



Frequently Asked Questions for Recovery Support Services

1. What forms are required for clients in the PPW program?

Intake Form

Release of Information (one for each identified Collateral Contact and Vendor of RSS)

Voluntary Consent Form

Collateral Contacts Form

Receipt Form (used for any Recovery Support Service in which the agency provides distribution of funding on behalf of the client)

GPRAs Intake, GPRAs Discharge & GPRAs Follow-up

Client Satisfaction Survey (done with the GPRAs Follow-up)

Exception Request (to be submitted to PPW Project Director for the request of exception to a PPW standard; original should be kept in client record)

Critical Incident Report (to be submitted to PPW Project Director for any critical incident of a person involved in services in the PPW program; original should be kept in client record)

2. How do I document service for Education or Vocational training?

For the purposes of completing or continuing education a receipt or documentation from the school or program providing the education or materials; for the purposes of vocational training specific to individual coaching with clients each service is to be documented within the client record identifying the specific skill provided during Vocational training. Individual coaching that fits within the capacity of Vocational training is identified in the Recovery Support Services definitions.

3. How do I document service for Sober Living Activities?

Include in the client record a receipt from the vendor.

4. What are allowable items for Clothing/Personal/Children Needs?

Clothing: This service includes clothing to be used for employment, coats, gloves, baby items (diapers, cribs, stroller, car seats) education, and other recovery-related needs. Clothing vouchers may be issued in segments as related to agency policy or client need.

Personal Hygiene: This service includes hygiene products related to individual daily needs, including soap, shampoo, toothpaste, deodorant, shaving needs, feminine hygiene products, and dental products. This service does not include perfume, cologne, nail polish, nail polish remover, make-up, hair color, electric razors, cleaning supplies or other purchases as designated by the care coordination provider. Products containing alcohol are strongly discouraged.

Documentation (receipt) from the vendor identifying products purchased must be included with Receipt Form showing client's consent (signature).

5. What do I do if I lost a receipt?

Every attempt needs to be made to obtain documentation for Recovery Support Services. If a receipt is lost an Exception Request needs to be submitted by the client and Case Manager for review by the PPW Project Director. Exception Requests can also be used for other situations in which the Case Manager would like IDPH to consider an exception. Please contact PPW Project Director if you are uncertain of what constitutes an allowable purchase.

6. Who is the Consortium?

The [Iowa Consortium for Substance Abuse Research and Evaluation](#) (Consortium) is an alliance committed to strengthening the prevention and treatment of substance use disorders through collaborative research. The Consortium conducts research and program evaluations, coordinates knowledge transfer among researchers, assists professionals in the field, and informs public policy makers. The Consortium will assist IDPH with the evaluation of the PPW program. Heather Hershberger has been assigned as the lead Program Evaluator on the PPW project.

7. Why is evaluation important?

Evaluations of programs serve several goals. Perhaps the most important three are: 1) Ongoing evaluations can find problems, barriers, and solutions much faster during the implementation of a project. This allows agencies and funders to make early decisions to improve client care; 2) Evaluations provide evidence based support for the project's successes. Many times agencies and organizations can use the results of this empirical evidence to get further funding to continue a good program; 3) Evaluations provide simple empirical accountability to funders that there money was well spent providing quality care.

8. What tools does the PPW program use for data evaluation?

The evaluation includes many sources of information. The Iowa Service Management and Reporting Tool (I-SMART) system is one main source of information. The Government Performance and Results Act (GPRA) tool (or the imminent forthcoming version) is another source of information. Additionally, the Consortium develops tracking tools to signal crosswalks between agencies and systems, as well as, a client satisfaction/global outcome measure. Funders or agencies might request that other tools and measures may be added.