

# GPRAs Completion Gift Card Incentive For Michigan Youth Treatment Improvement & Enhancement Grant (MYTIE) Clients ONLY

As an incentive to encourage client participation in the **mandatory** federal reporting requirement of Government Performance and Results Act (GPRAs), \$30 incentive gift cards will be offered to clients who complete all 3 components of surveying. Each agency participating in the grant will receive \$30 Amazon gift cards from the evaluation team.

Prior to gift card disbursement Clinicians will be responsible for ensuring:

1. The clinician is certified in an approved evidence-based practice (thus meaning they are eligible to submit a MYTIE modifier through the grant)
2. The client received at least one MYTIE EBP and a modifier was submitted for this client
3. The client successfully completed a GPRAs at; intake, discharge, and 6 month follow up (if an administrative discharge is completed but the client fully completes 6 month follow up surveying, the client will be considered eligible for the gift card incentive)
4. All GPRAs were recorded in the Qualtrics system

## **Once a Gift Card is Dispersed:**

1. The clinician must complete the GPRAs gift card excel tracking form
  - a. Record the client ID number on the gift card tracking form, ensure the number matches the same client ID number that was entered into Qualtrics when completing GPRAs
  - b. Ensure both the clinician and client sign the tracking form in hard copy
    - a. If the gift card was mailed or given over the phone make a note in the client signature column
    - c. Each quarter the tracking form will be scanned and emailed to the evaluation manager

For questions concerning clinician eligibility to participate in the grant or questions regarding client eligibility, feel free to reach out to the Grant Administrator or Evaluation Team at any time.

**\*\*Grantees will be held responsible for gift cards that are issued to ineligible clients, so please carefully verify all documentation and billing for the client prior to gift card distribution. Grantees will also be responsible for lost gift cards and will be required to replace them at the cost of the agency.**

## **GPRA Gift Card Distribution Process**

### **When providing a gift card to a client during an in-person interview:**

1. Once the interview is complete, verify the client has completed all portions of the surveying process (intake, discharge, and follow up).
2. Complete all portions of the gift card distribution tracker, including client signature.
  - a. Be sure to complete tracking on the correct serial number of the card being given to the client.
3. Distribute the card to the client.
4. On a quarterly basis send the gift card tracker to the evaluation team for verification.

### **When providing a claim code during a telephone/mail follow up interview:**

See the GPRA Follow Up Exception Protocol prior to completing a telephone interview.

1. Complete the follow up interview. Ensure gift card eligibility (complete: intake, discharge and follow up survey).
2. In the gift card distribution tracker locate the serial number of the card you are going to distribute. Be sure you are completing documentation on distribution of the correct gift card serial number.
3. In the client signature portion note claim code given via telephone or mailed to the client.
4. For redemption you will need to provide the client with the gift card claim code, not the serial number on the card. Provide the claim code verbally to the client. If possible send the claim code to the client via text to ensure physical documentation of distribution.
5. Physically write on the gift card date of distribution to ensure the same claim code is not given out twice.

### **Important Notice**

Clients must be informed that it is not possible to check the balance on the card without assigning the card to an account. We have had clients attempt to check a balance and unknowingly assigning the balance to that account. Please communicate this potential issue with clients so they understand the process. Once a claim code is entered it cannot be redeemed again.