First Call Alcohol/Drug Prevention and Recovery, Inc. Biannual Summary

1. Reporting Period: April 1, 2014 – September 30, 2014

2. RFA Number: TI023792

3. Project Director: Ken Ortbals

Program at a Glance

What are the current technologies being utilized by the grantee?
First Call developed the Community CareLink shared electronic health record and Mobile CareLink patient portal. Mobile CCL offers the following functionalities: secure email, text messaging, electronic enrollment forms, screening tools, appointment scheduling, and assessment tools. The program serves uninsured and underserved adults living in Jackson County, Missouri and who are served by the 24 behavioral health and mental health agencies funded by the Jackson County Community-backed Anti-drug Tax (COMBAT).

Are there any notable changes this reporting period?
First Call utilized Google Analytics to inform their marketing strategy (e.g., bus advertisements, Web-based click-through ads, radio spots). The MobileCCL Website received 746 hits during the reporting period. Sustainability has been a top priority for First Call. The program is supporting the launch of fellow TAC grantee – Randolph County Caring Community Partnership (RCCCP) – as they implement the CCL platform and their own version of Mobile CCL (known as Mobile CASE). This partnership represents a significant sustainability milestone for First Call and a reflection of the "*scalability, low economic burden, and ease of adoption*" of their technology. First Call expanded their technology capabilities to begin allowing clients to receive text notifications. This feature (which was built into the CCL software) will be expanded to include appointment reminders in the near future. RCCCP has helped to pilot the texting functionality. First Call also began using VeaMea (a video conferencing platform) to conduct offsite assessments. Clients have been receptive to this modality. First Call will consider new strategies to encourage/maintain client and partner engagement. Evaluation findings, for example, noted that client use of CCL was lower than anticipated. Expanding use/visibility of the platform may spur engagement. One positive development is that First Call received a grant to revive the KC-ROSC initiative, and Mobile CCL will be factored into the service delivery model.

What are the grantee's GPRA rates?			
	Target	**Actual**	**Percent**
Intakes (Baseline)	*385*	*360*	*93.5%*
6-Month Followup	*316*	*203*	*64.2%*

If intake or followup is below 80 percent, has the grantee described its plan to increase GPRA rates?

N/A. First Call's grant program has ended.

The program staff member responsible for conducting GPRA follow-up left the position in May. The program manager was also on maternity leave. As a result, this role lapsed until a targeted team member was identified to assist.

First Call attributed client engagement with the portal to "low enthusiasm from clinicians which, in turn, led to low enthusiasm from clients." The program also noted that transitioning to a dynamic (versus static) portal may boost engagement in the future.

Does the grantee need technical assistance? If yes, does the grantee have a request in SAIS?

N/A. First Call's grant program has ended.

Are there any areas of concern in the report that require GPO attention?

N/A. First Call's grant program has ended. It should be noted that First Call has made significant strides toward long-term sustainability and is well positioned to continue offering technology-assisted care services to clients (see Program Strengths: pages 20-22 of the report).