

**GOVERNMENT PERFORMANCE AND RESULTS ACT
(GPRA) CLIENT OUTCOME MEASURES**

**FREQUENTLY ASKED QUESTIONS
(FAQs) FOR
Discretionary Services Programs**

December 2015
V7.0

**GOVERNMENT PERFORMANCE AND RESULTS ACT (GPRA)
CENTER FOR SUBSTANCE ABUSE TREATMENT (CSAT)
FREQUENTLY ASKED QUESTIONS (FAQs)**

SAIS 2015 Update

1. What is the recertification process for grantees who had GPO approval to upload data into SAIS prior to February 12, 2015?

ATR and SBIRT Grantees who had their GPO approval to upload data into SAIS prior to February 12, 2015, will need to go through a short recertification process to assure that all upload components are functioning. Submitting records through upload is now limited to ATR and SBIRT Grantees only.

Soon after the re-launch of the system, SAIS will be contacting upload Grantees to schedule their recertification. If you are concerned that you have not heard about recertification, please contact the Help Desk.

If requested, we will send a packet with the appropriate Upload Guide and related documents. The recertification process will involve sending one or more test batches to a special certification server, with feedback from SAIS if issues arise.

2. Will new grantees in such programs as ATR and SBIRT will be required to go through the entire certification process?

Submitting records through upload is now limited to ATR and SBIRT Grantees. New ATR and SBIRT grantees will be required to go through the entire certification process and should contact the SAIS Help Desk to schedule the process. It generally takes 2-3 weeks to complete the process.

3. If a grantee entered data into CDP without having to go through certification, does that grantee need to resubmit that data into SAIS?

No, data submitted to CDP will be delivered to SAIS by SAMHSA, and we will load it into the SAIS database.

Also, there is no need to resubmit data that was successfully submitted to SAIS prior to March 1, 2015.

4. What procedures should CSAT grantees follow if they were using the DCI to capture GPRA data? How do CSAT grantees get DCI data into SAIS if it has not yet been submitted into the CDP?

Early in January we will hold a webinar to instruct Grantees how to enter DCI data directly into SAIS, and we will make available a crosswalk between the DCI and the GPRA which will assist Grantees in entering the data.

5. What if we sent our data to the SAMHSA “Resource Mailbox?” Do we have to re-enter it? Now that SAIS has re-launched, should we still send data to SAMHSA?

If you have already delivered data to SAMHSA, it will be delivered directly to SAIS and entered into the database.

After December 9, 2015 do not send data directly to SAMHSA. You must enter any data not previously send, or uploaded to SAIS or CDP, directly to the SAIS system. If you are an ATR or SBIRT Grantee, you can also upload your records.

6. What reports will be available through the legacy system?

The following reports are available in SAIS:

Administrative:

- Grantee Info Report
- Missing Info Report
- Grantee Setting, Modality, and Sub-Population Report
- Login Tracking Report
- Data Inventory Report
- Integrated Administrative Report (6 Month)
- Integrated Administrative Report (12 Month)

Best Practices:

- Grantee Delinquency
- Grantee Cost
- Frequency Distribution
- 30 Day Follow-up Rate Report
- Coverage Report by Event
- Coverage Report by Participant
- ATTC Evaluation Summary

Other Reports:

- 3-Month Follow-Up Change Report
- 3-Month Follow-Up Notification
- 3-Month Follow-Up Rate
- 6-Month Follow-Up Change Report
- 6-Month Follow-Up Notification
- 6-Month Follow-Up Rate
- 12-Month Follow-Up Change Report
- 12-Month Follow-Up Notification
- 12-Month Follow-Up Rate
- 30-Day Follow-Up Rate Report
- ATR Service Average Cost Report

- ATR Status Interview Rate
- ATR Status Notification Interview Report
- ATR Voucher Count Summary Report
- ATTC Evaluation Summary
- Combined Intake Coverage/Follow-Up Report
- Coverage Report by Event
- Coverage Report by Participant
- Crosstabulations Report
- Data Inventory Report
- Demographics Report
- Drug User Report
- Frequency Distribution
- Frequency Report
- Grantee Cost
- Grantee Delinquency
- Grantee Info Report
- Grantee Setting Modality and Subpopulation Report
- Intake Coverage Report
- Intake Follow-Up Rate Graph Report
- Intake Graph Report
- Intake to Discharge Change Report
- Integrated Administrative Report (6 Month)
- Integrated Administrative Report (12 Month)
- Length of Stay Client Characteristics Report
- Login Tracking Report
- Missing Data Frequency Report
- Missing Information Report
- Poor Performance Report
- RCSP Event Attendance
- Risky Behavior Outcome Report
- SBIRT Distribution
- Summary Cost
- Treatment Non-Completers Report

7. How does a grantee submit a technical assistance request for programmatic TA?

SAMHSA is determining the method for submitting TA requests. Either the SAIS TA Request System (TARS) or a similar system will be used. We will distribute additional information as soon as it is available.

8. How are TA requests for follow-up assistance handled?

SAMHSA is determining the method for submitting TA requests. Either the SAIS TA Request System (TARS) or a similar system will be used. We will distribute additional information as soon as it is available. In the meantime, Grantees can contact their GPO if they would like to request follow-up TA.

9. Grantees previously received training on the GET TA system. Will training be available for SAIS TARS?

SAMHSA is determining the method for submitting TA requests. Either the SAIS TA Request System (TARS) or a similar system will be used. We will distribute additional information as soon as it is available.

The SAIS website will have a page where Grantees can view or download recorded trainings. We will send additional information in advance of the launch date for this page.

10. If a grantee has already submitted a TA request to Get TA, what happens to that request?

The TA request will be delivered directly to SAIS.

GPRA

11. What is the Government Performance and Results Act (GPRA) of 1993?

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 do the following:

- Develop a strategic plan specifying what they will accomplish over a 3- to 5-year period.
- Set performance targets related to their strategic plan on an annual basis.
- Report annually the degree to which the targets set in the previous year were met.
- Conduct regular evaluations of their programs, and use the results to explain their successes and failures on the basis of the performance monitoring data.

12. Do we have to comply with GPRA?

All Center for Substance Abuse Treatment (CSAT) discretionary programs—both Best Practices and Discretionary 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 CSAT's GPRA Core Client Outcome Measures data elements at baseline, discharge, and 6-month follow-up interviews. CSAT-designated adolescent programs and other designated programs must

also conduct 3-month follow-up interviews. The 12-month follow-up interview is no longer required.

For a more detailed description of grantees' GPRA requirements, see CSAT's GPRA strategy under General Information on the [CSAT-GPRA Web site](#)

CSAT-GPRA Client Outcome Measures for Discretionary Programs

13. What are the Core Client Outcome Measures in the CSAT-GPRA data collection tool?

The CSAT-GPRA Core Client Outcome Measures in the CSAT-GPRA data collection tool (the GPRA tool) are client-level data items that have been selected from widely used data collection instruments (e.g., the Addiction Severity Index and the McKinney Homeless Program reporting system). Outcome measures include substance use, criminal activity, mental and physical health, family and living conditions, education/ employment status and social connectedness.

14. How will these data be used?

These data will help CSAT do the following:

- 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 Government Project Officer (GPO) on the status of grant activities, services provided, and client outcomes.
- Report to the Substance Abuse and Mental Health Services Administration (SAMHSA) on the National Outcome Measures (NOMs). For more information, go to SAMHSA's [NOMs website](#).
- Make the case to Congress that the money awarded to grantees is being spent effectively.

15. Do we need IRB approval to collect GPRA data?

This is specific to each program. SAMHSA does not require IRB approval for the collection of GPRA data. However, we encourage you to check with your local IRB should you have questions. For those who require IRB approval, please note that only the GPRA contractor has access to raw, client-level data. Once data are entered into the system, they are only presented in aggregate form.

16. Can projects change the GPRA?

No, the GPRA tool cannot be changed.

CSAT encourages projects to use other data collection instruments to enhance their data collection efforts. However, data from additional questions should not be forwarded to CSAT as part of GPRA reporting.

Grantees can submit supplemental data that are specific to target populations, such as Native Americans and clients who have or are at risk for HIV.

17. Do we have to ask and report the questions as written in the GPRA tool?

Yes, questions must be asked as written. However, grantees may use their existing instruments (in lieu of the GPRA tool) to collect data for GPRA reporting as long as their questions have the **exact same wording** as those in the CSAT-GPRA tool and the response categories are exactly the same or can be rolled up to the exact categories in the tool.

18. Are grantees responsible for submitting data for the first few months of their grant?

Yes. When grantees do not expect to have clients for a particular time period, they must discuss this situation with their CSAT GPO.

19. Do we have to collect information on every person our program serves?

The designation of an individual as a client is left up to the program, not the individual grantee. Program staff must collect data on **all** clients as defined by the CSAT grant.

CSAT-GPRA Core Client Outcome Measures data items must be collected at baseline, discharge, and 6 months post-baseline, and discharge. Some CSAT-designated programs are also required to conduct a 3-month follow-up interview. Twelve-month follow-up interviews are not required. Sites should collect follow-up data on all clients, regardless of whether a client drops out of the program. When a site cannot follow-up on a client, the site must use the GPRA tool to report that information to CSAT (see Question 16 below) and explain why.

20. Should we use the CSAT-GPRA Core Client Outcome Measures elements to collect data on adolescents and juveniles, even though the core elements are designed for use with adults? Will there be a separate set of GPRA core elements for use with adolescents? Should we just not collect data on adolescents?

CSAT recognizes the difficult issues involving collecting data on adolescents and juveniles. At this time, Discretionary Services grantees are to use the GPRA tool to collect GPRA data on all juveniles and adolescents in their programs.

Data Collection Points

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

GPRA data are to be collected face-to-face for each individual client at three specific points:

- Intake/baseline
- Six months after the initial collection of CSAT-GPRA Core Client Outcome Measures data

- Three months after the initial collection of CSAT-GPRA Core Client Outcome Measures data (only required of certain CSAT-designated programs)
- Discharge

It is imperative that grantees begin to collect GPRA data on each client as soon as possible after the client's intake assessment.

To comply with the requirement to collect GPRA data at intake/admission, **residential programs** must collect GPRA data on each client as soon as possible after assessment but no later than 3 days after the client officially enters the substance abuse treatment program. All types of outpatient programs other than RCSP must collect GPRA data on each client as soon as possible after assessment or intake but no later than 4 days after the client officially enters the substance abuse treatment program. For grants under the guidance for applicants (GFA) Recovery Community Services Program (RCSP), GPRA intake/baseline interviews must be completed within two to five contacts after the client enters the program. Program entry dates should be the date which the client began receiving CSAT funded services.

GPRA Intake/Baseline

22. Who develops the client identification system?

Each individual grant develops its own client identification (ID). Each client should have his/her own unique client ID that is used at all three data collection points (i.e., GPRA intake/baseline, 6 months GPRA post-intake/baseline, 3 months GPRA post baseline for CSAT-designated programs, GPRA discharge, 12 months post-baseline, if collected. Note that the 12 month post-GPRA baseline is no longer required.) The same unique ID is used each time, even if the client has more than one episode of care. For confidentiality reasons, do not use any portion of the client's date of birth or Social Security Number in the Client ID.

23. How should we handle clients who are readmitted for treatment services?

Grantees have two options for readmitting clients. Grantees are only required to administer the GPRA baseline one time per client. However, grantees may choose to administer a second (or third, fourth, etc.) baseline GPRA. In this case, the subsequent 6-month follow-up will be required from the latest baseline only. Each client will only count once toward reaching the target number of clients to be seen, regardless of the number of GPRA intakes. The same client ID number should be used, regardless of the number of times the client presents for services.

There is an exception to this for SBIRT grantees, given the purpose of their grant. A client may be discharged and counted again only if the client is coded in a different category (screening and positive feedback [SF], brief intervention [BI], brief therapy [BT], or referral to treatment [RT]), but one client will only count once in each category (SF, BI, BT, or RT).

24. If a client is discharged and returns for services, does the client count toward my GPRA targets as another client?

No. Only one GPRA intake for each client counts toward your target numbers.

There is an exception to this for the SBIRT grantees, given the purpose of their grant. A client may be discharged and counted again only if the client is coded in a different category (SF, BI, BT, or RT), but one client will only count once in each category (SF, BI, BT, or RT).

GPRA Follow-up

25. Do we have to follow-up on each client? What is the targeted follow-up rate?

Yes, each site should attempt to conduct a GPRA follow-up on every client, regardless of discharge status (i.e. complete, dropout).

The minimum targeted follow-up rate is 80 percent.

For Access to Recovery (ATR) Grants only: GPRA Follow-up and discharge interviews are not required for negative-screen clients and will not be accepted in CSAT's GPRA system.

For SBIRT Grants: GPRA follow-ups are only required for those clients falling into one of the SBIRT sampling frames.

26. What if the objective of our program is such that 6-month GPRA follow-ups are not anticipated or feasible?

The CSAT-GPRA Core Client Outcome Measures data items must be collected from all programs funded in the Discretionary Services line item in the budget at each required data collection point. Programs will have to modify their protocols accordingly, as was clearly stated in the Guidance for Application (GFA).

27. What if we locate clients before or after their scheduled 6-month GPRA follow-up interview date?

The GPRA follow-up interview window is one month before and two months after the scheduled 6-month GPRA follow-up interview. For example, if you locate a client 5 to 8 months after the initial GPRA intake/baseline data collection, you may conduct a 6-month GPRA follow-up, and the client will be included in CSAT's report to Congress. If you locate a client for the 6-month GPRA follow-up 9 or 10 months after the initial GPRA data collection, you may conduct a GPRA follow-up interview, but the data from the GPRA follow-up interview may not be included in any analyses reported to Congress.

(Note: For those collecting the 3-month GPRA follow-up [CSAT-designated programs], the same window applies to the 3-month GPRA follow-up [one month before and two months after the initial GPRA intake/baseline interview]. Those programs designated by

CSAT as homeless are allowed two months before and up to two months after the GPRFA intake /baseline date.)

28. Do we collect follow-up data on dropouts?

Yes.

29. What if the follow-up period for the last client served is past the funding period of the project?

All grantees are expected to conduct 6-month follow-up GPRFA data collection for all clients who receive grant-funded services. The sole exception to this rule is for follow-ups due after the grant ends.

Grantees who receive no-cost extensions may be required to continue 6-month data collection past the normal ending date of the grant.

GPRFA Discharge

30. Does CSAT require a GPRFA discharge on every client?

Yes. Starting July 1, 2005, CSAT requires you to submit a GPRFA discharge record for every client. The only exception to this rule is when the client is still in the program after the grant ends. You will not be responsible for submitting GPRFA discharge interviews for clients who are still in treatment when the grant ends. At the time of a client's discharge (as defined by the grantee), you should complete a face-to-face GPRFA discharge interview (see Questions 20 and 21 below for more information on discharge).

For ATR Grants only: GPRFA follow-up and GPRFA discharge interviews are not required for negative-screen clients and will not be accepted in CSAT's GPRFA system.

31. How does CSAT define discharge?

CSAT defines discharge in the following ways:

If your program has an existing discharge definition or policy, you should follow it and conduct the discharge interview on the day of discharge.

If you do not have a discharge definition or policy, you must complete a discharge interview for all clients for whom 30 days have elapsed from the time of last service. In other words, if the client does not present between May 16 and June 15, a GPRFA discharge interview would have to be conducted.

For an administrative discharge when the interview is not conducted, interviewers must complete the first four items in Section A (Client ID, Client Type, Contract/Grant ID, Interview Type), marking that the GPRFA discharge interview was not completed; Section J (Discharge); and Section K (Services Received). Follow the skip pattern instructions on the tool.

If a client is discharged from your program within 7 calendar days of his/her GPRA intake interview, a face-to-face interview is not required. You will be required to complete the first four GPRA items in Section A (Client ID, Client Type, Contract/Grant ID, Interview Type), marking that the interview was not completed; Section J (Discharge); and Section K (Services Received). Follow the skip pattern instructions on the tool.

For ATR Grants only: ATR clients are not discharged until the grantee's program has ceased or completed providing ATR funding for treatment and/or services to the client and/or the client ATR voucher is deactivated.

32. Is there a window period for conducting and submitting a GPRA discharge interview record?

For programs with a discharge policy or definition:

If the client is present on the day of discharge, the GPRA discharge interview should be conducted on the day of discharge.

If a client has not finished treatment, drops out, and is not present the day of discharge, the project will have to find the client to conduct the in-person GPRA discharge interview. The grant will have 14 days after discharge to contact the client and conduct the in-person GPRA discharge interview. If the GPRA interview has not been conducted by day 15, conduct an administrative discharge (see Question 20 above).

For programs without a discharge policy or definition:

If you are using the CSAT policy of discharging a client for whom 30 days has elapsed from the time of last service, the grant will have 14 days after discharge to contact the client and conduct the in-person GPRA discharge interview. If the interview has not been conducted by day 15, conduct an administrative discharge (see Question 20 above).

33. The typical episode of care for my clients is very short, so many clients may end up with GPRA intake and discharge interview dates very close to one another. Do we still have to collect both records?

Yes. Grantees should collect all GPRA data for each data collection point, regardless of how close they are to one another. But for those clients who are discharged less than or equal to 7 calendar days from the GPRA intake/baseline interview, a face-to-face GPRA discharge interview is not required. In this case, you will be required to complete an administrative discharge, which means that you must complete the first four items in Section A (Client ID, Client Type, Contract/Grant ID, Interview Type), marking that the interview was not completed; Section J (Discharge); and Section K (Services Received). Follow the skip pattern instructions on the tool. If the client receives services 8 or more days from the GPRA intake interview, then a full face-to-face GPRA discharge interview is required.

34. Is there a target discharge rate?

At this time, CSAT has not specified a discharge target rate.

GPRFA Follow-up and Discharge Timing Issues

35. What if the discharge GPRFA interview is due during the 6-month GPRFA follow-up interview window? Do we still have to collect both records?

Yes. There may be cases when the client's GPRFA discharge is due during the window of time that the 6-month GPRFA follow-up interview is due. In other words, if a discharge is done anywhere between 5 and 8 months after GPRFA intake/baseline (or 4 to 8 months after GPRFA intake/baseline for those programs in the Co-Occurring and Homeless Activities Branch at CSAT), this interview could double as a GPRFA follow-up interview. In these cases, you must still enter data for both the GPRFA discharge **and** the 6-month GPRFA follow-up interviews. Conduct the interviews using these guidelines: conduct an interview by completing the appropriate items in Section A, indicating that an interview was conducted; otherwise, you will not be able to enter the responses into the system for each section. You may conduct the face-to-face GPRFA interviews simultaneously, completing all sections, including Sections I, J, and K. You will then enter the data into the system as two records: one for discharge with Sections J and K, so that the service provided is documented in the GPRFA system; and the other for follow-up with Section I, so that the follow-up status is documented in the GPRFA system.

If the client's GPRFA discharge interview from the program occurs during the 6-month follow-up window, and you have already conducted the GPRFA follow-up interview, you will need to do a separate GPRFA discharge interview.

(Note: For CSAT-designated programs, the same rule applies when the GPRFA discharge interview is due close to when the 3-month GPRFA follow-up interview is due.)

Beginning on August 27, 2012, CSAT Discretionary Services Grantees who do not upload their GPRFA data will have the option of having the SAIS system complete GPRFA Sections A through G for the Discharge submission when both the Follow-Up interview and the Discharge interview occur on the same day and the Follow-Up interview occurs first.

(Note: If the Discharge interview occurs first, Sections A through G will be completed for the Follow-Up interview.) To use this data pre-populate option, the following requirements must be met:

- Both the Follow-Up and the Discharge must be completed on the same day;
- The date must be on or after the follow-up window opens; and
- Neither the follow-up nor discharge GPRFA has been conducted previously.

Follow these steps to use the data pre-populate option:

- 1.) Enter your client's GPRFA follow-up or GPRFA discharge into SAIS and when finished, click "Submit."
- 2.) Begin the respective follow-up or discharge GPRFA. When you enter the same date, a message will appear asking if you would like to have SAIS copy the corresponding data from the first submission into SAIS. If you select "yes," the system will copy the data you have already entered to the appropriate sections for the follow-up or discharge GPRFA and then will take you to the final unique sections of the GPRFA which you must complete. Specifically: For a discharge

GPRA, you must complete Section J and Section K. For a follow-up GPRA, you must complete Section I.

- 3.) When you are finished with these sections, click “Submit” and you will have completed the submission of both the discharge and follow-up GPRA.

(Note: After you submit, if you identify items that must be corrected, you must make the corrections to both documents since SAIS will not auto-correct either.)

36. Do we collect 6-month follow-up information if the GPRA discharge interview is before or after the 6-month GPRA follow-up interview?

Yes, grantees must locate clients and complete the 6-month GPRA follow-up record, regardless of when the client is discharged.

(Note: For adolescent programs and other CSAT designated programs, the same rule applies for the 3-month GPRA follow-up.)

37. Do we need to conduct an in-person 6-month GPRA follow-up interview if the client could not be contacted to conduct the discharge interview?

If the client cannot be reached for the discharge GPRA interview and receives an administrative discharge, a separate 6-month GPRA follow-up interview must be conducted, completed, and entered into the system for the follow-up to count toward the program’s target rate.

(Note: For CSAT-designated programs, the same rule applies for the 3-month GPRA follow-up.)

Data Collection Issues

38. Do all programs use “the past 30 days” as the basis for client reported data?

All programs, with the exception of the Offender Re-entry Program (ORP,) for questions B1 thru B4, will use “the past 30 days” for questions that capture the number days.

ORP grants should ask about drug use in “the past 90 days prior to incarceration” for questions B1 thru B4 at intake/baseline and “the past 90 days” at follow-up and discharge.

39. Do we count a client’s reported use of illegal drugs in Question B1c as having committed a crime for Question E4 (“In the past 30 days, how many times have you committed a crime?”)?

Yes. If a client reports the use of illegal drugs in response to Question B1c but his/her answer to Question E4 is not consistent with Question B1c, the interviewer should probe the client for clarification. The interviewer must be certain that the number in Question E4 is equal to or greater than the number in Question B1c.

40. Does CSAT allow offering incentives for completed interviews?

For certain types of interviews, CSAT funding can be used for incentives, with a maximum cash value of \$20 per interview. The incentives can include items such as food vouchers, transportation vouchers, or phone cards. Incentives are permitted for completion of a 6-month GPRA follow-up interview. For GPRA discharge interviews, the incentive cannot be used for routine discharge interviews; they can only be used when program staff must search for a client who has left the program or a client has dropped out of a program. Because 12-month follow-up interviews are no longer required, CSAT funding is not permitted for 12-month follow-up interviews.

Web Site Use/Technical Issues

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

Yes, staff members at each grantee site will be issued their own username and password for use in accessing the Web site.

For submitting client GPRA data, SBIRT, ATR and select Services grantees have the option of using either the online GPRA data entry tool or submitting data via data upload. ATR Voucher Information and Transaction Data can only be uploaded. Data that are uploaded are automatically submitted to CSAT as well.

42. How do we report the GPRA data to CSAT and our Government Project Officer?

The GPRA data you enter via the Web site or data upload are automatically submitted to CSAT. These data will be included in GPRA reports and available for downloading 24-48 hours after it is entered into SAIS.

43. How often should we enter our GPRA data?

Grantees are required to have all of their GPRA data entered in as close to real time as possible. Thus, grantees should aim to enter their data within 1 business day—but no later than 7 business days—after the GPRA interview is conducted.

44. Can I save partial records?

No, the system will not save partial records. You must enter all sections of a record before can be saved in the system.

Caution: The system will automatically timeout after 20 minutes of inactivity and an incomplete record will be lost.

45. What happens to the GPRA data once they are submitted via the Web site?

The data are stored in a central repository known as SAIS. Grantees can edit submitted records. Grantees can also download data in Excel and HTML formats.

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

46. How do I contact the CSAT-GPRA Help Desk?

You can call the Help Desk at 1-855-500-1438. It is available Monday–Friday, 8 a.m.–8 p.m. (EST). The Help Desk e-mail address is saishelp@ccs.rti.org.

47. How can I get a CSAT-GPRA web account?

To obtain a SAIS account, have your Project Director or Authorized Representative submit the following information to the CSAT-GPRA Help Desk at saishelp@ccs.rti.org:

- First and last name
- Email address
- Office phone number
- Grant #
- Indicate whether access is for training and/or data entry

Once we receive this information we will set up an account and you and/or your staff will receive login credentials via email.

Users who have access to more than one grant will be able to use the same login ID and password to access all their grants.

48. The system shows that my password has been disabled. What do I do now?

As a security feature, accounts become disabled when there were too many unsuccessful password attempts. You can either call or send an e-mail to the Help Desk requesting to have your password reset. Once the Help Desk resets your password, an e-mail will be sent to you with a new, temporary password. When you log in successfully with the temporary password, you will be asked to change your password. Once you change it and confirm it, click on the “Save” button on the top right to save your new password. The temporary password (sent to you via e-mail) will no longer be valid.

Here are some steps you can take to prevent your account from being disabled:

- Passwords are case sensitive. Make sure you type it in exactly, and that you do not have your Caps Lock enabled.
- Try copying the password sent in the e-mail, and then paste it directly into the password field at the login page.

49. Do I have to update my password?

Yes, all users are required to update their password every 6 months.

50. I do not have access to my grant anymore. How do I get it back?

It is possible that your grant has expired in the system. If you believe you have a no-cost extension, please contact your government project officer (GPO) or Sarah Ndiangui (CSAT) to authorize us to extend the grant in the system. Sarah's e-mail address is sarah.ndiangui@samhsa.hhs.gov.

51. Where can I get a copy of the GPRA Tool, QxQ Guide, or codebooks?

These documents, along with some others, are available under the "Data Collection Tools" section in the left-hand-side menu. Make sure you click on your respective submenu ("Services" or "Best Practices") to get to the correct page. (Discretionary Services grants only.) I entered erroneous data under Section A (i.e., wrong Client ID, Interview Date, etc.) in the "Data Entry" section, but it will not let me edit it. How can I change the data?

Neither you nor the Help Desk can edit any data under Section A "Record Management". If you need data changed in this section, please contact the Help Desk at 1-855-500-1438 or saishelp@ccs.rti.org with the request to remove the erroneous record so that you can reenter the record with the correct data. We will need your Grant ID, Client ID, reason for removal, and which interview you want removed (i.e., all of the client's record, a particular follow-up record, or just the discharge record). (Note: To remove a GPRA Intake, the SAIS system will need to remove all corresponding follow-ups to that GPRA Intake as well.)

After your e-mail is received, it will be forwarded to CSAT for approval. Once approved, the SAIS system will remove the record and send you a confirmation e-mail. The turnaround for this is generally 1–2 business days, but it may take longer. **Please do not resend the same request.** If you want to verify that we received your request, call the GPRA Help Desk. To avoid having to re-enter a record, the Help Desk strongly recommends that you make sure everything under Section A is correct before you save your record.

52. (Discretionary Services grants only.) I mistakenly entered a client's Follow-up as a GPRA Intake. Now I have two GPRA Intakes in the system, one active and one inactive. How do I rectify this?

Send the Help Desk an e-mail indicating which client record you would like removed. Since the Client IDs will be identical, the best way to specify which record you want removed is to provide the GPRA Intake Date. Please state in your e-mail the Grant ID, Client ID, GPRA Intake Date of the one you want removed, and the reason for deletion, so that we can forward this along to CSAT.

53. In the "Data Download" section, I clicked on "Yes" when it asked me if I wanted to proceed to download the records, but nothing happened. Where did my data go?

You probably have a pop-up blocker that is preventing you from downloading your data. Use the following procedure to momentarily disable your pop-up blocker: go back to the screen where it asks you if you are sure you want to proceed. Hold down the Ctrl key, and

then click on the “Yes” button. **It is important that you keep the Ctrl key down until a new window or dialog box appears.** Once the new window appears, you can let go of the Ctrl key.

54. In the Reports section, when I click on the “Print” or “Export” icon, nothing happens.

You probably have a pop-up blocker that is preventing you from printing or exporting your report. Use the following procedure to momentarily disable your pop-up blocker: before you click on the printer/envelope icon, hold down the Ctrl key, and then click on the icon. **It is important that you keep the Ctrl key down until a new window or dialog box appears.** Once the new window appears, you can let go of the Ctrl key.

55. At the start of the Web site, I click on the “CSAT-GPRA” button, and then I click on the “Go” button to get to the CSAT-GPRA home page, but nothing happens.

You probably have a pop-up blocker that is preventing you from going any further. Use the following procedure to momentarily disable your pop-up blocker: before you click on the “Go” button, hold down the Ctrl key, and then click on the button. **It is important that you keep the Ctrl key down until the new window appears.** Once the new window appears, you can let go of the Ctrl key.

56. When I went to enter a discharge interview into the data entry system, I found that there was already a discharge record in the system. What should I do?

You may find that a discharge record exists for a client who has not been discharged yet, but who had a follow-up completed before July 5, 2005. The reason the SAIS system generated a discharge record for these clients was to capture the services data that were collected during the follow-up interview when there was no discharge data collection point.

When you go in to the SAIS-generated discharge interview, note that you cannot edit the discharge date field. You will need to contact the Help Desk; the staff there will delete the existing discharge interview so that you may enter the actual discharge interview. This is the cleanest and safest way to correct the data. If you have any questions on this, please contact the Help Desk at 1-855-500-1438 or at saishelp@ccs.rti.org.

Voucher FAQs: For Access to Recovery Grants Only

Voucher Information

1. Do all clients need to receive a voucher?

Yes. CSAT requires that all positive-screen clients receive a voucher to be part of your program. (Note: Negative-screen clients do not receive a voucher.)

2. Should each voucher have a unique Voucher ID?

Yes.

3. Can voucher information data be entered directly into CSAT-GPRA system?

No. All voucher information data must be uploaded into CSAT's GPRA system.

4. Are we required to upload a voucher information record prior to a voucher transaction record?

Yes. There must be a voucher information record in CSAT's GPRA system before a corresponding voucher transaction record can be uploaded.

5. Do we have to let CSAT know when vouchers are closed?

Yes. When vouchers are closed, grantees are required to upload a voucher cancellation record for each closed voucher. This is done via the Voucher Information Tool.

6. When vouchers are closed, do we need to update the dollar amount of the voucher?

When a voucher has expired or is closed by your site, whether all of the money has been used or not, grantees must update the voucher information record by indicating that the voucher record is closed. In addition, the grantee must update (if necessary) the voucher amount to reflect how much money was actually used on that voucher. For example, if a voucher is issued for \$100, it has expired, and only \$50 was used, grantees must upload an update record (Voucher Information form) to the GPRA system to change the voucher amount to \$50 and include the voucher cancel date.

7. Can we increase the dollar amount of a voucher?

Yes. If grantees decide to add more money to a voucher, the voucher amount must be updated to reflect the additional amount using the Voucher Information form.

8. Are we allowed to indicate that multiple services are associated with a voucher?

Yes. When a voucher is issued, it is possible that multiple services may be associated with each voucher.

9. How often should voucher information data be uploaded?

Voucher information data should be uploaded daily.

10. What is the suggested file size to upload voucher information data?

The suggested file size for uploading voucher information record data is 600K. Files should not exceed this size, and if you are sending multiple files, try to adhere to this file size as much as possible. Multiple small files and files that exceed the aforementioned size limit may impede the upload process.

Voucher Transactions

11. Do all providers need a unique Provider ID?

Yes.

12. How do we identify faith-based providers?

If the provider who is redeeming funds is a faith-based provider, indicate “yes” when asked if the provider is faith-based. This question is not on the voucher transaction tool, but it is part of the voucher transaction upload.

13. Can a voucher transaction record be uploaded prior to the corresponding voucher information record?

No. There must be a voucher information record in CSAT’s GPRA system before a voucher transaction can be uploaded for a specific voucher.

14. Can multiple services be selected with a voucher transaction?

No. Only one service can be selected for each voucher transaction. However, multiple units of the service may be recorded on the voucher transaction.

15. Can voucher transaction data be entered directly into the CSAT-GPRA system?

No. All voucher transaction data must be uploaded into CSAT’s GPRA system.

16. How often should voucher transaction data be uploaded?

Voucher transaction data should be uploaded daily.

17. What is the suggested file size to upload voucher transaction data?

The suggested file size for uploading voucher record data is 600K. Files should not exceed this size, and if you are sending multiple files, try to adhere to this file size as much as

possible. Multiple “small” files and files that exceed the aforementioned size limit may impede the upload process.

Military FAQs

Military Information

1. Should we collect data on a client’s veteran status?

Effective March 5, 2012, CSAT no longer simply collects data on the number of clients who are veterans of the military. You should now collect data on a client’s military service status, which includes active duty, separation, and retirement from the military. In addition, this section also collects information on persons close to the client who are or were deployed to a combat zone.

2. What branches of the military are included in the U.S. Armed Forces?

The U.S. Armed Forces consists of the Army, the Navy, the Marine Corps, the Air Force, and the Coast Guard.

3. How does CSAT differentiate between separation and retirement from the U.S. Armed Forces, Reserves, or the National Guard?

When a client becomes separated from the U.S. Armed Forces, Reserves, or National Guard, he or she has left active duty but might still have an obligation to serve. Separation from the military typically occurs when the client reaches his or her Expiration of Term of Service (ETS) and is released from active duty but still must complete military reserve obligations. When a client completes his or her full military obligation, he or she is then discharged.

When a client retires from the U.S. Armed Forces, Reserves, or National Guard, he or she has left active service and is entitled to a pension, a percentage of his or her base pay, or 100 percent of his or her base pay from the previously mentioned organizations.

4. Are the military questions only confined to U.S. military service?

Yes, these questions only pertain to U.S. military service. Clients who have served in the military in another country are not counted.

5. If a client states that he or she was discharged from the U.S. Armed Forces, the Reserves, or the National Guard, should we ascertain the client’s discharge status?

No. A client’s discharge status is not considered in the GPRA tool and therefore will not be asked by grantees. CSAT is not asking for data regarding a client’s discharge status.

6. Must I ask the military questions of SBIRT clients who have screened negative?

If you are an SBIRT grantee and your client has screened negative, you must ask Questions A5, A5a, and A5b, but you should skip questions A6 and A6a-d.

7. Regarding question A6a, if a client states that a service member had not been deployed in support of combat operations, should we continue to ask the client questions A6b through A6d?

Yes. At this time, there is not a skip pattern for question A6a; therefore you must read these questions to your client.

8. Are the Military questions asked when conducting a Follow-up and/or Discharge?

No, the Military questions are asked at the Intake/Baseline only.