

Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
San Antonio Council on Alcohol and Drug Abuse
Call Summary
December 6, 2013 • 10:00 a.m. ET

Submitted to: Wilson Washington, Jason Wagner, Charles Villafranca, Nancy Amodei

Date of Submission: December 9, 2013

Attendees

San Antonio Council on Alcohol and Drug Abuse (SACADA): Jason Wagner, Charles Villafranca, Nancy Amodei (UTHSCSA - The University of Texas Health Science Center at San Antonio)

JBS International (JBS): Dave Wanser, Leslie McElligott, Iris Chai

Meeting Purpose

The purpose of the call is to make introductions between members of the San Antonio Council on Alcohol and Drug Abuse team, and the technical assistance contractors at JBS International, Inc. SAMHSA and JBS are committed to helping SACADA's program, Web Oriented Recovery of Care (WORC), succeed and would like to assess how they can provide assistance with program implementation needs.

Program Update

Staff Roles

- Jason Wagner (SACADA) is the WORC project coordinator and supervises the recovery coaches. Currently there are 3 coaches for Texas Health and Human Service Region 8, but the hope is to have 5-8 in the future. Jason works with and trains the recovery coaches in the field.
- Charles Villafranca (SACADA) serves as the Web Master – Data Manager. He supports data collection for the various programs at SACADA and collaborates with Dr. Nancy Amodei from UTHSCSA.
- Dr. Nancy Amodei (UTHSCSA) is the evaluation team leader. She plays a role in developing the evaluation and methodology of the grant. Dr. Amodei does not collect the data but will import data, including GPRA and local measures, into the local database for analysis.

Status

- The current 3 recovery coaches have been trained and have already started seeing clients.
- Referrals come in from the outpatient treatment centers, including Lifetime Recovery Center – an outpatient facility and Alpha House – a womens' facility.
- Incentives to keep clients engaged for the follow up include a \$20 gift card to local retail stores (e.g., Walmart).

Challenges

- SACADA is currently facing the challenge of making sure Charles receives all the information the coaches collect online.

Technology

- The portal is expected to be ready in 2 weeks.
- Clients have access to the technology and are enthusiastic about using technology to supplement recovery coach support. Focus groups have been conducted to determine clients' access to technology, and it has been determined that there are no issues with connectivity. The focus groups have also shown that the Website has received positive reviews.
- Clients primarily access the Internet through a smartphone.
- The recovery coaches will be supplied with iPads so they can connect to the portal.

GPRA

- GPRA collection is going well, with most intakes being collected in person.
- Dave Wanser (JBS) noted that streamlining GPRA collection is an important in decreasing data collection efforts and increasing relationship-building with the clients. A portal is an effective avenue in to achieve this and will be facilitated by the use of iPads. iPads will be supplied to the recovery coaches to support this effort.

Recommendations

- The Web portal application electronic recovery oriented systems of care (e-ROSC) is also used by TAC grantees Centerstone of Indiana and Centerstone of Tennessee. Having a community of users is invaluable in sharing knowledge and lessons learned. Additionally, the Ideas Exchange can facilitate communication and sharing.
- Dave mentioned that the overarching goal of the TAC Evaluation Workgroup was to develop a set of evaluation questions to assess technology's impact on client outcomes across program sites. The questions target three areas: client satisfaction/efficacy, dosage, and impact. Volunteers for testing the pilot questions are requested. A Q&A session is scheduled for December 19, 2013 at 1:00 pm. Please contact Kate Wetherby (Kathryn.Wetherby@samhsa.hhs.gov) if SACADA would like to volunteer.
- JBS is here to help with technical assistance. Please do not hesitate to contact us for any program implementation questions or concerns.

Action Steps

- SACADA can contact Doug Lees (Doug.Lees@samhsa.hhs.gov) regarding grant questions, including submission of their grant continuation plan.
- **JBS (Dave Wanser and Iris Chai) are hoping to conduct an informal site visit in early January 2014, preferably the 6-7 or 9-10. Please provide preferred dates as soon as possible to begin the site visit planning process.** Additionally, JBS will send a template site visit agenda with the call summary to help determine the topics and participants for the visit. Nancy (SACADA) will be out of town until the middle of January and might send another staff member in her place.

* The Grantee Conference will be held at the SAMHSA headquarters in Rockville, Maryland from Thursday, March 20 – Friday, March 21, 2014.

Next meeting

TBD