

ACCESS TO RECOVERY II

HOW TO DO A FOLLOW-UP GPRA WHEN THE SERVICE RECIPIENT IS INCARCERATED

A follow-up GPRA interview must be obtained for every ATR II service recipient, even if the recipient is incarcerated when the follow-up GPRA is due. Instructions for completing the follow-up interview with individuals that are incarcerated are below.

- Confirm that the individual is incarcerated and locate the correctional institution with information obtained on the Dept of Corrections Inmate Information Search website (<http://www.ctinmateinfo.state.ct.us/>)

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Offender Information Search

Please enter the search criteria in one or more of the following fields:

CT DOC Inmate Number:

Last Name:

First Name:

Date of Birth (mm/dd/yyyy):

- Insert the service recipient's first name, last name and date of birth. Be sure to enter the date of birth as many individuals share the same first and last name. The site will show you an inmate number. Click on the inmate number and the screen will show you which correctional facility houses the inmate, the charges, and estimated time of release. This site will also show if the service recipient is located in a DOC halfway house or has a parole officer.
- Contact that facility and request to speak to the service recipient's correctional counselor. Ensure you have the "inmate number" from the DOC website. The phone numbers for DOC Facilities can be found on DOC website (<http://www.ct.gov/doc/cwp/view.asp?a=1502&Q=265422&docNav=> under "Facilities")
- When you call the main office will connect you to the service recipient's counselor. Introduce yourself to the counselor and request to speak with the service recipient. **DO NOT** share service information with the counselor unless there is a signed ROI on file in your client's chart for **that counselor or facility**. Set up a time and date when the telephone interview can be conducted in the counselor's office. If you do not have a signed ROI for that facility ask the counselor if they would ask their client to sign one and then if appropriate mail a form to the counselor which should be in return mailed back to you for filing in the client's chart. Give the counselor enough time to coordinate a telephone appointment. Call a full week or two before the follow-up GPRA is due to set up the appointment and work out the details.

Sample Introduction:

"Hello my name is (insert your name) and I am conducting a follow-up health survey with (insert service recipient name). He/She performed the initial survey with us 5 months ago and agreed to do a follow-up at this time. We need your help to schedule the follow-up interview."

- On the day of the interview, once the service recipient is on the phone **YOU MUST** do the **TELEPHONE VERIFICATION FORM** before administering the Follow-up GPRA. The Telephone Verification Form can be accessed online at the ATR website. www.abhct.com/downloads/GPRA%20TELEPHONE%20VERIFICATION%20FORM.PDF.
- Perform the Follow-up GPRA interview over the phone. Read all questions as stated and do not fill in any information without a direct service recipient response to the question.
- Once you have completed the FGPRAs thank the service recipients for their time. The service recipient can not receive a gift card at a correctional facility; **however** you may offer to send the gift card to another address. The gift card can only be mailed to the service recipient's name at any address the service recipient indicates. So prompt the service recipient to contact the individual who lives at the given address to make them aware that mail addressed to the service recipient will be arriving shortly. This last step is very important as we can not mail out the gift card using "In Care of".
- If there are more than one service recipients located at the facility or if the counselor is unable to accommodate a telephone interview, it may be necessary to set up an in person "professional visit" with the Supervisor Counselor at that facility. Each facility has its own rules and protocol. A helpful document guide which lists visiting days/hours can be found on the DOC website: Go to Privileged/ Professional Visit Contact Information at http://www.ct.gov/doc/lib/doc/pdf/PrivilegedVisitInfo_