SOR III GPRA Refresher Training

November 2023

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Agenda

- Overview, Logistics, Learning Objectives

- Training & Technical Assistance

- SOR Grant Overview

- GPRA Overview

- GPRA Timeline & Content Refresher

- Tips for Administering the GPRA

- Client Engagement

- GPRA Data & Tracking Support

- Next Steps & Questions

Overview, Logistics, Learning Objectives

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.

Our clients are change-makers working in government, nonprofits, foundations, and social enterprises to make a positive difference in their communities.

Training Logistics

Length: 1 hour

Format: Recorded presentation

Post questions in the chat box

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 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 follow-up surveys

03

Provide support and resources

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

Your 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.

The GPRA

About the Survey

- 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.

- Able to do GPRAs in justice settings

SOR III Communications

Website News Posts

News emails from DBHDS and OMNI team - subscribe on website

Intake Alerts and Follow-Up Reminders

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

Dropbox

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

Encrypted Emails

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

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.

RESOURCES   DROPBOX   REQUEST TA
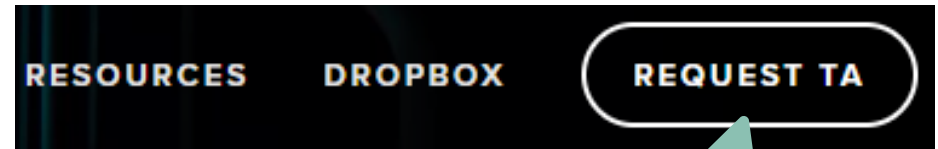
Resources
Found on the SOR Support website

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

Supporting Documents:
- Question-by-Question Guide
- Consent Form (English & Spanish)
- Getting Started with GPRA Admin
- SOR Funding & GPRA 101 Resource
- Follow-Up & Discharge One-Pager
- FAQs Document
- Dropbox Instructions
- Intake & Follow-up Planning Questions
- BARC-10 Info Sheet

Training Materials:
- Webinar Slides/Recording
- Orientation One-Pager

Client Engagement Support:
- Follow-Up Reminder Scripts
- Engagement Sheet for Clients
- GPRA Admin Tips & Best Practices
- Client Locator Form
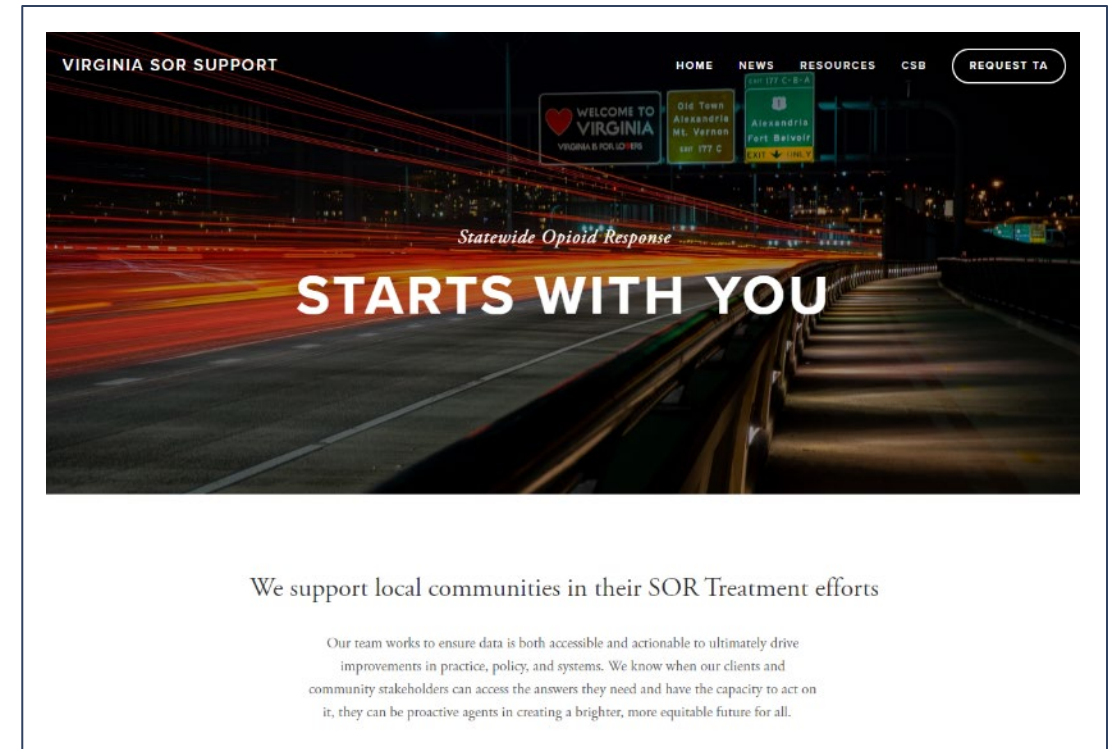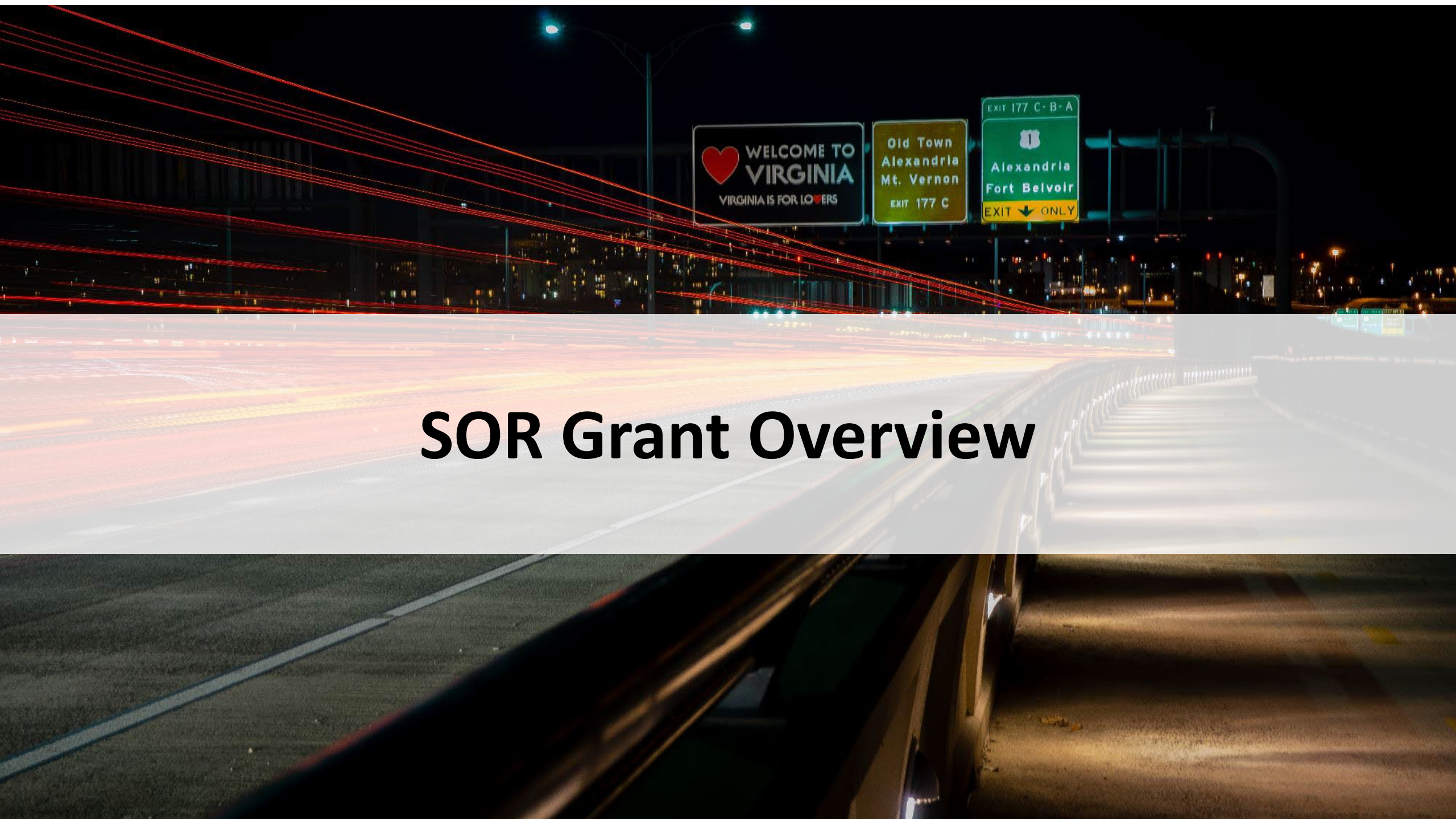- Follow-Up Reminder Scripts

SOR Website

Visit VirginiaSORSupport.org for more information, including:

- About SOR & OMNI
- News
- Reports
- Resources
- Request TA

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

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

Contingency management is allowed as a strategy ($15 per contingency, cannot spend more than $75 per client per year of treatment)
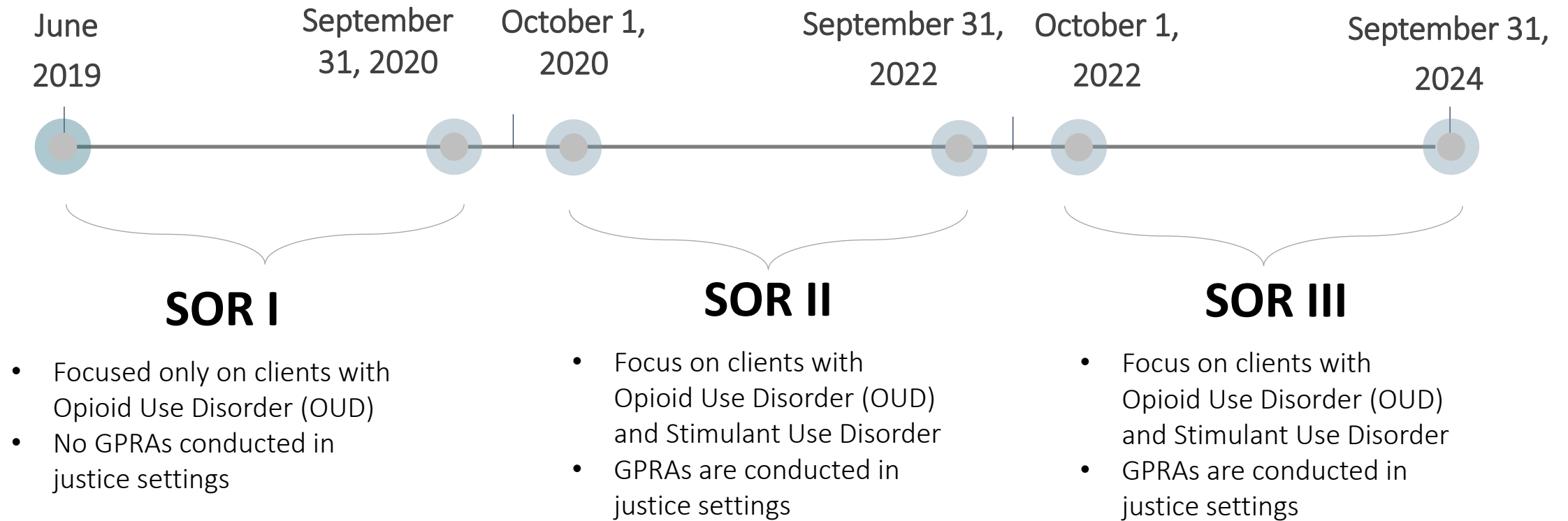
OMNI is continuing to support evaluation of the SOR grant activities in collaboration with DBHDS

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 (OUD) or Stimulant Use Disorder with MOUD and other treatment** services.

SOR Grant Timeline

June 2019 | September 31, 2020 | October 1, 2020 | September 31, 2022 | October 1, 2022 | September 31, 2024

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

GPRA Overview

What is the GPRA?

There are three GPRA surveys:

Intake GPRA:	Follow-Up GPRA:	Discharge GPRA:
GPRA survey at client intake	*GPRA survey 6 months after client intake*	*GPRA survey at client discharge*

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)

- o *Note: Clients 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 training** on the SOR Support Website.

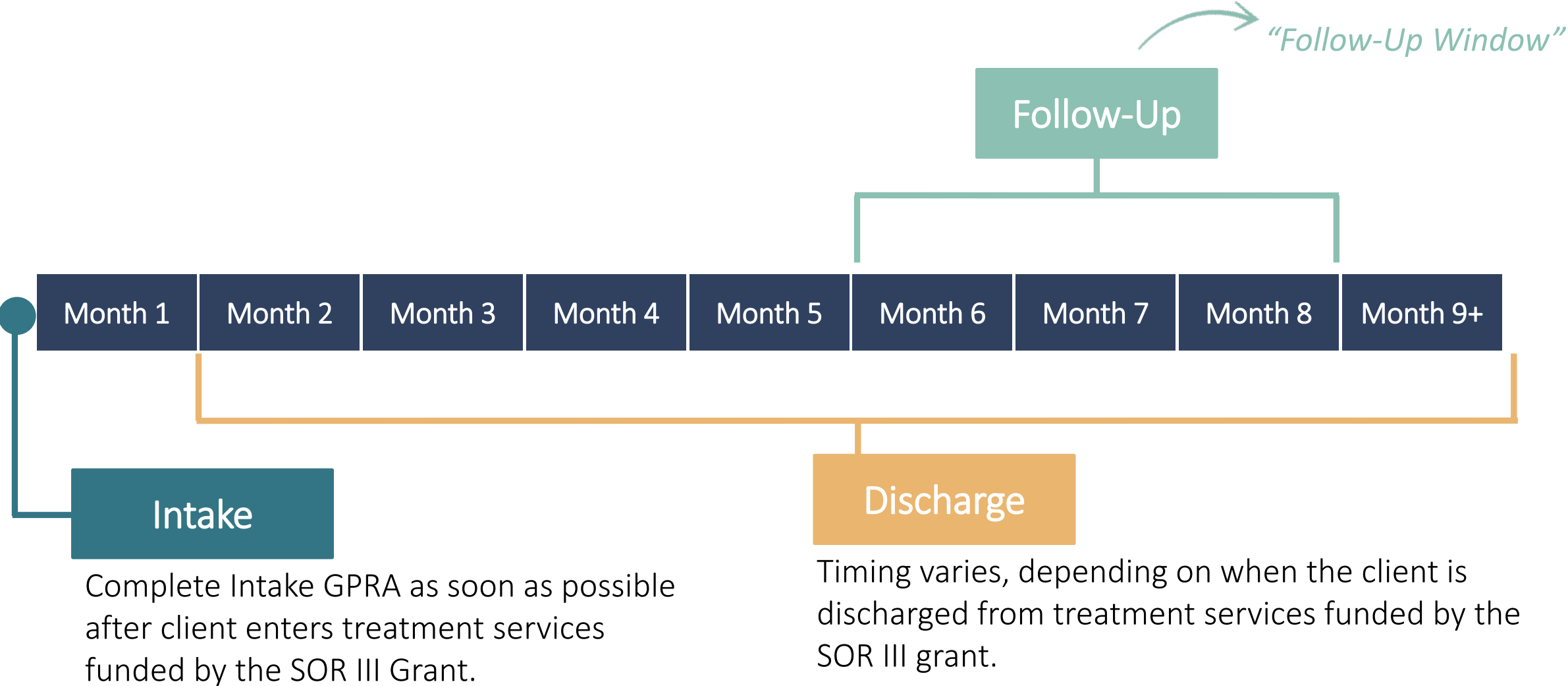**JUSTICE GPRA RESOURCE**

Justice GPRA Resource

Guide to conducting the GPRA with justice-involved clients, including defining who Justice-Setting Clients are, special considerations, differences in the GPRA survey for this population, and a helpful FAQ on the topic.

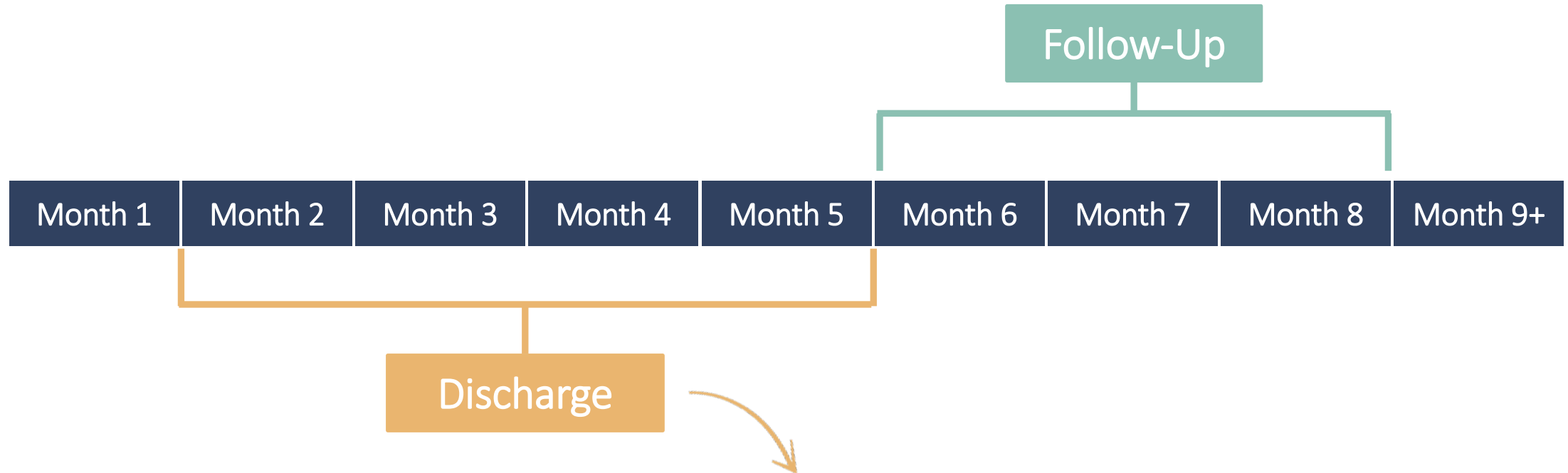The Full Intake GPRA Training video and materials provides complete details on administering the GPRA itself.

GPRA Timeline & Content Refresher

When is the GPRA completed?

"Follow-Up Window"

Follow-Up

| Month 1 | Month 2 | Month 3 | Month 4 | Month 5 | Month 6 | Month 7 | Month 8 | Month 9+ |

Intake

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

Discharge

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

When is the GPRA completed?

Follow-Up

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9+

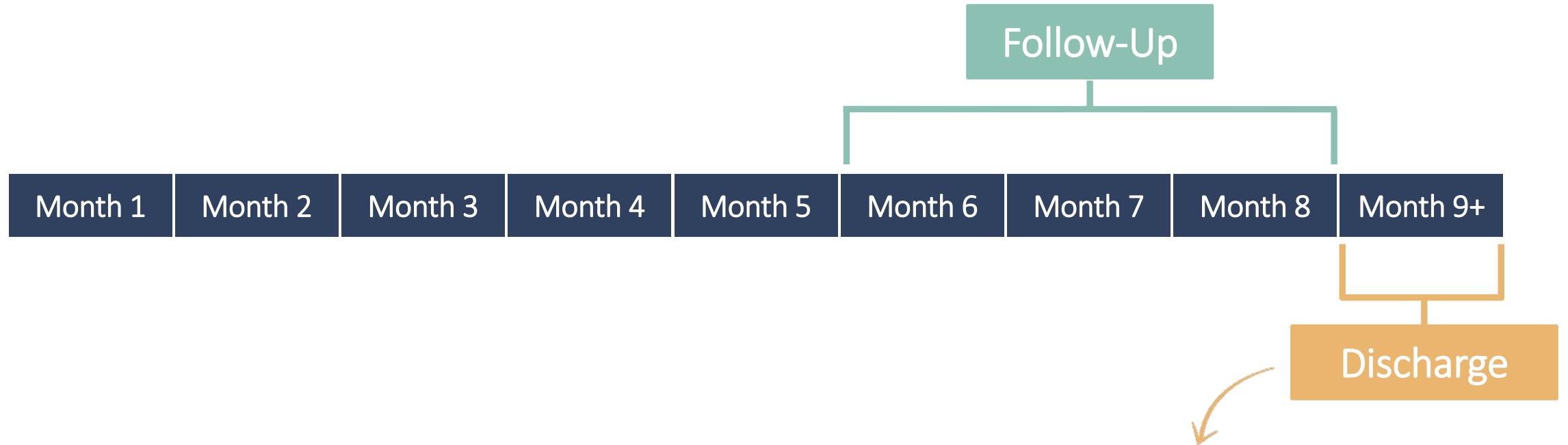Discharge

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

When is the GPRA completed?

Follow-Up

| Month 1 | Month 2 | Month 3 | Month 4 | Month 5 | Month 6 | Month 7 | Month 8 | Month 9+ |

Discharge

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

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:

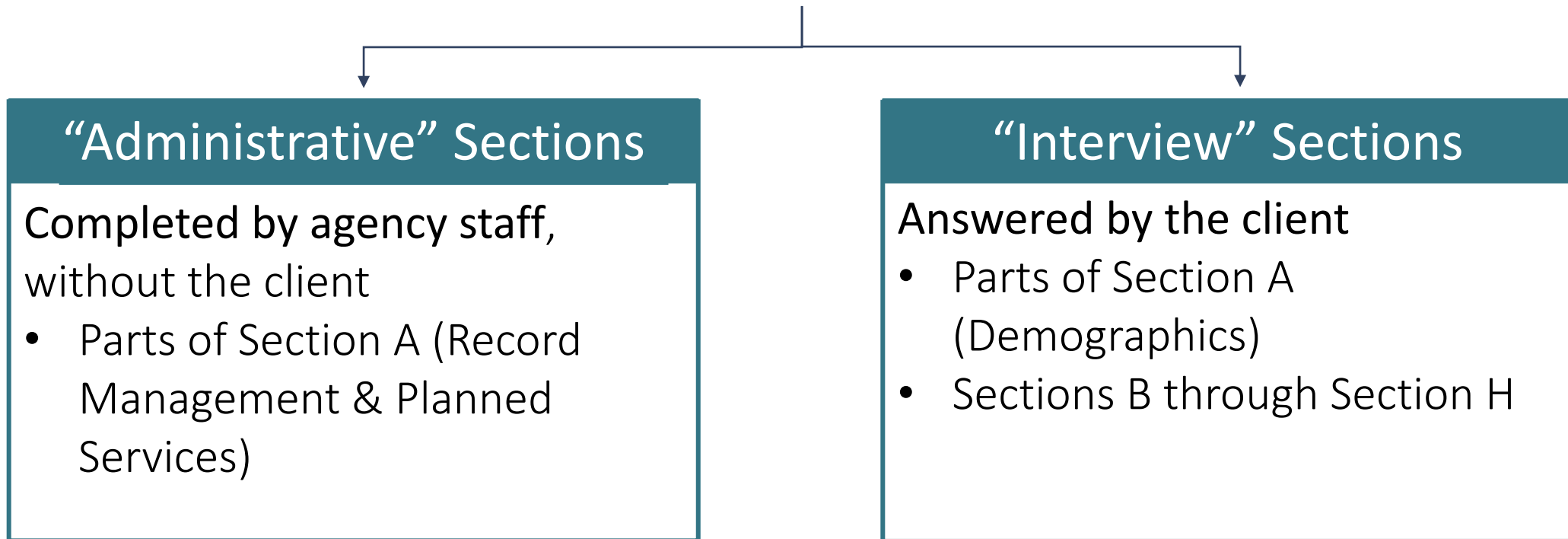Directly into the online system (link on resources page of support website).

OR

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

GPRA Components

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

"Administrative" Sections

Completed by agency staff, without the client
- Parts of Section A (Record Management & Planned Services)

"Interview" Sections

Answered by the client
- Parts of Section A (Demographics)
- Sections B through Section H

Intake 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

Follow-up / Discharge 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

How confidentiality is protected

What participation entails

Client's rights as a participant

Potential risks and benefits

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 <u>OR</u> Verbal (phone or computer)

Documenting consent:
- In-person:
  - Retain the signed consent form and keep the form <u>separate</u> 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.

Tips for Administering the GPRA

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.

Administering the GPRA

Any questions your agency already asks clients in other assessments can be skipped when asking the GPRA question and copied as an answer on the GPRA survey.

The intake GPRA can be conducted on a different day than when the client is admitted (ideally very close to when the client is admitted).

Question-by-Question Guide

Additional Probes

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

Definitions

Clarifies how to classify certain item details or response options.

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	Contingency Management
• 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	• 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
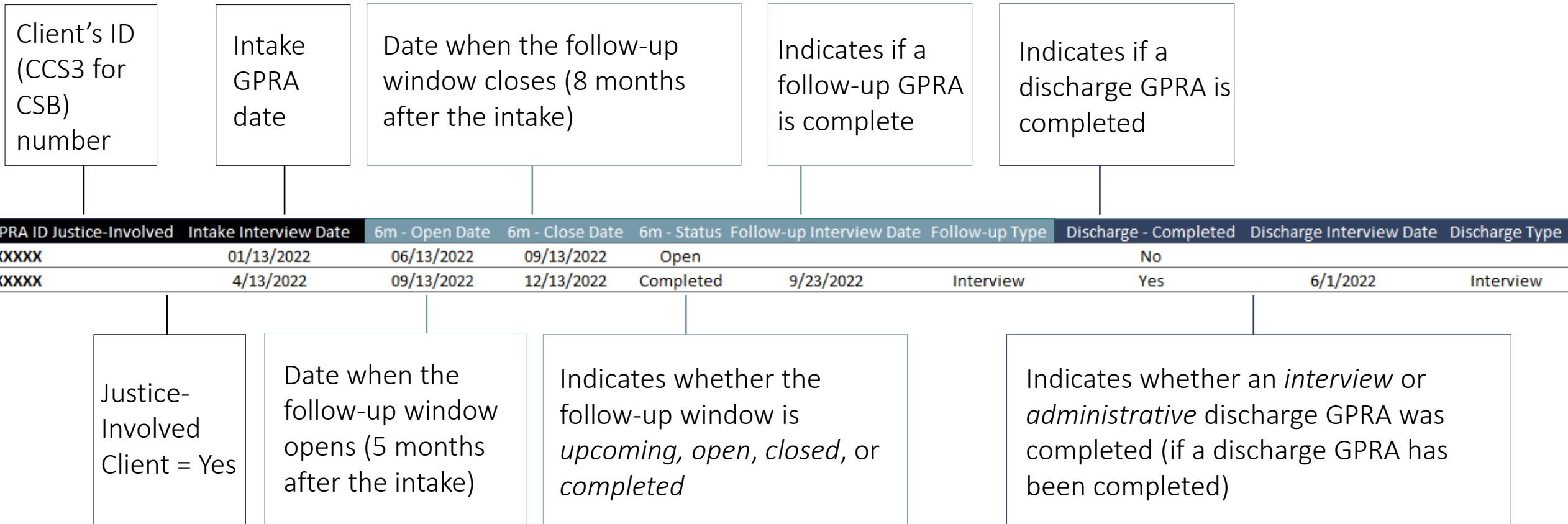
Tracking Sheet

How do I track all of this?

Dropbox!

Tracking Sheet

What 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) |

Tracking Sheet

What other information is in the tracking sheets?

Site Name: CSB/Agency
Sheet Updated: October 02, 2023

Number of clients with open windows:
Number of clients with windows closing in next two weeks:

SOR 3 Year 1 Intakes Completed To-Date: 20
SOR 3 Year 1 Intake Target: 18
SOR 3 Year 1 Months Remaining: 1

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	Notes
111		10/5/2023	3/5/2024	6/5/2024	Upcoming			Yes	12/1/2023	Interview	More than one discharge
222		10/6/2023	3/6/2024	6/6/2024	Upcoming			No			
333		10/7/2023	3/7/2024	6/7/2024	Upcoming			No			
444		10/8/2023	3/8/2024	6/8/2024	Upcoming			No			
555		10/9/2023	3/9/2024	6/9/2024	Upcoming			Yes	11/1/2023	Administrative	

Progress Reports

- Updated monthly

- Found in your Dropbox folders.
  - The final SOR 3 Y1 progress report is in your Dropbox folders under "Sep 2023"

- Year 2 Targets will be updated

Monthly GPRA Progress Report: CSB/Agency

This report is a summary of CSB/Agency's completed SOR III Intake and Follow-Up GPRAs submitted between October 01, 2022 and July 31, 2023.

Intake GPRAs

Figure 1 reports the number of Intakes 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 80 Intakes so far, which is 80% of Year 1's Intake Target (100)**. In comparison, 84% of Year 1 has elapsed.

Figure 1: Number of Intake GPRAs Completed per Month

Month	Count
Oct 2022	8
Nov 2022	8
Dec 2022	9
Jan 2023	8
Feb 2023	8
Mar 2023	7
Apr 2023	7
May 2023	8
Jun 2023	8
Jul 2023	9

Figure 2: Year 1 Intakes and Intake Target Progress

80% (n=80) 100% (n= 100)

84% of Y1 Elapsed

Follow-Up and Discharge GPRAs

Figure 3 compares CSB/Agency's Follow-Up (FU) Rate to the state's. SAMHSA requires an 80% FU Rate. Only Interview FUs count towards this rate, while Administrative FUs do not. Figure 4 shows the types of FUs completed among the 20 clients whose FU Windows have closed. Overall, **CSB/Agency has completed a total of 30 FUs** (with open or closed FU Windows) **and 1 Discharges.**

Figure 3: Follow-Up Rate*

○ **CSB/Agency:** 56%

○ **Virginia:** 47%

*% of Interview FUs completed during the FU Window out of all FUs with open or closed windows.

Figure 4: Follow-Up Type Among Those With Closed Windows

2 — No FU
1 — Administrative
17 — Interview

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.

Request Technical Assistance

Need some help? The OMNI Institute's Technical Assistance team is here to help you navigate through every aspect of the Statewide Opioid Response. Just fill out the form below and a member of our TA team will be in touch soon.

Name *

First Name   Last Name

Email *

What kind of TA are you seeking? *

Please select a topic.

- Please select a topic.
- Need access to your CSB folder
- Question about the GPRA survey
- Suggest a new TA or training resource
- Request an encrypted email
- Need to change something in a GPRA
- Request an encrypted email (to send confidential info)
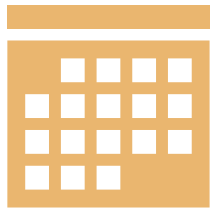- Other

SUBMIT

Next Steps & Questions

Next Steps

Review the SOR website and the resources available to you

Revisit our recorded GPRA 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