



INSTITUTE FOR SOCIAL RESEARCH • SURVEY RESEARCH CENTER
SURVEY RESEARCH OPERATIONS
UNIVERSITY OF MICHIGAN

SRO Clinical Contact Program (SRO-CCP)

Lisa Lewandowski-Romps, PhD, LP, Maureen O'Brien, LMSW, Aimee Miller, LMSW
SRO-CCP



SRO Clinical Contact Program

- Introduction
- Background
- Services
- SRO-CCP Service Utilization
- How to Reach SRO-CCP Team
- Questions

Introduction

- SRO-CCP Team



Lisa Lewandowski-Romps, PhD, LP



Maureen O'Brien, LMSW



Aimee Miller, LMSW



Background

- SRO-CCP
 - 1991 – CCP originated at ISR
 - 2013 – SRO joined ISR-CCP team to help cover referrals from SRO projects
 - 2015 – SRO-CCP created, program now ‘in-house’
 - Responsive structure: Two program leads, a full-time CCP Specialist, SRO backup with clinical license
 - Accommodate growing needs of SRO projects
 - Accountability and reporting
 - Coverage - 365 days per year



Services Provided

- Support to Respondents - Primary
 - Follow up with distressed or at-risk respondents
 - Safety and resource needs assessment
 - Resource referrals and information
- Two Types of Respondent Referrals:
 - Interviewer initiated
 - Automated



Services Provided

- Support to Staff
 - Interviewers
 - A resource for referring distressed respondents
 - Interviewers / On-site staff
 - Provide clear instructions to follow in situations of distress
 - Information requests (FASCCO or Supervisor)
 - Enrichment programs
 - SRO Happenings

Services Provided

- Support to Projects

Project Awarded

- Consult with project lead regarding potential safety plan needs
- Attend Kick-Off Meeting

Protocol Development

- Collaborate with project to develop project-specific safety protocols
- Determine level of support needed

Training

- Attend project trainings - train interviewers on standard SRO safety protocols and CCP referral process
- Project-specific protocols

Production

- Follow up with distressed/at-risk respondents
- Interviewer retraining



Services Provided

- Support to Organization
 - Consultation
 - Mandated Reporting Team
 - Special requests
 - Prevention
 - Review reports and documentation for consistency
 - Accountability and Transparency
 - Data driven decision making and reporting



SRO-CCP Service Utilization

FY21 – Primary

- SRO-CCP Respondent Services (n=258)
 - 63% Resource Needs Assessment
 - 30% Resource Needs Assessment & Resource Referral
 - 7% Other
- Resources Requested by Respondents
 - Most Common: Mental Health
 - Basic and Functional Needs
 - Medical



SRO-CCP Service Utilization

Since Pandemic Onset:

- 1) Respondents
- 2) Interviewers/Staff
- 3) Projects
- 4) Organization



How to Reach SRO-CCP Team

- CCP e-referral protocol
- Consultation request form

How to Reach SRO-CCP Team

- CCP e-Referral Protocol
 - For distressed or at-risk respondents

1) Access from Interviewer Website:

<https://src-interviewers.isr.umich.edu/>

Look under “Quick Links” on the right-hand side of the screen and click on “CCP Referral Form.”

Quick Links

- COVID-19 Info
- SRC Webstore
- Contact Us
- CCP Referral Form
- Help Desk/Computer Problems

2) CCP will call lwer back with 48 hours to collect the following:

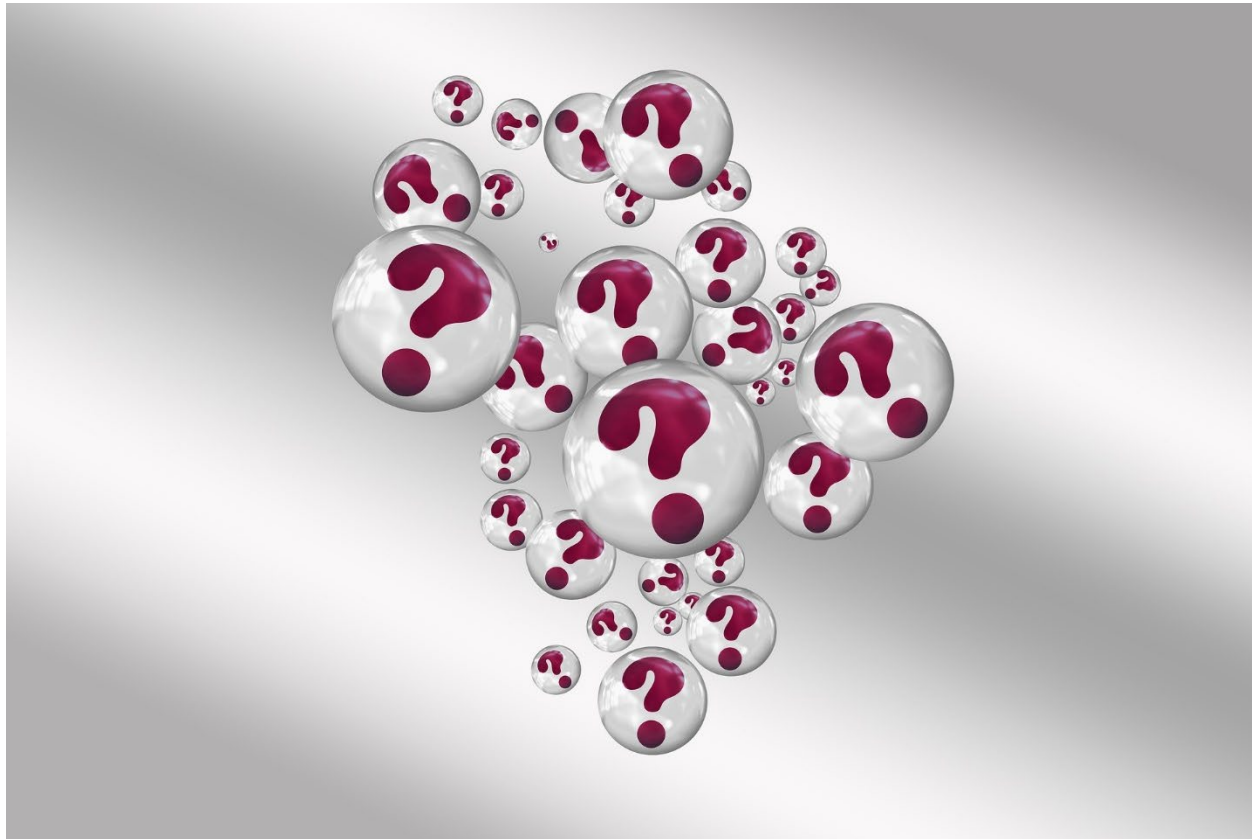
- R's name
- Telephone number
- State and zip code
- Reason for referral



How to Reach SRO-CCP Team

- Project Consultation
 - CCP Consultation Request Form

Questions





Thank you!



**INSTITUTE FOR SOCIAL RESEARCH • SURVEY RESEARCH CENTER
SURVEY RESEARCH OPERATIONS**

UNIVERSITY OF MICHIGAN