

Centerstone of Tennessee: Biannual Summary

1. Reporting Period: February 1, 2015 – July 31, 2015
2. RFA Number: TI024724
3. Project Director: Dr. Matthew Hardy

Program at a Glance

What are the current technologies being utilized by the grantee?

Centerstone of Tennessee will offer mobile application technology to clients. The tool is currently in its final stages of development. Once completed, the app and connected Web portal “*will feature a client-centered team approach, with providers involved in patient care, forming ‘client teams’.* The app will utilize the Recovery Capital Scale as a ‘living recovery plan’ and data from the scale will be used to prompt clients to complete tasks necessary to their recovery. The app’s functionality will include secure messaging, the ability to request appointments, scheduling reminders, and an electronic version of the Recovery Capital Scale.” The app will also allow clients to view treatment goals and objectives.

Centerstone currently offers telehealth counseling sessions with program-provided iPhones, which clients are free to keep upon successful completion of the 8-session, 10-week program. Thus far, 40 iPhones have been distributed and over 200 telehealth counseling sessions have been conducted. While awaiting the launch of the mobile application technology, clients are encouraged to use third-party apps including: Ginger.io, HIPAA Chat, Breathe2Relax, In the Rooms, Celebrate Recovery, and Virtual Hope Box.

Are there any notable changes this reporting period?

Once launched, program staff anticipate that the mobile application technology will be used widely across Centerstone locations (in Tennessee, Kentucky, Illinois, and Indiana), with the potential to be used by its over 100,000 clients.

Centerstone’s e-ROSC Web portal has been completed and is undergoing beta-testing. The portal will be used in conjunction with the mobile application technology and will be functional with the organization’s new Meaningful Use-certified EHR system.

Centerstone developed a TN e-ROSC Advisory Council, which consists of clients, family members, behavioral health professionals, and other stakeholders. The group meets quarterly.

Centerstone’s objectives relative to reductions in substance use and mental health symptoms did not have data to support progress in these areas.

What are the grantee's GPRA rates?			
	Target	Actual	Percent
Intakes (Baseline)			<i>See below</i>
6-Month Followup			<i>See below</i>
If intake or followup is below 80 percent, has the grantee described its plan to increase GPRA rates?			
<p>Centerstone reported challenges with the Common Data Platform; therefore, intake and follow-up rates were not reported.</p> <p>Centerstone's report indicates the following (at the time of the report):</p> <ul style="list-style-type: none"> Services have been provided to 82 clients (36 men and 46 women). Client retention is 31 percent, which is well below the targeted 80 percent threshold. Centerstone stated that client motivation is the major obstacle for retention because many of its clients are court-ordered and, therefore, less motivated remain engaged. Client incarceration, relapse, and relocation are also attributed to low retention rates. Incentives (e.g., keeping the phone) and efforts to follow-up on missed appointments may help to boost figures. 			
Does the grantee need technical assistance? If yes, does the grantee have a request in SAIS?			
<p>Centerstone did not express immediate need for technical assistance at this time; however, the proposed sustainability site visit would be an ideal opportunity to explore the launch of the new technology, client engagement strategies, overall sustainability strategy, and general lessons-learned.</p>			
Are there any areas of concern in the report that require GPO attention?			
<p>Centerstone has struggled to launch their technology-supported services in a timely fashion. While it is encouraging to note that meaningful action has been taken since the last reporting period to identify and build a mobile application (that has broad, sustainable implications), it is likely that the grantee will be unable to pick up enough momentum to achieve the outreach targets it intended at the start of the grant.</p> <p>It would be beneficial to conduct a follow-up call with Centerstone's team as soon as possible to discuss their progress and determine if/how technical assistance can move them closer to their goals.</p>			