

***Division of Services Improvement, Clinical Technical Assistance Project  
Technology-Assisted Care***

**The Centers, Inc.**

**Orientation Call Summary - *Updated***

**November 25, 2013 • 10:00 am ET**

***(Updates denoted in gray)***

**Submitted to:** Kate Wetherby, Alma Rosario, Charles Powell, Penny Napier

**Date of Submission:** December 10, 2013

**Attendees**

**Substance Abuse and Mental Health Services Administration (SAMHSA):** Kate Wetherby

**The Centers, Inc.:** Alma Rosario, Charles Powell, Penny Napier, Alan Alexander, J.D. McFarland

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

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**Meeting Purpose**

The purpose of the call is to make introductions between the SAMHSA Government Project Officer (GPO), Kate Wetherby, members of The Centers, Inc. team, and the technical assistance contractors at JBS International, Inc. SAMHSA and JBS are committed to helping The Centers succeed and would like to assess how they can provide assistance with program implementation needs.

**Grantee Status**

**Background**

- Alma Rosario (The Centers) has put together an extensive work plan, which is extremely helpful for program development. The work plan is based on the grant application, but modifications will likely be made. The program targets prevention, criminal justice, and outreach, none of which are precluded from the grant.
- The start date for the Intensive Outpatient Program in Citrus County is December 16, 2013. An extension was granted to allow for equipment setup.

**Services**

- Group therapy is provided 3 days a week, with one main site of 10 clients and a remote site serving 5 clients. The main campus is at Citrus County, with remote sites accessible by bus such as Childrens' Services. The grantee hopes to continue expanding service capacities using e-therapy. E-therapy will focus on group as well as individual therapy sessions in our Intensive Outpatient and Outpatient Programs.
- Providing education Webinars is another goal of the program.
- Other services to be offered will be Med Clinic services in Marion and Citrus Counties. The main site for Citrus County will be in the Lecanto Adult Services offices with the remote site being at the Community Based Care office. In Marion County, the main site will be in Ocala, Adult Mental Health Outpatient offices with the remote location being at the Children's Services location. The target date for e-psychiatry is March 2014.

### Technology and Buy-in

- The IT equipment for teletherapy has been recently acquired. WebEx will be used as a bridge for implementation until about March 2014. Other grantees do not use WebEx for telehealth purposes. Applications used by other grantees include [VeaMea](#), a Microsoft product, and [Zoom](#). Although installation testing begins next Tuesday, testing sessions with clinicians and participants to see how well the technology works has already been completed, with favorable results.
- The technology used for teletherapy is LifeSize. The selection of the LifeSize platform is due to the upcoming merger/affiliation with another community based service organization. After the merger, The Centers will be the largest community-based substance abuse treatment provider in Florida. Since the provider organization that they will be merging with also uses LifeSize, it would be more effective for The Centers to also use the same technology.
- The EHR system is an inherited system called Profiler. Charles Powell (The Centers) is not keen on the application as it has many limitations. Kate noted that EHRs are not perfect, but it is important the company works closely with the grantee to make sure the system is functional for the organization. After the merger/affiliation mentioned, the grantee is unsure what the EHR system will switch over to.
- A 10-week basic e-therapy training certification program was provided to the CAP (Certified Addiction Professional)/Licensed staff to familiarize them with e-therapy technology. The counselors are slowly becoming more comfortable, and the training proved helpful for buy-in. In December, the grant coordinator will speak at all program staff meetings about the technology to motivate staff as each section comes on board with the technology.
- Charles Powell (The Centers) is enthusiastic about the use of technology, which is an immense asset to technology buy-in. Charles is looking forward to exchanging knowledge and lessons learned with the other grantees. The TAC grant was a popular topic of conversation at a conference he recently attended. Most people find telehealth advantageous because it helps solve transportation barriers and reduces client time spent in the waiting room.

### Affordable Care Act

- The Centers participates in the Meaningful Use program. The grantee just had a meeting with CommunityHealth IT a non-profit organization designed to improve the health of local communities through the use of Health Information Exchanges (HIE). The grantee has contracted with CommunityHealth IT to start their configuration in December 2013.

### Evaluation

- WellFlorida will manage the program's evaluation component by developing an annual client satisfaction and needs assessment survey.
- Dave Wanser (JBS) mentioned 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. The final questions will be shared during the next biweekly TAC grantee call (scheduled for December 5, 2013 at 1:00 pm), at which point JBS will also recruit programs interested in piloting the questions.

### GPRA

- The staff finds the GPRA process complicated and is considering dedicating one person to managing GPRA collection. Additionally, The Centers will follow up with JBS regarding the GPRA process. Dave (JBS) suggested providing GPRA training and collecting the data through integration into the workflow rather than as a separate and additive data collection process, where it will take too much time prior to a client initiating treatment. A portal is also a beneficial way of collecting GPRA. Having multiple sources of follow-up contact information is also key to collecting follow-up GPRA.
- The grantee staff is concerned about their project GPRA target numbers; particularly since they have set a goal of 5,700 clients. Kate Wetherby (SAMHSA) suggests submitting a change modification request after the program has started to better understand the number of clients they can serve.

#### Miscellaneous

- The Centers staff has found the Ideas Exchange to be a helpful resource.
- The JBS team (Dave Wanser and Iris Chai) will be making a site visit in the next couple of months. At the site visit, JBS can assist the grantee in further developing strategic ideas for program implementation, as needed.

#### **Recommendations**

- Kate (SAMHSA) suggested the following:
  - Have staff share pros and cons on e-therapy as a method for technology buy-in. Constant feedback on how the technology is working is key to staff using the technology.
  - Wait and see how the program works before submitting a request to change the target numbers. The site visit from JBS can also assist with this decision.
- SAMHSA and JBS want The Centers to succeed. Please do not hesitate to contact us for any technical assistance needs.
- JBS would be happy to arrange for the Centers to speak with other grantee programs to learn how they are using technology; for example, connecting with Ali Yallah from River Edge Behavioral Health Center regarding their use of the Veamea system for telehealth services.
- The Ideas Exchange, biweekly grantee calls, and the grantee conference in March 2014 are also excellent opportunities for grantees to learn from each other.

**Next meeting:** TBD