



MONTH YEAR

GPRA GRADUATE ASSISTANT HANDBOOK



The Evaluation Center

UNIVERSITY OF COLORADO
DENVER | ANSCHUTZ MEDICAL CAMPUS



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EVALUATION CENTER MISSION AND VISION

VISION:

Improved lives and communities through high quality evaluation.

MISSION:

We strive to make evaluation a valued and widely accepted practice by increasing the use and understanding of evaluation. We collaborate with our clients to support evidence-informed programs, practices, and policies in schools, institutions of higher education, governmental agencies, and nonprofit organizations.

GUIDING PRINCIPLES:

1. We value high quality, ethically defensible, culturally responsive evaluation practices.
2. We strive to understand the context and communities in which we work.
3. We use rigorous and innovative quantitative and qualitative evaluation methods.
4. We help clients obtain and use information to make informed decisions about the implementation and effectiveness of their programs and policies.
5. We make evaluation meaningful and accessible to multiple audiences.
6. We support the development of evaluation capacity and its use within institutions and organizations.
7. We provide real world evaluation opportunities for graduate students to apply coursework and gain evaluation expertise.
8. We advocate for the value and use of evaluation by a wide range of stakeholders.
9. Our work advances the field of evaluation.

THE EVALUATION CENTER HISTORY

The Evaluation Center is situated within the School of Education and Human Development at the University of Colorado Denver; we operate as an affiliate entity within a major research university. This unique situation allows the Center to operate autonomously, providing evaluation services to clients both inside and outside of the University. Founded on November 4, 2004, the Evaluation Center has 17 years of experience providing evaluation services to clients in public sectors (education, housing, public health) from non-profit organizations and state and federally funded programs. We are proud that a majority of our current clients came to us through word-of-mouth referrals from past clients. We believe this is evidence of our reputation in the field of evaluation.

Currently, we have a staff of 14 evaluators and 2 graduate students. As an organization we abide by the [American Evaluation Association's Guiding Principles for Evaluators](#) and are certified through the [Collaborative Institutional Training Initiative](#) to conduct human subjects research. Every project is staffed with a lead evaluator and support staff who work closely with stakeholders to create strong working relationships necessary to produce rigorous program evaluation. Staff members represent a variety of academic fields (public health, business, anthropology, counseling, public policy, sociology, and psychology). Our team is strong in quantitative, qualitative, and mixed methodologies and have experience implementing a diverse range of evaluation theories, approaches, and data technologies such as social network analysis and geographic mapping.

The Evaluation Center strives to create a supportive and empowering evaluation process for our clients. To do this, we emphasize collaborative processes and learning opportunities with clients throughout the evaluation; we maintain flexibility to help meet the specific needs of our clients as their programs evolve; and we foster evaluative thinking and skill building through training, coaching, and mentoring. In all of our evaluation work, we believe that our role is to support organizations to reach their full potential and meet their goals through a supported, data-driven process.

STATE OPIOID RESPONSE GRANT

In September 2018, the Office of Behavioral Health (OBH) received federal funding from the Substance Abuse and Mental Health Services Administration (SAMHSA). This funding was renewed in October 2020 and is used to improve access to treatment and services related to opioid use disorder (OUD) and stimulant use disorder for individuals across the state of Colorado. Efforts first began in May 2017, with the State Targeted Response (STR) to the Opioid Crisis Grant continued in the first and second round of State Opioid Response (SOR) Grant funding.

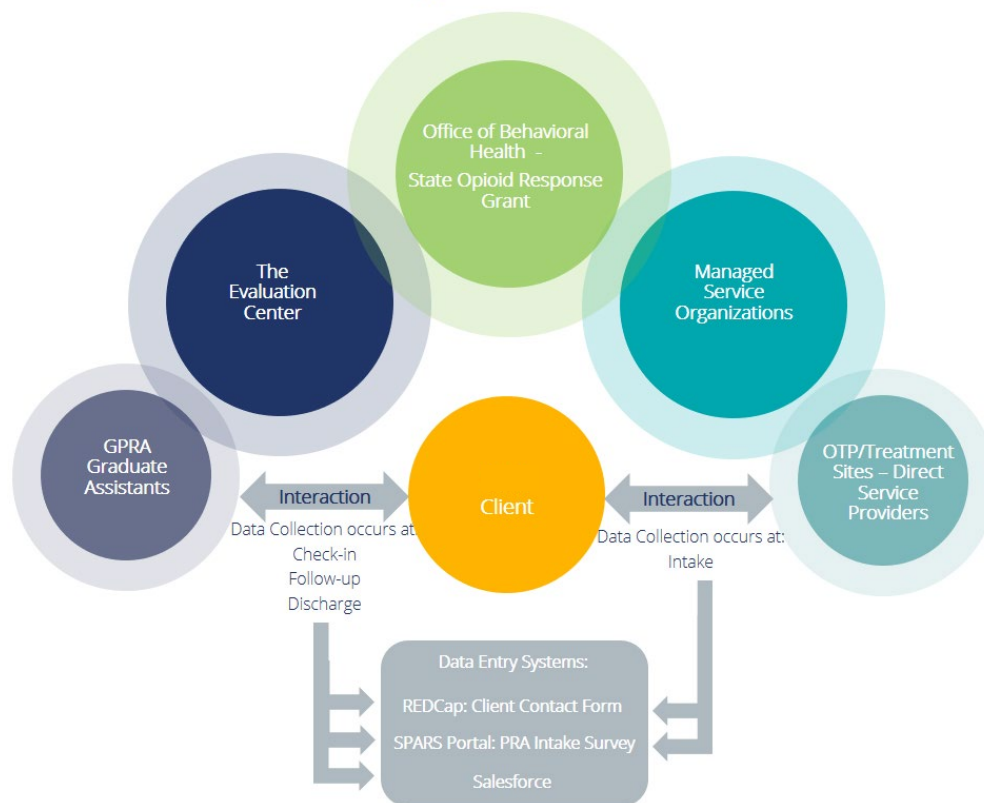
The Office of Behavioral Health contracted with The Evaluation Center to evaluate SOR-funded programs as well as manage the federally mandated data collection as outlined by the Government Performance and Results Modernization Act of 2010 (GPRA). This act requires all federal agencies to set and track program goals and objectives. Therefore, SAMHSA grantees (OBH) receiving SOR funding are required to collect and report performance data using the designated CSAT GPRA Client Outcomes Measures for Discretionary Programs Tool. This tool is used to survey clients seeking OUD treatment or stimulant use disorder related services. The data that is collected is then submitted to SAMHSA via SAMHSA's Performance Accountability and Reporting System (SPARS). More information about using the SPARS portal is available in the *SPARS Data Entry* section of this handbook. SOR-funded clients that participate in the

GPRA Survey are contacted at multiple points in time during their recovery journey, including at intake, follow-up (approximately five to eight months post-intake) and if/when they discharge from treatment.

GPRA GRADUATE ASSISTANT RESPONSIBILITIES

In addition to contacting GPRA client for their required follow-up and discharge surveys, GPRA Graduate Assistants (GAs) will contact all clients for an “intro” call shortly after treatment intake to provide a brief introduction of The Evaluation Center, and the data collection process for the grant. GPRA GAs will also complete a “check-in” call at approximately three months from the clients’ intake date. The purpose of the check-in call is to continue to build rapport, verify client contact information, remind the client of their upcoming follow-up interview. GA responsibilities also include completing the grant required follow up surveys and discharge interviews as needed. When GAs are unable to contact clients for their follow-up/discharge surveys, they will also complete administrative follow-up and discharge data entry. View [Appendix D](#) for an overview of the data collection process. When time allows, GAs may also support other areas of the SOR evaluation and other non-SOR work.

SOR Organization Chart



EVALUATION CENTER CONTACTS

Allyssa will be your main contact for all questions related to the GPRA data collection, including SPARS and Salesforce data entry. She is available via email or phone as outlined below. Please contact Allyssa first and she will respond to you within a timely manner. However, if Allyssa is unavailable and the question is urgent you may contact Christine Velez or Jeff Proctor.

If Allyssa is out of the office, she will notify you with who to contact in her place.

Evaluation Center Staff	Phone	Email
Allyssa Mastroni, GPRA Data Manager	720-576-8385 (O) 303-325-1263 (C)	Allyssa.Mastroni@ucdenver.edu
Christine Velez, Associate Director	720-584-7002 (O) 720-402-4767 (C)	Christine.Velez@ucdenver.edu
Jeff Proctor, Executive Director	720-576-9310 (O) 303-884-8844 (C)	Jeffrey.Proctor@ucdenver.edu

CURRENT GPRA GRADUATE ASSISTANTS/CONTRACTORS

Graduate Assistants	Phone	Email	Program
Carolina Jaime (GA)	720-514-0654	Carolina.Jaime@ucdenver.edu	Doctorate student Dept. of Health and Behavioral Sciences
Izaak Herman (Contractor)	720-799-4068	Izaak.Herman@ucdenver.edu	Master of Arts – Medical Anthrology
Taylor Vaughan (GA)	720-694-7186	Taylor.Vaughan@cuanschutz.edu	Master of Public Health – Epidemiology
Tynaje Thomas (GA)	303-489-1609	Tynaje.Thomas@cuanschutz.edu	Master of Public Health

COMPUTER, IT & DATA SYSTEMS

The Evaluation Center is located off-campus, therefore, we handle IT/computer related issues differently than departments that are on-campus. This is particularly true for remote work. You will not be connected directly to the University network (including the University domain) and will connect via a Virtual Private Network (VPN). The following guide is meant to help determine who should be contacted to help troubleshoot various IT issues.

It is important to understand that you will be in constant contact with confidential client information. Per the University, all IT resource users shall adequately protect all confidential information stored on a workstation or mobile computing device including all confidential information transmitted to an external network or organization from disclosure. Ensure

that you are appropriately securing the data used with all applications and software. For more information, please review the following University Policy: <https://www.cu.edu/ope/aps/6005>.

To accommodate remote working conditions, The Evaluation Center will check out cell phones and computers to all GPRA GAs. It is expected that the TEC devices are only used for work purposes and all GPRA-related work is conducted on TEC devices and not on personal devices.

INTERNET CONNECTIVITY

Our internet and phone provider is Century Link. Therefore, University cannot offer any assistance in diagnosing or troubleshooting IT issues. The first step to diagnosing internet connectivity issues is to make sure your computer is connected to either the local area network through the wall or is connected to the "TEC" Wi-Fi network. If issues persist after this has been checked, the issue may be caused by the router. This can usually be remedied by letting Jeff know and having him reset the router. If issues persist beyond this, Allyssa will help troubleshoot.

Due to the current remote working circumstances, we are limited in the support we can provide for your home internet connection. However, if you are experiencing internet difficulties or outages during your normal work hours, please let Allyssa know. We can accommodate multiple GPRA Graduate Assistants working in the office. Please coordinate with Allyssa if you are interested.

Who to contact first: Allyssa

UNIVERSITY PASSWORD

A University log-in is required to connect to VPN, access Webmail, connect to the CU Denver Portal, and all other university networks. This log-in is also used to connect to your REDCap account and is administered by CU Denver OIT. Please contact CU Denver OIT with any issues related to your University password.

Who to contact first: OIT Helpdesk (M-F 7:30am-5:00pm; 303-724-4357; UCD-OIT-HELPDESK@ucdenver.edu)

CONNECTING TO VPN AND MAPPING DRIVES

When you receive your TEC computer, use the following instructions to download and connect to the GlobalProtect VPN:

https://www1.ucdenver.edu/docs/default-source/offices-oit-documents/vpn-client-software/setting-up-cu-secure-and-vpn-services.pdf?sfvrsn=9fd990b8_2

Once you connect to the VPN, you will be able to access the "Queue" (or "Q") drive. This is the network drive where TEC stores all work-related files. The Q drive will be mapped for you when you received your computer, but if you ever have difficulties accessing the Q drive, you may need to remap it. The following instructions describe how to do so:

1. Connect to CU Denver network (VPN)
2. Open File Explorer
3. Right click on "This PC" and click "Map network drive..."
4. Type the following into the Q:
[\\data.ucdenver.pvt\dept\sehd\rhino\queue](#)

Who to contact first: Allyssa

MICROSOFT SUITE

MICROSOFT TEAMS

Microsoft Teams is used to communicate with the SOR and GPRA team, as well as with the rest of the staff at The Evaluation Center. You will be added to the “TEC Group” and “SOR Evaluation” teams when you start and may be added to other teams during your time with us at TEC. Within the SOR Evaluation team, you will notice channels regarding each program evaluation, as well as GPRA. You can post within these channels as well as send a private chat to anyone/groups. If you have a question about a specific client, please send Allyssa an email with the client ID and the question you have, do not send it through Teams. **Never send client identifying information (i.e. names) through unencrypted messaging.**

All staff should have Teams open and available to respond during work hours. You are not responsible for responding to messages/posts when you are not working. However, you are responsible to monitor and respond to applicable Teams correspondence when you return to work.

MICROSOFT OUTLOOK

You will use Outlook frequently when working at TEC. All client related questions should be communicated via email. Although you should do your best to keep your Outlook calendar up to date, please note that the Google Calendar is the most important because it is the shared calendar used by our entire team to scheduled client contacts.

All staff should have Outlook open and available to respond during work hours. You are not responsible for responding to emails when you are not working. However, you are responsible to monitor and reply to emails when you return to work.

ZOOM

Zoom is a video communications software that the University uses for conference calls/meetings. This software also has screen sharing capabilities, and allows you to schedule or join calls using your phone or computer. There may be times when you will use Zoom internally; however, at this time, Zoom is not an approved method for communicating with GPRA client.

We highly recommend using the Zoom plug in that you can download directly to your outlook for easy meeting scheduling. This will allow you to add meeting invites directly to calendar invites.

<https://support.zoom.us/hc/en-us/articles/200881399-Microsoft-Outlook-plugin-desktop->

You can also access your Zoom account through <https://ucdenver.zoom.us> and log in using your university username and password.

SOR COLORADO EVALUATION WEBSITE

[SORColorado.org](https://sorcolorado.org) provides information about the SOR evaluation and houses resources for SOR-funded providers that complete the GPRA Intake Surveys.

Visit [SORColorado.org/sor-gpra/ga-resources/](https://sorcolorado.org/sor-gpra/ga-resources/) to find resources unique to your position including quick links to SPARS, Salesforce, REDCap, as well as helpful training videos and resource documents. The password for the GPRA Contractors page is GPRA GAs.

There is also has a client-facing webpage: <https://www.sorcolorado.org/gpra-clients/>. Once you verify client identities, this webpage is a resources that you can provide to clients should they have questions about the GPRA Survey. The client-facing webpage also provides additional resources to clients, such as contact information for the Colorado Crisis Line,

access to Colorado's Mental Wellness And Addiction Recovery Guide, and links to schedule their own follow-up survey (using Calendly) and to update their own contact information.

SCHEDULING TOOLS

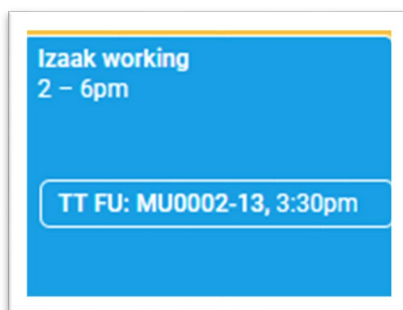
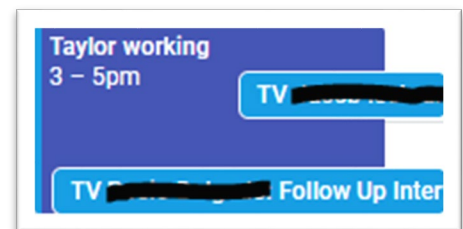
CALENDLY

Calendly is a scheduling software that allows clients to schedule their own follow-ups. The available time slots populated in Calendly are based on the GA schedules that are entered into the Google Calendar. Therefore, it is important to keep your schedule updated in the Google Calendar (see more information below) so that Calendly calendar reflects accurate openings. When a client schedules a follow-up in Calendly, it will be populated on the Google Calendar automatically.

GOOGLE CALENDAR AND GMAIL ACCOUNT

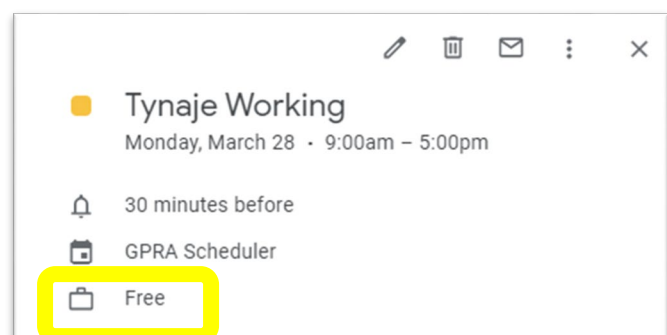
The GPRA Team uses the GPRA Scheduler Gmail Account/Calendar to email clients and coordinate GA schedules. **GPRA GAs should never use their own email accounts to contact clients.** The GPRA Scheduler account (healthstudyscheduler@gmail.com) should be used any time that you are emailing clients. In addition to privacy concerns, the shared Health Study Scheduler account allows anyone on the team to view current and past client correspondence. This account is monitored by all GAs and any client emails should be responded to as they are received. Refer to the Salesforce Manual for information on how/when to email clients.

You should check the Google Calendar every day before you start your shift to see if there are any scheduled clients during the hours that you work. If there are clients scheduled during your shift and you have the capacity to take the call, add your initials to the scheduled event so others know that you will take the call (see example to the right). If you notice that a client that is scheduled and you are not able to take the call or if it falls outside of your shift, post in Teams so that others are aware and can offer support. It is a TEAM effort to monitor the scheduled calls that appear on the Google Calendar.



Additionally, you should also record any calls that you personally schedule in advance with the client as well. These calls should be recorded using your initials and the GPRA Client ID (see example to the left). If you speak to a client and they state that they are available during hours that you are not working, record the call on the calendar and reach out to the GPRA Team to ask for support from someone working during the specified time frame.

Since Calendly populates the Google Calendar it is very important that you mark your time as "free." If your hours are added as "busy," Calendly will think that we are unavailable during the hours that you are working.



DATABASES

SPARS

SAMHSA's Performance Accountability and Reporting System (SPARS) is the online reporting system that stores all SOR GPRA Survey data. You will receive your own SPARS Center for Substance Abuse Treatment (CSAT) user login for both the SOR II Grant. Within SPARS, you will primarily utilize the CSAT Data Entry and Reports part of the portal. There are additional resources and trainings available through SPARS as outlined in future sections of this handbook.

During your onboarding process, you will receive a verification email from SPARS with your account login information. If you do not receive an email, please first check your spam folder as the email is sent from donotreply@samhsa.hhs.gov.

If you forget your password or become locked out of your SPARS account, you will have to contact the **SPARS Help Desk**: at (800)-685-7623 or SPARSHelpDesk@mathematica-mpr.com. The SPARS Help Desk is available Monday-Friday, 8:00 am - 7:00 pm EST.

For any other questions regarding SPARS, contact Allyssa.

SALESFORCE

Salesforce is the Customer (or for our purposes "Client") Relationship Management (CRM) system that is used to track all clients assigned to GAs. Salesforce tracks clients throughout their treatment and recovery journey and will notify GAs when to contact clients. Salesforce will track clients through each contact attempt stage: check-in, follow-up, and discharge using the client stages/statuses.

You will be assigned clients and will receive notifications about upcoming client contacts. All client contact attempts will be logged within Salesforce no matter if they are "successful" or "unsuccessful" ("successful" and "unsuccessful" will be defined later in this handbook as well as in the Salesforce Manual). You will also record when check-in, follow-up, and discharge data entry has been completed.

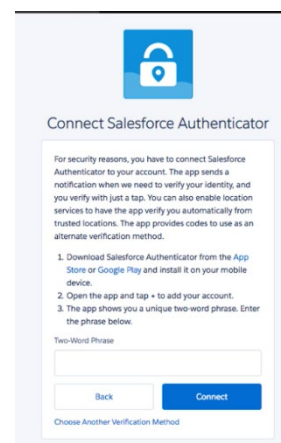
It is very important that Salesforce data entry is kept up to date. At any given point, the GPRA Data Manager or others on the SOR team that are not familiar with your specific clients should be able to identify the next step in tracking or following up with your clients based on the information that is entered into Salesforce. Client identifying information should never be entered into the Salesforce platform.

In order to log into Salesforce, navigate to: <https://cueval.lightning.force.com/lightning/page/home>.

Multifactor Authentication

The first time you log into Salesforce, you will need to set up your multifactor authentication which provides an added layer of security. Navigate to Salesforce using the link above and login with your university credentials. Then you should see the message pictured to the right. You will then be required to download the Salesforce Authenticator app, which you can do on your GPRA phone (or personal phone if you prefer) and follow the prompts listed on the screen to install and set up the app. Set up will require you to enter a two word phrase that the app gives you, have you connect to your account, and confirm your account (the app will walk you through this). Once you complete the initial setup, you will always log into your Salesforce account using your username and password and then you will receive a push notification through the app.

Who to contact first: Allyssa



REDCAP

All identifying client information such as client names, contact information, and back-up contact information is stored in REDCap, which is a secure web platform used throughout the CU System. The GPRA Client ID will be used to link information from the REDCap database to information stored in Salesforce and SPARS. When you are attempting to contact clients, you will use REDCap to look up client contact information and will update client contact information as needed.

You will use your university credentials (username and password) to log into REDCap.

Who to contact first: Allyssa

GPRA TELECOMMUNICATIONS

GPRA MOBILE PHONES

When working remotely, The Evaluation Center will issue all GPRA GAs a mobile phone. The mobile phone will include a monthly phone plan which will be renewed by Emily Hecker. You are responsible for notifying Emily at Emily.hecker@ucdenver.edu (and copy Allyssa) when your phone plan is set to expire.

The mobile phone will be used to make all GPRA related calls. Clients are to only be contacted using the GPRA mobile phone, never on personal devices. The GPRA phone should not be used for personal communications. Be aware that The Evaluation Center reserves the right to monitor all communication conducted on the GPRA phone.

When leaving a message for a client, you will ask them to return your call to your TEC-assigned GPRA GA phone number. If a client calls you back and the call goes to voicemail, it is important that you have a voicemail message that informs the client of the following:

"Hi there, this is (Name) with the Evaluation Center at the University of Colorado Denver. I am sorry to miss your call, but if you leave your name, phone number, and a good time to reach you, your call will be returned shortly. Thank you."

Although it is your responsibility to contact the clients when you are working, you are not responsible for answering client calls when you are off. In fact, it is recommended that you power the GPRA phone off when you are done with your shift in order to promote a healthy work/life balance. Then when you return to work, you can respond to and log all missed calls that you received. Our goal is to be as responsive as possible to all clients and respond to any missed calls as soon as possible.

TRAINING INSTRUCTIONS

This position requires you to interact with a particularly vulnerable population and collecting protected health data that is vital to continued SOR funding. Therefore, it is essential that you are aware of health privacy laws, GPRA data collection/entry best practices and requirements, and are well prepared to administer the GPRA Survey prior to contacting clients. The list below outlines the online trainings that you will be required to complete prior to contacting your first GPRA client. Detailed instructions for registering and completing the required trainings are available in subsequent sections. Upon completion of the required trainings, please promptly email Allyssa to notify her of your progress and include any certificates of completion, if applicable. If certificates of completion are not available, follow the instructions outlined in the sections below.

REQUIRED TRAININGS

- CITI Health Information (HIPAA) Training + Social and Behavioral Responsible Conduct of Research Course
- CSAT GPRA On-Demand Course
- GPRA Tool Data Collection Refresher For CSAT Grantees
- GPRA Intake Training
- REDCap Basic Account
- Salesforce Training
- Trauma Informed Interviewing
- CSAT GPRA Mock Interview

CITI TRAININGS

Your position requires to uphold health privacy and confidentiality laws as outlined in the CITI Health Information (HIPPA) and Social and Behavioral Responsible Conduct of Research Training. If you have recently completed the CITI Health Privacy (HIPAA) and Social and Behavioral Responsible Conduct of Research Training through another university/position, you will not need to complete them again. Please email Allyssa your certificates of completion and review the statement below on the privacy requirements of 42 C.F.R Part 2.

Otherwise, here is the link to access and complete the CITI training: <https://www.citiprogram.org/>

1. Click "register" on the right side
2. Enter University of Colorado Denver in the organization affiliation field
3. Register for your account by entering your information (through step 6)
 - Use your university email address as your primary email address
 - Step 6:
 - Department: SEHD
 - What is your role in research?: Interviewer
 - Address: 1391 N Speer Blvd, Ste 340, Denver CO 80204
 - Office phone (required): Your GPRA Cell Phone Number
 - Step 7 you'll want to enter the following information:
 - Question 1 – Group 2: Social and Behavioral Research
 - Question 2 – not at this time
 - Question 3 - CITI Health Information Privacy and Security (HIPS) for Students and Instructors
 - Question 4 - IRB Chair course – not at this time
 - Question 5 - Social and Behavioral Responsible Conduct of Research Course
 - Question 6 – Conflict of Interest Mini Course: No
 - Question 7 – leave blank
 - Question 8 – not at this time
 - Question 9 – not at this time
4. Complete the courses:
 - CITI Health Information Privacy and Security (HIPS) for Students and Instructors
 - Group 2 Social and Behavioral Research
 - Social and Behavioral Responsible Conduct of Research

5. Post-Course Completion Options: Access your Completion Records

- Save a PDF of the completion certificate (not the completion report) and send to Allyssa. We will keep the certificates on file.

Let us know if you have any questions!

Please note, [42 Code of Federal Regulations Part 2 \(2010\)](#) governs confidentiality particular to substance abuse treatment information by prohibiting the disclosure of patient identifying information including any information that indicates an individual has applied for or received substance use disorder services. In conjunction with HIPAA, it is your legal obligation to uphold client confidentiality under all circumstances. However, there are “Red Flag” situations that require breaking client confidentiality (see the *Red Flag Situations* section for more information). Please refer to the protocols for contacting clients to schedule and complete GPRA Surveys or Check-ins (see the *Follow-up Techniques* section within this handbook).

INSTRUCTIONS FOR COMPLETING CU DENVER CONFLICT OF INTEREST FORM

All new CU Denver employees have to complete a COI within 60 days of their start date.

Here is the link to complete it: <https://research.cuanschutz.edu/regulatory-compliance/home/conflict-of-interest/coi-home>

1. Scroll down to the grey button labeled “InfoEd eRA Login” and enter your UC Denver credentials
2. On the left hand side click on “Conflict of Interest”
3. Complete all the pages and submit (note there is a little bit of reading and quiz)

This has to be completed annually as well - we will remind you to complete it in September of each year.

CSAT GPRA ON-DEMAND COURSE

The CSAT GPRA On-Demand Course is a self-paced training and is available through SPARS. This course will help you understand GPRA data collection requirements and GPRA Survey items.

1. Log in to SPARS portal
2. Navigate to Training tab
3. Under "Course Categories," select "CSAT Specific Courses"
4. Select CSAT-GPRA Tool On-Demand Course and click "enroll"
5. This course will now appear in "My Courses" in the upper right hand corner and you will be able to return to this course and complete the modules at your own speed.
6. Complete each module

After you complete this training, contact Allyssa to schedule time to discuss slight differences in the way the State of Colorado collects GPRA data for the SOR grant, including additional instruments that we use to collect client contact and discharge information.

GPRA TOOL DATA COLLECTION REFRESHER FOR CSAT GRANTEES

Please also watch the SPARS training video "GPRA Tool Data Collection Refresher for CSAT Grantees." This short video will cover a few, new changes that were made to the CSAT GPRA Tool including the addition of the behavioral health diagnoses section and the questions about OUD and alcohol use disorder. Please note the overview about section H: program-specific questions does not apply to the SOR grant. You may find this training video on SPARS following steps 1-3 provided in the instructions above.

GPRA INTAKE TRAINING

This training was developed by The Evaluation Center for SOR Providers that are administering the GPRA Intake Survey. However, this training will also be helpful for you to understand the GPRA intake process, including explaining how the GPRA data collection is initiated at intake, who qualifies for SOR-funded services and thus the GPRA Surveys, and it will help develop your understanding of the entire data collection process from start to finish. To view the training use the following link: <https://redcap.ucdenver.edu/surveys/?s=NAAL9A9ANM>.

There are four modules in this training and each module contains one training video and one to two practice questions. After completing each of the four training modules, you will be required to pass a final 15-question quiz. You will have three attempts to pass this quiz with a score of 80% or better. If the quiz is passed on any attempt, you will be redirected to a "Training Complete" message where you will need to click "Submit" in order to confirm their completion of the training.

Note: Keep in mind that this training's main audience is SOR Providers. However, the information you learn during it will be very helpful to your position. **In the "Provider Information" section that requires you to select a SOR-funded service and treatment site name, pick any service and name and do not worry about the site ID that you are assigned.** This is only important for SOR providers. Likewise, once you pass the training, you will receive a confirmation email that contains instructions for next steps/SPARS. This information is not applicable to your position and you can disregard it.

REDCAP BASIC ACCOUNT

In order to view and enter client contact information in REDCap, you must complete the REDCap Basic Account training. This training includes four videos and a quiz that should take approximately 45 minutes to complete. The training does not have to be completed during one session and you may leave and return to the training later using the “save and return later” button. Once you complete the training and quiz, you will receive instructions on creating a REDCap account – you must use your university email to create a REDCap account. Use the following link to complete the Basic Account training: <https://redcap.ucdenver.edu/surveys/?s=wclyV5ajVM>

- On the demographics page enter:
 - First and Last Name
 - Department: SEHD – The Evaluation Center
 - University email address
 - Position: GPRA Data Collection Contractor
 - Project Manager: Allyssa Mastroni
 - Are you a CCTSI Member: No
- Proceed to watching all training videos and completing the quiz

Once you create your REDCap account, please send your username to Allyssa and she will add you to the REDCap GPRA Client Contact Form.

SALESFORCE

Allyssa will schedule a live training on Salesforce. Salesforce is the system used to track clients throughout their recovery journey and record contact attempts. As you begin to navigate Salesforce, you may find referring to the Salesforce Manual helpful; however, please do not hesitate to ask Allyssa or other's on the GPRA team any additional questions that you may have.

It is very important that you review the Salesforce Manual linked here: <https://www.sorcolorado.org/sor-gpra/ga-resources/>. This manual will become your best friend and you will refer to it often as you begin to log contact attempts.

TRAUMA INFORMED INTERVIEWING

When an individual experiences an event or series of events that they perceive as harmful to their well-being, they may experience trauma or lasting adverse effects on their day-to-day functioning.¹ Individuals who have experienced trauma may have symptoms that include extreme anxiety, depression, anger, dissociation, and traumatic stress.² Trauma can overwhelm the individual's ability to cope with everyday stressors or signs of threatening situations.

The majority of people have experienced some type of trauma throughout their lifetime. It is important to understand that trauma can effect anyone, particularly those who are experiencing substance use disorders. The individuals who you will be working with to collect the GPRA data have all been admitted to opioid or stimulant use disorder treatment/services; therefore, it is best practice to assume they have survived past trauma and to avoid "inadvertently or unnecessarily re-traumatizing them."³

Experiencing everyday stressors are enough to reactivate or re-traumatize an individual. Considering the GPRA Survey specifically asks the clients to recall and discuss potentially traumatic topics, such as substance use, suicidality, interpersonal violence, crime, and military service, Graduate Assistants should be particularly sensitive asking such questions in order to avoid reactivating past traumas. Please watch the following SAMHSA video series on trauma informed data collection:

- [Why a Trauma-Informed Approach to Data Collection?](#)
- [First Impression: Setting Up the Interview](#)
- [The Art of the Trauma-Informed Interview](#)

Additionally, Graduate Assistants should be prepared to respond to clients who express symptoms of trauma during the interview. Please watch the following video on how to respond to trauma reactivation:

- [Responding to Trauma Reactivation](#)

After completing the **trauma informed interviewing** training videos, please email Allyssa with any thoughts or questions you may have had while watching. Please note that Trauma Informed Trainings will be ongoing throughout your role as a GPRA GA. This is a topic of conversation that is revisited at GPRA team meetings and you are always encouraged to bring new Trauma Informed Interviewing and other Trauma Informed resources to the team!

Vicarious Traumatization and Compassion Fatigue

The questions asked in the GPRA interview may elicit client responses that include accounts of past traumas. Listening to client accounts of traumatic experiences, combined with your own past and current life experiences may be stressful. There is a possibility that you may experience vicarious or secondary trauma, which is the indirect exposure to trauma through other's experiences or stories. It is important to be aware of vicarious trauma and the negative responses to it. Negative responses include vicarious traumatization and **compassion fatigue**. Vicarious traumatization can include feelings of excessive worry, stress, fatigue, distraction, and avoidance⁴. Compassion Fatigue is another negative response to vicarious trauma and describes feelings of physical, emotional, and spiritual depletion when working with others who have experienced trauma⁵. It is possible that you may experience either or both of these negative responses

¹ Concept of Trauma and Guidance for a Trauma-informed Approach, SAMHSA, 2014b

² System of Care Trauma-Informed Agency Assessment (Tiaa)© Overview

³ SAMHSA Staying in Touch: A Fieldwork Manual of Tracking Procedures, 3rd Edition.

⁴ The Vicarious Trauma Toolkit, Office for Victims of Crime

⁵ The Vicarious Trauma Toolkit, Office for Victims of Crime

to vicarious trauma because of the nature of the interviews. Therefore, it is important that you are aware of vicarious trauma and its side effects and as a team we will consistently check-in on your experiences completing client contacts.

Self-care is extremely important in order to combat the negative reactions to indirect trauma. *You cannot pour from an empty cup.* It is helpful to share experiences during team meetings, individual check-ins with your supervisor, or to take breaks after difficult phone calls. During team meetings, we also continue to learn about trauma informed practices and share resources related to self-care and vicarious trauma.

If you feel the need talk to a mental health professional, please note that [CU Denver's Counseling Center](#) provides free mental health services to all students. For students attending a program at Anschutz Medical Campus, [Campus Mental Health Resourcees](#) are also available free of charge. Services offered include individual counseling, walk-in crisis support, and after-hours crisis support in addition to providing other services and resources.

Other Helpful Resources:

- [Avoiding Compassion Fatigue](#)
- [What is Self-Care – and What It Isn't](#)
- [Developing a Self-Care Plan](#)

CSAT GPRA MOCK INTERVIEW

This fictional GPRA Intake interview demonstrates effective interviewing techniques for accurate and uniform data collection. Note that the tool used in this video is not the exact tool you will be using; however, the techniques the interviewer uses are still applicable to your experience.

To view the interview, click here: <https://www.youtube.com/watch?v=PCForBr6isc>.

Once you watch this video, contact Allyssa and she will address any questions that might arise.

OTHER HELPFUL RESOURCES

After completing the trainings listed above, please review the following resources. We have found them to be particularly helpful for your position. We strongly encourage you to explore these resources as you prepare for the GPRA data collection process and refer back to them throughout your time in this role:

- [Words Matter - Terms to Use and Avoid When Talking About Addiction](#): As you communicate with the clients receiving SUD treatment, it is very important to keep in mind the language that you are using. Substance use disorders, treatments, and even medications are highly stigmatized topics; therefore, it is important that person-centered language is used when communicating with clients. This helpful resource discusses the stigma around addiction as well as recommended language to use.
- [Pronunciation Guide](#): this guide provides a list of substances that are asked about in the tool as well as their phonetic pronunciations. This guide is available in [Appendix B](#).
- [OpiRescue](#) is a free overdose support app that provides resources about Medication Assisted Treatment, locations for pharmacies that provide naloxone, and steps to respond to an opioid overdose. This might not be a resource that you use in your everyday experiences; however, it is helpful to know this resource exists.
- [Colorado LADDERS](#) is an OBH sponsored referral resource. Clients have been known to ask for additional treatment resources and the LADDERS website provides information and services for prevention, treatment and recovery from substance use and mental health conditions.
- [SAMHSA Opioid Overdose Prevention Toolkit](#) is also a helpful resource with general information about opioids, opioid use disorder, naloxone, and steps to respond to an overdose.
- [Suicide Safe by SAMHSA](#) is an app that helps address suicide risk using SAMHSA's **S**uicide **A**ssessment **F**ive-**S**tep **E**valuation and **T**riage or [SAFE-T card](#). Keep in mind, we are not clinicians at The Evaluation Center; however, this can be a helpful resource to review if you have limited experience or are new to asking questions about self harm and suicide. Please let Allyssa know if you have any questions or concerns about asking questions related to this topic!
- [SPARS CSAT Technical Assistance Guide](#): Improving client participation in the GPRA follow-up surveys is our goal. Part three of this guide provides an overview of the Elicit-Provide-Elicit (EPE) interviewing framework that can help us reach this goal. The EPE framework and general guidelines for interacting with clients is available in [Appendix A](#) of this handbook

If you have questions or are interested in additional training or resources, please contact Allyssa.

PAST GPRA GA RESOURCES

Links to past topical presentations: [\\10. Graduate Assistants\On Boarding\Topical Learnings GPRA](#)

SCHEDULING AND TIMEKEEPING

The effective functioning of our team is dependent on our ability to work together and coordinate schedules. We aim to maintain coverage throughout every weekday and evenings (Monday – Friday). GPRA Graduate Assistants are asked to work at least one evening shift per week. Evening hours range from 4 – 7 pm and this will be coordinated with Allyssa.

GENERAL SCHEDULES

At the beginning of the semester, please submit your general work availability to Allyssa. She will compare your schedule request to that of the other GPRA Graduate Assistants and determine a general [GPRA Team schedule](#). Although we are able to be flexible and understand that schedule conflicts arise, it is important that at least one graduate assistant is working every day of the work week, including mornings and evenings to increase capacity to contact clients.

GOOGLE CALENDAR

Once your schedule is approved, GPRA Graduate assistants will enter their office hours in the GPRA Scheduler Google Calendar using the following Gmail account: healthstudyscheduler@gmail.com. This account is integrated with our Calendly account that is used to email and schedule follow-up interviews. Therefore, clients are able to schedule follow-up interviews depending on the Graduate Assistant availability in this calendar. Thus, it is very important that this calendar is kept up-to-date and accurately reflects GA working hours.

During weekly GPRA Team Meetings, we will review the next week's schedule. Please try to enter your schedule for at least a month in advance. Your work hours should **always** be recorded as **"free."** Please see the example below:

× Janeese Working Save

Jul 31, 2020 9:00am to 5:00pm Jul 31, 2020 Time zone

☐ All day Does not repeat

Event Details Find a Time

Add Google Meet video conferencing

Add location

Add notification

healthstudyscheduler@gmail.com

Free Default visibility

Guests

Add guests

Guest permissions

☐ Modify event

☒ Invite others

☒ See guest list

PLANNED AND UNPLANNED LEAVE

Of course, there will be times when you will need time away from work. If you know of planned absences:

1. Let your supervisor, Allyssa, know about your planned absence to get your time-off approved;
2. Record your time-off in your Outlook Calendar and the Google Calendar;
3. If you will be away for more than a day, set-up an away message for your email;
4. Inform the other GPRA Graduate Assistants that may be affected by your absence. The weekly team check-ins are a good time to do this; and

5. Enjoy your time-off!

If you are ill, an emergency arises, or you otherwise need unplanned time off, notify Allyssa as soon as possible. If possible, also notify any other staff that may be affected by your absence.

MY LEAVE IN UCD ACCESS

In addition to logging your work schedule in the Google Calendar, you will also be required to log your hours worked in the University's **My Leave** Portal. My Leave is the University's timekeeping system used to submit and track all leave and hours worked for hourly employees. You will then need to submit your timesheets in My Leave at the end of every pay period. (The hourly student payroll calendar can be found in [Appendix C](#).) Here are the steps to submit your My Leave timesheet:

1. Sign in to the [UCD Access site](#) using your university username and password; if you have forgotten your username or password, see site for instructions on retrieval.

University of Colorado Denver | Anschutz Medical Campus

CU Denver | Anschutz Resources

Below is a list of university resources that you may have access to that use the Office of Information Technology's single sign-on service.

University resources

- [Webmail](#) - online access to email
- [Canvas](#) - the university's Learning Management System
- [UCD Access](#) - the web portal for students, faculty and staff
- [Application](#) - apply or check your status

CU Anschutz Medical Campus resources

- [MedHub](#) - a resource for residents and fellows
- [School of Medicine](#) - faculty and staff resources including PRISM reviews and CU Doctors profiles

CU Denver student resources

- [MyLynx](#) - get involved with student organizations and campus activities at CU Denver
- [Career Center](#) - a job board for CU Denver

Research resources

- [InfoEd](#) - a resource for electronic research and administration

2. After signing into UCD Access, you'll be taken to the home screen of your student account. To access your timesheet, you will need to select the "CU Resources" tab shown below.

University of Colorado Denver | Anschutz Medical Campus

Student

Welcome Back-We Missed You!

View and Pay Your Bill

\$7735.7

View Pay My Bill

Greta's Student Center

Academics Admissions Advisor Class Search

Student Account Financial Aid Register for Classes (additrop) Profile

Tasks - Holds Tasks - To Do Items

Student Schedule

Fall 2020 CU Denver Make Changes

Course	Mode	Days & Time / Bldg & Room
BIDS 6601-001	Remote	MoWe 02:00 PM - 03:20 PM
CBHS 6610-001	Remote	Fr 12:00 PM - 02:50 PM
HSMP 6606-001	Remote	Th 02:10 PM - 04:00 PM
HSMP 6990-001	Remote	We 10:00 AM - 11:50 AM

Quick Links

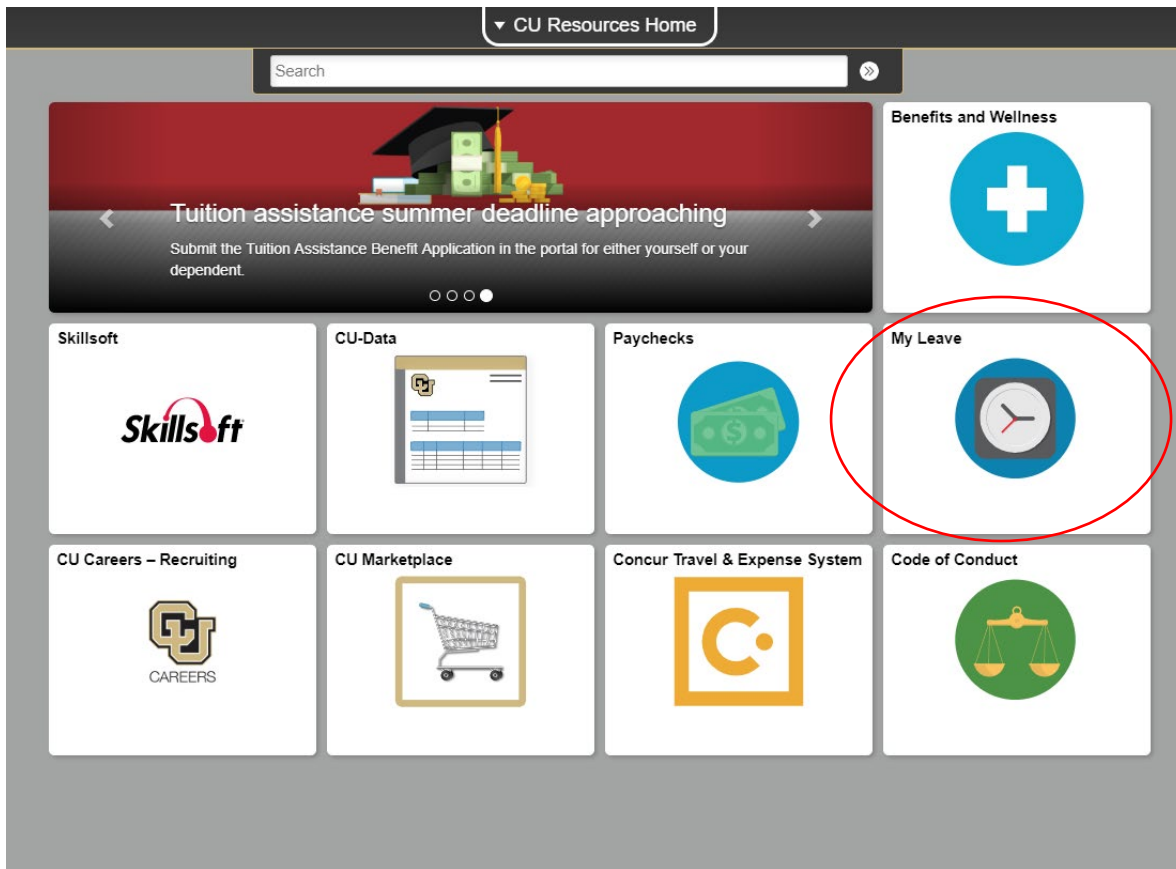
- Canvas
- WebMail
- Degree Audit
- CU Anschutz Calendars
- Campus Closures

Student Resources

- YDU@CUAnschutz
- CU Anschutz Handshake
- LinkedIn Learning
- Start Skillsoft

CU Resources

3. On the home page of "CU Resources," select "My Leave," this allows you to enter hours worked and submit your timesheet each month.



You can enter hours worked in one of two ways:

- a. Double click on any day for which you want to enter hours. Fill out the corresponding fields and click save.
 - i. Under "**Reporting To;*" choose your supervisor (Allyssa Mastroni in this case). If your supervisor does not appear in the dropdown menu, please contact Allyssa for more information
 - ii. Under the dropdown menu "**Earnings Code;*" choose "student faculty salary"
 - iii. Under the dropdown menu "**Status;*" choose "Mark as Worked".
 - iv. Click the "Save" button.

Add/Edit Event

*From Date: 03/07/2019 *Time: 08 : 00

*To Date: 03/07/2019 *Time: 15 : 00

☒ Include Lunch

Amount: 7.000 [Details](#)

*Reporting To: Allyssa Mastroni

*Earnings Code: Student Faculty Salary

*Status: Mark as Worked

Description:

SpeedType:

Save **Delete** **Close**

- b. Click on the preferences tab and fill out your hours for a typical week. This will pre-populate the calendar so you don't have to fill in the hours every day.

Holiday Schedule: UC Denver Downtown

Overtime/CompTime Eligible: Overtime MyLeave Start Date: 06/05/2018

Default Work Days and Hours

Weekly Schedule: Standard Week (Full/Part Time)

Week Begin Day: Sunday

Day	Work Day	Start Time (Hrs)	Start Time (Mins)	Lunch Out (Hrs)	Lunch Out (Mins)	Lunch In (Hrs)	Lunch In (Mins)	End Time (Hrs)	End Time (Mins)	Work Hours in Day
Sunday	<input type="checkbox"/>	00	00	00	00	00	00	00	00	0.00
Monday	<input type="checkbox"/>	00	00	00	00	00	00	00	00	0.00
Tuesday	<input checked="" type="checkbox"/>	08	00	00	00	00	00	16	00	8.00
Wednesday	<input checked="" type="checkbox"/>	08	00	00	00	00	00	13	00	5.00
Thursday	<input checked="" type="checkbox"/>	08	00	00	00	00	00	15	00	7.00
Friday	<input checked="" type="checkbox"/>	08	00	00	00	00	00	13	00	5.00
Saturday	<input type="checkbox"/>	00	00	00	00	00	00	00	00	0.00

Email Preferences

CC All Emails Allyssa.Mastroni@ucdenver.edu
(separate multiple email address with a semi-colon.)

MyLeave Email Triggers	As Employee	As Supervisor
Alter Event	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Timesheet Cancel / Rebuild	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Designate Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Leave Approve / Deny	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Leave Request Delete	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Preferences Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Leave Request	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Timesheet Submit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Timesheet Auto-generated	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Timesheet Approve / Deny	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Save & Return

- c. Once you have entered your hours worked and are ready to submit your timesheet, click the “Timesheet” tab at the top of your screen. You will see a summary of the hours you worked during a given month. Scroll to the bottom of the screen, check the “I agree” button, and submit.

If you do not submit your timesheet by 12 pm on the date that it is due, this may delay your payment. See [Appendix C](#) to view the student employee bi-weekly payroll calendar. This calendar lists when the pay periods begin, end, and when timesheets are due. You may also find the list of scheduled pay dates in this document as well

The screenshot displays the MyLeave system interface for the University of Colorado Denver | Anschutz Medical Campus. The left pane shows a calendar view for August, with dates 1 through 23 visible. The right pane shows a summary table for the week of 08/29/2016 through 09/05/2016. The table includes columns for Day, Sun, Mon, Tue, Wed, Thu, Fri, Sat, Sub Total, Adjct, and Total. The data shows a total of 23.00 hours worked for the week.

Day	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sub Total	Adjct	Total
08/29	03:45	03:45	03:30	03:45	03:45	03:45	03:45	23.00	0	23.00
08/30	03:45	03:45	03:30	03:45	03:45	03:45	03:45	23.00	0	23.00
08/31	03:45	03:45	03:30	03:45	03:45	03:45	03:45	23.00	0	23.00
09/01	03:45	03:45	03:30	03:45	03:45	03:45	03:45	23.00	0	23.00
09/02	03:45	03:45	03:30	03:45	03:45	03:45	03:45	23.00	0	23.00
09/03	03:45	03:45	03:30	03:45	03:45	03:45	03:45	23.00	0	23.00
09/04	03:45	03:45	03:30	03:45	03:45	03:45	03:45	23.00	0	23.00
09/05	03:45	03:45	03:30	03:45	03:45	03:45	03:45	23.00	0	23.00
Total	23.00	23.00	23.00	23.00	23.00	23.00	23.00	23.00	0	23.00

TIME IQ

The purpose of Time IQ is to track time spent on various **billable** or **non-billable work**. The easiest, most accurate method to record your hours worked in Time IQ is by entering them on a daily basis. Time IQ entries are due at the end of each month. The due date varies slightly each month; however, Allyssa sends out a reminder around the 15th of every month with the exact date. Note that Time IQ does not determine hours for your pay, that is done by MyLeave; however, Time IQ does provide documentation for billing clients (i.e. The Office of Behavioral Health for SOR). See [Appendix F](#) for tips on using Time IQ.

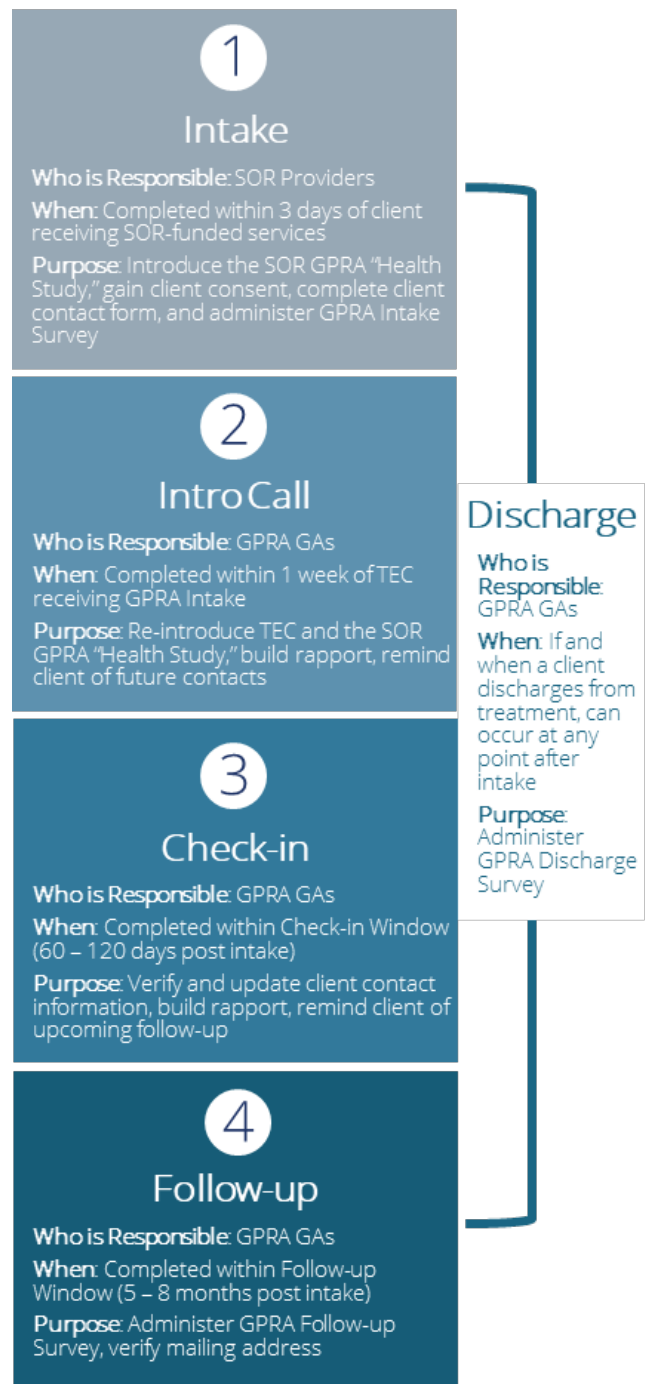
If you are logging your time for GPRA related work, you should select “**GPRA – GAs Only**” as the project and “**Data Collection & Analysis**” as the service type. For other non-GPRA work, always ask the project lead how to log your time and how many hours can be spent on the project. If you ever have Time IQ questions, ask Allyssa.

Follow the link to access Time IQ: <https://theevaluationcenter.timeiq.com/#/home/batch>

GPRA CLIENT CONTACT OVERVIEW

As required by SAMHSA, there are specific data collection and entry requirements as outlined below:

1. **Intake:** will be completed by SOR-funded Providers across the state. GPRA Graduate Assistants will not be responsible for completing this interview but will use the client contact information collected during this interview to complete subsequent check-ins, follow-ups, and other client contacts. In rare cases, GPRA GAS might be asked to complete intake data entry to correct Provider data entry errors. Allyssa will ask for your support and provide instruction if this occurs.
2. **Introduction Calls:** will be completed by GPRA GAS approximately one week following the submission of a client's intake. This call serves as an introduction to The Evaluation Center, the SOR grant, and the data collection process. During this call GPRA GAS should also remind clients about the upcoming check-in and follow-up calls, as well as the \$30 gift card incentive that they will receive if they participate in the follow-up survey.
3. **Check-in:** will also be completed by GPRA GAS. The purpose of the check-in phone call is to remind the client of their participation in the GPRA data collection and the associated incentive, verify and update the client's contact information, and continue to build rapport. The check-in calls will be short, between five to ten minutes, and will occur approximately three months after the client's intake.
4. **Follow-up:** is a mandatory interview that must be completed within a window starting five months after the client's intake date and must be completed no later than eight months after the client's intake date. GPRA GAS are responsible for contacting clients to schedule and complete all follow-up interviews. Contact attempts for this window can be completed via phone call, text message, and/or email.
 - a. **Administrative Follow-ups:** do not require completing the full interview and should only be completed if a client refuses to continue participating in the GPRA data collection, or if the follow-up interview can absolutely not be completed during the follow-up window. An administrative follow-up does require SPARS data entry. Only Section I (Follow-up Status) of the survey needs to be completed during the administrative follow-up. Beware, administrative follow-ups should only be entered if absolutely necessary as they do not count towards the required 80% target follow-up rate.



5. **Discharge:** Graduate Assistants will also complete discharge interviews. You will be notified about client discharges on an as needed basis. Discharge interviews should be completed within 14 days of the clients' discharge date. If the client cannot be reached within 14 days to complete the interview, an *administrative discharge* must be completed.
 - a. **Administrative Discharges:** similar to administrative follow-ups, administrative discharges do not require completing the full interview and should only be completed if you are not able to contact the client to complete a full discharge interview within 14 days of the discharge date. An administrative discharge still requires SPARS data entry. However, only Section J (Discharge), and Section K (Services Received) need to be completed during the administrative discharge.

Please note that clients can discharge from treatment at any time. Nonetheless, follow-up data entry must be completed for all clients no matter if they discharge before or after their follow-up window has opened/closed (reminder: follow-up window is open between five and eight months post client intake date).

All data collected during an interview must be **entered into SPARS within seven calendar days**, after the interview occurred. We strongly recommend administering the online tool in SPARS and entering the data at the same time, rather than completing a paper/digital copy of the tool and later entering the data. **However, it is always helpful to have a paper/digital copy of the survey readily available in case of extenuating circumstances such as losing internet connection/access to SPARS or your computer losing power.** Having a copy of the survey on hand will allow you to seamlessly continue with the interview and enter the data collected into SPARS later. You can find a PDF of the GPRA Tool saved here: [Q:\Evaluation Center\Active Eval Projects\State Opioid Response \(SOR\)\GPRA\5.Instruments\GAs and New Hire](Q:\Evaluation Center\Active Eval Projects\State Opioid Response (SOR)\GPRA\5.Instruments\GAs and New Hire)

The Evaluation Data Manager will conduct quality control checks on interview completion and data entry. Any issues or inconsistencies will be reviewed with you so that we can ensure that we are collecting the most complete and accurate information possible. Under some circumstances, you may need to contact clients again to collect missing information or provide clarification. We will regularly discuss any barriers or questions that you may encounter during data collection at weekly team meetings. However, please don't hesitate to contact Allyssa at any time if a question regarding data collection or entry arises.

There is an expectation that Graduate Assistants make at least **four contact attempts** to reach the client for check-in and make **continuous contact attempts** throughout the client's follow up window. Each contact attempt should be logged in Salesforce (see the [Salesforce Training Manual](#)). Consistently not meeting the contact attempt target is grounds for termination. There may be instances when the client you are contacting continuously hangs up but does not explicitly revoke their consent to participate. Each hang-up should be logged within the contact attempt record in Salesforce and after the **third hang-up** an administrative follow-up can be entered (similar to an administrative follow-up submitted for clients who explicitly revoke consent).

CLIENT COMMUNICATION GUIDELINES

It is extremely important that all interactions between yourself and the clients are positive. Show hospitality, compassion, respect – clients' lived experiences should be valued and not treated as problems that need to be fixed. Some tips to keep in mind during interviews include:

- Thank the client for speaking with you
- Be organized and prepared – value the client's time
- Engage in active listening
- Observe and be mindful of client behavior
- Validate the client's feelings

- Understand and respect cultural differences
- If interviewing a client, provide clear transitions throughout the interview to introduce new and potentially sensitive sections

If at first you don't succeed, try, try again... This will become your mantra as you begin contacting your clients for check in and follow-up. Successful client contacts will likely require multiple contact attempts times using various contact methods.

Keep in mind, it is expected that GPRA GAs make at least four contact attempts (and log such in Salesforce) to attempt to complete a check-in. There is no limit on the number of contact attempts during the follow-up window – the client should be contacted throughout their follow-up window until the interview is completed. Allyssa routinely reports to OBH Listed below are the allowed and prohibited follow-up techniques outlined below:

Allowed/Encouraged Contact Methods:

- Calling via carrier number and Google Voice number
- Text message
- Contacting designated back-up contacts (follow-up and discharge interviews only)
- Email

Prohibited Contact Methods:

- Social media
- Internet searches
- Home visits
- Contacting employers
- Contacting anyone related to the client that is not designated as a back-up contact
- Zoom

STAYING IN TOUCH WITH CLIENTS

The GPRA data collection process is structured to contact clients throughout their treatment/recovery journey until their follow-up survey is complete. This includes contacting clients for the brief introductory call and check-ins, contacting them if/when they discharge from treatment, and of course for follow-up. Staying in touch with clients throughout this journey and building rapport with them will improve the likelihood of successful GPRA data collection.

Keep in mind that you will access and update all client contact information in REDCap (see the section on [REDCap Instructions](#)). Make sure to verify and update client contact information during every successful contact attempt, including during the follow-up survey.

As previously mentioned, log every contact attempt that you make no matter if it is successful, unsuccessful or an attempt made to the client's back-up. Logging every contact attempt is important so that as a team, we are able to track when communication occurred, what forms of communication were used, and the outcome of the contact attempt.

The following sections provide guidance on how to complete the introductory call, check-in, and follow-up.

MAKING THE INTRODUCTION CALL

An introductory phone call should be made to every client within a week of their induction to SOR-funded services. There may be times when providers submit GPRA intakes late (more than three days after their clients' actual intake date). If this is the case, the introductory phone call should be made within a week of The Evaluation Center receiving the GPRA intake submission.

GPRA Graduate Assistants will be able to determine which clients are new and due for an introductory call by viewing the **Introductory Calls List View** in Salesforce. GPRA GAs are assigned to make the introductory calls on a weekly basis. This is assigned and recorded in the Google Calendar. If you are assigned to make introductory calls for the week, you should attempt to complete all calls within your assigned week. If you are unable to complete all the introductory calls assigned to you, let the team know as soon as possible.

In addition to the Google Calendar assignment schedule, all GPRA GAs will receive an email with the list of the new GPRA clients for that week. Salesforce automatically generates this report every Tuesday morning. This email will serve as a reminder of the introductory phone calls for the week; however, it is the responsibility of all GPRA GAs to check the Google Calendar and remember when they personally assigned to make the introductory calls.

CONTACT ATTEMPT PROCEDURE

Only one contact attempt will be made per new client for the introductory phone call. Voicemails can be left on the clients' phone if permitted (check permissions in REDCap) and back-up contacts will not be contacted. The purpose of the call is to remind the client of the GPRA Health Study that they agreed to participate in during their induction to treatment, as well as our role with the GPRA data collection, while the GPRA Health Study is still fresh in their minds. The introductory phone calls should be very short, less than 2 – 3 minutes, and should follow the procedure and script below.

If a GA is assigned to complete the introductory calls:

1. View Introductory Calls List View in Salesforce – this is the list of clients that need to be contacted.
2. Open REDCap and SPARS
 - a. Using the list of client IDs from Salesforce, look up the client's contact information in REDCap (for contact information) and Salesforce (for birthdate to verify identity).
3. Attempt to contact client
 - a. Introduce yourself and verify the client's identity:

"Hi, there. Is [client name] available? This is [your name] from The Evaluation Center at the University of Colorado Denver. I am calling in regard to a health study that you agreed to participate in last week. Does that sound familiar?"

Client responds: Yes	Client responds: No
<i>Wonderful. I am just calling to introduce us at CU Denver. We will be contacting you over the next few months to remind you about your follow-up interview for this health</i>	<i>Okay, I would love to refresh your memory. Can I just start by verifying your birthday so I am not disclosing any information to the wrong person?</i>

<p><i>study. We hope to schedule this interview in about five months.</i></p> <p><i>[If client has email address...]</i></p> <p><i>We will also be emailing you so that you can schedule your follow-up interview for whenever works best for you. The email will come from GPRA Health Study Scheduler at gmail.com.</i></p>	<p>(Find client DOB in SPARS (Section A – Demographics) to verify.)</p>
<p><i>Just as a reminder, after completing the follow-up survey, we will mail you a \$30 grocery card.</i></p>	<p><i>Thank you for that information. It looks like you would have agreed to participate in this study on (intake date) at (clinic name). Is that somewhere you recall receiving services from?</i></p>
<p><i>Thank you for participating in this health study, your time and effort will help improve health care across the state!</i></p>	<p><i>Okay, we are partnering with them to collect data regarding treatment outcomes. I am just calling today to introduce us at CU Denver and let you know that we will be contacting you over the next few months to remind you about your follow-up interview for this health study. We hope to schedule this interview in about five months.</i></p> <p><i>[If client has email address...]</i></p> <p><i>We can also email you so that you can schedule your follow-up interview for whenever works best for you. The email will come from GPRA Health Study Scheduler at gmail.com.</i></p>
	<p><i>Just as a reminder, after completing the follow-up survey, we will mail you a \$30 grocery card.</i></p> <p><i>Thank you for participating in this health study, your time and effort will help improve health care across the state!</i></p>

4. Record the intro call in Salesforce. On the client record:
 - a. Enter the date that the call was made on
 - b. Indicate if the call was successful (i.e., client answered the phone and you spoke with them)

INTRODUCING THE CHECK-IN

During every check-in, remind the client of their participation in the GPRA “Health Study.” Once you verify the client’s identity, you should remind them of the follow-up survey that will be completed at within the next couple of months, as well as the importance of their participation in the survey – survey responses will help to improve future programs and services.

The purpose of the check-in is to reconnect with the client, verify and update their contact information, remind them of the upcoming follow-up survey/associated incentive, and overall build rapport. Check-ins are not completed for clients who have been discharged from treatment as indicated in Salesforce.

CHECK-IN PROCEDURE AND SCRIPT

1. Open REDCap, Salesforce, and SPARS
2. View Check-in Dashboard/Check-in List View
 - a. Determine which clients need to be contacted, noting their client ID
3. Once the check-in clients are determined, look up contact info based on client ID in REDCap
 - a. Before contacting the client, note if they initiated treatment on a Mobile Health Unit (MHU) or received Community Reinforcement Approach (CRA) Services as indicated by hovering over the provider's name in Salesforce.
 - i. If a client initiated treatment on an MHU, ask additional “MHU Client Feedback” survey questions, found in Qualtrics: [MHU Client Feedback Survey](#)
 - ii. If client received CRA services, ask additional [CRA Client Survey](#) questions during check-in or follow-up.
4. Attempt to contact client
5. Introduce yourself and verify the client’s identity:

“Hi, there. Is [client name] available? This is [your name] from The Evaluation Center at the University of Colorado Denver. I am calling in regard to the GPRA health study that you began participating in back in [intake month]. Does that sound familiar?”

Client responds: Yes	Client responds: No
<i>Wonderful. I am just calling to update your contact information so we can move forward with that study. Can I start by verifying your birthday?</i>	<i>Okay, I would love to refresh your memory. Can I just start by verifying your birthday so I am not disclosing any information to the wrong person?</i>
(Find client DOB in SPARS (Section A – Demographics) to verify.)	(Find client DOB in SPARS (Section A – Demographics) to verify.)

<p><i>Thank you, [client name]. Is this still a good phone number to reach you at, or is there a better number I can list as your primary?</i></p> <p>Proceed with updating primary and secondary numbers, back up contacts, and address in REDCap if needed.</p>	<p><i>Thank you for that information. It looks like you would have agreed to participate in this study on (intake date) at (clinic name). Is that somewhere you recall receiving services from?</i></p>
<p><i>Okay, that is all I need to update. Again, thank you, client name. I also just wanted to remind you that we will be reaching out again in about two months to conduct a follow-up survey. After completion of that survey, you will receive a \$30 grocery card.</i></p>	<p><i>Okay, we are partnering with them to collect data regarding treatment outcomes. Is it okay if I update your contact information?</i></p> <p>Proceed with updating primary and secondary numbers, back up contacts, and address in REDCap if needed.</p>
	<p><i>Thank you, client name for taking a few minutes to update that with me. I just want to remind you that we will be reaching out again in about two months to conduct a follow-up survey. After completion of that interview, we will send you a \$30 grocery gift card.</i></p>

c. To update client contact information, verify the following information is correct:

- i. Client's Preferred Primary Contact Information
- ii. Client's Preferred Secondary Contact Information
- iii. Client's Home/Mailing Address
- iv. Client's Back-up Contact Information

d. If treatment was initiated on an MHU, ask supplemental survey questions.

"I see that you received treatment on a mobile health unit (RV)..."

5. After the call is complete, record the contact attempt in Salesforce

- a. Both successful and unsuccessful contacts are logged. See further instructions for logging client contacts in the Salesforce Manual.

Things to keep in mind during the check-in call:

- Clients may answer and hang up on you as you are introducing yourself and the purpose of the call. This would still count as a contact attempt and would be recording in Salesforce as "unsuccessful."
- Most withdrawals of consent happen during the first contact. It is not unusual for clients to have no recollection of agreeing to participate in the GPRA Health Study, and they may become defensive. Especially in these cases, it is important to keep trauma informed interviewing in mind. You are welcome to explain the data collection more after verifying their birthday, but always be understanding of what the client may be going through at the moment and do not force them to participate.
- Clients may sound confused on the phone; it is okay. Be kind and answer their questions as best you can.

Mobile Health Unit Client Feedback Survey

The **Mobile Health Unit** (MHU) Supplemental Survey is a brief survey used to collect MHU client feedback related to the services received on the mobile unit/satellite sites. The survey will take approximately 5-7 minutes to complete and will be completed after the regularly scheduled check-in call which occurs between 60 – 120 days post-intake.

The regular check-in call will occur first and then the GPRA graduate assistants (GAs) will ask the MHU clients to participate in the supplement MHU survey. If the client agrees to participate, the GPRA GAs will administer the survey and record client responses in Qualtrics. The GPRA client ID will be entered; however, no client identifying information (i.e. name, contact information, etc.) will be recorded in the Qualtrics survey. Then, as pictured below, the date of completion will be noted on the client's contact record in Salesforce.

Check-in Information	
Within Check-in Date Range?	
Contact Attempts (Check-in)	0
MHU Survey Completed	
Check In Complete Date	

If the client refuses to participate, complete call and indicate “client refused MHU survey” on check-in contact attempt record in Salesforce.

Community Reinforcement Approach Client Survey

The **Community Reinforcement Approach** (CRA) Client Survey is a brief survey used to support the CRA Evaluation by collecting data on telehealth and Community Reinforcement and Family Training (CRAFT) services, as well as an opportunity to collect participants that are interested in participating in a more in-depth CRA satisfaction interview. This survey will take approximately 2-3 minutes to complete and will be completed either during the check-in call or during the follow-up call if it was not previously completed.

Similar to the MHU Client Feedback Survey, GPRA GAs will ask clients to participate in the CRA Client Survey after completing the initial check-in or follow-up. If the client agrees to participate, the GPRA GAs will administer the survey and record client responses in Qualtrics. The GPRA client ID will be entered; however, no client identifying information (i.e. name, contact information, etc.) will be recorded in the Qualtrics survey. Then, as pictured below, the date of completion will be noted on the client's contact record in Salesforce.

Follow-up Information	
Within Follow-up Date Range?	
Contact Attempts (Follow-up)	0
CRA Survey Completed	
Follow Up Complete Date	

If the client refuses to participate, complete call and indicate “client refused CRA survey” on check-in contact attempt record in Salesforce.

DISCHARGED CLIENTS

Check-ins are not completed for clients that have been discharged prior to check-in. If a client discharges from treatment during their check-in window, check-in attempts will be discontinued.

BACK-UP CONTACTS

GPRA GAs should not contact client back-up contacts during the check-in stage.

INTRODUCING THE FOLLOW-UP

Again, once you verify the client's identity, it is important to remind the client of the importance of the survey. Explain that their survey responses are confidential and will be used to improve future treatment/services. You should also remind them of the \$30 incentive that they will receive for participating.

If you are unable to directly reach the client for a follow-up or discharge interview only, you may contact their back-up contacts. Back-up contacts were designated by the client and may include parents, spouses, relatives, or friends of the client. Please see the script in the ["Back-up Contacts"](#) section below for best practices in reaching out to back-up contacts. Do not contact back-up contacts for check-ins.

INCENTIVE POLICY

Clients will be incentivized to participate in the follow-up interview with a \$30 grocery gift/gas card. They will only receive an incentive for their participation in the follow-up interview and will not receive a gift card during the check-in call or at discharge. The gift card is valid at all Kroger/King Soopers/Loaf n Jug locations.

CONFIDENTIALITY

It is important that your client understands that all information shared during any contact will remain confidential. All the clients you contact will have consented to participating in the GPRA data collection during their intake interview. You may find a copy of the consent form on the SOR Colorado website. If you are completing a follow-up or discharge interview, remind the clients of their rights and confidentiality. This may help client participation during the interview and may encourage more accurate data collection.

"Your substance use disorder records are protected under federal law, including the federal regulations governing the confidentiality of substance use disorder patient records, 42 C.F.R. Part 2, and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), and cannot be disclosed without your written consent unless otherwise provided for by the regulations."⁶

Although most information collected for GPRA reporting purposes will remain confidential, there are instances where you must break confidentiality. Such circumstances include if the client discloses a threat to themselves or to others, or if a medical emergency occurs during the interview.

"Please be aware that I must break confidentiality and immediately alert your provider if you disclose information that leads me to believe you may be a threat to yourself or others. This includes thoughts of harming yourself, threatening to compromise the safety of others, instances of child and elder or dependent adult abuse, or if you report that someone wants to harm you."

FOLLOW-UP PROCEDURE AND SCRIPT

1. Open REDCap, Salesforce, and SPARS

⁶ Legal Action Center Sample Individual Consent

2. View Follow-up Dashboard/List View
 - a. Determine which clients need to be contacted, noting their client ID
3. Once the follow-up clients are determined, look up contact info based on client ID in REDCap
 - a. Before contacting the client, note if they initiated treatment on a Mobile Health Unit (MHU) (indicated by the provider's name or client ID in Salesforce. (MHU in provider name, or "MU" within client ID) and if they participated in the [MHU Client Feedback Survey](#) at check-in. If they did not, attempt to ask these questions during the follow-up.
 - b. Before contacting the client, note if they received CRA services as indicated by hovering over the provider's name and if they participated in the CRA Client Survey at check-in. If they did not, attempt to ask these questions during the follow-up call.
4. Attempt to contact client
5. Introduce yourself and verify the client's identity:

"Hi, there. Is [client name] available? This is [your name] from The Evaluation Center at the University of Colorado Denver. I am calling in regard to the GPRA health study that you began participating in back in [intake month]. Does that sound familiar?"

Client responds: Yes	Client responds: No
<p><i>Wonderful. I am just calling to complete the follow-survey. Can I start by verifying your birthday?</i></p> <p>(Find client DOB in SPARS (Section A – Demographics) to verify.)</p>	<p><i>Okay, I would love to refresh your memory. Can I just start by verifying your birthday so I am not disclosing any information to the wrong person?</i></p> <p>(Find client DOB in SPARS (Section A – Demographics) to verify.)</p>
<p><i>Thank you, [client name]. Is now a good time to complete the follow-up survey or would you like to schedule it for another time? It should take about 15-20 minutes.</i></p>	<p><i>Thank you for that information. It looks like you would have agreed to participate in this study on (intake date) at (clinic name). Is that somewhere you recall receiving services from?</i></p>
	<p><i>Okay, we are partnering with them to collect data for the State Opioid Response grant that funds treatment and services for you and others across the state. Is now a good time to complete the follow-up survey or would you like to schedule it for another time? It should take about 15-20 minutes.</i></p>
<p><i>Thank you [client name] for taking the time to complete the follow-up survey. Again, your responses will help to improve treatment and access to treatment for many across the state. Can you verify your mailing address so that we may mail you your gift card for participating? [EMPHASIZE THIS when speaking to client]</i></p> <p>Verify/update address in REDCap.</p>	

Do you have any questions for me?

Thank you again and have a great day!

Keep in mind that you should not reveal any information about the client until you have verified the client's identity. Since you will be collecting sensitive health information during interviews and phone calls it is crucial to verify who you are speaking with over the phone. You may do so by verifying the client's birth month and year. Once you have verified the client's identity, you may give more detail about the survey and SOR grant. If the client is unable to verify their identity, do not reveal any health or treatment related information. If the client is hesitant to participate, you may explain the importance of their participation; remind them of the incentive gift cards given to clients who participate in follow-up interviews, and generally describe the next steps in the process. You may also remind the client that the follow-up interviews are similar to the interviews the client participated in at intake. It can also be useful to explain to the client that these data collection efforts allow for continued SUD/OD treatment funding across the state. (See the [SOR Provider Script](#) for tips on how to talk about the GPRA survey with clients.)

Remember to always thank the client for their time and participation!

LEAVING A VOICEMAIL

For clients that indicate it is okay to leave a voicemail (see client contact form in REDCap), you may leave a voicemail using one of scripts below.

Leaving a Voicemail during a Check-in Attempt:

"Hello, this message is for [client name]. This is [your name] at The Evaluation Center at The University of Colorado Denver. I'm calling in regard to a health study you agreed to participate in. I was just hoping to update some contact information and remind you that we will be reaching out in about two months to try to schedule a follow-up interview with you. If you could give me a call back at [your TEC number] when you get the chance, I would really appreciate it. Thank you!"

Leaving a Voicemail during a Follow-up Attempt:

"Hello, this message is for [client name]. I am [your name] from The Evaluation Center. I am contacting you about your continued participation in the GPRA health study. You may remember that we are scheduling follow-up surveys and will compensate you for your time. Please call us at [your TEC phone number] to schedule (or complete) your survey. Thank you and we look forward to hearing from you."

When you do leave a message, make it brief, introduce yourself and the organization, and state that the purpose of your call is to contact the participant. In order to avoid inadvertently revealing any client information, do not leave a message if you are contacting the client's back-up contacts.

CONTACTING BACKUP CONTACTS

Follow-up and Discharge Interviews Only: If you are unable to reach the client you may contact their designated **back-up contacts**. You will find the contact names, their relationship to the client, and their contact information under the client profile in REDCap. Even though the client listed these individuals as back-up contacts, by no means is it appropriate to reveal client health information during your contact with them. Please refer to the scripts below in conducting phone calls to individuals other than the client themselves.

Scenario A

Interviewer	Backup Contact Response
"Hello, I am [your name] and I am calling from The Evaluation Center. May I speak with [client's name]?"	"What's this about?"
"[Client name] has been participating in a health study and we are trying to contact them for a follow-up interview. Are they available?"	"No, he's not here."
"Can you tell me when the best time for me to call back and talk to him is?"	"I don't know when he'll be around."
<p>"Can I leave a message for him? He agreed to participate in our health study and it's important that we reach him. We will compensate him for his time." [Leave a message that only mentions the health study follow-up interview, the compensation that will be paid, and the number for the participant to call for more information.]</p> <p>Thank you for your time."</p>	

Scenario B

Interviewer	Backup Contact Response
"Hello, I am [your name] and I am calling from The Evaluation Center. May I speak with [client's name]?"	"He doesn't live here anymore."
"Can you tell me how I might reach him? He gave us this number so we could get in touch with him."	"I can't tell you anything more than that."
<p>"Could you please take a message for him? He agreed to continue to participate in our study and it's important that we reach him. We will compensate him for his time." [If the respondent still has contact with the participant, leave a message using the guidelines recommended above. If there is no longer any contact, refer to the other back-up contacts.]</p> <p>Thank you for your time."</p>	

Scenario C

Interviewer	Backup Contact Response
"Hello, I am [your name] and I am calling from The Evaluation Center. May I speak with [client's name]?"	"He doesn't live here anymore."
"Can you tell me how I might reach him? He gave us this number so we could get in touch with him."	"Sure, His new phone number is 303-555-5555."
"Great thank you for your time."	

If any updated client contact information surfaces during phone calls, be sure to record the new information in the client contact record in REDCap.



RED FLAG SITUATIONS

Considering the sensitive nature of the questions in the GPRA Client Outcome Measures Tool, the clients will be sharing very personal information detailing their lived experiences. This information is protected by HIPPA and 42 CFR part 2 privacy laws and is required to remain confidential. However, if the client shares information that leads you to believe they are in danger of harming themselves or others, you must immediately report this information.

THREAT TO SELF

In section F, the GPRA Client Outcome Measures Tool specifically asks, “In the past 30 days, not due to your use of alcohol or drugs, how many days have you attempted suicide?” You should treat this question as neutral data collection and ask it as written to obtain the numeric response. You should only feel the need to report a client if they responded with the fact that they are actively considering suicide or had a plan to do so. In such cases, give them the Colorado Crisis Services line and immediately report this to the Evaluation Data Manager (Allyssa).

Colorado Crisis Services phone line: 1-844-493-8255 or you can text “TALK” to 38255. Additionally, there is a live chat option at <https://coloradocrisisservices.org/>.

SEARCH AND ARREST WARRANTS

There are also questions in tool that ask about past criminal activities:

- Section E. Q4. “In the past 30 days, how many times have you committed a crime?”
- Section B. Q1c. “During the past 30 days, how many days have you used illegal drugs?”


Under 42 C.F.R. Part 2, search and arrest warrants do not authorize the release of client-identifying information. In the rare case that law enforcement demands information about a client, you are to explain that you cannot cooperate with the search or arrest warrant because of 42 C.F.R. Part 2. If this occurs, immediately contact Allyssa.

SPARS DATA ENTRY

It is required to enter all GPRA data into SAMHSA's Performance Accountability and Reporting System, also known as SPARS. You may access SPARS on the SOR Colorado website or directly using this link: <https://spars.samhsa.gov/>.

Once you reach the SPARS home page, you will be able to access various SPARS resources, including the contact information for the SPARS Help Desk. If you have trouble logging into your account or forget your password, you will contact the Help Desk directly.

1. On the home page, you will also find the quick link for "SPARS-CSAT" data entry. After you click the SPARS-CSAT quick link, you will be directed to a login page.



Search

Search

HomeData Entry & ReportsTrainingTechnical AssistanceHelp


Welcome to SPARS!


SAMHSA's Performance Accountability and Reporting System

The Substance Abuse and Mental Health Services Administration (SAMHSA) is proud to launch the SPARS website. SPARS is a new online data entry, reporting, technical assistance request, and training system to support grantees in reporting timely and accurate data to SAMHSA.

[Learn More](#)

Announcements

 New SOR/TOR GFAs and Program Added to SPARS CSAT on July 1, 2019
New SOR/TOR GFAs and Program Added to SPARS CSAT Data Entry on July 1, 2019.

 Service Impact: Microsoft June Security Patch Updates
SPARS may be impacted on June 21st starting at 5:30pm EST by SAMHSA patching the Linux servers.

 Intermittent System Issues as of June 6, 2019
As of June 6, 2019, intermittent system issues have been reported and are being investigated.

 New CSAP Features Released on May 6, 2019
On May 6, 2019, SPARS released updates to the CSAP data entry.

 New CMHS Improvements Released on April 29, 2019
SPARS released updated to CMHS Data Entry on April 29th.

[View More](#)

Quick Links

SPARS-CSAT
Enter data for Center for Substance Abuse Treatment grants.

SPARS-CMHS
Enter data for Center for Mental Health Services grants.


SPARS-CSAP
Enter data for Center for Substance Abuse Prevention grants.

Need Help ?



SPARS Help Desk

For more information, contact the SPARS Help Desk toll-free at 1-855-322-2746 from 8:00 AM and 7:00 PM EST, Monday through Friday (except holidays); or email SPARS-Support@rti.org



Resource Library

Access resource materials and archived trainings to support your data collection, management, and utilization needs.

- Once you have successfully entered your login information, you will be directed to the Data Entry page. Navigate to and select the “services” tab.



SPARS Center for Substance Abuse Treatment
Home User: Allyssa Mastroni

Data Entry

Print

- Data Entry**
 - Services**
 - SOR/TOR Program
 - Reports
 - Data Download

Welcome to the SPARS CSAT Data Entry system. Use this system to enter new or modify existing CSAT data related to:

- Discretionary Services
- Best Practices

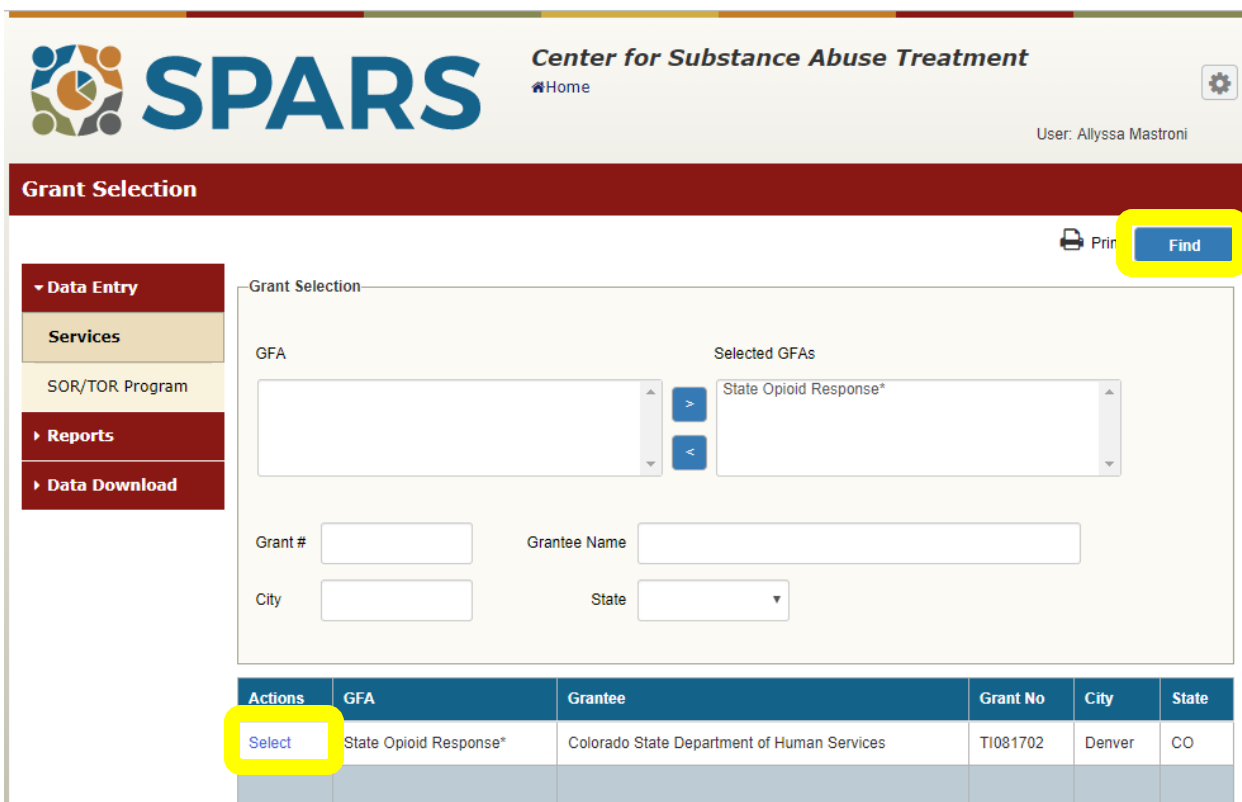
Discretionary Services

The CSAT discretionary services grant programs respond to the critical need to address gaps (unmet and emerging needs) in treatment capacity. Responding to treatment capacity problems includes addressing the needs of communities with serious emerging drug problems and developing innovative solutions to unmet needs.

CSAT provides tools for its discretionary services programs to collect data that comply with the Government Performance and Results Modernization Act of 2010.

Best Practices

- You will then select the “State Opioid Response-2” and use the arrow button to move it to the Selected GFAs table. Then select find in the upper right hand corner – this will populate the State Opioid Response and corresponding information in the blue table below. Once this information is populated, choose the “select” action.



SPARS Center for Substance Abuse Treatment
Home User: Allyssa Mastroni

Grant Selection

Print Find

- Data Entry**
 - Services**
 - SOR/TOR Program
 - Reports
 - Data Download


Grant Selection

GFA Selected GFAs

Grant # Grantee Name City State

Actions	GFA	Grantee	Grant No	City	State
Select	State Opioid Response*	Colorado State Department of Human Services	TI081702	Denver	CO

4. After you are on the Interview Selection page, with State Opioid Response listed as the GFA, you will be able to view the target numbers as well as the coverage rate and intakes to date. On this page you can search for client via client ID or intake date and filter the results by active or inactive status. All clients that you will search for will have had an intake completed. If you search for a client ID and it is not found, it is most likely a data entry error. You may also search for a full list of all clients by selecting “find” again in the upper right-hand corner. Once a client record is populated, you will select “add” under the 6-month column to begin the follow-up interview and enter the follow-up data. Follow the same steps but click on “add” under the discharge to complete a discharge.




SPARS

Center for Substance Abuse Treatment

Home

User: Allyssa Mastroni

Interview Selection

 Print [Previous](#) [Find](#)

▼ Data Entry

Services

SOR/TOR Program

► Reports

► Data Download

GFA: State Opioid Response*

Grantee Name: Colorado State Department of Human Services

Grant #: T1081702

Grant Target: 1,117

Annual Target: 558

Target-to-Date: 183

Intakes-to-Date: 4

Coverage Rate: 2%

Client Interview Selection

Client ID Intake Date Status [Show Active & Inactive Records](#) ▼

Export List of Recently Entered Records

Client Intake Records

Last 1 day ▼ [Export Snapshot](#)

[Add Client Intake](#)

Client ID	Intake Date	Status	Intake(4)	3 Month(0)	6 Month(0)	12 Month(0)	Discharge(0)
B100	6/12/2019	Active	View Edit	Add	Add	Add	Add
B1211568	7/1/2019	Active	View Edit	Add	Add	Add	Add
B1211570	7/2/2019	Active	View Edit	Add	Add	Add	Add
B1211579	7/3/2019	Active	View Edit	Add	Add	Add	Add

REDCAP INSTRUCTIONS

SOR Providers enter client contact information directly into the Client Contact Form at intake. You will not usually interface with the provider facing Client Contact Form. Instead, you will verify and update client contact information in the REDCap database that the form populates. Information that is collected in the client contact form includes information specific to the client, as well as designated back-up contacts, and contact information for the provider. All this information is used to contact the clients or provider should the original contact information that was provided at intake become outdated.

OUTDATED CONTACT INFORMATION

Should you come across a client with outdated contact information, such as a disconnected/unavailable phone number, record the client in the outdated client contact information spreadsheet saved here: [Q:\Evaluation Center\Active Eval Projects\State Opioid Response \(SOR\)\GPRA\6.Data + Analysis\Data Downloads\Outdated Client Contact Info.xlsx](Q:\Evaluation Center\Active Eval Projects\State Opioid Response (SOR)\GPRA\6.Data + Analysis\Data Downloads\Outdated Client Contact Info.xlsx). Allyssa will then attempt to contact providers to collect updated contact information.

STEPS FOR NAVIGATING REDCAP

1. When you log into your REDCap account (<https://redcap.ucdenver.edu/>), navigate to the “My Projects” tab at the top of the page. Allyssa will add you to the “GPRA Clients 2.0” project – select this project. On the GPRA Clients 2.0 project homepage, you will be able to view how many total client records have been entered and can use the “Add/Edit Records” function to search for clients.

The screenshot shows the REDCap interface for the GPRA Clients project. The left sidebar contains navigation options, with 'Add / Edit Records' highlighted. The main content area displays project statistics, current users, and upcoming calendar events.

Current Users (2)

User	Expires
mastroal (Allyssa Mastroni)	never
velezc (christine velez)	never

Project Statistics

Records in project	31
Most recent activity	08/02/2019 12:52pm
Space usage for docs	0.23 MB

Upcoming Calendar Events (next 7 days)

Time	Date	Description
		No upcoming events

- Then, in the data search table, search all fields and paste the client ID that you are searching for in the search query box. If the client ID is in REDCap, it will populate in a drop-down list below the search query box. Once you see the client ID that you are looking for, click on it to select that record.

The screenshot shows the REDCap interface for the CCTSI project. The left sidebar contains navigation links for Project Home and Design, Data Collection, Applications, and Reports. The main content area displays the 'GPRA Clients 2.0' project with a total of 1,200 records. Below this, there is an 'Add / Edit Records' section and a 'Data Search' section. The 'Data Search' section is highlighted with a yellow box and contains a dropdown for 'Choose a field to search' (set to 'All fields') and a text input for 'Search query'.

This will take you to the client's REDCap record (a.k.a the client contact form that their clinician submitted at intake). Here you will verify this contact information with the client, particularly verifying the following fields:

- Client's First and Last Name
- Client's Preferred Primary Phone Number
 - Client's Preferred Secondary Phone Number
- Client's Home/Mailing Address
- Client's Designated Back-up Contacts

If any changes need to be made to the client contact form, select "edit response" at the top of the form. This will allow you to edit the necessary fields. Once complete, select "save and exit form" at the top or bottom of the page.

IMPORTANT RESOURCES

The SOR GPRA GA Website houses everything you need, including:

- Links to:
 - [REDCap](#)
 - [Salesforce](#)
 - [SPARS](#)
 - [Qualtrics](#)
- A Resource Library, which contains:
 - GPRA GA Handbook
 - Salesforce Manual
 - CSAT GPRA Outcomes Measures Tool (GPRA Survey) in English and Spanish
 - GPRA Survey Question by Question Guide in English and Spanish
 - Sample Provider Script (used at Intake)
 - Client ID Convention
 - TEC GPRA Flowchart
 - Provider GPRA Flowchart
- Training Videos:
 - Provider Video Series
 - Mock GPRA Client Calls

You may also find the following resources helpful:

- [Client Consent Form](#)
- GPRA Client Website: <https://www.sorcolorado.org/gpra-clients/>

OTHER USEFUL LINKS

[CU Denver Portal](#)

[The Evaluation Center's Website](#)

[SOR Colorado Website](#)

OTHER FREQUENTLY USED SOFTWARE APPLICATIONS

[Zoom Video Conferencing](#)

APPENDIX A

Click on image below to access the entire guide –

SPARS CSAT Technical Assistance Guide

Improving Client Participation in GPRA Follow-up Interviews

Your behavioral health program collects Government Performance and Results Act (GPRA) client data at intake, discharge, and follow-up about 6 months after the initial intake interview. This data is an invaluable source of information about your program and your clients. It can help you evaluate the effectiveness of your program and inform key decisions about services.

Obtaining follow-up data from clients after they have left your program can be challenging. It may be difficult to contact or locate clients. Furthermore, clients might express reluctance or unwillingness to participate in follow-up interviews.

ABOUT THIS GUIDE

This Center for Substance Abuse Treatment (CSAT) Technical Assistance (TA) Guide developed by SAMHSA's Performance Accountability and Reporting System (SPARS) is designed to help behavioral health program staff enhance their ability to successfully contact and conduct follow-up interviews with clients.

WHAT IS IN THIS GUIDE?

The three sections of this TA Guide focus on the importance of collecting follow-up data and strategies to increase the likelihood of clients participating in follow-up interviews.

- **The importance of collecting follow-up data.** This section provides a brief overview of the value of data obtained through follow-up interviews and common challenges in contacting clients to obtain this data.
- **Strategies for locating clients.** This section provides tips and resources that can be used to locate clients.
- **Strategies to increase client participation in follow-up interviews.** This section provides practical strategies to engage with clients and enhance their willingness to participate in follow-up interviews. Elicit–Provide–Elicit (E–P–E) is a framework for interviewers to use during their interactions with clients—for those inclined to participate in follow-up interviews, those who are reluctant to take part, and clients who express a desire not to participate.

Staff members typically include specialists, counselors, clinicians, or other program staff. For the purposes of this guide, we will refer to any program staff members who conduct follow-up interviews as *interviewers*.



Pronunciation of Selected Drugs from the CSAT-GPRA Tool

(Emphasis should be given on the segments in ALL CAPS)

Drug	Pronunciation	Reference
Alprazolam	al-PRAH-zo-lam	Section B2g1
Amphetamine	am-FEH-la-meen	Section B2f
Barbiturates	bar-BIT-chu-rits	Section B2g2
Benzodiazepine	ben-zo-dye-AZ-ah-peen	Section B2g1
Darvon	DAR-vahn	Section B2c6
Demerol	DEM-er-all	Section B2c4
Diazepam	dye-AZ-e-pam	Section B2g1
Dilaudid	die-LAW-did	Section B2c3
Estazolam	ess-TAH-zo-lam	Section B2g1
Halcion	HAL-see-on	Section B2g1
Hallucinogen	ha-LOO-sin-o-gin	Section B2e
Hashish	ha-SHEESH	Section B2b
Hypnotics	hip-NOT-icks	Section B2g5
Inhalants	in-HAIL-ents	Section B2h
Ketamine	KEH-la-meen	Section B2g4
Mebacut	MEH-bah-cut	Section B2g2
Mephobarbital	mef-o-BAR-bi-tall	Section B2g2
Mescaline	MES-ka-leen	Section B2e
Methamphetamine	meth-am-FEH-la-meen	Section B2f
Nembutal	NEM-byoo-tall	Section B2g2
Oxycodone	ox-e-CO-dohn	Section B2c9
Oxycontin	ox-e-CON-ffin	Section B2c9
Pentobarbital	pen-to-BAR-bi-tall	Section B2g2
Percocet	PERK-o-set	Section B2c5
ProSom	PRO-som	Section B2g1
Psychedelics	sy-ka-DEL-icks	Section B2e
Rohypnol	ro-HIP-nall	Section B2g1
Triazolam	try-AH-zo-lam	Section B2g1
Xanax	ZAN-ax	Section B2g1



APPENDIX C



Student Employment **Bi-Weekly Payroll Calendar 2021-2022**

	B#	<u>PAY PERIOD</u>		<u>TIMESHEET</u>	<u>PAY</u>
		<u>BEGIN</u>	<u>END</u>	<u>DUE DATE: BY</u> <u>12PM</u>	
Fall '21 Pay Period Begins	<u>8/8/2021</u>	B19	08/08/21	08/21/21	08/23/21
First Day of Fall Classes	<u>8/23/2021</u>	B20	08/22/21	09/04/21	09/06/21
		B21	09/05/21	09/18/21	09/20/21
		B22	09/19/21	10/02/21	10/04/21
		B23	10/03/21	10/16/21	10/18/21
		B24	10/17/21	10/30/21	11/01/21
		B25	10/31/21	11/13/21	11/15/21
		B26	11/14/21	11/27/21	11/29/21
End of Fall Semester	<u>12/18/2021</u>	B01	11/28/21	12/11/21	12/13/21
Fall '21 Pay Period Ends	<u>12/25/2021</u>	B02	12/12/21	12/25/21	12/27/21
					01/07/22
Spring '22 Pay Period Begins	<u>12/26/2021</u>	B03	12/26/21	01/08/22	01/10/22
First Day of Spring Classes	<u>1/18/2022</u>	B04	01/09/22	01/22/22	01/24/22
		B05	01/23/22	02/05/22	02/07/22
		B06	02/06/22	02/19/22	02/21/22
		B07	02/20/22	03/05/22	03/07/22
		B08	03/06/22	03/19/22	03/21/22
		B09	03/20/22	04/02/22	04/04/22
		B10	04/03/22	04/16/22	04/18/22
		B11	04/17/22	04/30/22	05/02/22
End of Spring Semester	<u>5/24/2022</u>	B12	05/01/22	05/14/22	05/16/22
Spring '22 Pay Period Ends	<u>5/28/2022</u>	B13	05/15/22	05/28/22	05/30/22
					06/10/22
Summer '22 Pay Period Begins	<u>5/29/2022</u>	B14	05/29/22	06/11/22	06/13/22
		B15	06/12/22	06/25/22	06/27/22
		B16	06/26/22	07/09/22	07/11/22
		B17	07/10/22	07/23/22	07/25/22
Summer '22 Pay Period Ends	<u>8/6/2022</u>	B18	07/24/22	08/06/22	08/08/22
					08/19/22

***Off-Campus Employers, please submit timesheets via secure
upload at ucdenver.edu/fadocs***

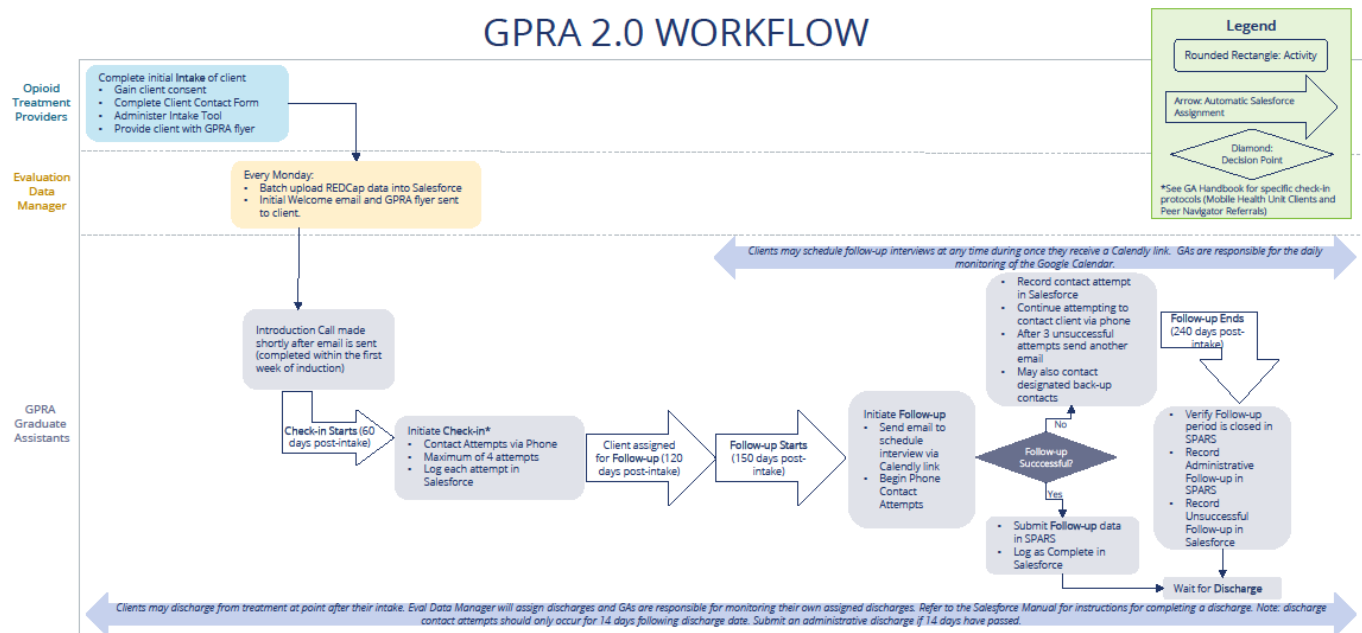
Please direct all student employee questions regarding pay checks, paystubs or direct deposits
to Employee Services at 303-860-4200. For all other student employee issues or questions

Revised 04/25/2021

Student Employment Office
P.O. Box 173364, Campus Box 125 Denver, CO 80217-3364
Phone: 303.315.1841 Fax: 303.315.1835 Email: studentemployment@ucdenver.edu

APPENDIX D

GPRA 2.0 WORKFLOW



Click on image above to link to full size chart.

APPENDIX E

GLOSSARY OF FREQUENTLY USED ACRONYMS AND TERMS

Please use this resource to acquaint yourself with some key acronyms and terms that will become part of your daily vocabulary as a GPRA GA and TEC Team Member.

1st Month Rent – SOR-funded provider that provides first month rent services to clients

AVCRA- Adolescent Community Reinforcement Approach, a SOR funded program.

Administrative Follow-Up - Administrative follow-ups do not count towards the follow-up rate required by the grant. Administrative follow-ups should be entered into SPARS for the following reasons.

- The client was contacted (at check-in or at follow-up) and refuses to participate.
- The client was contacted and reports moving out of state, therefore, no longer receiving SOR funded treatment.
- The client was not able to be reached within their follow-up window and a survey was not completed.*
- The client is incarcerated and unable to complete the follow-up survey.
- The client died and is unable to complete the follow-up survey

Administrative Discharge- An administrative discharge should be entered into SPARS for the following reasons:

- The client discharged from treatment (a discharge form was submitted); however, we were not able to contact the client within 14 days of their discharge date.
- The client did not have a successful follow-up and was discharged from treatment (a discharge form was submitted).

BHG- Behavioral Health Group, a Treatment Provider, see also list of all other providers on the [SOR Colorado website](#)

CITI- Human subject research certification

Client- The individuals that are receiving SOR funded treatment

Client ID- The 6-to-15-digit number associated with each client, used to maintain confidentiality.

Client records- The profile-like page in Salesforce that displays an overview of a client's contact history and recovery journey

Contact attempts- The successful or unsuccessful phone calls, emails, and text messages used to try completing an intro, check in, or follow up call.

Client contact- A way to reach a client by way of phone call, text message, email, and/or back up contact outreach.

Contact records- The page within Salesforce that contains a running record of all contact attempts.

CRA- Community Reinforcement Approach, a SOR funded program

CSAT- Center for Substance Abuse Treatment, a subsection of SPARS

FRC- Front Range Clinic, a treatment provider

Follow-Up Emails- When a client becomes eligible for follow up, GPRA GAs will send one email to the client's email address (if provided). Email addresses can be found in REDCap. The email will include a reintroduction to the GPRA health study, The Evaluation Center, and reminder of the \$30 incentive for participating in the follow-up.

Follow-Up Interview- The client was contacted during the follow up window (official follow-up window may be found in the SPARS "6-Month Follow-up Notification" Report which may differ slightly from the follow-up window in Salesforce. The official follow-up window in SPARS ranges in between five and eight months post intake, whereas the follow-up window in Salesforce ranges in between 150 and 240 days post intake, which may account for a slight discrepancy between the two windows.)

Check- In Calls- Check in calls are completed during the 60-120 days since intake window.

GPRA- Government Performance and Results Act, a federal act mandating standard data collection for any SAMHSA funded grants

Intake- The initial GPRA survey clients complete with providers when beginning SOR funded treatment.

Introductory Calls- Introductory calls are a strategy that the GPRA team has used previously to increase rapport between us and clients. Currently, **introductory calls** are not part of the GPRA workflow, but can potentially be reinstated in the future.

Stage/Status/Sub-Status Stages- These are stages in Salesforce after check-in or follow up calls are completed. These stages reflect defines who is responsible for the contact record at each stage, what actions are necessary and how the assigned individual is notified.

SPARS Data Entry- It is required to enter all GPRA data into SAMHSA's Performance Accountability and Reporting System, also known as SPARS. You may access SPARS on the SOR Colorado website or directly using this link: <https://spars.samhsa.gov/>

IPS- Individual Placement Services, a SOR funded program

JMAT- Jail-based medication assisted treatment, a former SOR funded program

MAT- Medication Assisted Treatment, also known as Medication Addiction Treatment in some settings; a SOR funded program

MHU- Mobile Health Unit, a SOR funded program

MSO- Managed Service Organization

OBH- Office of Behavioral Health "The State"

OTP- Opioid Treatment Program, a licensed provider that is able to administer MAT

Outdated Contact Information- There may be instances when a client's contact information becomes outdated or otherwise invalid. Examples of this include disconnected or out-of-service phone numbers or numbers that no longer belong to the client. If this is the case, check the "Outdated Contact Information" box in Salesforce and record the client in the [Outdated Client Contact Info](#) tracking spreadsheet on the Q drive.

REDCap- Data collection platform used to collect client contact information at intake.

RCO – Recovery Community Organization funded by SOR that provides peer-based services

RR – Recovery Residence funded by SOR that provides residential services

Salesforce- The client tracking platform to monitor contact attempts as clients move through recovery journey.

Salesforce User Licenses- There are seven full Salesforce licenses and 15 platform licenses (used for contractors and GAs).

SAMHSA- Substance Abuse and Mental Health Services Administration

Skillsoft- University based training platform where employees complete university required training (great resource to take advantage of as an employee of the University!)

SOR- State Opioid Response grant

SPARS- SAMHSA's Performance Accountability Reporting System – the data entry platform where GPRA survey is administered and entered.

TEC- The Evaluation Center

TIC- Trauma Informed Care

TII- Trauma Informed Interviewing

TIP- Trauma Informed Practices

Tribal- A feasibility assessment for culturally appropriate treatment in Native American communities, a SOR funded program.

APPENDIX F



Guide for Using Time IQ



STEPS TO LOG YOUR HOURS:

1. Log into Time IQ: <https://theevaluationcenter.timeiq.com/>.
2. Navigate to your preferred "Entry" option (day, week, or batch).
3. Then choose the **project** and **service** category that best fits your entry.

HOW TO CHOOSE A PROJECT/SERVICE CATEGORY:

Choose a Project:

A. Internal Activities Non-Billable

-OR-

B. Current Clients Billable

Choose a Service:

- Business Development
- Internal Work Groups
- New Proposal Development
- Sick/Vacation/Holiday Leave
- Team Meetings/Administration
- Professional Development

Monthly Target = 20% of your time

Log all:

- Sick or vacation leave or university holidays under "Internal – Sick/Vacation/Holiday Leave"
- Workgroup hours related to activities including meeting time as well as any time spent outside of meetings under "Internal – Internal Work Groups"

Choose a Service:

- Data Collection & Analysis (i.e. interviews, survey administration, qualitative and quantitative analysis)
- Deliverable Preparation & Review (i.e. reviewing reports)
- Project Management (i.e. internal or client meetings)
- Project Planning & Design (i.e. client or internal meetings to work out decisions about the project, responding to emails from a client)
- Training & Technical Assistance (i.e. assisting clients, developing training materials)

Monthly Target = 80% of your time

Log billable activities under the correct "Client." If you are unsure what amount of your time is billable, check with the project leads.

IMPORTANT GUIDELINES:

- Your total hours for the week should equal the total hours you work in a normal week. The only exception is if you work *more* than your allotted hours in a given week.
- Enter all of your time into Time IQ before the monthly deadline. (Allyssa will notify the team when this occurs every month.)
- Do not edit your entries after the monthly deadline. Reach out to Allyssa if you need to make any edits.
- We recommend that you enter your time on a daily or weekly basis. It can be stressful if you wait until the end of the month to log all of your entries.

All Time IQ entries must be submitted by the monthly due date for accurate billing.

TIPS AND TRICKS

Over the years, GPRA GAs have compiled this list of tips and tricks that they have found helpful in their work. Keep in mind that everyone's work style is different so some of these tips/tricks may work well for you, or they may not. If you come across any tips or tricks that work for you, please let us know so that we can add them to this list.

HELPFUL FOR CLIENT CALLS

- Some clients may push back when you ask them to confirm their birthdate. Instead of explaining that this is for "confidentiality reasons" it can be helpful to include the term "HIPAA" in your explanation. Since HIPAA is so popular in the media these days, most people are familiar with the term and associate it with privacy of health information. This also gives you a chance to build credibility and many clients appreciate the attention to privacy that HIPAA is associated with. Overall, you can stress that we are asking to verify their identity so that we can protect the clients' private health information.
- Another tip related to confirming client identities is by specifically asking for only their birth month and birth year. This is all that is collected in SPARS, therefore, the only information that you need. It might make clients feel more comfortable sharing this information compared to sharing their entire birth month, birthdate, and birthyear.
- Sometimes you just have to take one for the team! If a client chooses to share feedback about the grant, the services they received, or your approach to calling them, it can be beneficial to simply thank them for their feedback instead of trying to explain/defend further. This is when those trauma informed interview skills come into play.
- If a client feels uncomfortable or weary with the check in call only being a call to update personal information, you can offer to schedule their follow-up survey at that time. This may feel more comfortable to the client and legitimize the check-in call. This might also be a good technique to use if you get the impression this person might not answer a future call from you. The follow-up should be scheduled 5-8 months from the intake date, and if it is scheduled in advance, it should be logged into the Google Calendar.
- Sometimes saying "(Your name) at The Evaluation Center at The University of Colorado Denver" can be a lot of information at one time. Saying "(Your name) at the Evaluation Center at *CU Denver*" is an option to shorten your introduction, sound more personable, and many people in Colorado are familiar with referring to the school as CU Denver.

HELPFUL FOR DATA ENTRY

- SOR II Grant Data Entry – If a client identifier pops up as two different entries when searching in REDCap, this is likely because they were enrolled in both the SOR I and SOR II Grants. The larger of the two REDCap Record IDs will be the SOR II entry, while the smaller is most likely SOR I. Likewise, you can also determine which SOR grant the contact form applies to by looking at the intake date. Any intake dates after 2/1/2021 were completed under SOR II and prior to 2/1/2021 were completed under SOR I.
- If a client's SOR II information is entered into REDCap as "updated contact information" from SOR I, however there is no pre-existing entry for SOR I, this is likely an error on the provider's side. It is okay to call these clients even though their preference for being called is not displayed as it normally is in a new entry. One might want to refrain from leaving a voicemail however in order to ensure no client is put in an uncomfortable position in a situation where it is not okay to leave a voicemail.

- When looking up a phone number in REDCap (for example, if a client returns your call and you are unable to answer), the phone number needs to be entered using the following formatting for the REDCap search to work: (XXX) XXX-XXXX



MISSION

We strive to make evaluation a valued and widely accepted practice by increasing the use and understanding of evaluation. We collaborate with our clients to support evidence-informed programs, practices, and policies in schools, institutions of higher education, governmental agencies, and nonprofit organizations.



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