



Life:WIRE and California Access to Recovery Effort (CARE)

What Is Life:WIRE?

Life:WIRE is an interactive health management solution that uses text-messaging to engage, track and motivate clients. CARE providers use Life:WIRE to remind clients of appointment times, ask questions to evaluate progress/status, and reinforce positive behaviors. Life:WIRE generates real-time data so that providers can continuously monitor client progress and analyze client responses.

What's In it for Providers?

- Cost-effective, cutting-edge technology for reaching CARE youth.
- Can be easily adapted to meet organizational needs.
- Improves counselor and case manager productivity.
- No need for special equipment, software, training or expertise.
- Provides a history of client responses and charts a client's progress.
- Can be adopted by your organization to serve non-CARE clients.

What's In it for Clients?

- Empowers clients and helps them manage their own recovery.
- Uses a technology that youth like and is a major part of their daily lives.
- Works on any cell phone with any service plan.
- Clients receive individual attention with personalized messages.

How Does It Work?

Using a computer, counselors or case managers log on to a secure, HIPAA-compliant website to set up the time, frequency, and nature of messages for individual or multiple clients in their caseload. Customized questions prompt a single digit reply from the client, which in turn activate an automated response and/or notify the counselor if the client's reply is outside a prescribed range.

How Are Providers Paid?

A voucher for \$160 is issued to a client by his/her provider. Providers bill monthly via the VMS and are reimbursed at a rate of \$20 per month/per client. Providers pay Life:WIRE directly at a rate of \$12 per month/per client, for up to 30 interactions (one outgoing text and one incoming client reply equals one interaction). (See back page for sample client interactions.)

Interested?

Contact Sue Heavens at sheavens@adp.ca.gov or 916.445.0323 for more information, or view the online demo at <http://altarum.na3.acrobat.com/p16402036/>.

When you are ready to sign up, contact Regan Weaver of Life:WIRE at rweaver@lifewire.ca or 1-866-475-7830.

Life:WIRE:

- *Turns any cell phone into a health management tool*
- *Is personalized, interactive, and mobile*
- *Helps clients pro-actively manage their recovery*
- *Creates an e-personal health record via the web*
- *Improves communications with clients*
- *Clients like it!*

Sample Life:WIRE Interactions For CARE Clients

- **“How are you feeling today?”** [1=great, 2=OK, 3=Not well] (If client’s response = 3, a motivation is sent, such as, **“You are not alone. We care about you and are here for you.”**)
- **“How many meetings or support groups did you attend in the past week?”** (If client’s response = 0, a motivation is sent, such as, **“Going to meetings is like taking aspirin before a headache.”**)
- **“During this past week, how many times were you around your trigger situations?”** (If client’s response is more than 0, a motivation is sent, such as, **“It’s not what you know in recovery that keeps you alcohol and drug free—it’s what you do.”** Or, if the client’s response is 0, an affirmation is sent, such as **“Great work! Keep moving in the right direction one day at a time.”**)
- **“During this past week, how many times did you feel sad, anxious, irritable, or uninterested in things that usually interest you?”** (If client’s response is more than 0, a motivation is sent, such as, **“Take a breath and relax. All you need to do is the next right thing.”**)
- **“During the past week, how many times did you drink or use drugs?”** (If client’s response is more than 0, the counselor is notified and a motivation is sent, such as, **“You are not failing as long as you are trying.”**)
- **“Have you had cravings over the past week?”** (If client’s response = Yes, a motivation is sent, such as, **“Don’t give up! You can do it one day at a time.”**)
- **“Your next TMAC call is [date]. Please remember to complete your client workbook.”**
- **“Just a reminder that you have a [individual or group] session on [date].”**