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**GOVERNMENT PERFORMANCE AND RESULTS ACT  
FREQUENTLY ASKED QUESTIONS (FAQs) FOR  
BEST PRACTICES (BP) PROGRAMS**

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*[These FAQs are not intended for ATTC, PIC and RCSP Best Practices grantees.]*

**1. What is the Government Performance and Results Act of 1993?**

The Government Performance and Results Act (GPRA) is a public law that was passed by Congress in 1993. GPRA was enacted to improve stewardship in the Federal government and to link resources and management decisions with program performance. GPRA requires that all Federal departments:

- Develop a strategic plan specifying what they will accomplish over a 3- to 5-year period;
- Annually set performance targets related to their strategic plan;
- Annually report the degree to which the targets set in the previous year were met; and
- Regularly conduct evaluations of their programs, and use the results to “explain” their successes and failures on the basis of the performance monitoring data.

**2. Do we have to comply with the Government Performance and Results Act?**

All discretionary programs—both Best Practices (BP) and Services—must comply with GPRA. In their grant applications, prospective grantees should state the procedures they will put in place to ensure both compliance with GPRA and the collection of data elements at baseline and follow-up.

For a more detailed description of grantees’ GPRA requirements, see the Center for Substance Abuse Treatment’s (CSAT) GPRA strategy under General Information on the CSAT-GPRA website ([www.samhsa-gpra.samhsa.gov](http://www.samhsa-gpra.samhsa.gov)).

**3. Can projects change the wording of the GPRA Customer Satisfaction tool?**

No, the customer satisfaction tools cannot be changed by the program.

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**4. How do we know which tool to use?**

There are three types of BP “Events.” These are trainings, technical assistance, and meetings. There are three tools, one for each one of these event types. Programs should use the tool that corresponds to the event they are having.

**5. Are grantees responsible for submitting data for the first quarter of their grant?**

Yes. When grantees do not expect to have events for a particular quarter, they must discuss this situation with their CSAT Government Project Officer (GPO).

**6. Do we have to administer the tool at every event?**

Grantees are required to administer the tool at every event classified as a “GPRA event.” The designation of an event as a “GPRA event” is decided upon by the program. (Note, “program” here, refers to the entire GFA portfolio the grant was funded under and not the individual project.) If a project is unsure if an event counts toward GPRA, the project should contact their GPO.

**7. How do we handle a series of meetings/trainings on the same topic?**

For a series of meetings on the same topic, programs should consider this as one event. The GPRA tool should be administered at the end of the series.

**8. What are the required data collection points for the GPRA information?**

GPRA data are to be collected at two specific points:

- At the end of the event
- 30 days post event

**9. Do we have to do a 30-day follow-up for every event?**

Yes, each event should be followed up on with one exception. No follow-up is required on very large events such as Walk-A-Thons where it would not be feasible to do follow-up. If a program is uncertain as to whether an event falls into this category, they should contact their CSAT GPO.

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**10. What is the targeted follow-up rate?**

The targeted follow up rate set by the Office of Management and Budget is 80%.

**11. What if participants send back follow-up surveys after 30 days post event?**

Programs are given a 60 day window to enter the follow-up data. Programs may accept and enter data which fall within this window.

**12. Is it mandatory to use the online GPRA data entry tool?**

Yes. Every person at a program who needs access to the data can be issued a username and password for use in accessing the Web site. Project Directors, please contact the GPRA Help Desk to request or disable usernames and passwords at 1-855-500-1438 or [saishelp@ccs.rti.org](mailto:saishelp@ccs.rti.org).

**13. How do we report the GPRA data to CSAT and our GPO?**

The data you enter via the Web site are automatically submitted to CSAT, thus eliminating the need for you to make a separate, manual submission of your data to CSAT and your GPO.

**14. How will these data be used?**

These data will help CSAT:

- Demonstrate tangible CSAT contributions to meeting GPRA objectives;
- Report to Congress via the GPRA Plan/Report, aggregated by program, along with a narrative developed by your GPO; and
- Make the case to Congress that the money awarded to grantees is being spent effectively.

**15. How often should we enter our data?**

Grantees are required to have all of their data entered in as close to “real time” as possible. Thus, grantees should aim to enter their data within one business day--but no later than 7 business days--after the form is completed/received.

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**16. What happens to the data once they are submitted via the Web site?**

The data are stored in a central repository. Grantees can edit submitted records. Grantees can also download data in an Excel spreadsheet or html format.

Grantees, project officers, and contractors associated with grantees can access reports that are generated from submitted data.

**17. Who develops the participant identification system?**

Each individual site develops its own participant identification system. Each participant should have his/her own unique participant ID. It is very important that the program keep track of participant IDs given on baseline surveys. It is required that these same **exact IDs** be used on follow-up surveys in order for them to count as valid follow-ups. A follow-up survey can only be counted in the system if there is a matching participant ID for a baseline survey.

**18. What if we have additional questions that need to be addressed. How do we get them answered?**

- For all questions related to the CSAT-GPRA Web site, please call the GPRA Help Desk at: **1-855-500-1438**. Alternatively, you may email the Web master via the Web site or at [saishelp@ccs.rti.org](mailto:saishelp@ccs.rti.org). The GPRA web site will have the most current and updated contact information posted so you may send an email message directly from the Web site to the GPRA Help Desk.
- For questions related to obtaining additional training or technical assistance related to GPRA, please submit a request using the On-line Technical Assistance Form that can be found at: **www.samhsa-gpra.samhsa.gov**.
- For questions about how to implement GPRA in your project, please contact your GPO or the contractor working with your program.