SOR 2 GPRA 6-Month Follow-Up Report

The Wayne State University Evaluation team hosted four program-specific discussion sessions with SOR 2 coordinators, treatment service providers, and grantee staff to discuss best practices and strategies for completing GPRA 6-Month Follow-up (6MFU) interviews. Programs included: Recovery Homes, Mobile Care Units, Jail-based MAT, and Case Management/Outreach.

A review of participants' questions and comments revealed themes that contribute to successful 6MFU interview completion across grantees including tracking clients' 6MFU eligibility windows, persistently attempting to contact clients during 6MFU eligibility windows, and communicating with clients between intake and 6MFU.

The following summary includes common challenges to completing GPRA 6MFU interviews across grantees, strategies to address challenges, and recommendations for implementing suggested strategies.

Challenges to completing GPRA 6MFU

- Difficulty contacting clients during the 6MFU eligibility window
- Tracking clients from Intake to 6MFU
- Staff turnover

Strategies to address challenges

Client contact
- Inform clients about the 6MFU interview requirement, incentive and interview eligibility dates during intake and discharge interviews
- Provide the 6MFU Reminder Card during intake
- Maintain a presence in clients' communities; make frequents visits to client's regular "hot spots"
- Attempt several communication methods for contacting clients (phone, text, home visit, social media DM, reminder card to home)
- Ask clients to put a reminder in their phone about the 6MFU interview date
- Utilize collateral contacts to locate clients

Tracking clients' 6MFU due dates and eligibility windows
- Hold weekly meetings between SOR 2 coordinators and providers to review status of currently eligible clients, follow-up attempts/strategies to reach clients, and clients approaching eligibility
- Utilize a tracking system to determine 6MFU interview windows at intake
- Set email reminders indicating when clients' 6MFU interview windows open and close
- Use a physical calendar to record 6MFU due dates

Staff turnover
- Maintain up-to-date GPRA tracking indicating interview status for each client
- Recommend new staff participate in the Wayne State University Evaluation Team GPRA training <u>prior to</u> conducting GPRA interviews
- Develop training orientation for internal GPRA tracking systems
- Download PDF copies of Qualtrics entries after finishing online data entry (contact to GPRA@wayne.edu to request Qualtrics PDF copies of GPRA interviews if you were unable to complete the PDF download.)
- Standardize processes for tracking 6MFU due dates, documenting follow up contact attempts, saving GPRA PDFs, (use same title format to save, ex. Client ID – Interview Type – First initial; last name of GPRA interviewer/provider)
- Save and backup all GPRA data and Qualtrics GPRA PDFs

Recommendations for implementing strategies

Client Contact
- Collect and maintain collateral contact information
  - Collateral Contact form available at SOR 2 website: www.migprainfo.org
- Be persistent in attempting to contact eligible clients
  - SAMHSA requires a concerted effort of at least 3 attempts to contact your client before completing an administrative discharge.
- Maintain contact with clients between intake and 6MFU interviews
  - Visit favorite locations, make weekly check-in calls, provide your contact information so they can reach you.

Tracking clients' 6MFU due dates and eligibility windows
- Determine 6MFU tracking system
  - Pre-formulated excel tracking spreadsheet available at SOR 2 website: www.migprainfo.org
- Assign one staff to maintain tracking system and alert providers when 6MFU windows open
  - Does not have to be SOR coordinator or provider
- Recommend new staff participate in SOR GPRA training through Wayne State University Evaluation Team
- Determine 6MFU reminder mechanism (email reminders, calendar, phone alerts/alarms)
- Sign up for GPRA reminder emails from Wayne State University
  - Request to be added to the WSU GPRA reminders listserv at SOR2 website: www.migprainfo.org

Staff Turnover
- Create processes and procedures for collecting and managing records that can be shared and used to train onboarding staff
- GPRA 6MFU tracking
  - Use an easy-to-follow spreadsheet format that includes intake interview dates, and discharge and 6MFU statuses (complete with interview dates or indicate if Administrative Discharge was submitted)
- GPRA interview data storage
  - Use password protected file format
  - Client records
  - Completed GPRA interviews (Qualtrics PDFs)
  - Collateral Contacts
- When possible, inform clients when staff turnover results in different SOR 2 service providers and/or GPRA interviewers for remainder of treatment and GPRA interviews