

## ADAD ATR GPRA Follow-Up Compliance Procedures

The spreadsheet of GPRA follow-up rates will be exported from WITS once monthly on the final Friday of each month for all ATR Ohana agencies. The report will be edited to show each agency's performance individually, and will be sent to the agency primary contact by e-mail within the first three (3) business days of the following month. Below are the 2012 - 2014 schedules for review of ATR Ohana provider agency GPRA follow-up compliance rate along with the date range that the provider will receive their individualized GPRA follow-up rate report from ATR staff. When the final Friday of the month is a State holiday, GPRA follow-up compliance will be reviewed on the next scheduled working day, and the GPRA follow-up notice to the provider will be delivered within three (3) business days following that date.

### GPRA Follow Up Reports for 2012

<u>Exported from WITS</u>	<u>Reported to Provider</u>
January 27, 2012	February 1, 2012
February 24, 2012	February 29, 2012
March 30, 2012	April 4, 2012
April 27, 2012	May 2, 2012
May 25, 2012	May 31, 2012
June 29, 2012	July 5, 2012
July 27, 2012	August 1, 2012
August 31, 2012	September 6, 2012
September 28, 2012	October 3, 2012
October 26, 2012	October 31, 2012
November 30, 2012	December 5, 2012
December 28, 2012	January 4, 2013

### GPRA Follow Up Reports for 2013

<u>Exported from WITS</u>	<u>Reported to Provider</u>
January 25, 2013	January 30, 2013
February 22, 2013	February 27, 2013
April 1, 2013	April 4, 2013
April 26, 2013	May 1, 2013
May 31, 2013	June 5, 2013
June 28, 2013	July 3, 2013
July 26, 2013	July 31, 2013
August 30, 2013	September 5, 2013
September 27, 2013	October 2, 2013
October 25, 2013	October 30, 2013
December 2, 2013	December 5, 2013
December 27, 2013	January 2, 2014

## **GPRRA Follow Up Reports for 2014**

<u>Exported from WITS</u>	<u>Reported to Provider</u>
January 31, 2014	February 5, 2014
February 28, 2014	March 5, 2014
March 28, 2014	April 2, 2014
April 25, 2014	April 30, 2014
May 30, 2014	June 4, 2014
June 27, 2014	July 2, 2014
July 25, 2014	July 30, 2014
August 29, 2014	September 4, 2014
September 26, 2014	October 1, 2014

All efforts to contact clients to collect GPRRA follow-up screenings should be documented in WITS as a Miscellaneous Note to assist other agency staff and ATR staff with tracking and collection of GPRRA follow-ups. Graduated technical assistance and corrective actions that may be used to assist agencies with compliance rates below 80% on GPRRA follow-up:

### Strategies when follow up rates are 80% to 100%

- Public recognition by e-mail announcement to network
- Incentive presented at monthly provider meeting

### Strategies when follow up rate is below 80%

- Phone call and/or e-mail reminder that clients are due to have follow-up
- Phone call and/or e-mail notice that clients are coming due for follow-up
- Review of WITS Training regarding use of the Reports feature that shows the agency's Administrator the compliance rate, and review the instructions for using WITS to identify clients due for follow-up.
- Review agency's written policy regarding tracking clients and collecting follow up to identify possible impediments to reaching compliance, including review of current strategies being used to incentivize client compliance with GPRRA follow up.
- Review of agency practices and compliance with use of incentives provided by ATR Ohana
- Face-to-face meeting with provider to discuss challenges that prevent reaching compliance
- Sight visit, which will include practical recommendations for increasing follow up collection rates, and written corrective action plan
- Delivery of technical assistance to supervisors and/or staff on client locating and follow-up techniques
- Review of the GPRRA Tracking Tools available to the provider that were presented during GPRRA section of Provider Basic Training.

Strategies when follow up rate is below 50%

In addition to the above strategies for follow up used with agencies with follow up rate below 80%, the below additional strategies will be utilized to assist providers when the agency's follow up rate is below 50%:

- Practical intervention by ATR staff to locate and prompt client compliance with GPRA follow up.
- Written notice that additional client referrals to agency will be disallowed in an effort to reduce current ATR Ohana workload until compliance improves for 3 consecutive months
- Written notice that continued non-compliance will result in termination of MOU for ATR Ohana if rate does not significantly improve (20+ percentage points every month until percentage approximates 80% compliance).
- Written notice of intent to discontinue MOU in thirty (30) days for non-compliance
- Termination of MOU