

Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
San Antonio Council on Alcohol and Drug Abuse (SACADA)
Call Summary
August 19, 2014 • 11:00 pm ET

Submitted to: Wilson Washington, Melanie Lane, Jason Wagner, Charles Villafranca

Date of Submission: August 20, 2014

Attendees

Substance Abuse and Mental Health Services Administration (SAMHSA): Wilson Washington

San Antonio Council on Alcohol and Drug Abuse (SACADA): Melanie Lane, Jason Wagner, Charles Villafranca

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

Meeting Purpose

The purpose of the follow-up call was to learn about SACADA's program progress regarding implementation, program activities, and website development.

Grantee Progress

TECHNOLOGY

Website Development

- The program staff has been actively collaborating with the contracted web/portal design team and executing the recommendations from the report generated during the implementation site visit conducted in January 2014. As a result, much progress has been made to the WORC website (<http://www.recoverytexas.org/>) including:
 - Mobile responsiveness
 - An information button
 - A search function
 - Updated visual slideshows and videos. Jason Wagner (SACADA) was interested in knowing how many videos and slideshows should be displayed on the homepage. Dave Wanser (JBS) responded that the focus should be on the variety and diversity of the videos as opposed to the number. Also, it is important to cycle the videos so there is always new information.
 - Additional situational surveys and links to direct users to helpful resources
 - Spanish capability is being developed currently
 - General health and wellness information and tools
 - An enhanced chat feature that allows multiple coaches to chat at online. The chat function has been improved so that it can be used as a tool to engage individuals early, without the burden of intake forms and GPRA questions that might make the

user feel overwhelmed and disengaged- a suggestion initiated by the recovery coaches.

- The website will be continually improved during three phases to spread out the available resources over the remaining years of the grant. Phases 2 and 3 for the website/portal have been mapped:
 - Phase 2 will begin in August 2014 and will include implementing a notification to recovery coaches when people log in; adding an automatic password reset function; offering the public-facing portion of the website in Spanish; and adding web analytics capability for the website/portal. The analytics is headed by Charles Villafranca (SACADA). He is working with the vendor, Medical Experts, to update the website/portal so that data can be extracted.
 - Phase 3 will mostly entail incorporating a health component to the website/portal, including providing individuals the ability to develop a personal health plan. Dave (JBS) noted that this is a strategic move as it will position SACADA for opportunities to collaborate with Federally Qualified Health Centers (FQHC). Once SACADA has developed the health component functionality for the portal, they should consider developing a strategy for promoting it to the FQHCs in the area.
 - Dave also mentioned that health information on health and wellness, smoking, exercise, and sleep are some of the most referenced information and the Centers for Disease Control website (<http://www.cdc.gov/>) has many resources available that SACADA can use.
 - A discussion with fellow grantees on health information regarding website and portal health related content can also be started on the Ideas Exchange.

Other Uses of Technology

- The program continues to use email and text to stay in contact with clients.
- The staff tries to use the Ideas Exchange as much as possible.
- Jason is using GoToMeeting to train the counselors.

GPRA

- The program was hoping to serve 150 clients but has so far served 84. They are confident the numbers can be increased in the next year.

ADDITIONAL ITEMS

- Jason (SACADA) is working with the recovery coaches to manage their case loads. Caseloads with too many active clients being kept on the roster will become too overwhelming to manage. A system has been set up to monitor monthly admissions and determine when clients are ready to leave the program.

- SACADA is actively sharing information with the behavioral health community. They recently presented at two large conferences, each with several hundred participants in attendance.
- SACADA is currently working on its second biannual report that is due September 1, 2014.
- SACADA has been awarded a recovery coaching contract through the State of Texas. The State is supportive of SCADA using the WORC website (<http://www.recoverytexas.org/>) to chat with their clients. However, the State has also created its own site to track grant reporting requirements so they will not be using all of the features of the WORC website. The recovery coaching features implemented by SACADA is being used as an example for other organizations around Texas.
- Partnerships with other organizations have been successful; however, there are still challenges. Currently, there are issues with referrals, engagement, and retention with the partner in Del Rio. Jason (SACADA) will be traveling to Del Rio to work with the coach to identify and help address any issues they are having.

Action Steps

- SACADA's Biweekly Grantee Call presentation is scheduled for November 6, 2014. It would be valuable for other grantees to learn about SACADA's successful interaction with its web design team and negotiations with vendors and contractors.