

Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
Centerstone of Tennessee
Call Summary
November 26, 2013 • 10:00 a.m. ET

Submitted to: Kate Wetherby, Matt Hardy, and Heather Nelms

Date of Submission: December 2, 2013

Attendees:

Centerstone of Tennessee (Centerstone): Matt Hardy and Heather Nelms

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

Meeting Purpose

- The purpose of the call is to make general introductions between members of the Centerstone of Tennessee's Technology-Assisted Care (TAC) grant project, and the technical assistance contractors at JBS International. SAMHSA and JBS are committed to Centerstone's success and would like to assess how they can assist Centerstone with its program implementation needs.

Discussion

Program Implementation

- Matt Hardy (Centerstone) has been with Centerstone for 13 years and is a psychologist by training. He has served as the lead project director on other SAMHSA-funded projects and is familiar with technical assistance offerings.
- Matt is interested in expanding technology's capacity to enhance service delivery strategies for clients in recovery. He is particularly intrigued by the use of mobile technology (e.g., tablets and smartphones) as a means to increase access to client services and treatment engagement opportunities.
- Matt reported that he has received support and guidance from partner site and fellow Technology-Assisted Care grantee – Centerstone of Indiana – whose project director – Linda Grove-Paul – has provided information on their client portal and data collection strategies.
- Centerstone oversees four outpatient clinics in the northern part of middle-Tennessee. They have begun offering clinical services to clients using a Master's level recovery coach and program manager in their Clarksville location. To date, Centerstone has enrolled 15 clients.
- Centerstone plans to implement a Web-based client portal in January 2014. They are collaborating with White Pines Systems, LLC (d.b.a., Secure Personal Information and Notification Network – SPINN); the same company used by Centerstone of Indiana to develop their portal. Matt is actively seeking vendor proposals to move forward with plans to launch mobile technology.

- Centerstone developed a mobile platform wish list. They have opted to scale back from their original objectives and focus on using Recovery Oriented Systems of Care concepts; incorporating the Recovery Capital Scale and Plan and weekly assessment into their program. Ideally, Centerstone would like to offer all of its services via a mobile application and portal. They hope to build a framework that will allow for growth in the future.
- Finding mobile applications to address issues besides substance abuse may be helpful. Dave Wanser (JBS) suggested that clients may also be interested in developing life skills related to fitness, nutrition, parenting, resume building, and dealing with relationships, among other topics.

Evaluation

- Matt would like to offer clients the option to complete homework assignments remotely. He is finding that clients have limited familiarity with and/or access to technology. Matt has not yet completed a formal assessment to gauge client's preferences and/or ability to use technology. Dave offered to share the sample questions developed by the TAC Evaluation Workgroup to address this issue. It may be helpful to incorporate the questions into Centerstone's routine intake protocol. Dave noted that technology usage is not defined by age. Other sites have found, for example, that clients have a cell phone but do not have the capacity to use it because of data restrictions, connectivity issues, etc.
- The TAC Evaluation Workgroup has developed a basic set of questions that can be built into existing evaluation processes to address technology's impact on client outcomes across program sites. The questions target three areas: client satisfaction/efficacy, dosage, and impact. The final questions will be shared during the next biweekly TAC grantee call (scheduled for December 5, 2013 at 1:00 pm), at which point JBS will also recruit for programs interested in piloting the questions.

Opportunities for Technical Assistance

- The Ideas Exchange is a great resource for TAC grantees to collaborate and share information. Matt is familiar with the Ideas Exchange and finds it to be useful.
- The TAC Grantee Meeting (March 2014) will be another opportunity to learn from and share with fellow grantees. Additional details on the meeting will be shared shortly.
- JBS is in the process of scheduling implementation site visits to Cohort 3 grant programs. The team anticipates visiting Centerstone in February. Matt has found site visits to be a helpful way to identify areas in need of improvement.
- Matt views the TAC grant as a launching board to influence client outcomes. It is an experience that will benefit clients and services offered by Centerstone facilities in Tennessee and Indiana. Dave mentioned that the grant is also a tool to help position the organization for anticipated changes under health reform.

Action Steps

- JBS will provide a copy of the sample evaluation questions to assess client's preferences and/or ability to use technology.
- JBS will follow up with dates to conduct an implementation site visit.