

The Centers, Inc. Biannual Summary

1. Reporting Period: February 1, 2015 – July 31, 2015
2. RFA Number: TI024763
3. Project Director: Alma Rosario

Program at a Glance

What are the current technologies being utilized by the grantee?

The Centers grantee uses telehealth services to deliver care to clients in remote locations. Clients are encouraged to use e-app tools to support their recovery process. Upon discharge, clients are encouraged to participate in a web-based 12-Step recovery support program.

Are there any notable changes this reporting period?

The Centers is restructuring to become a Federally-Qualified Health Center (anticipated for January 2016). The transition has resulted in temporary vacancies, which have impacted overall progress. The Program Assistant position remains unfilled at this time, and tasks have been assigned to other staff.

A focus group evaluation, entitled “TCE-TAC Group Analysis Preliminary Report 2015” was conducted by the WellFlorida Council in August 2015. Turnout was low due to inclement weather and other meeting logistics. Findings were included as part of the biannual report (see pages 36-39).

The Center’s anticipates launching their electronic health record platform (Credible) on October 1, 2015 across all program areas. They also plan to deploy a new phone system (Cisco BE6000 Unified Communication Manager) and launch a unified data-warehouse system.

The Center’s has established a dedicated building for telehealth services at its MLK campus. The office was vandalized and equipment was stolen; however, this caused only a minor disruption.

The Center’s contracted with Net Source to build a high-functioning, secure, engaging website to replace their current site. The first development phase is expected to be completed in November 2015.

The Center’s contracted with CommunityHealthIT and RelayHealth to configure MyHealthStory for the organization. The platform required more extensive customization than originally planned.

What are the grantee's GPRA rates?

	Target	Actual	Percent
Intakes (Baseline)	<i>525</i>	<i>297</i>	<i>56.6 percent</i>
6-Month Followup	<i>141</i>	<i>65</i>	<i>46.1 percent</i>

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

The Centers continues to struggle to meet client intake and follow-up threshold rates. They claim the following reasons:

- **Partnerships:** The Centers has been unable to achieve their targets because partnering agencies - West Central Florida Driver Improvement and Drug Court - refuse to allow clients to receive technology-based substance abuse services.
- **FQHC Transition:** The Centers claimed that their partnership with the FQHC has not developed as planned. Program staff have not been able to establish remote sites near clients.
- **Technology:** The launch of the MyHealthStory tool was delayed because it required customization for behavioral health settings. Additionally, clients did not have the correct phones to use the Mobile More app.
- **Internal Restructuring:** Telehealth services are being implemented in adult residential and outpatient therapy/med clinic programs. New staff have been hired to manage the restructuring process.
- **Client Profile:** The clients served by The Center's are often homeless and/or do not use technology (despite incentive offerings).

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

The Center's did not address the need for technical assistance; however, the program has consistently struggled to gain momentum and may benefit from targeted assistance to support continued implementation activities. While the program has amassed many lessons learned, sustainability remains a concern.

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

A follow-up call with The Center's would be helpful to assess if/how technical assistance could be used to overcome the obstacles identified in their report. Funding sources and the identification of partners willing to use technology appear to be dominant challenges.

