

This sheet summarizes **GPRAs administration tips and best practices**. These suggestions can help you complete GPRAs at each timepoint (intake, follow-up and discharge) and reach SAMSHA's 80% follow-up rate goal. It can help answer questions such as:

## How do I reach clients for follow-ups?

## What systems can I put in place to better manage GPRAs administration?

## How do I engage clients who have left services?

For more information, please check out the [Resources section](#) of the VirginiaSORSupport.org website. For more in-depth information on best practices, reference [SAMSHA's guide](#) to completing follow-ups.

## Assign a Primary Point Person for all GPRAs-Related Procedures

Assigning a primary point person will:

- Function as a **centralized knowledge base** for GPRAs.
- Help **build rapport** with clients. Administration works best when the same person administers the intake and follow-up GPRAs to a client.
- Support the **monitoring of GPRAs timelines** and oversight of notifying colleagues when 6-month follow-up windows are about to open or close.

*"We have one **assigned Peer** that tracks the initial and follow-up excel due date information. This is very helpful allowing the one person to inform, track and inform the others when it is time for a follow-up."*

## Maintain Client Contact Information and Accurate Records

Identify and record **multiple contact types** (phone number, email, address, trusted contact's phone number/email, consent to contact them) **when services begin**. Ask permission to leave voicemails.

*Utilize the **OMNI Client Locator Form** located on the [Resources page](#) to do this.*

Additional tips for maintaining client contact information:

- **Verify contact information within 7 days of intake to ensure accuracy.**
- Set a protocol establishing 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. Have the case manager remind clients about completing the follow-up GPRAs until their window opens.
- **Set up one cell phone, Google Voice account, and/or email address** for all staff to use for GPRAs-related contacting. This gives clients one number or email to become familiar with.

### During the follow-up window:

- **Use all the contact methods** you have in order to reach a client for a follow-up.
- **Reach out immediately** when the follow-up window opens.
- Reach out to the **client's case manager** to attempt to contact the client.

### Disengaged Clients:

These protocols will help **prevent loss of contact** with clients who have left services. If someone leaves services before their follow-up window, send texts or letters reminding them of the follow-up each month until the window opens. Be sure to mention the gift card!



## Establish an Internal Tracking System

Setting up an internal tracking system is crucial to ensuring clients are completing GPRAs at the right time. It is best managed by the primary point person for efficiency and ease. **Here are two examples:**

**1 Download and modify the OMNI weekly tracking sheet from Dropbox.** Add new columns for any additional information.

**2 Create your own spreadsheet** and track information that is helpful for your agency.



*Tracking sheet features, tips, and data used by one CSB:*

- Auto-calculate when follow-up windows open and close based on the intake date entered.
- Use color-coding or conditional formatting to highlight particular dates when follow-up windows are upcoming, open, and/or about to close.
- Use a formula to calculate the number of follow-up windows currently open and follow-up rate.
- Record when data was submitted to OMNI's online system to identify surveys not yet entered.
- Include all relevant client information in the sheet so that it is easy to access.
- Record all outreach efforts in the tracking sheet and note which worked the best.
- Connect the tracking sheet to a dashboard to show how they are doing at a quick glance.

*"Having all this information in one place has been extremely helpful, as we only have to use one tracking sheet to see who we need to contact and how we can contact them."*

If you need assistance with this, please reach out to us for TA at [SORSupport@omni.org](mailto:SORSupport@omni.org).



## Utilize OMNI-provided tracking sheets, emails, and reports

- **Each week, review OMNI Tracking Sheets** (found in your Dropbox). Make sure all surveys entered by your team the prior week appear on the sheet (i.e., if you entered an intake, that client should now appear on your sheet). Reach out to OMNI if there is an issue, duplicated IDs, or missing data.
  - From the OMNI Tracking Sheet, **note clients whose windows are closing soon** and prioritize them.
- **Look out for time-sensitive OMNI emails** sent out each week. This alert indicates **you have a client whose window is closing in the next two weeks**. Be sure to complete the follow-up before the window closes.
- **Each month, review the OMNI 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 open follow-up windows** that need action.



## Incorporate the GPRAs into your processes

- **Incorporate the GPRAs into regular treatment sessions.** Make the survey a part of the intake process. Set aside ample time for the follow-up in a treatment session. This helps ensure that it becomes a regular routine for clients and staff.
- **Ask your agency to create a new field in clients' EHR to flag clients that need to complete the GPRAs.** Then, you and others can easily identify these individuals.
- Prepare for the survey by **filling out the admin sections of the GPRAs prior to sitting down** with the client.

## Incentivize Participation...

### ... with SOR-Funded Gift Cards

The gift card is the most tangible engagement tool available to agencies. Completion of a GPRA follow-up interview can be incentivized with a \$30 gift card from any store (Walmart, Amazon, etc.) but cannot be exchanged for cash. These gift cards can be bought with SOR funds and are managed by your agency.

### ... using Contingency Management

If Contingency Management (CM) is used by your agency, these funds can be used to incentivize completion of a GPRA interview at intake, follow up, or discharge. CM could include anything under \$15:

- Meals
- Swag/T-shirts
- Candy
- Bus tickets
- \$15 gift card
- Anything else under \$15!

### Mention the gift card frequently:

- When completing the intake survey
- In any reminder about the follow-up, or when updating client information
- At discharge, if clients are discharged before their window opens

For more information on CM, please watch the OMNI training video located on the SOR support website's [Contingency Management](#) section on the [Resources page](#)

## Frame the GPRA as a conversation and a benefit to the client

- **Prepare the client for the length of the survey** and ensure you have enough time to complete it.
- **Begin sensitive sections** (e.g., Mental Health or Substance Use) **with a statement acknowledging such**, reminding them they can refuse any question. Additionally, convey that evaluators are interested in general trends across all those interviewed to further research, rather than any individual's specific behavior.
- **Underscore the importance of adding to the future of the field.** With participation, clients can affect future services and increase likelihood of funding.
- **Emphasize the follow-up GPRA is a way for the client to see their own progress.** As many of the questions are the same as intake, clients can see their progress compared to what they answered at intake. Through the BARC-10, you can monitor changes in the client's recovery capital.

Use the client engagement sheet and BARC-10 info sheet on the [Resources page](#) to help client see progress and benefits

### Importance of Peers:

**Peers are an integral part of engaging clients with the GPRA.**

Because of shared life-experiences, clients feel more comfortable around peers and this allows for peers to build rapport and increases likelihood of a follow up GPRA.

*"Our peers are able to keep the clients engaged because they enjoy what they do, and it is reflected in service delivery."*

### It starts at Intake:

**How the GPRA is initially presented affects clients' overall engagement.** If presented in an engaging way and as beneficial for them and future clients, they will more likely complete it. This also requires staff buy-in.

## Use the GPRA interview as a way to get to know the client

- **Learn more about the client** through the GPRA. It includes topics such as housing status, and mental health status. These questions can inform trauma-based care and support suicide prevention.
- Through the **BARC-10 series of questions**, you can determine a measure of a **client's recovery capital** and see areas of strength and growth.
- If a client has left services, **use the follow-up survey as an opportunity to check in with them** and invite them back to services, if needed.