

# IWUG Online Meeting Minutes

June 2, 2016

## Topics discussed:

### **Announcements**

Effective with the July 7 meeting, the IWUG calls will be held on a quarterly basis. The next scheduled meeting dates are: October 6, 2016; January 7, 2017; and April 7, 2017.

### **WITS Production Updates**

#### **Episode-Specific Consent Functionality**

We are currently running version 18.7.6, which was put into WITS Production yesterday, June 1. The main change in functionality that occurred with this release is the Episode-Specific Consent Functionality. This work item will limit Consents to the episode in which they are created. Previous functionality allowed a Consent to bridge between episodes of care, and this resolution will ensure the security of client records and information being consented outside of the agency. Another change is that the Earliest Date of Services to be Consented field will automatically populate with the date of the Intake, which will include all activities on the Activity List for that episode as long as it has been selected in the disclosure.

### **Documentation Updates**

#### **ATR 4 GPRA Follow-Up Due Screen and GPRA Alerts Video Guidance**

Additional guidance documents have been posted to the [www.wits.idaho.gov](http://www.wits.idaho.gov) website for your reference. Under both the WITS User Guides and the ATR tabs, there is a new guidance video for staff members titled "ATR 4 GPRA Follow-Up Due Screen and GPRA Alerts". This guidance covers using the GPRA Follow-up Due screen, reading the results and accessing the client record from the search tool. How to resolve an alert that a GPRA Follow Up is due is also included. For Agency WITS Administrators, a video detailing how to set up the alerts and reassign them is forthcoming but, in the meantime, weekly trainings will occur on these topics through the months of June and July, and AWA's are required to attend at least once.

### **WITS Development**

No updates at this time.

### **Testing and Release Schedule**

As of yesterday, we have pushed release 18.7.6 to Production. At this time, the new release for testing has not yet been loaded into Training. The upcoming release contains mostly bug fixes and will not affect major functionality in the system.

### **WITS Error Workarounds**

One error has been identified in the current 18.7.6 release. When "Generate Report" is

selected from an encounter note, the system is removing the client name but leaving the UCN. This may be problematic for providers who utilize this functionality to create a hard record of encounter notes for client files. There is currently no workaround; however, this issue has been reported to the programmers and we hope for a quick resolution.

### **Open Training Session**

The next Open Session Training will be held June 16, 2016.

### **Partner Agency Updates**

#### **BPA Health**

##### ***Sharon Burke – FY2017 Audit Process Webinar***

Sharon advised that BPA will be hosting FY2017 Audit Process Webinars today at 2:00 p.m. and tomorrow at 10:00 a.m. (MST). Information about these is available on their website.

##### ***Rochelle Eddy – Consumer Care Surveys***

Rochelle reported on results of the Consumer Care Surveys they conduct in April & October, which cover Treatment & RSS providers, client experiences and outcomes. They send fliers to providers for them to give to clients. She stated they received a total of 66 responses, many of which were very positive.

##### ***Sharon Burke – Criminal Justice Network Addendums***

Sharon reported on changes to the Criminal Justice Network Addendums. BPA staff was on a call last week with IDOC and providers. She stated that there is a cap of 27 people for Cincinnati's CBI-SA Training.

##### ***Sharon Burke – Agency Staff List Updates***

Sharon reminded everyone it's very important to keep their agency's staff list updated. Someone asked who needs to be on their list. Molly answered that the agency list needs to include administrative and clinical staff, basically anyone who has contact with their state-funded clients.

#### **IDOC**

*Lorenzo Washington* reported no updates.

#### **IDJC**

*No representative* was on the call today.

#### **ISC**

*Lynn Proctor* reported no updates.

#### **IDHW**

##### ***Dan Greenleaf - Follow Up Survey***

Dan reported that as of July 1, 2016, the Follow Up Survey will be expanded to include

adolescents. IDOC and IDJC will also be included. Courts won't be included because they do their own surveys. Dan said that it's understood providers can't get all surveys completed, but an attempt is expected to be made. He reiterated that it's important to complete these so we can continue to receive access to funding and find out where we can improve on services. Withhold incentives will most likely be impacted. Dan said information will be shared at aggregate levels for performance of individual agencies and at state levels. The process will become much more automated in the future. Trainings will be held the first couple weeks in July.

### **Crystal Campbell - GPRA 6-Month Follow-Up**

Crystal reported that the GPRA 6-Month Follow-Up numbers are really low. The reason they're just now getting information is because the previous ATR program used different systems than ATR4, and they've had problems trying to combine results between the two systems. The majority of what's happening is people are doing administrative GPRA's and answering "no" about speaking to the client if they couldn't reach them, which counts as non-compliant and has caused negatives. She reported that 62% of people responded they have not used alcohol or illegal drugs and 9% have had no arrests; this was an increase in responses from 20% to 23%. At the federal level, we need data for future funding. ATR is a 3-year grant but IDHW is required to re-apply for it annually. Continuation of funding depends on results. Crystal said we need to strive for 80%. In Idaho, funding is data-driven. It affects services and locations. We also use that information for pilots for programs and services.

Crystal explained that Administrative Follow Ups are done when no actual interview was conducted or an interview was done outside of the allotted window. She requested that providers plan ahead as much as possible. Training is available at the CSAT Advanced Follow-Up Training. At the time an Intake is done, providers should explain to a client that they'll need to have the GPRA Follow Up in the future. Crystal is working on a handout for providers to give to participants so they'll know what to expect. She's also working on a webinar.

Crystal gave a brief overview of the locator form that is available on our website. She recommended providers keep ongoing records of contacts so they can be reached, and train their staff members how to locate people. A lot of clients aren't available during standard business hours. Crystal reminded everyone that, if providers go to people's homes, they need to do the following: ensure they're safe; don't leave SUD-related information out that could be a privacy violation; and don't leave information in a mailbox. Use technology carefully and securely with the client's permission. Use of social media, texting, e-mailing, etc., needs to be done confidentially. Special populations may be hard to find, such as criminal justice clients; Crystal suggested providers check with PO's, and she mentioned an inmates list is available at a website named [vinelink.com](http://vinelink.com). For help with locating homeless people, she recommended asking them which places they frequent, such as shelters and restaurants, and offer to help them set up an e-mail account and/or post office box so they can be contacted. If they refuse to do the GPRA, try to find out why they don't want to do it, and be flexible in accommodating them. Incentives using DHW funding are not allowed but other items are, such as \$5 McDonalds cards, and Crystal can provide information about these options.

Crystal commended Easter Seals Goodwill for completing a lot of GPRA Follow Ups and asked Tiffany Walker to share some of the things they do which have helped them be successful. Tiffany reported that they use many forms of communication, including phone numbers, keeping track of information in their EHR, and she'll add social media too now; they start as early as possible to track down clients; and they've engaged their Case Manager to assist them. They assign their Case Manager the task when GPRAs are due and she pursues those. Tiffany also runs GPRA reports in WITS quite often, at least once a month or more. Someone asked whether Easter Seals Goodwill has one person do the GPRA Due for everyone, or if each clinician does them for their own clients. She said each clinician who meets with clients does them.

Crystal discussed the GPRA Regulations Training that clinicians are required to complete. When they get a passing grade, they will receive a certificate from her. She reminded everyone that good information about GPRA Functionality is available on the WITS website and the CSAT Advanced Follow Up training.

#### ***Ben Skaggs - Update on GAIN-I Lite***

Ben reported that, effective June 7, 2016, Chestnut Health Systems will turn on the GAIN-I Lite assessment so all provider agencies in the BPA network will have access to it, and it can be used for all non-19-2524 clients. **Clinicians will need to be careful in selecting the correct type of assessment for their client population to ensure they do not use the GAIN Lite for 19-2524 clients.**

IDHW will be evaluating the average units utilized after this implementation.

#### ***Michelle Buskey - ICD10/DSM 5 Codes***

Michelle reported that the version of GAIN which contains the ICD10/DSM 5 codes will be available in WITS in about 3 months.

#### **Provider Agency Updates**

##### **New Provider Spotlight**

No new provider report.

##### **Work Group Updates**

No updates at this time.

##### **Upcoming Provider Work Groups**

No updates at this time.

#### **Training**

Our next Open Session Training will be held June 16, 2016. Requests for training topics were solicited but none were received at this time.

**Q/A:**

None at this time.