



SOR FOLLOW-UP GPRA

Everything You Need to Know



Always Required

You must still complete the follow-up GPRA even if the client was discharged before the follow-up window.



5 - 8 Month Follow-Up Window

You may complete the follow-up GPRA between 5 and 8 months after the baseline GPRA.



Face-to-Face or Over the Phone

The follow-up GPRA can be administered either face-to-face or over the telephone.



\$30 Non-Cash Incentive

We recommend reminding clients of the incentive when scheduling the interview. This is the responsibility of the program to budget and coordinate for SOR-funded clients.



36 Minutes

SAMHSA estimates it will take 36 minutes to complete the follow-up GPRA.



80% Follow-Up Rate

SAMHSA requires an 80% follow-up rate at 6 months.

Follow-Up Best Practices

1

Gather client information and decide with the client how you will follow-up with them

A locator form can help you gather the client's contact information. We have an [example locator form on our website](#). When filling out the locator form, learn about the client's preferred means of communication. With the client, you can discuss the best options for reaching the client to schedule the 6 month follow-up interview. Be clear with the client about how you plan to follow-up with them so they know what to expect. For example, explain when you will be calling them and provide the phone number to expect a message from.



2

Maintain regular communication with the client and remind them of the incentive

Staff may choose to send clients a letter or other communications with interview reminders. Consider age, resources, organizational policies, and client preferences when determining appropriate ways to follow-up with clients. With hard-to-reach clients, remain persistent with communication and increase communication as needed. We also recommend reminding the client about the \$30 non-cash incentive.



3

Log your communication attempts and successes

Document your communication attempts and successes with clients that are due for a follow-up GPRA. This can help you keep track and plan your communication efforts. This will also help show the communication efforts that you have made and can help document your efforts if DHS, UWPHI, or SAMHSA asks about your follow-up rate. We have an [example communication log on our website](#).



4

Maintain confidentiality when contacting the client to arrange the follow-up GPRA.

Never mention drugs or drug treatment until you have confirmed the identity of the client. Never leave messages that identify you or your organization as a part of a drug treatment program. We have [example calling scripts on our website](#) for different scenarios, such as when you're not sure if you're speaking to the client or if you're leaving a voicemail with the client.

