NetReflector, Inc.

Presentation for the:

Children, Families, Health and Human Services Interim Committee

June 20, 2016

- **NetReflector Company Overview**

- **NetReflector Software and Service Capabilities**

- **NAMI Montana Program Example**

- **Questions?**

NetReflector Overview

NetReflector

- **Founded in 1997**

- **Headquartered in Seattle, WA**

- **Enterprise Software Platform**
  - **VantagePoint, an EFM platform**

- **Full-Service Market Research**
  - **Managed research services**
  - **Design, programming and analysis**

- **Unique Differentiator**
  - **Combination of full-service research design consulting and enterprise-class survey technology solutions**

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NetReflector Capabilities

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- **VantagePoint Technology Platform**

  – **Fully hosted web-based SaaS platform**

  – **Microsoft exclusive software environment**

    – **ASP, ASP.NET, Net 2.0, SQL Server, VBScript**

  – **Microsoft approved survey platform**

- **VantagePoint Modules**

  – **Design and creation**

  – **Distribution and audience management**

  – **Data collection and hosting**

  – **Online analysis and reporting**

  – **Administration (users, groups and data)**

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- **Survey Creation**

  - **Custom Branded, Questionnaire Templates**

  - **Surveys Supported in Over 35 Languages**

  - **Survey Design and Creation**

    - **Required Responses - answer the most critical questions**

    - **Randomization - randomize questions and/or responses**

    - **Response Piping - pipe in responses from previous questions**

    - **Advanced Skip Logic - questions based upon prior responses**

    - **Multi-Conditional Branching - data/responses dictate questions**

    - **List Reduction - limit response options based on prior responses**

    - **Library of Question and Response Types - use for new studies**

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- **Survey Distribution**

  - **Management and Distribution**

    - **Audience Management - create and manage multiple lists**

    - **Email Validation - validate the legitimacy of email addresses**

    - **Single-Survey URLs - create common survey URLs**

    - **Targeted Email Distributions - generate unique survey URLs**

    - **Personalize Email Invitations - customize recipient messaging**

    - **Survey Reminders - automate reminder emails**

    - **Triggered Alerts - obtain real time feedback via triggered alerts**

    - **Pre-load Data - include recipient specific hidden data fields**

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- **Survey "Analyzer"**
  - **Analysis and Reporting**
    - **Review Individual Responses - view individual instances**
    - **Real-Time Reports - instant access to survey results**
    - **One-Touch Filtering - drill down to analyze data by any variable**
    - **Presentation-Quality Reports - use multiple chart styles**
    - **Custom Report Generation - access user specific custom reports**
    - **Real-Time Report Sharing - publish secure online report URLs**
    - **Merge Data from Distributions - view multiple distributions**
    - **Data Export - automate data export in numerous format**

- **NetReflector Research Services**

  - **Project Management**

    - **Manage all internal and external resources to deliver per mutually agreed to statement of work**

  - **Design Services**

    - **Provide industry best practice design recommendations to augment medical domain expertise**

  - **Programming Services**

    - **Program, translate and distribute surveys per specifications**

    - **Program automated data exports, and real time alerts, per client business rules**

- **NetReflector Research Services**

  - **Online Reporting**

    - **Design and program online VantagePoint reports with permissions based access**

    - **Provide online Dashboards for presentation of results from multiple data sources**

  - **Offline Analysis**

    - **Provide data processing and analysis services for generation of written reports with findings, conclusions and recommendations**

NAMI Montana Example

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- **Background**

  – **NAMI Montana partnered with NetReflector to develop and deploy the NAMI Montana's outcome measures tool for the adult system (Program)**

- **Program Overview**

  – **We provided NAMI managed services for set-up and ongoing support**

  – **We supported NAMI with industry standard software and server technology**

  – **We delivered to NAMI high quality and cost effective program management, programming, data collection, hosting and support services**

  – **We offered NAMI "out of the box" programming tools to easily modify the survey and reports on an ongoing basis**

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- **VantagePoint Branded User Experience**

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- **VantagePoint Multiple Question Types**

How do you pay for your mental illness treatment?

Select all that apply
- ☐ Private Insurance
- ☐ Medicaid
- ☐ Medicare
- ☐ Montana Mental Health Services Plan (MHSP)
- ☐ Veterans Administration
- ☐ I pay out of pocket for my treatment costs
- ☐ Other (please specify) [_____]

Compared to three months ago, how would you rate the following:

	Much better	A little better	About the same	A little worse	Much worse
Your ability to deal with daily problems?	○	○	○	○	○
Your ability to accomplish the things you want to do now?	○	○	○	○	○
Your ability to handle things as they go wrong?	○	○	○	○	○

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- **VantagePoint Programming Functionality**

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- **VantagePoint Branching and Piping Functionality**

In the last three months, how many times did you go to an emergency room or crisis center to get counseling or treatment for yourself?

*
- ○ None
- ○ 1
- ○ 2
- ○ 3 or more

If answer to "Page 2 » In the last three months, how many times did you go to an emergency room or crisis center to get counseling or treatment for yourself? » » [Untitled radiobutton response]" = None **Then** jump to page 4

Add Question

Page 3

In the last three months, when you went to the emergency room or crisis center how would you rate the help you received?

*
Excellent	Very Good	Good	Fair	Poor
○	○	○	○	○

If answer to "Page 3 » In the last three months, when you went to the emergency room or crisis center how would you rate the help you received? » [Untitled radiobutton response]" > Fair **Then** jump to page 5

Add Question

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- **VantagePoint Password Protected Report Access**

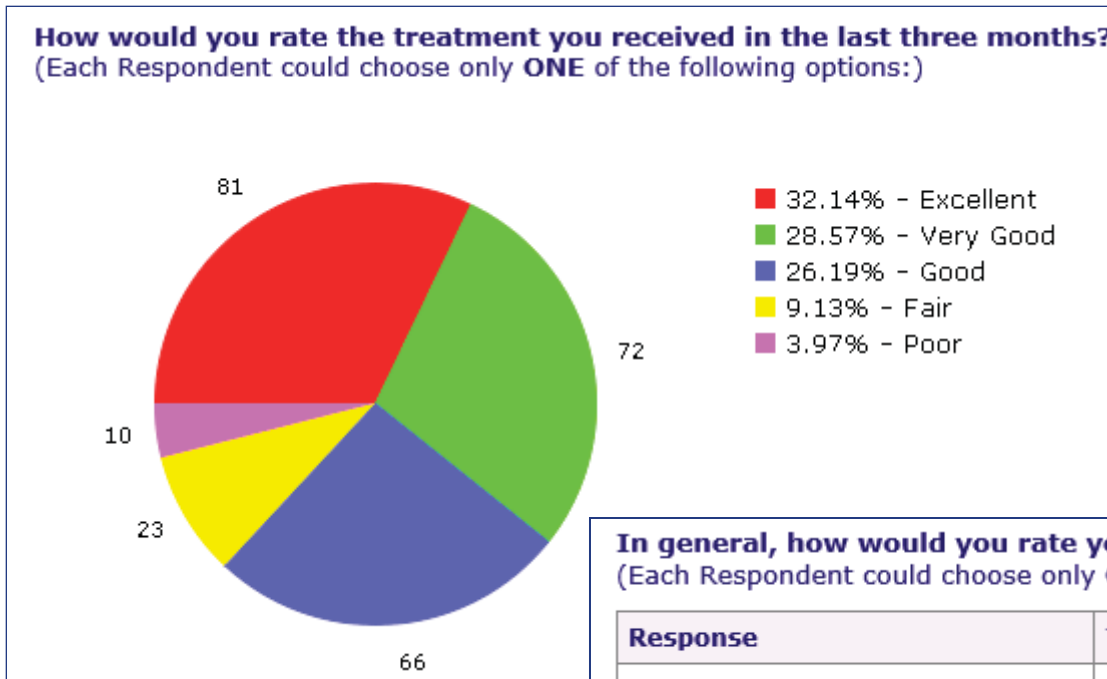## NAMI Montana Recovery Survey - Client Report

Location Filter   select | clear values

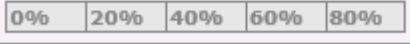[   ]

[apply filters]   [clear filters]

In general, how would you rate your overall mental health now?
(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Excellent	38		15%
Very Good	48		19%
Good	84		33%
Fair	62		25%
Poor	19		8%
Total Responses: 251		0% 20% 40% 60% 80%	

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- **VantagePoint Multiple Chart Types**

How would you rate the treatment you received in the last three months?
(Each Respondent could choose only **ONE** of the following options:)

- 32.14% – Excellent
- 28.57% – Very Good
- 26.19% – Good
- 9.13% – Fair
- 3.97% – Poor

In general, how would you rate your overall mental health now?
(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Excellent	38		15%
Very Good	48		19%
Good	84		33%
Fair	62		25%
Poor	19		8%
Total Responses: 251		0% 20% 40% 60% 80%	

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- **VantagePoint Open End Comment Report**

What programs have helped...in the past three months?
My adult case manager has helped to keep me on track. She got me into crisis services when I needed it but that was more than 3 months ago, she helped me get my Social Security case paperwork done and I was approved for benefits. She has helped me to get connected to the people I've needed to to keep my daughter in school, and at home living with me. I got help directly through her office to a CD counselor and group. I see the Dr. at the mental health office about my meds. I have a lady I meet with about getting a job and I found myself a job and am working 12-13 hours a week.
Case Management Medication Management
case management, outpatient therapy and an exceptional mental doctor working with me and my primary physician trying new meds . the basic footsteps of good mental hygiene.....
Tri-county cd services and werstern montana mental health. Stress and anger management and private therapy AP&P Officer
case manager, nurse with help with medication and doctor at the mental health center office. Meet with a private counselor
page: 1 show: 10	20	50	all	

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Questions?