GPRA 2.0 WORKFLOW

Opioid Treatment Providers

Complete initial **Intake** of client
- Gain client consent
- Complete Client Contact Form
- Administer Intake Tool
- Provide client with GPRA flyer

Evaluation Data Manager

Every Monday:
- Batch upload REDCap data into Salesforce
- Initial Welcome email and GPRA flyer sent to client.

GPRA Graduate Assistants

Clients may schedule follow-up interviews at any time during once they receive a Calendly link. GAs are responsible for the daily monitoring of the Google Calendar.

Introduction Call made shortly after email is sent (completed within the first week of induction)

Check-in Starts (60 days post-intake)

Initiate **Check-in***
- Contact Attempts via Phone
- Maximum of 4 attempts
- Log each attempt in Salesforce

Client assigned for **Follow-up** (120 days post-intake)

Follow-up Starts (150 days post-intake)

Initiate **Follow-up**
- Send email to schedule interview via Calendly link
- Begin Phone Contact Attempts

Follow-up Successful?

No →
- Record contact attempt in Salesforce
- Continue attempting to contact client via phone
- After 3 unsuccessful attempts send another email
- May also contact designated back-up contacts

Yes →
- Submit **Follow-up** data in SPARS
- Log as Complete in Salesforce

Follow-up Ends (240 days post-intake)

- Verify Follow-up period is closed in SPARS
- Record Administrative Follow-up in SPARS
- Record Unsuccessful Follow-up in Salesforce

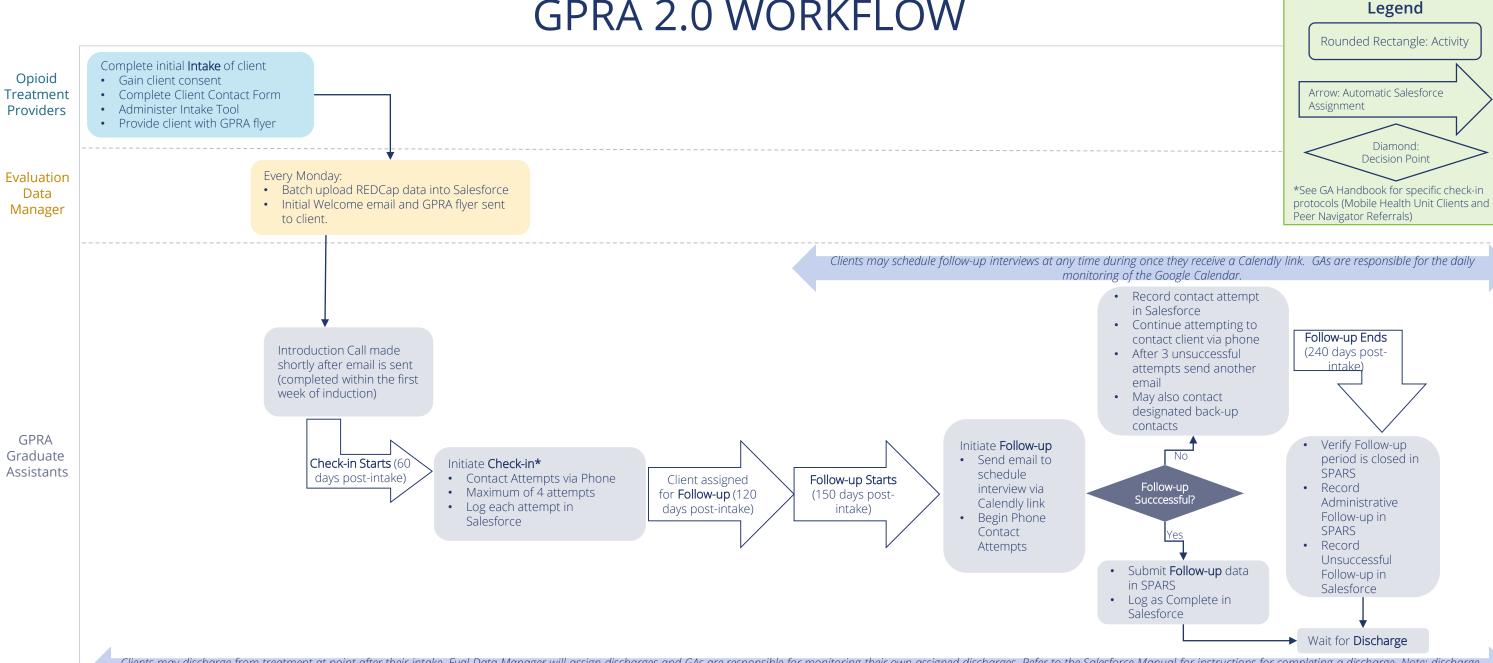Wait for **Discharge**

Clients may discharge from treatment at point after their intake. Eval Data Manager will assign discharges and GAs are responsible for monitoring their own assigned discharges. Refer to the Salesforce Manual for instructions for completing a discharge. Note: discharge contact attempts should only occur for 14 days following discharge date. Submit an administrative discharge if 14 days have passed.