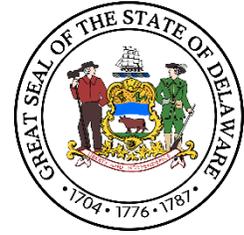


Transformation Transfer Initiative Final Report: Delaware



Interview conducted on June 29, 2021

Interviewee:

Alexandra Olah, Management Analyst, Delaware Department of Health and Social Services, Division of Substance Abuse and Mental Health

1. *When did you launch your 2020 TTI, and how long has it been operational?*

Our TTI started in March 2021, and it remains operational.

2. *How has COVID-19 impacted your project? What adaptive practices or efforts have aided you in overcoming these challenges?*

COVID-19 impacted our project greatly. Some providers completely closed down and others needed time to transition to telehealth. This hindered being able to start the project, and some individuals were not able to go into treatment in person while others were not able to get treatment at all.

We have adapted by moving to telehealth, and without this option we would probably only have one or two participants. Due to the nature of some providers' businesses, however, they were not able to make this transition to telehealth. Two partners in particular, due to the nature of the services they provide, were not able to feasibly offer telehealth. Consequently, they have not given out any incentives at this time.

3. *How many individuals have participated in your TTI at time of this interview?*

We have five participants at this time.

4. *How much has been paid in incentives at time of this interview?*

We have paid out \$435 in incentives thus far.

5. *Have there been changes to your key partners and/or target population?*

Yes. One of the partners we contracted with was one of the largest providers in the State of Delaware, and they are now filing for bankruptcy. Once the bankruptcy is settled, we hope to be able to determine how to move forward.

6. *Do you plan to make incentives a part of your behavioral health system moving forward? If so, how will you achieve sustainability?*

We do plan to make incentives a part of our behavioral health system moving forward. We will try to find more grant funding or find state funding in order to achieve sustainability. For right now, we have more than enough funds to carry this project forward with our very specific population.

7. *Do you have any meaningful anecdotes regarding your programs that you can relay to us? (I.e., testimonials from participants, creative solutions)*

We do not communicate directly with the participants. All of the providers we approached for this project were excited to participate. There was no one we approached who did not participate unless there were outside circumstances that impacted their ability to be a partner.

8. *Do you see the incentives working to help individuals make follow-up appointments?*

Four out of our five participants did attend an appointment per week for a month in order to get the gift cards. Delaware issues individuals an MCI (master client index) number, which is similar to a state social security number. This MCI number can track you anytime you receive state services or even get pulled over for a speeding ticket. Moving forward, as we continue to bring on more participants, the hope is that we can look these individuals up in our system using MIC numbers and see if they continue in treatment and in the healthcare system.

9. *What has this federal investment given your state system that would not have happened without it?*

Because of the timing with the pandemic, the funding has allowed us to incentivize a very specific group of individuals who might have been hesitant to reengage post-COVID.

10. *What will you do with any residual funding?*

The goal is for the money to be there until individuals use it for gift cards.