GPRA Data Collection for State Opioid Response 4 in Michigan

LOGISTICS

- Please put your name, **agency name**, and email in the chat if you would like the presentation emailed to you

- To maintain quality, video & audio are muted for participants

- Submit questions through the Q&A; they will be answered throughout the training. You will have a chance to un-mute to ask questions at the end of the training.

This training <u>does not apply</u> to the following grantees:
- Inter-Tribal Council (ITC) Behavioral Health
- Inter-Tribal Council Neonatal Abstinence Syndrome Support (ITC-NAS)
- Saginaw Chippewa Indian Tribe
-Michigan Department of Corrections (MDOC) Peers

This training will cover SOR 4 GPRA Data Collection Requirements.

You can register for future monthly trainings, Q&A sessions, and request personal/agency specific trainings on our website.

www.migprainfo.org/state-opioid-response/

Region SOR GPRA Qualtrics Web Link

SOR GPRA Training Sessions

SOR GPRA training sessions are held on the third Wednesday of every month from 11 AM to 12 PM, and consist of a 30-minute presentation and 30-minute discussion. These pre-scheduled trainings are specifically for Region/PIHP agencies funded through SOR 4.

SOR GPRA Training Registration

If you are with a Region/PIHP and cannot attend the pre-scheduled trainings, click the link below to submit a request for training. The WSU Evaluation Team will respond to schedule a session specific to your needs.

Request a Training

Click the link below to submit a training request for the Buprenorphine Warm Line, ITC, ITC-NAS, MDOC peers, or the Saginaw Chippewa Indian Tribe. The WSU Evaluation team will respond to schedule a session specific to your needs.

Request a Non-Region/PIHP Training

SOR Q&A Sessions

The virtual, drop-in sessions are held on the third Thursday of every month from 11 AM to 11:30 AM to ask questions, provide insights, and trade information with one another. A member of the WSU Evaluation Team is on hand to field your questions in real-time and facilitate discussion. For a list of dates and to register, click the link below.

SOR Q&A Session Registration

SOR 6MFU GPRA Reminder Cards

Reminder cards are for providers to give their clients when they complete the intake GPRA. The cards are the size of business cards and designed to be kept in someone's wallet until the 6MFU GPRA window opens. In addition to who, how, and when to contact the provider for the 6MFU GPRA, the cards remind clients they can receive a $30 incentive for completing the 6MFU. To request 6MFU GPRA reminder cards, click the link below:

Request 6MFU Reminder Cards

GPRA Data Collection for **State Opioid Response 4**

Part 1: SOR 4 GPRA Implementation Overview

Part 2: SOR 4 GPRA in Qualtrics

Part 3: SOR 4 Special Populations

Part 4: SOR 4 6-Month Follow-Up Requirements

Part 5: SOR 4 Administrative Discharge

Part 1

SOR 4 GPRA Implementation Overview

What is GPRA?

Collecting GPRA data is a Federal requirement

- An acronym for The Government Performance and Results Act (GPRA)
- Term used for an established client outcome instrument to measure the performance of government funded programs

GPRA includes three surveys: intake, discharge, and 6-month follow up

- SOR 4 does NOT require a 3-month follow-up

Data must be collected on all individuals who receive SOR 4 funded treatment and recovery services

GPRA are NOT required for prevention services

- Syringe service programs
- Overdose education and naloxone distribution
- Peer screening and outreach

GPRA are required for ALL treatment and recovery services

- Jail-based MOUD/peer services
- OUD treatment
- Case management
- Recovery housing

What services does this include?

How do I know what services are funded by SOR 4 at my agency?

You must communicate with a higher-level staff person at your agency to specify which services are funded by SOR 4.

SOR 4 funded treatment and recovery services vary by agency.

Who is responsible for completing GPRA?	• All treatment and recovery providers that provide SOR 4 funded services
Who should conduct the GPRA with clients?	• Provider staff or volunteers at the treatment or recovery agency
How do providers report the GPRA data?	• We recommend completing GPRA with clients using the Qualtrics weblink, rather than using a paper GPRA survey if possible, to reduce the amount of time it takes to submit the data. • GPRA are entered in the Qualtrics weblink available at migprainfo.org

Differences Between SOR 3 and **SOR 4** GPRA Data Collection

SOR 3 GPRA Data Collection

- SOR 3 GPRA **ended on** September 29,2024.
- Clinicians were responsible for completing intake, discharge, and 6MFU GPRA.

SOR 4 GPRA Data Collection

- SOR 4 GPRA Data Collection **began on** October 1, 2024.
- Clinicians with SOR 4 contracted agencies are responsible for intake and discharge GPRA **ONLY.**
- The Wayne State University Evaluation Team will be responsible for conducting 6MFU GPRA interviews
  - Exceptions: ITC, ITC NAS, MDOC Peers, and SCIT

Returning Client Guidance for SOR 4

GPRA (Intake, Discharge, 6MFU) are required for a client's <u>initial engagement</u> with SOR 4-funded services.

A new set of GPRA are **not** required if/when a client returns to the **<u>same agency</u>** for services.

Multiple sets of GPRA are <u>not required</u> for returning clients

> Example: If a client returns for services to your agency, you **do not** need to start a new set of GPRA (Intake, Discharge, 6MFU) with them.
>
> Only **one set** of GPRA are required for a client's first time receiving SOR 4-funded services per agency.

GPRA Data Entry Timeline for **SOR 4**

Intake

Best Practice:

GPRA intake interview completed **within 48 hours** of program intake

Residential Programs:

GPRA intake interview must be completed **within 3 days** of program intake

Outpatient Programs:

GPRA intake interview must be completed **within 4 days** of program intake

Remind clients during intake that the Wayne State University Evaluation Team will be contacting them for 6MFU.

Clients will receive a $30 grocery store gift card for completing the 6MFU interview.

GPRA Data Entry Timeline for **SOR 4**

Discharge

<u>Programs with Discharge Policies</u>:

Conduct the GPRA interview on the day of discharge

<u>Programs without Discharge Policies</u>:

Conduct the GPRA interview after 30 days have lapsed since the time of last service

GPRA Data Entry Timeline for SOR 4

6-Month Follow-Up

- GPRA interview must be completed between 5 and 8 months after the intake (1 month before, and 2 months after 6-month post-intake).
- **The Wayne State Evaluation Team will do the 6-month follow-ups for agencies within Regions 1-10.**

Familiarize yourself with the GPRA interviews before conducting your first interview.

Ask questions exactly as they are written.

SAMHSA requires us to ask every question. Remind clients they retain the right to refuse to answer.

Explain during intake they can earn a $30 gift card for completing the 6MFU.

Tips

Part 2

SOR 4 GPRA in Qualtrics

GPRA Submission Link – also found on our website!

https://waynestate.az1.qualtrics.com/jfe/form/SV_baC9M6fFDwrPdVc

www.MIGPRAinfo.org

State Opioid Response

Contact the Wayne State University Evaluation Team at GPRA@wayne.edu

Any client receiving SOR-funded treatment and/or recovery services is required to complete three (3) interviews utilizing the Center for Substance Abuse Treatment (CSAT) Government Performance and Results Act (GPRA) Core Client Outcome Measures for Discretionary Services Programs at specific time-points:

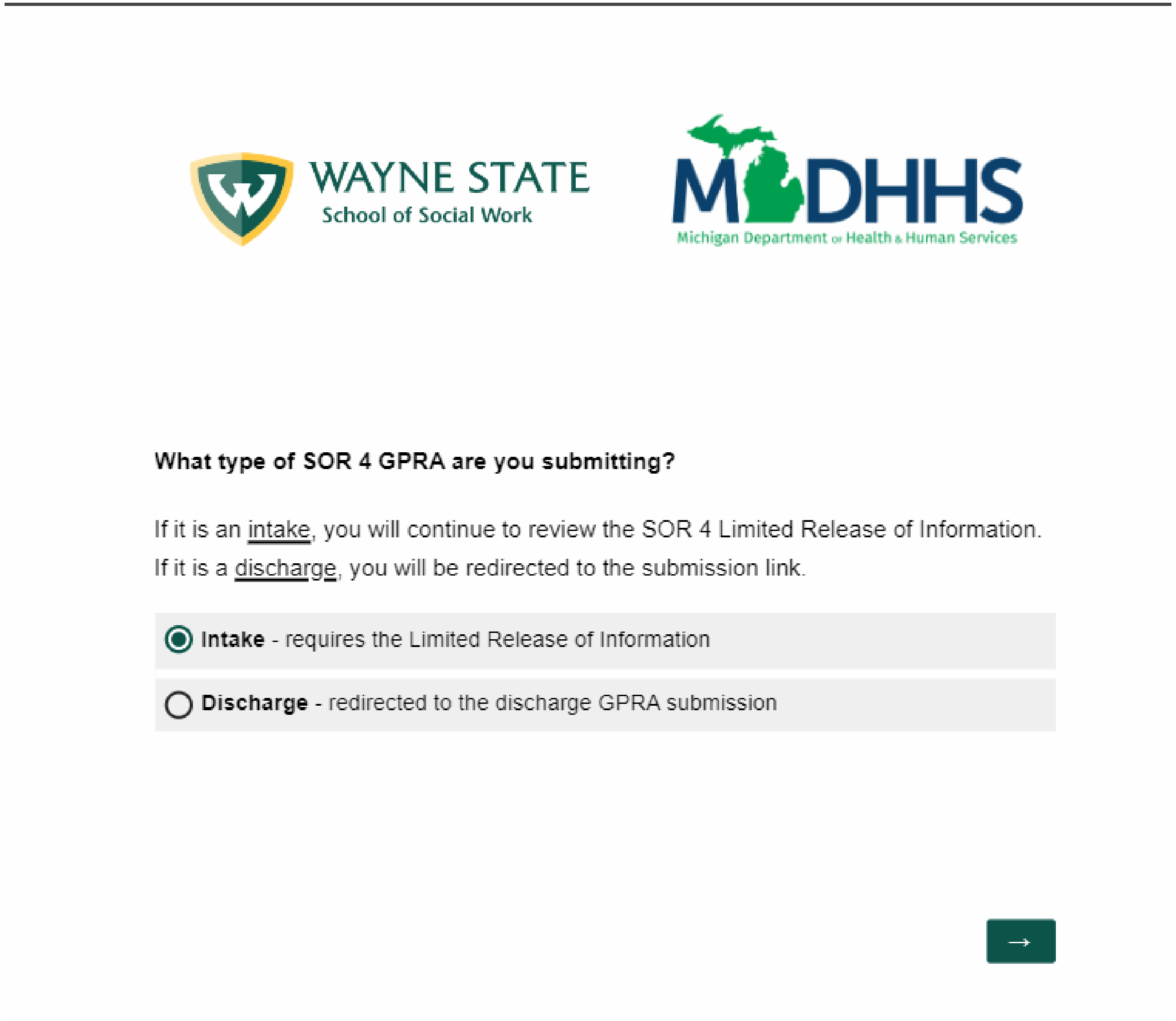
- Intake – occurs within 24 hours of receiving first SOR-funded services;
- Discharge – occurs on last day client received SOR-funded services;
- 6-month follow-up – occurs between 5 months and 8 months post-Intake interview date.

SOR GPRA Links

Completing the Center for Substance Abuse Treatment (CSAT) Government Performance and Results Act (GPRA) Core Client Outcome Measures for Discretionary Services Programs is **required** of all individuals served by the SOR grant. This is a federal requirement tied to funding. GPRA surveying includes: intake, discharge, and 6 month follow up. A follow up rate of 80% is required for compliance. All GPRA data collection is done electronically through Qualtrics.

Region SOR GPRA Qualtrics Web Link

The first page will ask if you are completing an intake or discharge GPRA



WAYNE STATE School of Social Work

MDHHS Michigan Department of Health & Human Services

What type of SOR 4 GPRA are you submitting?

If it is an intake, you will continue to review the SOR 4 Limited Release of Information.
If it is a discharge, you will be redirected to the submission link.

- **Intake** - requires the Limited Release of Information
- **Discharge** - redirected to the discharge GPRA submission

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If you are completing an <u>intake GPRA</u> you must read over the Limited Release of Information (LROI) with your client

State Opioid Response 4 - Limited Release of Information
Michigan Department of Health & Human Services
Wayne State University, School of Social Work

You are invited to participate in the evaluation of the Michigan Department of Health & Human Services, State Opioid Response (SOR) 4 grant, funded by the Substance Abuse and Mental Health Services Administration (SAMHSA).

As a recipient of SOR 4 services, you will complete a survey when you begin and end services. The agency will complete these surveys with you. The Wayne State Evaluation Team will reach out to you to complete the last follow-up survey between five and eight months after starting services.

How does it work?
The Wayne State Evaluation Team will call you between five and eight months after starting services to complete the follow-up survey. The survey will take about 30 minutes and will ask questions about your education, job, income, legal matters, living situation, medical history, substance use, and social connections. For the follow up survey, you will receive a $30 gift card to thank you for your time and effort. The survey will help state and program staff understand how to improve services for future clients.

Contact Consent
We ask you to provide contact information so the Wayne State Evaluation Team can contact you to complete the follow-up survey. This includes your own contact details and collateral contact information. All contact details will be stored securely and once the follow-up survey is completed or the three-month window closes, all contact information will be deleted.

How are my answers used?
The information you provide during the follow-up survey is confidential. The following Codes of Federal Regulation (CFR) regarding confidentiality laws and regulations prohibit the disclosure of all information: Title 42 Part II, Title 45, and Title 46.

What are the risks and benefits of participating?
Several steps have been taken to reduce the potential risks:

- Staff have been trained on mental health.
- The information about your identity and answers are kept on separate files that are only linked through the non-identifiable client ID.
- Responses are stored on locked, secure accounts.
- Data will only be reported on groups of people, and not be identifiable.

The information you provide will not be shared except instances where you pose a danger to yourself or others, or there is unreported child abuse. You may feel discomfort from the nature of questions and are free to refuse to answer any such questions. At the follow-up, the Wayne State Evaluation Team will provide information on immediately available resources and contact information for physically accessible services. All participants may benefit from the knowledge provided and it could help improve services for individuals with substance use disorder.

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Project Assurance of Consent

Project Assurance of Consent

- The process involved in the follow-up survey has been explained to me.
- I have had the opportunity to ask questions.
- I have the right to refuse to answer any question, take breaks if needed, or stop at any time.
- My contact information and that of my collateral contact(s) will be deleted eight months after the date I complete this form.
- I can get a copy of the consent form for my records.
- I undersand that if I have questions or concerns about the follow-up interviews, I can contact the SOR Evaluation Project Director and Data Coordinator, Danielle Hicks, at danielle.hicks@wayne.edu

Do you agree to participate in the surveys described above?

- (●) **YES**, I hereby **agree to participate** in the surveys described above.
- ( ) **NO**, I hereby **do NOT agree to participate** in the surveys described above.

← →

If they agree to participate, provide the following information.

Verbal Consent

Did the client verbally consent?

- ○ Yes
- ○ No

Client Name

Staff Name

Verbal Consent Date (MM/DD/YYYY)

Verbal Consent Time

← →

The survey will then ask for the client's contact information

* If the client does not have a current of permanent address, please put "N/A" in the applicable contact field.

Client Contact Information

First & Last Name

Phone Number

Email Address

Other (e.g., social media accounts)

Client Address

If the client does not have a current or permanent address, enter N/A.

Name

Address

Address 2

City

State

Postal code

The survey will ask for collateral contact information

*If the client does not have collateral contact information, enter "N/A"

Collateral Contact Information

- This contact's name and phone number will only be used if a client cannot be reached.
- **Nothing about the client, including an association with treatment/recovery services, will be shared with collateral contacts.**

If the client does not have collateral contact information, enter N/A.

First & Last Name

Phone Number

Email Address

Collateral Contact Information

- This contact's name and phone number will only be used if a client cannot be reached.
- **Nothing about the client, including an association with treatment/recovery services will be shared with collateral contacts.**

If the client does not have collateral contact information, enter N/A.

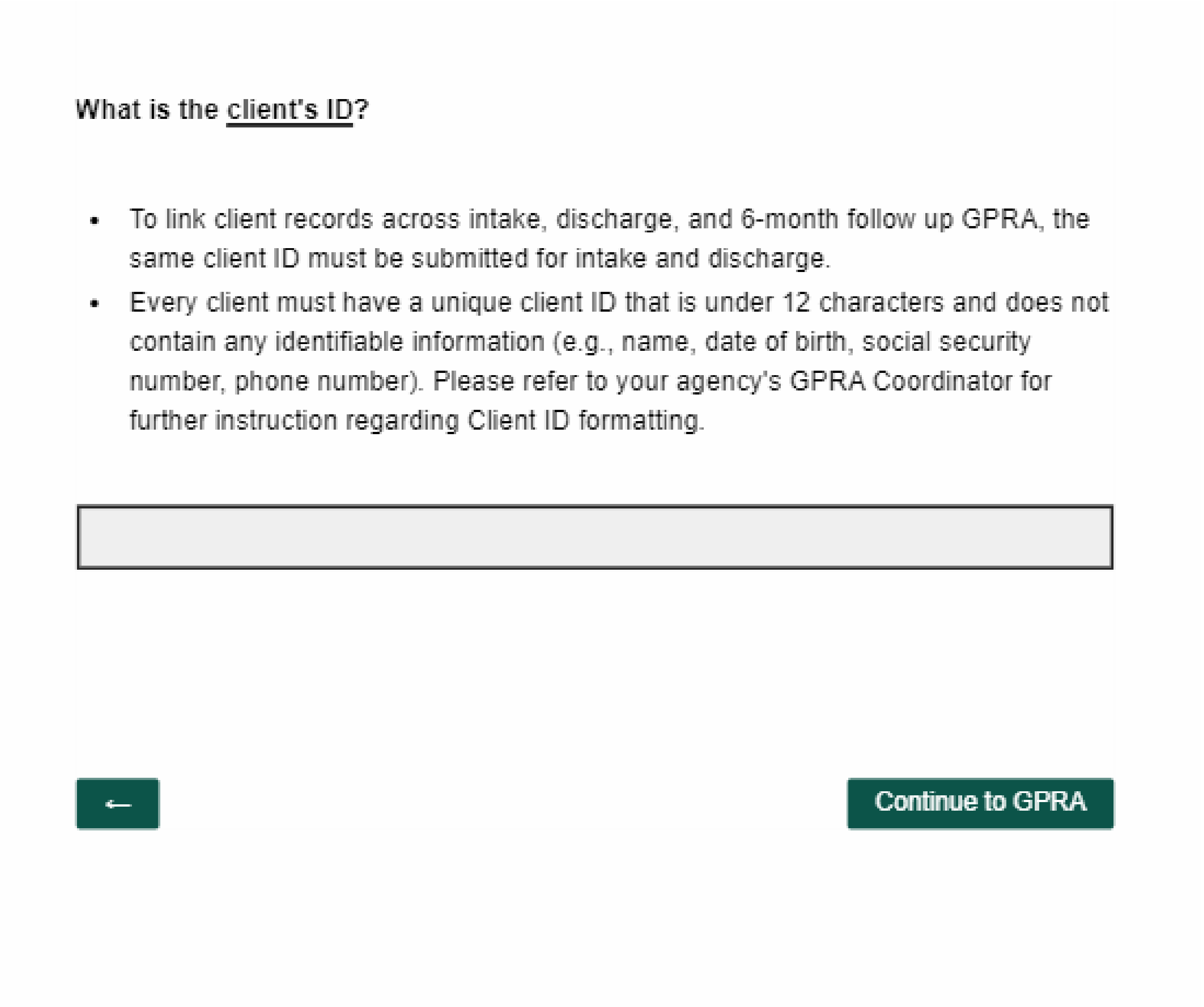
First & Last Name

Phone Number

Email Address

Finally, the survey will ask for the client ID

If they **did not agree** to participate, this is the only item you will have to provide.



Then the survey will give an overview & links to resources

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Substance Abuse and Mental Health Services Administration (SAMHSA)

Center for Substance Abuse Treatment (CSAT)

Government Performance and Results Act (GPRA) Client Outcome Measures for Discretionary Programs

Please complete the following measure for clients receiving treatment through **SOR** funds.

Before you begin, here are some helpful reminders:

- Review the MIGPRAinfo.org website for FAQs and additional information
  - To open this link in a new page, right click and select "Open in a New Tab"
- Reach out to the email GPRA@wayne.edu if you have additional questions
- Print a paper copy of the GPRA tool to utilize with clients (available on MIGPRAinfo.org)
- Finally, answer the questions as they are written - being literal can be the best approach!

Don't forget - clients retain the right to refuse to answer any question.

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This is required for tracking and for follow up questions.

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Provide the following information for yourself, as the staff reporting on the client:

For staff name, please omit hyphens and dashes.

Staff Name:

Staff Email:

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You will be prompted to provide the following information.

You must keep track of your client ID for the duration of the SOR grant.

Please refer to your agency's GPRA Coordinator for further instruction regarding Client ID formatting.

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CLIENT INFORMATION

Client ID:

To link client records across intake, discharge, and 6-month follow up GPRA, the same client ID must be submitted for intake and discharge.

Every client must have a unique client ID that is under 12 characters and does not contain any identifiable information (e.g., name, date of birth, social security number, phone number).

GPRA Interview Type

- Intake
- Discharge

GPRA Interview Date

- Date *(MM/DD/YYYY)*
- No Interview Completed
  (only to be selected when a client is administratively discharged and/or referred for services elsewhere)

← →

Client ID Requirements

Absolutely no identifying client information should be included in the Client ID.

- This includes but is not limited to:
  - Date of Birth
  - Client Name
  - Client Initials
  - Phone Numbers
  - Any other blatant identifying information

A requirement for data entry.

This determines the type of questions that you will be answering.

GPRA asks for the Client ID multiple times to ensure accurate data.

Continue to keep track of Client ID

We have an Intake and Discharge Tracking Form template available our website:

https://migprainfo.org/2024/10/06/intake-discharge-tracking-form/

SOR 4 Intake & Discharge Tracking Form and 6MFU Window Calculator

Enter your client's intake interview date in column C, and columns D, E, and F, will populate the window for completing 6MFU GPRA.

REMINDER: The WSU Team is responsible for conducting 6MFU interviews, you only need to write the 6MFU window on reminder cards for clients.

			WRITE ON THE REMINDER CARDS			
Staff Person	**SOR 4 GPRA Client ID** (cannot contain identifying info, i.e. SSN, DOB, initials, name, DL#, etc.)	**Intake Interview Date**	**First Date for 6MFU Interview to write on reminder card (5 Months)**	**6MFU Due Date**	**Last Date for 6MFU Interview to write on reminder card (8 Months)**	**Discharge Status** (enter date completed or AD if no Interview Completed)
Sally Coach	0001	10/1/2024	3/1/2025	4/1/2025	6/1/2025	Complete 11/1/2024
Sally Coach	0002	10/2/2024	3/2/2025	4/2/2025	6/2/2025	AD
			5/31/1900	6/30/1900	8/31/1900	
			5/31/1900	6/30/1900	8/31/1900	
			5/31/1900	6/30/1900	8/31/1900	
			5/31/1900	6/30/1900	8/31/1900	
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			5/31/1900	6/30/1900	8/31/1900	
			5/31/1900	6/30/1900	8/31/1900	
			5/31/1900	6/30/1900	8/31/1900	

Then the substance use questions begin

SUBSTANCE USE

During the past 30 days...

- ...on how many days did the client use each of the following substances?
- ...what route of administration did the client use for each of the following substances?

Select the usual route of administration. If there is more than one, list the most severe route.
In order by least to most severe: (1) Oral, (2) Nasal, (3) Smoking, (4) Non-IV Injection, and (5) IV.

○ REFUSED

Alcohol - Past 30 Days

	Number of Days Used (in past 30)	Route of Administration						
		Oral (1)	Intranasal (2)	Vaping (3)	Smoking (4)	Non-IV Injection (5)	Intravenous (IV) Injection (6)	Other (0)
Alcohol	[ ]	○	○	○	○	○	○	○
Other (SPECIFY) [ ]	[ ]	○	○	○	○	○	○	○

Interview Type Matters!

Intake – 105 Questions

Discharge – 110 Questions

This is the total number of questions if items are not skipped.

Answering No to certain questions triggers a skip pattern making the survey shorter.

Both interviews will have skips, making them shorter than the totals here.

Were any questions answered incorrectly where the back button function did not operate correctly?

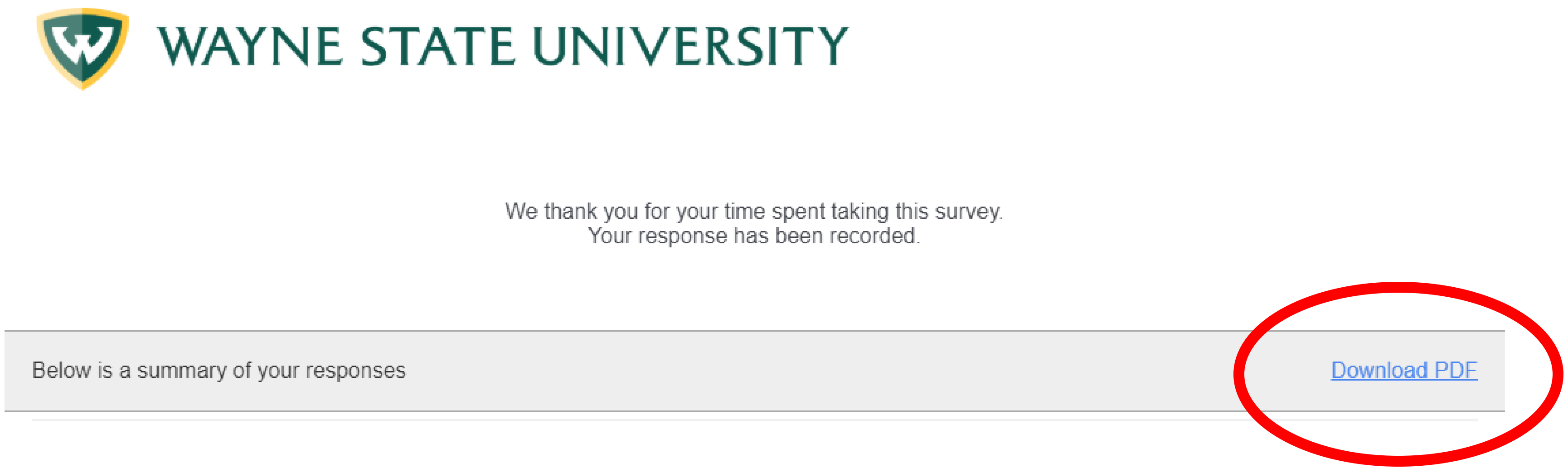
- We have added a new open-ended text box at the end of the GPRA survey to submit any data errors.
- You can also always email us at GPRA@wayne.edu for any GPRA corrections. You must email us GPRA corrections **within 48 hours** of submitting the GPRA.
- Provide the following information for data corrections via email:
  - Grantee (e.g. PIHP):
  - Agency:
  - Clinician Name:
  - Clinician Email:
  - Client ID:
  - Description of Item Requiring Change: (include question # or name and indicate the correct response)

Are there any revisions needed for this GPRA? (e.g., grantee, dates, client ID)

Back arrows are limited due to the type of GPRA that was selected.

Saving Responses

You have the option to save your completed GPRA survey as a PDF on the last screen.



One Chance Rule

The entirety of each GPRA interview must be entered in **one** session on Qualtrics.

Once you sit down to complete GPRA, it must be finished in that session.

I can't get back to the first page of the GPRA – what do I do?

This most often occurs when a GPRA was in progress and not completed. The entire GPRA should be entered at one time.

To start from the beginning of the GPRA survey, you need to clear the 'cookies' in your internet browser. The procedure depends on the type of internet browser you are using.

Google Chrome

1. Select the column of 3 dots on the top right corner of the browser
2. Select 'Settings'
3. Under 'Privacy and security' (in the middle) select 'Clear browsing data'
4. On the 'Clear browsing data tab' select 'Cookies and other site data'
5. Select the blue 'Clear data'
6. Exit out of ALL open internet tabs and restart Google Chrome

Microsoft Edge

1. Select the row of 3 dots on the top right corner of the browser
2. Select 'Settings'
3. On the left side, select 'Privacy & Security'
4. Under 'Clear browsing data' select 'Choose what to clear'
5. Make sure only 'Cookies and saved website data' are selected
6. Select 'Clear'
7. Exit out of ALL open internet tabs and restart Microsoft Edge

Deadline for Entering GPRA Data Into Qualtrics

Recipients should enter their data in Qualtrics within 1 day—but **no later than 7 days**—after the GPRA interview is conducted.

Supplemental training recordings for sensitive GPRA questions are available on our website

- Two supplemental training recordings are available on our website www.migprainfo.org/state-opioid-response/ under GPRA Training
  - **Guidance Asking Sensitive Questions – Overall**
    - General guidance on sensitive questions
  - **Guidance Asking Sensitive Questions – Q by Q**
    - Guidance on specific sensitive questions throughout the GPRA tool

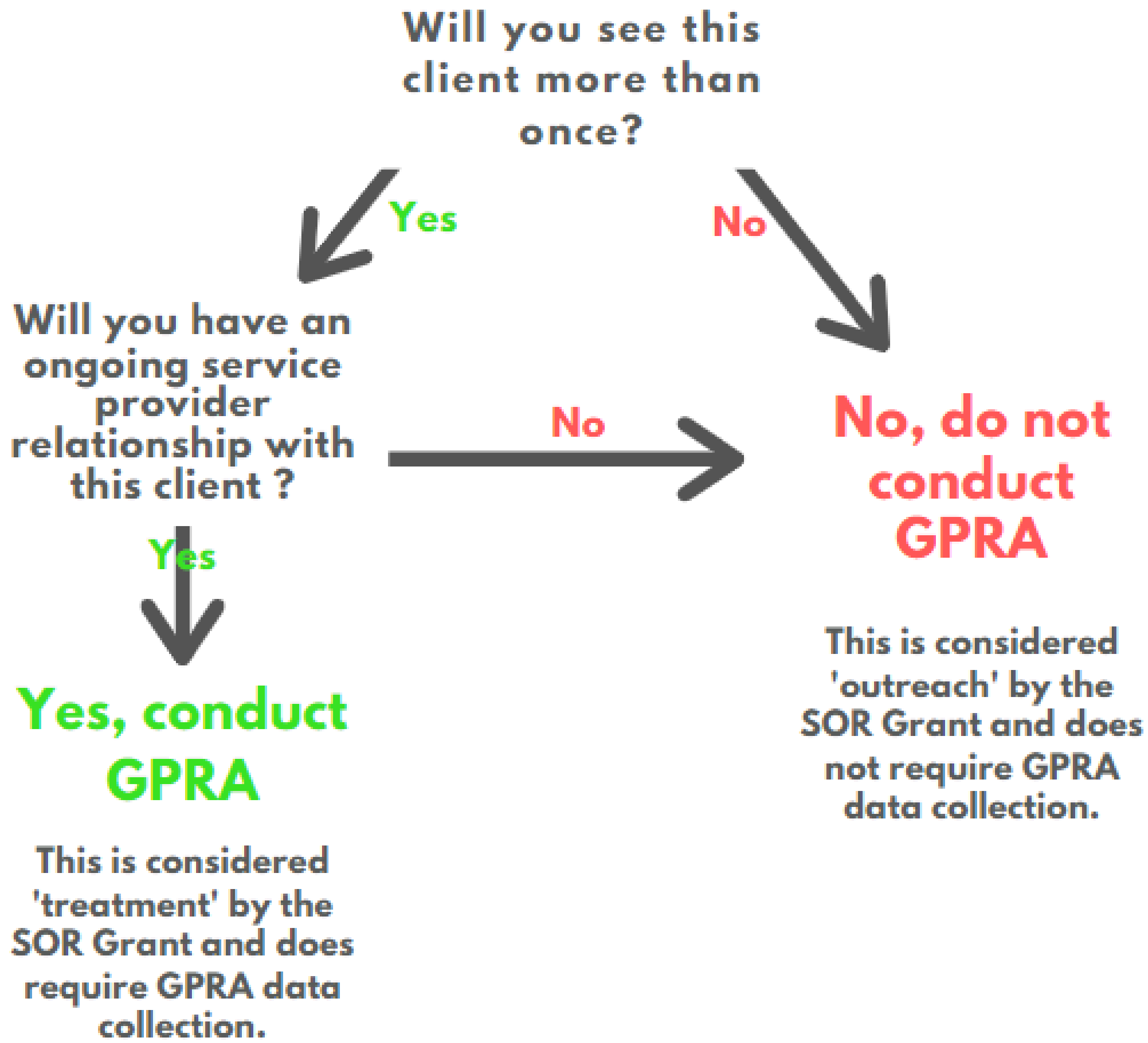
Part 3

SOR 4 Special Populations

DO I NEED TO CONDUCT AN INTAKE GPRA FOR THIS CLIENT?

Screening and Outreach Peer Recovery Coaches

Mobile Care Units



Jail-Based Programs

- Jail-based programs that do not have access to the internet and/or technology during the GPRA interview should record client data on a paper GPRA form and submit the data into Qualtrics **no later than 7 days** after the interview.

Recovery Homes

If SOR funds were used to make any improvements on the recovery home (e.g., roof repairs, housing repairs, or staffing), ALL recovery home residents/clients MUST complete GPRA.

Part 4

SOR 4 6-Month Follow-Up Requirements

Collecting Client Contact Information for WSU Evaluation Team (LROI)

Client contact information is required for the WSU Evaluation Team to conduct 6MFU with clients, which includes:

- First Name
- Last Name
- Phone Number
- Permanent Address
- Email Address

One collateral contact's name and phone number should be collected in case the client cannot be reached (trusted family/friend, etc.).

Nothing about the client, including an association with treatment/recovery services will be shared with collateral contacts.

Do you agree to participate in the surveys described above?

○ **YES**, I hereby **agree to participate** in the surveys described above.

○ **NO**, I hereby **do NOT agree to participate** in the surveys described above.

The 6MFU and Client Confidentiality

Protecting client confidentiality is a priority throughout the GPRA surveying process. Numerous privacy measures have been put in place to keep client information secure.

- Including:
  - Use of the Qualtrics platform (dual factor authentication, HIPAA compliant)
- Additionally, clients will be:
  - Informed of their privacy rights, what information will be shared and provide informed consent through the LROI.

Incentives

Incentives are permitted for the completion of the **6-month follow-up GPRA** but are not permitted for intake or discharge GPRA

Incentives include $30 grocery store gift cards

6MFU Interview Reminder Cards

You will only be responsible for adding the 6MFU window on the reminder cards.

Reminder cards can be sent to your agency free of charge.

Reminder cards should be provided to clients with <u>every intake GPRA.</u>

6-Month Window

If a client completes the intake GPRA interview on **January 1st**, the 6-month follow-up due date would be **July 1st**

The window period for conducting the 6MFU would open one month before the anniversary date on **June 1st**, and close two months after the anniversary date on **September 1st**

Part 5

SOR 4 Administrative Discharge

Administrative Discharges (AD)

Administrative discharges may be required if you are unable to conduct a discharge GPRA interview with a client.

AD discharges do not impact the follow-up rate; however, ADs are not favorable. ADs should be rare and only entered as a last resort.

In some cases, such as client death, an AD is required.

Administrative Discharge GPRA

GPRA Interview Type:

- ○ Intake
- ○ Discharge

GPRA Interview Date:

- ○ Date *(MM/DD/YYYY)* __________
- ● No Interview Completed
  (only to be selected when a client is administratively discharged and/or referred for services elsewhere)

Administrative Discharge GPRA

DISCHARGE STATUS

On what date was the client discharged?

Month:

Day:

Year:

What is the client's discharge status?

- 01: Completion/Graduate
- 02: Termination

Administrative Discharge GPRA

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If the client was terminated, what was the reason for termination?

- 01: Left on own against staff advice with satisfactory progress
- 02: Left on own against staff advice without satisfactory progress
- 03: Involuntarily discharged due to nonparticipation
- 04: Involuntarily discharged due to violation of rules
- 05: Referred to another program or other services with satisfactory progress
- 06: Referred to another program or other services with unsatisfactory progress
- 07: Incarcerated due to offense committed while in treatment/recovery with satisfactory progress
- 08: Incarcerated due to offense committed while in treatment/recovery with unsatisfactory progress
- 09: Incarcerated due to old warrant or charged from before entering treatment/recovery with satisfactory progress
- 10: Incarcerated due to old warrant or charged from before entering treatment/recovery with unsatisfactory progress
- 11: Transferred to another facility for health reasons
- 12: Death
- 13: Other (Specify):

SOR Provider GPRA Resources on our website: www.MIGPRAinfo.org/state-opioid-response/

- **GPRA Interview Instruments:**
  - Paper copies of the GPRA tools and 6MFU GPRA Contact Form
- **GPRA Tips and FAQs**
- **GPRA Training:**
  - PDF of this PowerPoint presentation
  - Video recording of this PowerPoint presentation
  - A video recording of the supplemental training: Guidance Asking Sensitive Questions – Overall
  - A video recording of the supplemental training: Guidance Asking Sensitive Questions – Q by Q
- **Technical Assistance:**
  - Intake and Discharge GPRA Tracking Form
  - CSAT GPRA Interviewer Self Care
  - CSAT GPRA Interviews Asking Highly Sensitive Questions
  - Clearing Cookies for GPRA
- **GPRA Newsletters:**
  - All monthly GPRA newsletters

More help…

GPRA@wayne.edu
www.MIGPRAinfo.org