PPW - GPRA Follow-Up Strategies

There are several different ways to track clients in order to conduct follow-ups. Some examples are:

- collateral contacts
- mail contacts
- telephone contacts
- internet searches
- home visits
- public information sources
- specialized institutional information systems

Some things to remember about follow-up:

- Follow-up starts at the PPW Assessment with GPRA Intake Interview, continues through the client's total PPW involvement, and ends when all clients are accounted for
- Think of follow-up as a process and not as an event

Recommendations for follow-up:

- Make the intake process a positive experience
- Prepare the client for tracking at each Care Coordination contact
- Have an updated list of collateral contacts

Tips for follow-up:

- Keep in touch with clients between the PPW Assessment with GPRA Intake Interview and the Care Coordination with GPRA Follow-up Interview.
- One month prior to the scheduled Care Coordination with GPRA Follow-up Interview, call the client or schedule a Care Coordination session and call the client's collateral contacts to verify the client's whereabouts
- Keep a tracking log
- Make sure the client has your phone number