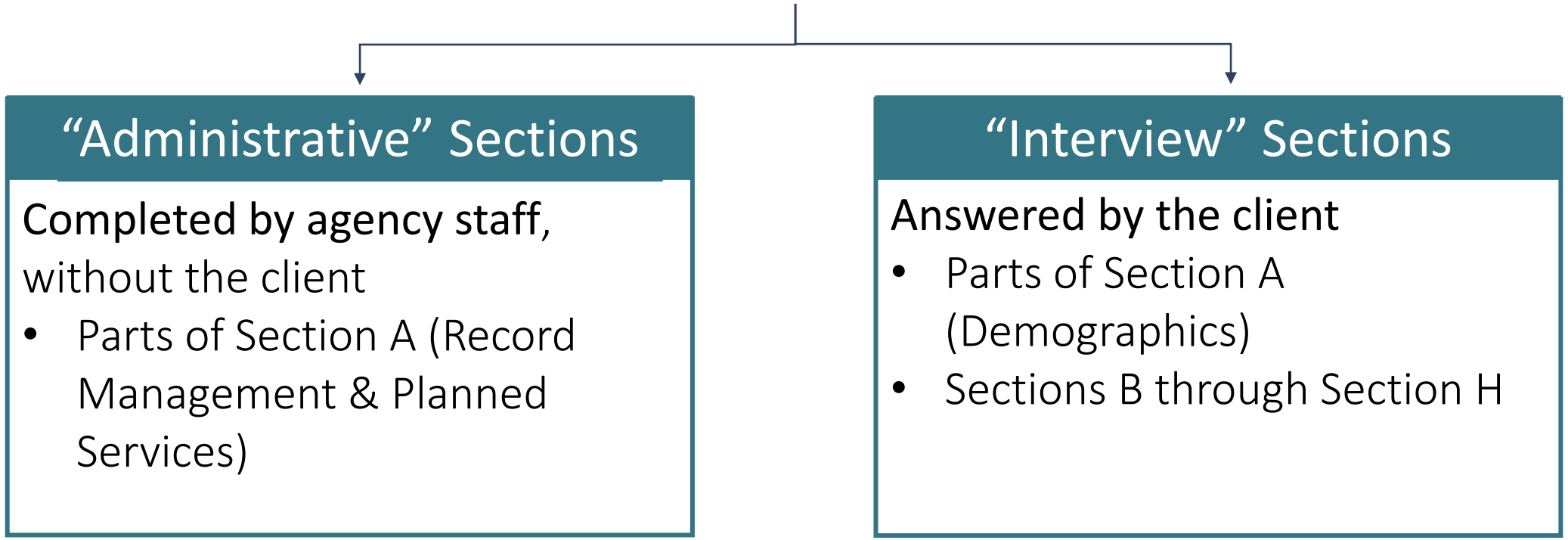
Question definition & instructions

3. Are you Hispanic, Latino/a, or of Spanish origin? o Yes o No o REFUSED	The intent of the question is to ascertain whether the client is Hispanic, Latino/a, or of Spanish origin, and, if Hispanic/ Latino/a/ Spanish origin, of which ethnic group the client considers themselves. ***Note that this is a two-part question.*** Read the first question open-ended and record the client's response. If the answer is "Yes," read the follow-up question (3a) with the available ethnic response options. If the client responds that they are not Hispanic, Latino/a, or of Spanish origin check "No" and continue with question 4. **Skip pattern:** If No or Refused, skip to Question 4.

Intake GPRA

GPRA Components

- The Intake GPRA has 8 “sections”
- Each section is either an Administrative or Interview section:



GPRA Sections

Section and Topic	Type
Section A	
• Record Management	Administrative
• Planned Services	Administrative
• Demographics	Interview
Section B – Substance Use & Mental Health History	Interview
Section C – Living Conditions	Interview
Section D – Education, Employment, Income	Interview
Section E – Legal	Interview

Section and Topic	Type
Section F	
• Mental & Physical Health Problems & Treatment/Recovery	Interview
Section G – Social Connectedness	Interview
Section H – Program-Specific Questions	Interview

GPRA Consent

All clients must consent to participate in the evaluation before completing an intake GPRA.

Justice-setting clients receive separate consent information.

Types of consent:
In-person *OR* Verbal (phone or computer)

Documenting consent:

- In-person:
  - Retain the signed consent form and keep the form separate from the GPRA survey forms to protect confidentiality.
  - Indicate in-person consent was received in the online GPRA system.
- Verbal:
  - Indicate verbal consent was received in the online GPRA system.

Please open the paper version of the Intake GPRA on the SOR website for the next section of the training:

www.VirginiaSORSupport.org

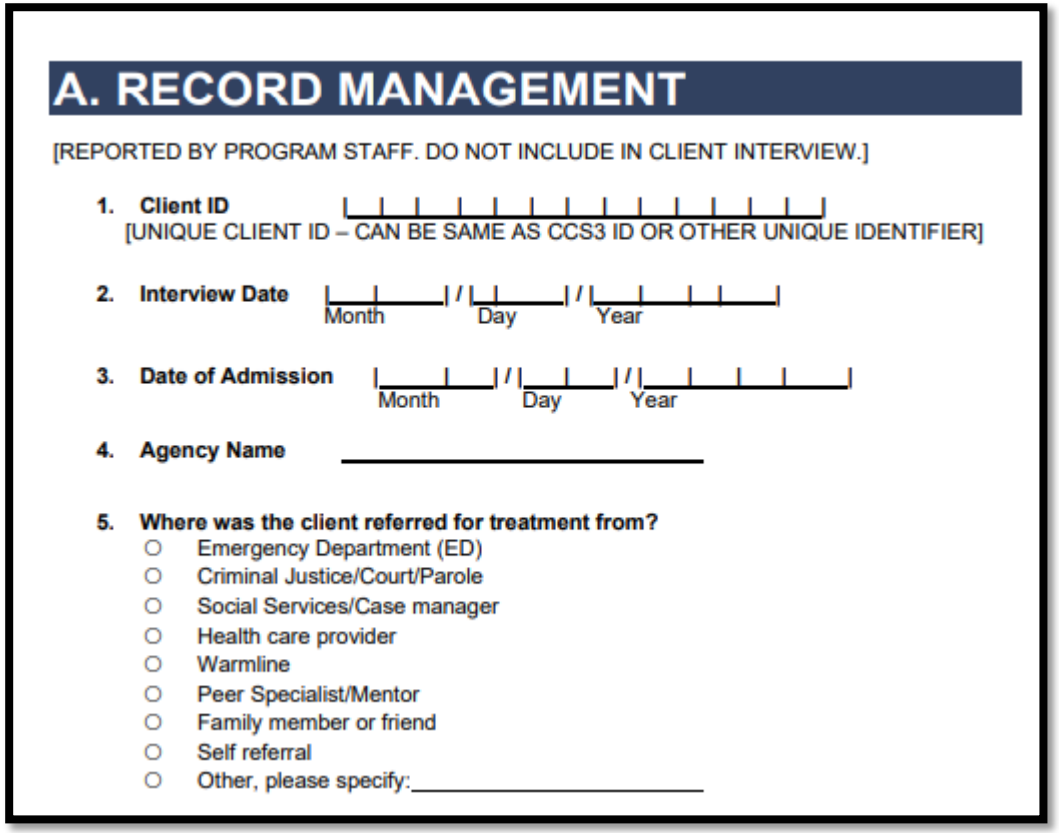
Section A

- Record Management
- Planned Services
- Demographics
  - *Client interview starts here*

Section A: Record Management

Record Management

- Client ID
- Interview Date
- Date of Admission
- Agency Name
- Referral Source
- SOR-Funded Services Location
- Jail/Criminal Justice Setting Questions



A. RECORD MANAGEMENT

[REPORTED BY PROGRAM STAFF. DO NOT INCLUDE IN CLIENT INTERVIEW.]

1. **Client ID** |_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|
   [UNIQUE CLIENT ID – CAN BE SAME AS CCS3 ID OR OTHER UNIQUE IDENTIFIER]

2. **Interview Date** |_|_| / |_|_| / |_|_|_|_|
   Month Day Year

3. **Date of Admission** |_|_| / |_|_| / |_|_|_|_|
   Month Day Year

4. **Agency Name** _____

5. **Where was the client referred for treatment from?**
   - ○ Emergency Department (ED)
   - ○ Criminal Justice/Court/Parole
   - ○ Social Services/Case manager
   - ○ Health care provider
   - ○ Warmline
   - ○ Peer Specialist/Mentor
   - ○ Family member or friend
   - ○ Self referral
   - ○ Other, please specify:_____

Section A: Planned Services

Planned Services

- Modality
- Treatment
- Case Management
- Medial
- After Care
- Education
- Recovery Support

A. PLANNED SERVICES

PROVIDED UNDER GRANT FUNDING

[Reported by program staff about client only at intake.]

Identify the services you plan to provide to the client during the client's course of treatment/recovery. *[MARK ONLY THE CIRCLE CORRESPONDING TO THE PLANNED SERVICE THAT WILL BE PROVIDED UNDER THE CURRENT GRANT. MARK ALL THAT APPLY IN EACH SECTION.]*

Modality *[SELECT AT LEAST 1 MODALITY.]*

1. Case Management ○
2. Intensive Outpatient Treatment ○
3. Inpatient/Hospital (Other Than Withdrawal Management) ○
4. Outpatient Therapy ○
5. Outreach ○
6. Medication
   - a. Methadone ○
   - b. Buprenorphine ○
   - c. Naltrexone – Short Acting ○
   - d. Naltrexone – Long Acting ○
   - e. Disulfiram ○
   - f. Acamprosate ○
   - g. Nicotine Replacement ○
   - h. Bupropion ○
   - i. Varenicline ○
7. Residential/Rehabilitation ○
8. Withdrawal Management (Select Only 1)
   - a. Hospital Inpatient ○
   - b. Free Standing Residential ○
   - c. Ambulatory Detoxification ○
9. After Care ○
10. Recovery Support ○
11. Other (Specify)_____ ○

Case Management Services

1. Family Services (E.g. Marriage Education, Parenting, Child Development) ○
2. Child Care ○
3. Employment Service ○
   - a. Pre-Employment ○
   - b. Employment Coaching ○
4. Individual Services Coordination ○
5. Transportation ○
6. HIV/AIDS Services
   - a. If HIV Neg, Pre-Exposure Prophylaxis ○
   - b. If HIV Neg, Post-Exposure Prophylaxis ○
   - c. If HIV Positive, HIV Treatment ○
7. Transitional Drug-Free Housing Services ○
8. Housing Support ○
9. Health Insurance Enrollment ○
10. Other Services (Specify)_____ ○

Medical Services

1. Medical Care ○
2. Alcohol/Drug Testing ○
3. OB/GYN Services ○
4. HIV/AIDS Medical Support & Testing ○
5. Dental Care ○
6. Viral Hepatitis Medical Support & Testing ○
7. Other STI Support & Testing ○
8. Other Medical Services (Specify) _____ ○

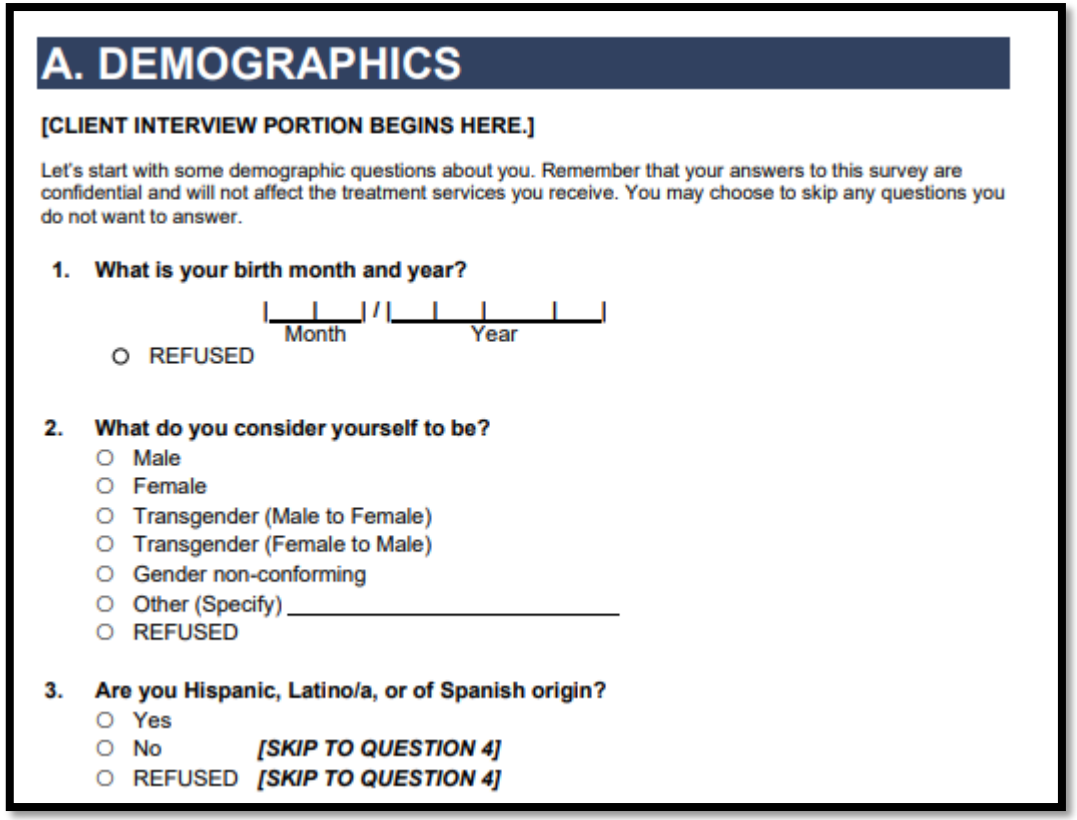
After Care Services

1. Continuing Care ○
2. Relapse Prevention ○
3. Recovery Coaching ○

Section A: Demographics

Demographics

- Sex/Gender
- Race/Ethnicity
- Sexual Orientation
- Relationship Status
- Children
- Military Service



A. DEMOGRAPHICS

[CLIENT INTERVIEW PORTION BEGINS HERE.]

Let's start with some demographic questions about you. Remember that your answers to this survey are confidential and will not affect the treatment services you receive. You may choose to skip any questions you do not want to answer.

1. **What is your birth month and year?**

   |__|__| / |__|__|__|__|
   Month Year

   ○ REFUSED

2. **What do you consider yourself to be?**
   - ○ Male
   - ○ Female
   - ○ Transgender (Male to Female)
   - ○ Transgender (Female to Male)
   - ○ Gender non-conforming
   - ○ Other (Specify) _____
   - ○ REFUSED

3. **Are you Hispanic, Latino/a, or of Spanish origin?**
   - ○ Yes
   - ○ No *[SKIP TO QUESTION 4]*
   - ○ REFUSED *[SKIP TO QUESTION 4]*

Section B - Substance Use & Mental Health History

- Reported Alcohol And Drug Use – Frequency And Route Of Administration
- Substance Use Disorder Intervention/Treatment History
- Mental Health Illness Diagnoses

Section B - Drug & Alcohol Use Table

1. **During the past 30 days, how many days have you used any substance, and how do you take the substance?**

   ○ REFUSED

	Number of Days Used	Route
		1. Oral; 2. Intranasal; 3. Vaping; 4. Smoking; 5. Non-IV Injection; 6. Intravenous (IV) Injection; 0. Other
Alcohol		
Alcohol	_____	_____
Other (Specify)	_____	_____
Opioids		
Heroin	_____	_____
Morphine	_____	_____
Fentanyl (Prescription Diversion Or Illicit Source)	_____	_____
Dilaudid	_____	_____

Section C: Living Conditions

- Living/Housing Status
- Alcohol and Drug Use By Housemates
- Satisfaction With Housing Status
- Impact Of Alcohol And Drug Use

Section D: Education, Employment & Income

- School/Job Training Enrollment
- Level Of Education Completed
- Employment Status
- Income Level
- Ability To Cover Living Expenses
- Access To Transportation

Section E: Legal

- Number Of Arrests
- Charges, Trial, Sentencing Status
- Parole/Probation Status
- Drug Court Program Participation & Deferred Prosecution Agreements

Section F: Mental & Physical Health Problems and Treatment/Recovery

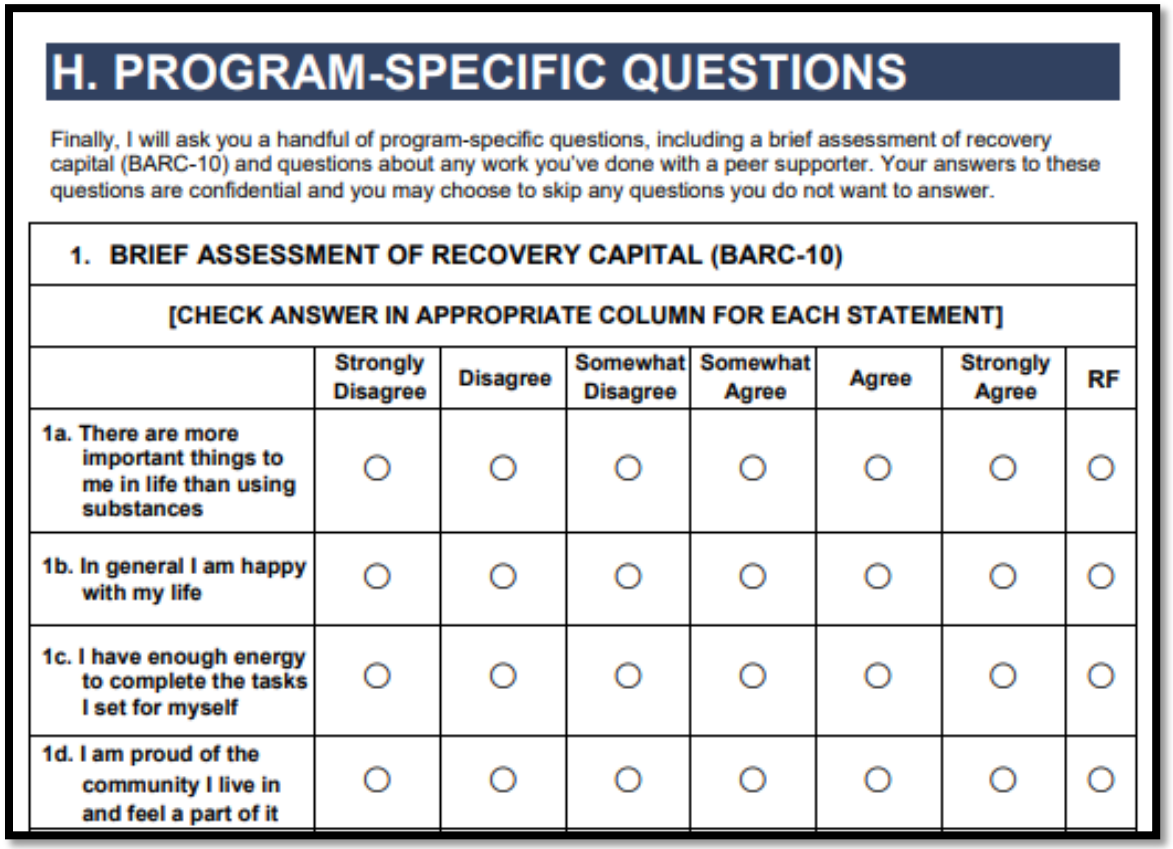
- Quality Of Life
- Satisfaction With Overall Health & Ability To Perform Daily Tasks
- Mental/Emotional Challenges
- Medical Care
- Health Insurance

Section G: Social Connectedness

- Types of recovery group attendance
- Supportive interactions with family/friends
- Satisfaction with personal relationships

Section H: Program-Specific Questions

- BARC-10
- Peer-Supporter Involvement



H. PROGRAM-SPECIFIC QUESTIONS

Finally, I will ask you a handful of program-specific questions, including a brief assessment of recovery capital (BARC-10) and questions about any work you've done with a peer supporter. Your answers to these questions are confidential and you may choose to skip any questions you do not want to answer.

1. BRIEF ASSESSMENT OF RECOVERY CAPITAL (BARC-10)

[CHECK ANSWER IN APPROPRIATE COLUMN FOR EACH STATEMENT]

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	RF
1a. There are more important things to me in life than using substances	○	○	○	○	○	○	○
1b. In general I am happy with my life	○	○	○	○	○	○	○
1c. I have enough energy to complete the tasks I set for myself	○	○	○	○	○	○	○
1d. I am proud of the community I live in and feel a part of it	○	○	○	○	○	○	○

Client Engagement

Client Locator Form

Stay connected to clients through their treatment process

Obtain accurate contact information for follow-up GPRAs and gift cards

Completed at intake and stored by the agency

Optional resource for agencies, not required for the grant

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 6 months. You will receive a gift card for participating in the follow-up interviews. You will get 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)

What address, email address, and phone numbers would be best to use when we need to reach you?

Street Address (Address, Apt #, P.O. Box)		
City		
State		
Zip Code		
Phone Number	( ) _____ - _____	Please check this box if you do not want us to text this number: ☐

Client Locator Form Content

Name, nicknames, aliases

Date of birth

Phone number

Email address

Physical address

Work phone number

Additional Contacts:

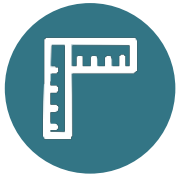
- Friends, family, sponsor, mentor, counselor, peer
- Caseworker, doctor, community clinic, religious community
- Probation or parole officer

Permission to mention treatment and survey

Client Engagement

$30 gift card at Follow-Up

Contingency Management: $75 per year in $15 increments



GPRA as a benchmark for client progress

Opportunity for clients to contribute to improving programming and increasing the likelihood for future funding and services.

Engagement Information Sheet Infographic

Client Engagement Sheet

- What is the GPRA?
- Why have I been asked to complete a GPRA survey?
- Who completes the GPRA?
- What will I be asked to do?
- Why do a follow-up GPRA?

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**

Gift Cards & Contingency Management

Gift Cards

- Clients can receive a $30 gift card at the Follow-Up GPRA
- Purchased with SOR Grant funds.
- Gift cards are budgeted for, purchased, managed, and distributed completely by CSBs and agencies

Contingency Management

- Clients can receive $75 per year, in $15 increments
- Can be given at any time, per your agency policies

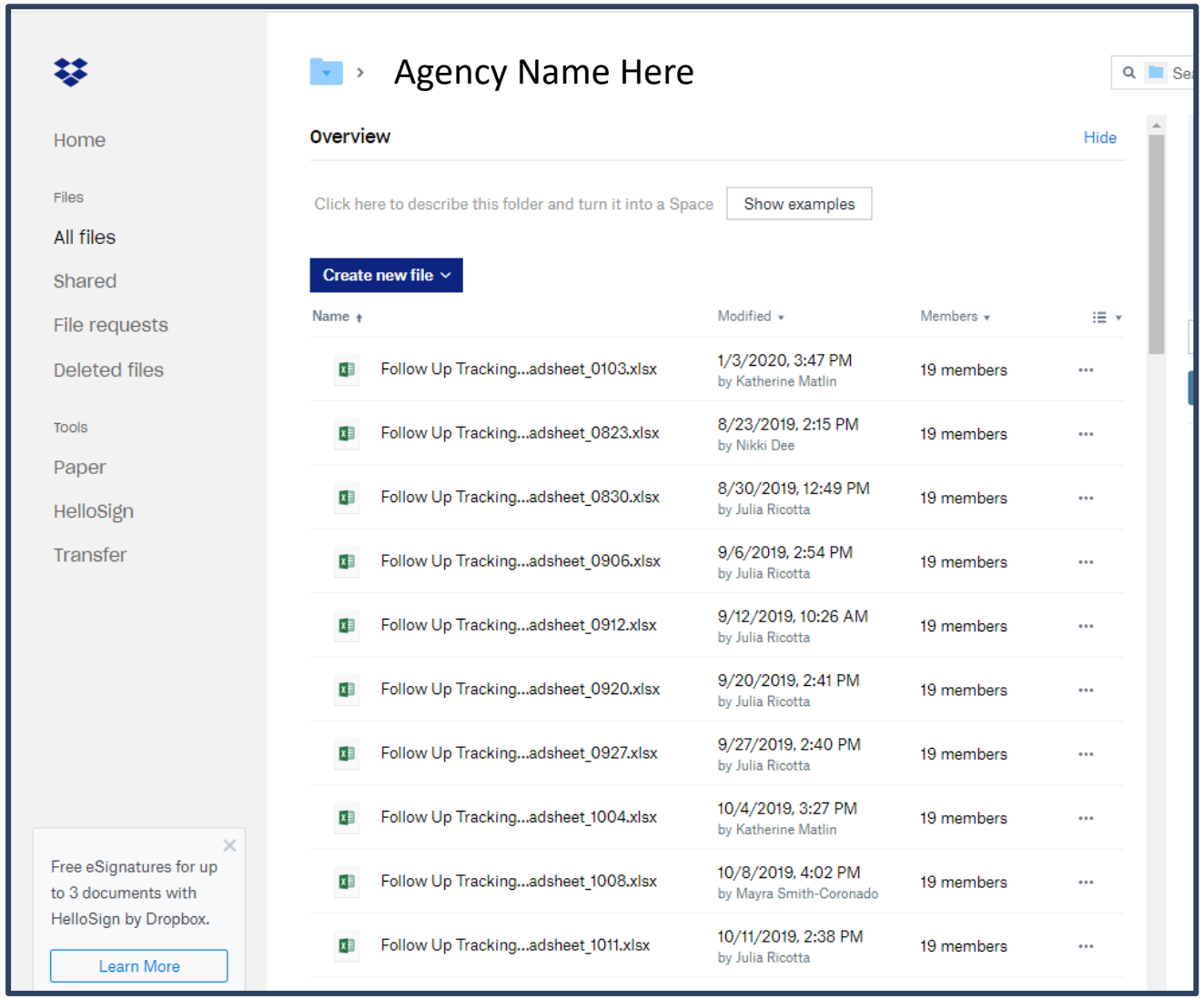
Justice: Justice-Involved Clients cannot receive gift cards or contingency management funds while in the justice-setting.

GPRA Data & Tracking Support

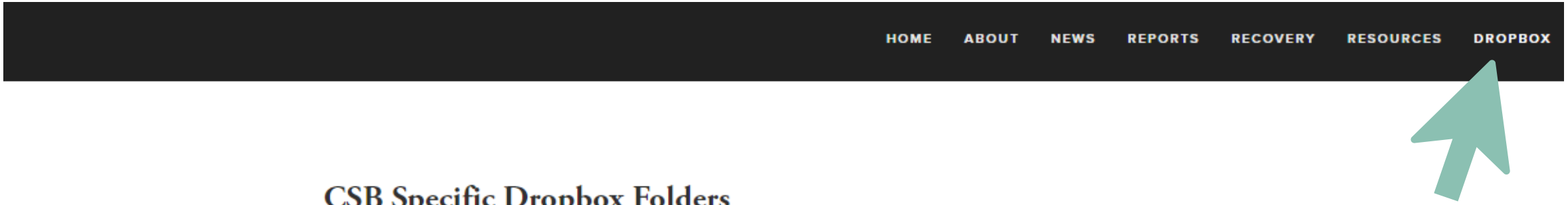
Tracking Sheet

How do I track all of this?

Dropbox!



Dropbox



CSB Specific Dropbox Folders

The SOR Support Team at OMNI uses Dropbox folders to share with each CSB information including:

1. Follow-up & discharge tracking with open window dates and completions of each timepoint for clients (see: Weekly Tracking Sheet Overview)
2. GPRA completion rates
3. Secured data-related communications (when necessary)

For more information on understanding and using the data in your CSB's Dropbox folder, please see the below community forum recording and slides:

- Understanding & Using Data Community Forum Recording (April 2022)
- Understanding & Using Data Community Forum Slides (April 2022)

CSB DROPBOX RESOURCE:

Please click here to view a resource with guidance on accessing and setting up your CSB's Dropbox folder!

Tracking Sheet

Example of the important information in the tracking sheet's header:

Site Name: CSB			Number of clients with open windows: 2		
Sheet Updated: May 1, 2023			Number of clients with windows closing in next two weeks: 2		
SOR 3 Year 1 Intakes Completed To-Date: 30					
SOR 3 Year 1 Intake Target: 50					
SOR 3 Year 1 Months Remaining: 5					

Site information, tracking sheet date, and intake information to-date

Follow-up alerts

Tracking Sheet

What other information is in the tracking sheets?

Client's ID (CCS3 for CSB) number

Intake GPRA date

Date when the follow-up window closes (8 months after the intake)

Indicates if a follow-up GPRA is complete

Indicates if a discharge GPRA is completed

GPRA ID Justice-Involved	Intake Interview Date	6m - Open Date	6m - Close Date	6m - Status	Follow-up Interview Date	Follow-up Type	Discharge - Completed	Discharge Interview Date	Discharge Type
XXXXX	01/13/2022	06/13/2022	09/13/2022	Open			No		
XXXXX	4/13/2022	09/13/2022	12/13/2022	Completed	9/23/2022	Interview	Yes	6/1/2022	Interview

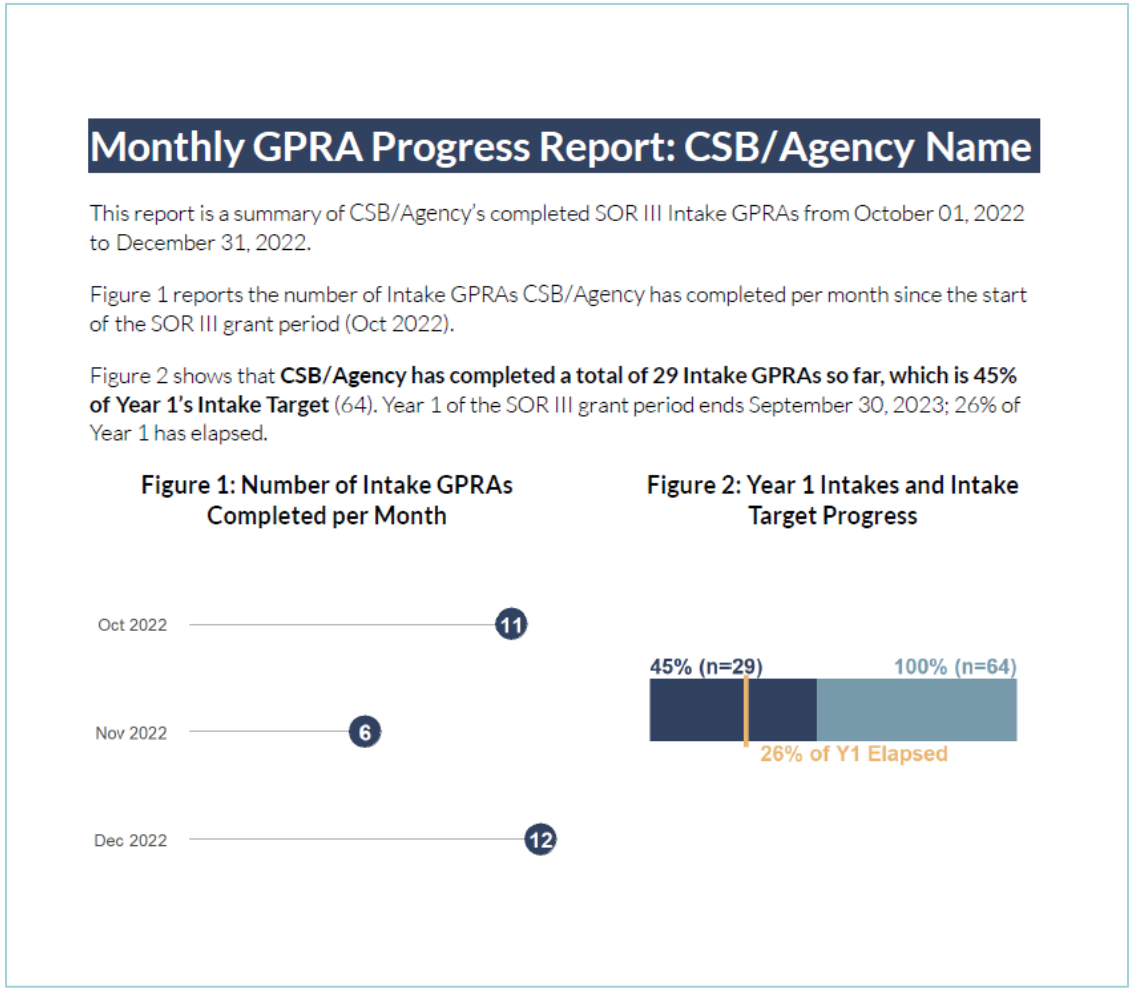
Justice-Involved Client = Yes

Date when the follow-up window opens (5 months after the intake)

Indicates whether the follow-up window is *upcoming, open*, *closed*, or *completed*

Indicates whether an *interview* or *administrative* discharge GPRA was completed (if a discharge GPRA has been completed)

Progress Reports



Monthly GPRA Progress Report: CSB/Agency Name

This report is a summary of CSB/Agency's completed SOR III Intake GPRAs from October 01, 2022 to December 31, 2022.

Figure 1 reports the number of Intake GPRAs CSB/Agency has completed per month since the start of the SOR III grant period (Oct 2022).

Figure 2 shows that **CSB/Agency has completed a total of 29 Intake GPRAs so far, which is 45% of Year 1's Intake Target** (64). Year 1 of the SOR III grant period ends September 30, 2023; 26% of Year 1 has elapsed.

Figure 1: Number of Intake GPRAs Completed per Month

Figure 2: Year 1 Intakes and Intake Target Progress

- Updated monthly
- Follow Ups section to be added once client windows open
- Figure 2 (new): intake target progress
- Located in your Dropbox folders

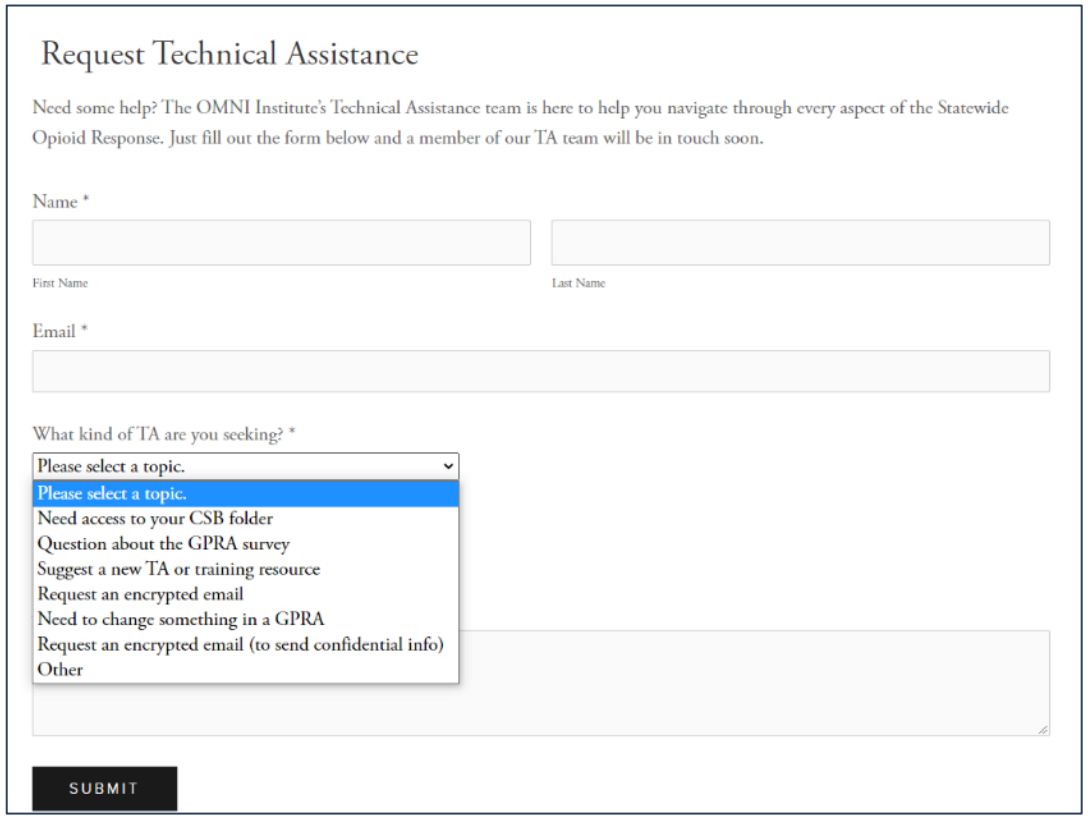
GPRA Revisions & Retakes

If you need to delete or change something in a GPRA survey:

- Email SORSupport@omni.org an *encrypted* email with the appropriate details of the deletion or submit a TA request (not including confidential info). The TA team will make the change within the data.

If you need to re-open a GPRA survey:

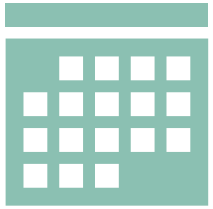
- Email SORSupport@omni.org with the appropriate details of the GPRA survey. The TA team will provide a link to re-open the GPRA survey.



Next Steps & Questions

Next Steps

Review the SOR website and the resources available to you



Register for upcoming trainings or review prior trainings to support your use of the GPRA!

Keep in touch! The OMNI TA Team is here to support you! Reach out with any questions or needed support to SORSupport@omni.org.

Questions?

Thank You!

SORSupport@omni.org