

Meta House: Biannual Summary

1. Reporting Period: February 1, 2015 – July 31, 2015
2. RFA Number: TI024728
3. Project Director: Christine Ullstrup (at time of the report); now Andrea Jehly

Program at a Glance

What are the current technologies being utilized by the grantee?

Meta House's Healthy Connections' program uses PsyTech Solutions' Epitomax electronic health record system (EHR) and recovery-oriented smartphone mobile applications to enhance outpatient services and increase client engagement and retention opportunities. Meta House launched a text-based appointment reminder system, text messaging, and expanded online references on the organization's website.

Are there any notable changes this reporting period?

During this reporting period, Meta House has expanded their use of technology. The project launched a text-based appointment reminder system, and texting has been used by a Consumer Peer Specialist to interact with clients.

Training around smartphone mobile applications was offered to staff and clients. Additionally, new, third-party mobile applications have been identified for clients to reference recovery resources, such as the AA Big Book.

Meta House added client resources to its website, including lists of local 12-Step meetings and other peer support opportunities that were determined to be appropriate for their clients' needs. Public information staff are working with clients to identify additional resources of interest.

Meta House referenced the following challenges:

- Client retention (slight drop in year 2)
- Tobacco use (slight increase in year 2)
- Physical health issues

Small gains in rates of drug and alcohol abstinence, improved mental health, and increased participation in outside support groups were found among those enrolled in the program. Data suggest that the program has been helpful in allowing clients to access necessary health care services.

A patient portal is being developed for staff and clients. Training and educational materials for staff and clients are being developed.

An updated version of the biopsychosocial assessment tool used at client intake is being developed to assist with client engagement. The new instrument (which is divided into two parts) is expected to be launched during the next reporting period as part of the EHR.

What are the grantee's GPRA rates?

	Target	Actual	Percent
Intakes (Baseline)	53	50	94 percent
6-Month Followup	31	27	87 percent

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

Meta House has met and exceeded the intake and follow-up target threshold of 80 percent. The grantee believes that they are on target to reach their goal of 83 clients by year 3 of the grant. As reported, *"We are hopeful that the recent implementation of text messaging for clients who are not attending regularly and our ongoing NIATx change projects will improve the early client retention for Year 3 of the program."*

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

The grantee did not express immediate need for technical assistance at this time; however, the proposed sustainability site visit would be an ideal opportunity to explore client engagement and follow-up strategies and to get more information on the grantee's overall sustainability plan and general lessons-learned.

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

There are no concerns identified at this time.