State Opioid and Stimulant Response (SOS 3.0) Grant
Frequently Asked Questions

Updated November 21, 2023

Acronym List

- CSAT – Center for Substance Abuse Treatment (a center at the Substance Abuse Mental Health Services Administration)
- GRC – Ohio Colleges of Medicine Government Resource Center
- GPRA Tool – Government Performance and Results Act Tool
- OhioMHAS – Ohio Department of Mental Health and Addiction Services
- SAMHSA – Substance Abuse Mental Health Services Administration
- SOR/TOR Program Instrument – State Opioid Response and Tribal Opioid Response Program Instrument
- SOS 3.0 Grant – State Opioid and Response Grant

General Questions

1. **What are the goals of the SOS 3.0 grant?**
   The Ohio Department of Mental Health and Addiction Services has identified 6 key goals to address substance use and misuse, including to: 1) Reduce unintentional overdose death; 2) Increase access to addiction treatment; 3) Prevent youth alcohol and drug use; 4) Increase recovery supports; 5) Support responsible prescribing practices; and 6) Promote harm reduction practices.

2. **What is the role of the GRC in the SOS 3.0 grant?**
   The Ohio Department of Mental Health and Addiction Services selected the Ohio Colleges of Medicine Government Resource Center (GRC) to be the lead evaluator for the SOS 3.0 grant. In this capacity, GRC is analyzing the grant performance and outcomes. In addition, GRC is providing training and support to Ohio SOS providers. If you have questions for the SOS evaluation team, you can fill out the "Contact Us" form on the website at www.OhioSOSevaluation.org or reach us by email at SOSEval@osumc.edu.

3. **What are allowable expenses for SOS 3.0?**
   The Ohio Department of Mental Health and Addiction Services (OhioMHAS) has a reference guide on their website with the SOS Grant Allowable and Unallowable Expenses Guidance on the OhioMHAS SOS 3.0 website: https://mha.ohio.gov/static/KnowOurProgramsandServices/state-opioid-response/SOS-Allowable-and-Unallowable-Grant-Expenses-for-Awardees.pdf. For further guidance on any funding-related questions, please refer to your notice of sub award or ask the Ohio Department of Mental Health and Addiction Services at SOR3@mha.ohio.gov.

Training Questions

4. **What trainings are offered by the evaluation team?**
   Currently, Ohio Colleges of Medicine Government Resource Center offers a companion set of training courses that can be completed in any order: 1) GPRA Data Collection: Learning How to Complete the Required GPRA Interview and 2) iPortal Data Entry: Learning How to Enter a GPRA Interview into iPortal. There are also on-demand trainings that can be viewed at any time. For example, we have an on-demand training for Accessing the OhioMHAS iPortal. The SOS Evaluation team continues to develop and post more training. If you have a suggestion for training content, please email us at SOSEval@osumc.edu. To register or learn more, please visit the training page on the website at www.OhioSOSevaluation.org.

5. **Where can I register for trainings?**
   Pre-registration is required for the virtual trainings and links to register can be found on the training page of the website at www.OhioSOSevaluation.org. No registration is required to view any of the on-demand trainings. They can be accessed any time.

6. **Who should take these trainings?**
   The GPRA Data Collection and iPortal Data Entry training are a companion set. They are intended for GPRA direct care providers, staff, and supervisors who have SOS 3.0 funding. If your agency has new staff that will be conducting the GPRA, using iPortal, or helping with SOS services, they should register for both trainings.

7. **If I have previously been trained, do I need to register to take the two-companion set of trainings?**
   In September 2023, GRC began offering a redesigned series of training that includes a companion-set on GPRA Data Collection and iPortal Data Entry. For experienced data collectors, you have the option to take only one if you would like a refresher. For example, the GPRA Data Collection one is being taught by a SAMHSA-trained, train-the-trainer. The iPortal Data Entry offers tips and tricks for utilizing the SOR SOS iPortal application.

GPRA Questions

8. What is the Government Performance and Results Act (GPRA) of 1993?
GPRA is a public law that was passed by Congress in 1993. GPRA was enacted to improve stewardship in the Federal government and to link resources and management decisions with program performance. The GPRA Modernization Act of 2010 updated some aspects of the GPRA Act of 1993 by establishing changes and building on lessons agencies have learned in setting goals and reporting performance. Additionally, it placed emphasis on setting priorities, cross-organizational collaboration to achieve shared goals, and the use and analysis of goals and measures to improve outcomes of federally funded programs. As part of this federal mandate, all SAMHSA grantees are required to collect and report performance data using approved measurement tools.

9. Can projects change the GPRA Tool?
According to SAMHSA guidance, “No, the GPRA Tool cannot be changed.” (Source: SAMHSA FAQs)

10. Do we have to ask the questions as written in the GPRA Tool?
According to SAMHSA guidance, “Questions must be asked as written. After the question is asked, grantees can paraphrase if additional clarification is required for the client.” (Source: SAMHSA FAQs)

11. Where can I find the GPRA tool?
The paper GPRA tool can be found in the documents section of the website: www.OhioSOSEvaluation.org. GRC recommends that GPRA collectors use the paper GPRA tool and conduct interviews on paper before entering the data into the SOR SOS iPortal application.

12. Can we just skip the paper GPRA tool and enter GPRA interviews directly into the SOR SOS iPortal application?
It is recommended that users record responses on the paper tool. The SOR SOS iPortal application is not designed or optimized for use during interviews. The iPortal will time out due to inactivity and can get overloaded. If used “live” during an interview, you could end up with a loss of data. Also, per SAMHSA guideline, entering data live from the GPRA interview “could interrupt the flow, rapport, and trust needed for clients to fully respond.” (Source: SAMHAS FAQs)

13. What are the required data collection points for the GPRA information?
GPRA data for the SOS 3.0 grant are to be collected for each client at these specific points:

- Intake/baseline
- Six-month follow-up after the initial intake
- Discharge

It is imperative that grantees begin to collect GPRA data on each client as soon as possible after the client’s intake into the program.

14. Do we have to collect information on every person our program serves?
SAMHSA guidance says, “Program staff must collect data on all clients to whom they are providing CSAT-funded services (as defined by the CSAT grant). CSAT GPRA Core Client Outcome Measures data items must be collected at intake/baseline, 6-month follow-up, and discharge…Sites should collect follow-up data on all clients regardless of whether a client is discharged or drops out of the program. When a program cannot conduct a follow-up interview with a client, the program must complete an administrative discharge GPRA to report that information to CSAT and explain why they were not able to follow-up.” (Source: SAMHSA FAQs)

Follow-up and Discharge Questions

15. Do we have to follow-up on each client? What is the targeted follow-up rate?
Yes, each grantee should attempt to conduct a GPRA follow-up on every client. The minimum targeted follow-up rate is 80%. Only clients that receive a full follow-up interview count towards this rate.

16. What about clients that you can no longer contact and have not completed the follow-up or discharge interviews?
The training called, "GPRA Data Collection: Learning how to complete the required GPRA interview" covers strategies for how and when to complete follow-up and discharge interviews. To register for this training, please go to the project website: www.OhioSOSevaluation.org

This SPARS CSAT Technical Assistance Guide on Improving Client Participation in GPRA Follow-up Interviews also goes over strategies for how to enhance your ability to successfully contact and conduct follow-up interviews with clients.
In addition, here is interview-specific guidance from SAMHSA on these two types of interviews:

- Follow-up interviews: Please refer to the GPRA Tool Frequently Asked Questions (FAQs), question #15 and #27.
- Discharge interviews: Please refer to the GPRA Tool Frequently Asked Questions (FAQs), questions #32 and #33.

17. Is there a way to export contact events?
Currently, there is no way to export contact events. We will share this idea with OhioMHAS for them to consider as a way to strengthen the SOR SOS iPortal application. Until such a feature is created, you could take screenshots of entries to keep for your records.

18. For the contact events, can we keep track of anytime we talk with them even if it's not about the interview?
Contact events logged in the SOR SOS iPortal application should only include those contacts related to GPRA interviews. Clinical interactions should not be entered in the SOR SOS iPortal application.

19. What happens if you have a client that you discharged and then they come back a few days later?
Scenario 1: *Client was discharged from SOS 3.0 grant-funded services and returned days later to resume continuation of same services (not a new instance of service).* Contact the GRC SOS 3.0 Evaluation Team at SOSEval@osumc.edu to request the discharge interview be cancelled. Include the following information 1) reasoning for canceled interview (i.e., client was discharged from services but returned 3 days later to continue same services), 2) Patient ID number, 3) interview date, and 4) provider name and email address.

Scenario 2: *Client was discharged from SOS 3.0 grant-funded services and returned to the agency to begin new services.* Per SAMHSA guidelines, GPRA data collectors are only required to administer the GPRA baseline one time per client per grant period. For more details, please refer to question #23 in the GPRA Tool Frequently Asked Questions (FAQs).

SOR SOS iPortal Application Questions

20. What is the SOR SOS iPortal application?

OhioMHAS operates and manages the SOR SOS iPortal application. It is the online platform that is utilized for entering, storing, and managing SOS GPRA interview and client locator data. The dashboard includes a navigation bar, an announcements bar, and application/report tiles depending on the user's role and credentials.

21. How do I get access to the SOR SOS iPortal application?

To get access to iPortal, you will need to create an OH|ID and request access to the SOR SOS iPortal Application. On the training page, there is an On Demand Video detailing the steps of this process with an accompanied slide deck for reference. Please ensure that you or any staff member that will be using iPortal and completing GPRAs have attended the GPRA Data Collection and iPortal Data entry trainings.

22. How do we request a client be transferred from one GPRA collector to another?

Please reach out to SOSEval@osumc.edu and we will request that it be switched. Include the following: 1) name and email address of the GPRA Collector currently assigned to the GPRAs that need to be transferred (ex. staff who left the organization) 2) name and email address of the GPRA Collector who is taking over the interview(s), and 3) if applicable, the number of cases and/or patient IDs to be transferred. NOTE: The person who the case(s) are being transferred to must have access to the SOR SOS iPortal application before the transfer can be made.

23. If I enter a client into the SOR SOS iPortal application, am I responsible for the follow-up and discharge interviews, or can another staff member conduct these interviews?

Your agency is responsible for the follow-up or discharge interview. Each agency is required to track GPRA interviews and may choose to have different staff interview clients at different timepoints. However, there are some limitations in the SOR SOS iPortal application that you and your agency should be aware of.

1. Clients can only be assigned to one GPRA Data Collector at a time. Individuals with GPRA Data Collector access in the SOR SOS iPortal application are only able to access the interviews that are assigned to them.
2. If an agency has a supervisor with a need to see all of the GPRAs interviews in an agency/organization/program, they may reach out to SOSEval@osumc.edu to request supervisory access (GPRA Behavioral Health User). However, if transfers need to be completed between individuals, those still need to be made as a request to SOSEval@osumc.edu.
3. Finally, an organization may choose to have GPRA interviews entered into the SOR SOS iPortal application by someone who did not collect the interview themselves, such as an administrative staff member. This person would be responsible for also entering the follow-up and discharge interviews.

24. How do I create a patient ID when entering a new GPRA interview into the SOR SOS iPortal application?

Per SAMHSA guidance, "Each individual grant develops its own client identification (ID). Each client should have their own unique Client ID that is used at all data collection points: GPRA intake/baseline, 6-months follow-up, and discharge. The same unique ID is used each time, even if the client has more than one episode of care. For confidentiality reasons, do not use any portion of the client's date of birth, Social Security number, or names in the Client ID. Grantees with more than one service site should consider using one of the Client ID digits to identify the site that conducted the interview." (Source: SAMHSA GPRA Tool FAQs)

25. How do I answer the question about mental health diagnosis, if I have a client who said that they have an ADHD diagnosis?

On the GPRA tool, this question is in Section B.Q.10. If you cannot match the mental health diagnosis with ones listed, you would mark 'None of the Above.' Please be aware that currently the SOR SOS iPortal application does not allow you to enter a response of 'None of the Above." In the case mentioned, please enter “No,” if ADHD is the only diagnosis that they report for this question. GRC has made a recommendation to OhioMHAS to change the SOR SOS iPortal to have “None of the above” included as an option.

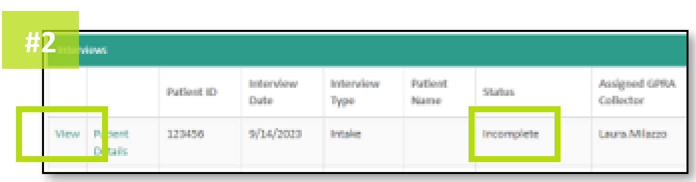
For more information on this GPRA question, refer to Section B.Q.10. in the GPRA Client Outcome Measures for Discretionary Programs data collection tool (pages 8-9) and the GPRA Tool Question-by-Question Guide (pages 18.)

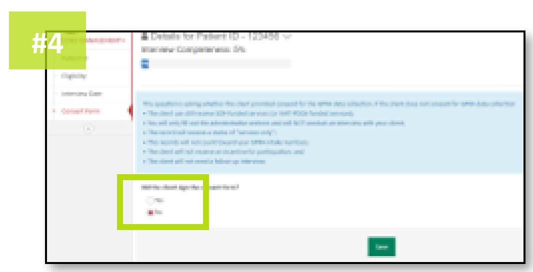
26. In the demographics section, if the client self-reports being divorced and dating, how do I record an answer to the question: What is your relationship status?
Only one choice can be selected in the SOR SOS iPortal application. The intent of this question is to ascertain the client’s relationship status. Select the response that best represents the client’s current relationship status.

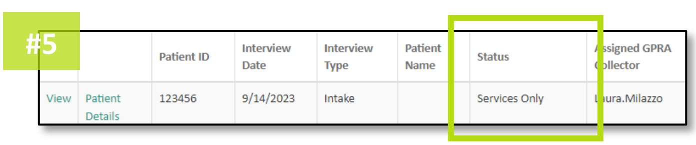
For more information, refer to Section A.Q.7. in the GPRA Client Outcome Measures for Discretionary Programs data collection tool (pages 3) and the GPRA Tool Question-by-Question Guide (page 18.)

27. How often should we enter our GPRA data into the SOR SOS iPortal?
According to SAMHSA guidelines, “grantees are required to have all their GPRA data entered in as close to real time as possible. Thus, grantees should aim to enter their data within 1 day—but no later than 7 days—after the GPRA interview is conducted.” (Source: SAMHSA FAQs)

28. I have several incomplete interviews on my dashboard because when we get to the part where they sign the consent, they then refuse. Should I just leave the interviews, or do I delete them?
Neither. These should become administrative services only interviews, which are important to track.
To complete an incomplete interview where the client has refused to consent, complete the following steps. 1) Search for the interview. 2) Click view. 3) Navigate to the consent form. 4) Click ‘no.’ 5) Check that the status changed to ‘Services Only.’ (See screenshots below.) Once these steps are taken, the interview is no longer considered incomplete.







29. I am having trouble with the two-step authentication process. How do I request a new passcode?
When doing the two-step authentication, clicking on the SOR SOS application tile begins the request process for a Pass Code. There is usually a delay of up to a minute or two from when you make that initial request to when the Pass Code will be emailed to you. Sometimes it can take longer than that.

The Pass Codes are for one-time use and become invalidated if you make another request. We recommend only clicking the “Email New Pass Code” button if it has been more than 15-20 minutes and you have not received a code.

Incentive Questions

30. Are clients that participate in SOS 3.0 services eligible for incentives?
Yes. Clients that participate in SOS 3.0 services are eligible for their incentive upon completion of the 6-month follow-up interview. This interview must be completed with the client.

31. What is the incentive that clients will receive? How will they receive it?
Clients will receive a $30 Walmart gift card. The gift card will be sent via mail upon completion of their follow-up interview using the address provided on the locator form in the SOR SOS iPortal application. It may take up to a month upon completion of the follow-up for the gift card to be delivered.

32. Am I able to update the address if a client moves/request a change for their gift card?
Yes. You can update the locator form in the SOR SOS iPortal application at any time after intake. You can do this by using the search function in SOR SOS iPortal application. Once a client has been located, press “Patient Details”. In the bottom right corner, there is a button that says “Locator Form”. This will allow you to update the locator form data at any point. Press submit to ensure that any updated or modified data is saved.

33. I was told previously to have gift cards sent to our agency as a way to encourage clients to return. Is that still an acceptable strategy?
The SOS Evaluation team discourages the use of organizational mailing addresses for distributing the 6-month follow-up gift cards to SOS 3.0 clients. GRC wants to minimize barriers to clients receiving the gift cards. Interviewers should work with clients to determine the best, most client-centered strategy for receiving a gift card. This includes working with clients to ensure that they have the most up-to-date street and/or email address in the SOR SOS iPortal application.

Reporting Question

34. Are we able to receive reports that show us our results?
The Ohio Colleges of Medicine Government Resource Center (GRC) is overhauling the bi-weekly reports that OhioMHAS-funded grantees receive. In addition, we are developing a report on SAMHSA national outcome measures (NOMs) (e.g., stable housing, substance use, criminal justice involvement, mental health). When those are available, they will be shared with grantees.

Data Collection Tools/Instruments

35. What tools does the SOS 3.0 grant utilize?
There are three primary tools and instruments utilized with the SOS 3.0 grant: 1) GPRA Tool, 2) SOR/TOR Program Instrument, and 3) Non-GPRA Reporting Tool.

GPRA Tool

36. What is the GPRA Tool?
The Center for Substance Abuse Treatment (CSAT) Government Performance and Results Act (GPRA) Tool collects client-level data items. It is composed of Sections A-K and collects information related to demographics; substance use and planned services; living conditions; education, employment, and income; legal; mental and physical health problems and treatment/recovery; program-specific questions (only required of certain grant programs); follow-up status; discharge status; and services received under grant funding. (Source: SAMHSA GPRA Frequently Asked Questions)

37. Who gets a GPRA?
In general, a GPRA would be administered to anyone who: a) has a diagnosis/history of opioid use disorder/misuse, stimulant use disorder/misuse, or opiate-related overdose, b) receives direct services funded by a SAMHSA/CSAT-funded grant, and c) will be seen more than once. The GPRA is administered at intake/baseline, 6 months after intake/baseline, and discharge. (Source: SAMHSA GPRA Frequently Asked Questions)

SOR/TOR Instrument

38. What is the SOR/TOR Program Instrument?
The SOR/TOR Program Instrument was developed by SAMHSA to assess education and prevention activities. The instrument collects the following: 1) Naloxone overdose kits purchased and distributed; 2) Overdose reversal; 3) Fentanyl test strips purchased and distributed; 4) Education of school-aged children, first responders, and key community sectors on opioid and/or stimulant misuse; and 5) Outreach activities that target underserved and/or diverse populations. (Source: SAMHSA)

39. Who should we include in the SOR/TOR Program Instrument?
This SOR/TOR Program Instrument would be used to collect data on people served through the services and resources listed in the question above. A client may need to complete a GPRA and be included in the SOR/TOR instrument. The data for the SOR/TOR instrument is collected quarterly.

Non-GPRA Reporting Tool

40. What is the Non-GPRA Reporting Tool?
The Non-GPRA Reporting Tool was developed to evaluate SOS 3.0-funded providers who utilize funding to deliver prevention projects that do not meet the requirement to complete the CSAT GPRA tool. The Non-GPRA Reporting Tool collects National Outcomes Measures, demographics, and program-specific information including goals and outcomes where GPRA is not applicable. Grantees complete a Non-GPRA Reporting Tool survey quarterly for prevention projects they implement with SOS 3.0 funding. (Source: OhioMHAS)

41. Who should we include in the Non-GPRA Reporting Tool?
The Non-GPRA Reporting Tool would be used to collect data on people who are not administered a GPRA. For example, people offered services in prevention projects where you want more detailed information than would be collected on the SOR/TOR instrument. The Non-GPRA Reporting Tool data is collected quarterly.

Data Collection Case Scenarios

42. Which tool or instrument do we use to collect data…

a. …on services delivered under peer recovery services?

- If a client has one of the eligible diagnoses and a peer supporter plans to see the client more than once, then administer the intake/baseline GPRA and follow-up GPRA at six months, and if necessary, a discharge interview.
- For family members of the client, count any services delivered under the SOS 3.0 grant on the SOR/TOR reporting tool, and the Non-GPRA Program Instrument, including demographics about people served.
- If resources (e.g., Narcan or fentanyl test strips) are purchased under the SOS 3.0 grant and/or distributed, count these activities on the SOR/TOR Program Instrument.

b. …on prevention services offered in schools?

- Include numbers served under training questions in the SOR/TOR Program Instrument.
- Consider completing the Non-GPRA Reporting Tool to collect more detailed information about those trained.

c. …on a training program for staff who work with people receiving psychiatric services and have a dual diagnosis?

- Include numbers served under training questions in the SOR/TOR Program Instrument.
- Consider completing the Non-GPRA Reporting Tool to collect more detailed information about those trained.

d. …if a provider begins working with someone through a one-time service and then begins offering ongoing services? For example, a client receives a one-time service from a mobile van and then begins receiving ongoing treatment or recovery services.

- Include numbers served for mobile van services in the SOR/TOR Program Instrument and the Non-GPRA Reporting Tool, as appropriate.
- If the client begins receiving treatment or recovery services on an ongoing basis, then administer the intake/baseline GPRA and follow-up GPRA at six months, and if necessary, a discharge interview.

e. …if a provider uses SOS funding to develop an app for people in recovery?

- Include the numbers served by the app in the SOR/TOR Program Instrument.
- Consider completing the Non-GPRA Reporting Tool to collect more detailed information about those served.

f. …if a provider offers outreach to homeless individuals?

- Include the numbers served in the SOR/TOR Program Instrument.
- Consider completing the Non-GPRA Reporting Tool to collect more detailed information about those served.

g. …if a provider offers someone being released from a community-based correctional facility (with no Medicaid) medicated-assisted treatment such as Vivitrol?

- If the client is receiving MAT, then they would have received an eligible diagnosis. With an eligible diagnosis, the client would also be offered supportive services with their MAT (ongoing services). Therefore, the provider would administer the intake/baseline GPRA and follow-up GPRA at six months, and if necessary, a discharge interview.
- For cohort retention strategies, the provider would want to coordinate with the supportive service providers (e.g., sober house, transitional housing, parole officer, etc.) to locate the client for follow-up.