

Melanie Lane, LMSW, LCDC - Project Director  
Jason Wagner, BA, PRSS - Project Coordinator  
Troy Golding, BA, Evaluation Data Management



## Web Oriented Recovery Care (WORC)

South Texas Centre  
AT&T Building  
7500 Hwy 90 West, Suite 100  
San Antonio, TX 78227

[www.RecoveryTexas.org](http://www.RecoveryTexas.org)

# Table of Contents

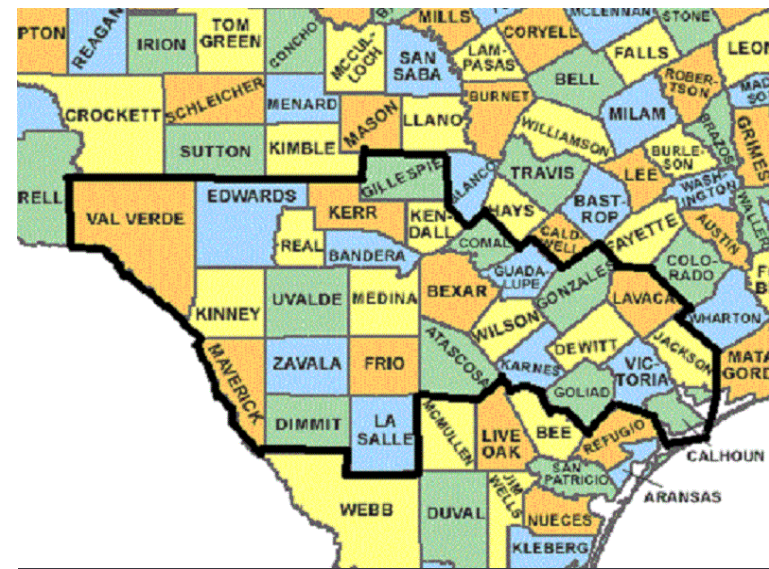
Section	Section Name	Slide No.
1.	What is the WORC program?	3
2.	Issues and Design problems	6
3.	What has worked in WORC?	7
4.	Evaluation Tools/Demographics	12
5.	Questions???	14

# What is the WORC Program?

- WORC is a web portal designed to enhance the ability of both providers and the public to connect to the culturally appropriate Recovery Capitol resources in their area including Recovery Coaches.
- 150 participants yearly and 450 over course of grant. We are in the beginning of the second year.
- Currently have trained and employ 9 part-time recovery coaches working through-out region.
- Web –portal is HIPPA compliant

Two parts to the website:

- Public side; has resources for general public.
- Private side; clients are assigned a Recovery Coach, can chat anytime, and receives own password to log-in.

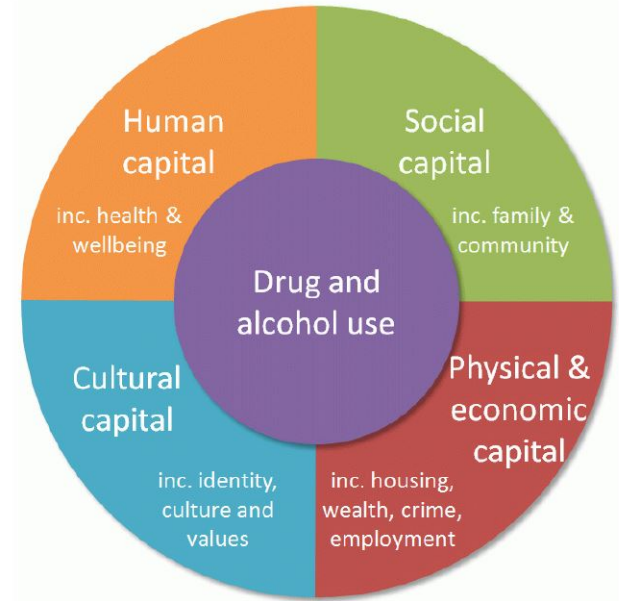


## Catchment Area

Region 8 which is 28 counties located in the south-central Texas area covering 31,637 square miles. Combined population of this area is over three million people.

# What is Recovery Capitol?

Recovery Capitol is the development of indigenous recovery support systems that facilitate individuals and families transition from professional/formal treatment realm into a life of self-autonomy and sustained recovery. (Archara, I., 2013)



# Getting the Word Out!

SACADA provided and continues to provide information about [recoverytexas.org](http://recoverytexas.org) within the community by:

- Presentation to health care & behavioral health professionals
- Going to treatment centers and engaging clients
- Going to homeless shelters
- Visiting jails and prisons to engage individuals
- Doing presentations at drug courts, probation and parole departments

## NEED HELP WITH AN ADDICTION?



FOR MYSELF  
FOR A FAMILY MEMBER  
FOR A FRIEND

### GO ONLINE

The **Web Oriented Recovery Care** provides recovery services and support for those with or at risk of alcohol and drug problems.

[www.RecoveryTexas.org](http://www.RecoveryTexas.org)



Chat Online with a Recovery Coach  
Attend 12 Step Meetings  
Visit Recovery Chat Rooms  
Watch Recovery Videos  
Connect with Local Recovery Services



**SCAN ME**

**SACADA**  
San Antonio Council on Alcohol & Drug Abuse  
(210) 225-4741

# Issues/Design Problems

- Change in design company after grant award & issues with website ownership and agency paying an annual fee for upkeep.
- Second company struggled with “our vision” of what the website should be. Later in first year changes were expensive.
- Site visit from SAMSHA in January 2013 helped us redesign home page to be more user friendly.
  - ✓ We learned early on any changes cost \$\$\$
  - ✓ Home page recreation in second year will allow us to control content without having to go through web design company. This cost \$\$\$.
  - ✓ Having control over content makes sustainability more feasible.
  - ✓ Small design issues can cause large problems



Have a clear understanding of how you want the website to look and have somebody on your team who knows about web site design.

[www.RecoveryTexas.org](http://www.RecoveryTexas.org)

# What has worked on WORC?

## GPRA's:

- We created and use an electronic GPRA. Made a PDF GPRA and created the fields using Adobe Acrobat Professional.
- Recovery coaches use iPads in the field; the GPRA is done on the iPad and emailed to the coordinator. You must have the app PDF Max Pro 3 to fill out the GPRA on the iPad.
- The electronic GPRA has saved on paper work and time. Allows for transmission of information across long distances.

Form Approved  
OMB No. 0930-0208  
Expiration Date 05/31/2015

### CSAT GPRA Client Outcome Measures for Discretionary Programs (Revised 06/01/2012)

---

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information, if all items are asked of a client/participant; to the extent that providers already obtain much of this information as part of their ongoing client/participant intake or follow-up, less time will be required. Send comments regarding this burden estimate or any other aspect of this collection of information to SAMHSA Reports Clearance Officer, Room 7-1044, 1 Choike Cherry Road, Rockville, MD 20857. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The control number for this project is 0930-0208.

SAIS\_GPRA\_Client\_Outcome\_Instrument

v4.6



# What has worked on WORC?

## Locating and Training Recovery Coaches:

- SACADA had already established links in the community related to recovery resources so identifying potential coaches was not difficult.
- Hiring staff in recovery encouraged more individuals in the recovery community to contact us.
- State of Texas developed 46 hours Recovery Coach training curriculum
- Project Coordinator, Jason Wagner is a trainer of Recovery Coaches
- State of Texas has created credentialing for Peer Recovery Support Specialists with eye on eventual insurance billing.

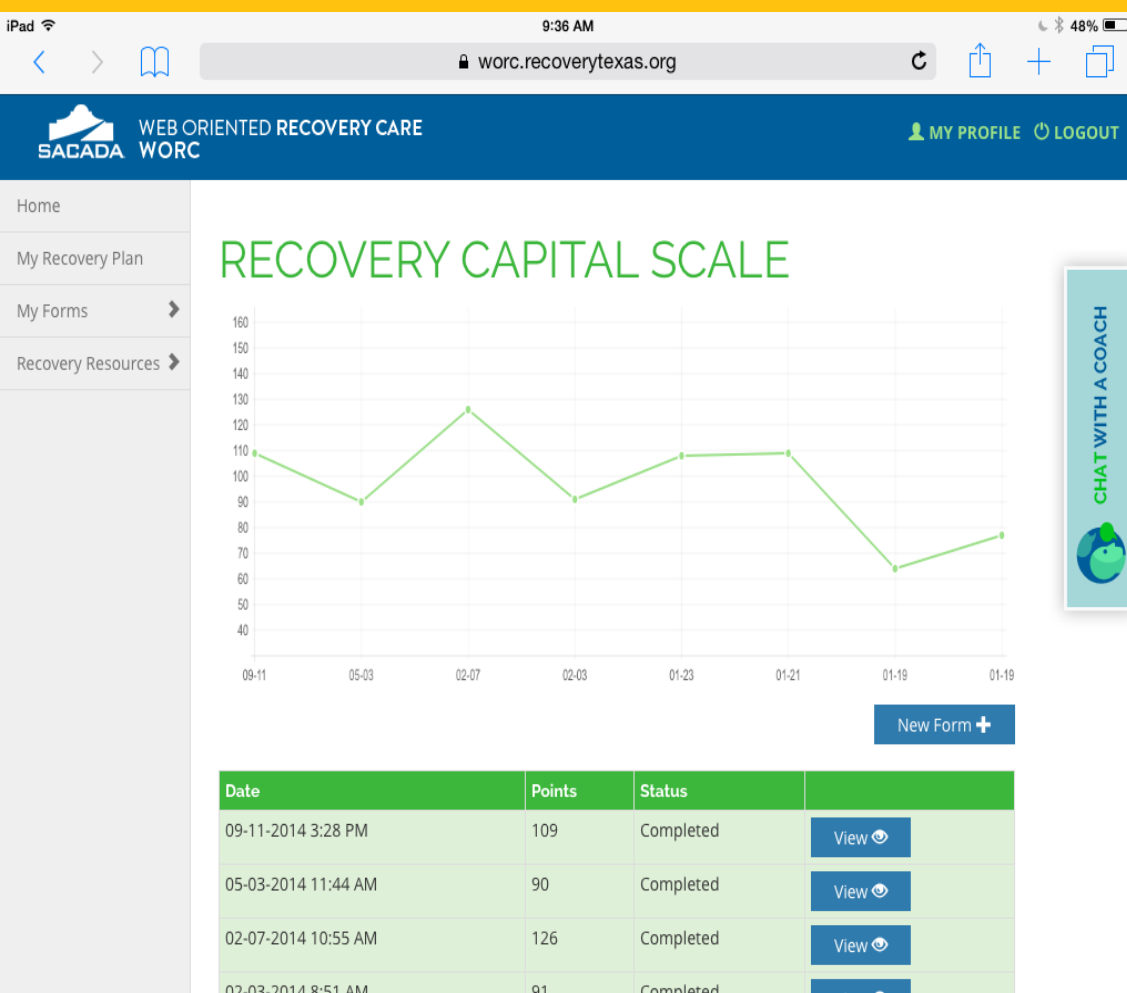
[www.RecoveryTexas.org](http://www.RecoveryTexas.org)





# What has worked in WORC?

recoverytexas.org



- The Recovery Capitol Scale and Recovery Plan allow the client to complete a self evaluation and identify their strengths and needs.
- Clients then develop a personalized Recovery Plan (see next slide)
- Both these documents can be updated as often as clients desires or at coaching follow-ups.



My Recovery Plan

My Forms



Digital Literacy

Recovery Capital Scale

TMAC

Unmet Needs

Satisfaction

Recovery Resources



# MY RECOVERY PLAN

## MY GOALS

Add Goal +

➤ ★ Get my Kids Back

25%

▼ ★ Get a Job

60%

### ACTION ITEMS

Check off any completed action items below.

- ☒ Work with recovery coach to get to CAM for work search.clothes.
- ☒ Have Recovery Coach take me to Crystalus Ministries for help with resume and bus pass.
- ☐ Develop work search plan with my coach.
- ☐ Complete 5 applications a day. Use public library computer for on-line applications.
- ☒ Identify 3 people I can use for references and get their contact information.

Delete Goal



Edit Goal



➤ ★ Take Care of My Medical Issues

67%

➤ ★ Stop Using All Drugs and Alcohol

75%

CHAT WITH A COACH



## Evaluation Tools:

- Government Performance and Results Act (GPRA)
- Recovery Capital Scale
- TMAC Progress Assessment/Support Questionnaire
- Unmet Needs/Services Needed and Received
- Digital Literacy Assessment
- WORC Satisfaction Survey

## Evaluators

UT Health Science Center,  
Community Pediatrics

Dr. Nancy Amodei, PhD

Troy Golding, Data Manager &  
Technology Specialist

# Demographics

Demographic Characteristics (N=113)	Frequency	Percentage (Valid %)
<b>Gender</b>		
Male	37	32.7%
Female	76	67.3%
<b>Race/Ethnicity*</b>		
Are you Hispanic? (Yes)	38	33.6%
Anglo	81	71.7%
African-American	10	8.8%
Mixed	2	1.8%
Native-American	6	5.3%
None of the Above	13	11.5%
<b>Age Group</b>		
18-24	22	19.5%
25-34	37	32.7%
35-44	28	24.8%
45-54	18	15.9%
55-64	7	6.2%
65+	1	0.9%
<b>Miscellaneous demographics</b>		
Veteran (Yes)	8	7.1%
Children (Yes)	60	71.7%
In school/training Program (NO)	108	91.5%
12 <sup>th</sup> grade education or less	68	57.6%
Employed full or part-time	48	40.7%

- Demographics are gathered by evaluators directly off of the web portal and the SAIS system.
- Evaluators can directly access the results of all evaluation tools through the web portal eliminating much paperwork.

# Questions???

# Web Oriented Recovery Care (WORC)

**Melanie Lane, Director**

**[mlane@sacada.org](mailto:mlane@sacada.org) 210-225-4741**

**Jason Wagner, Coordinator**

**[jwagner@sacada.org](mailto:jwagner@sacada.org) 210-225-4741**

**Abigail Moore, Executive Director**

**San Antonio Council on Alcohol & Drug Abuse**



South Texas Centre  
AT&T Building  
7500 Hwy 90 West, Suite 100  
San Antonio, TX 78227

[www.RecoveryTexas.org](http://www.RecoveryTexas.org)