

Center for Substance Abuse Treatment Follow-up Technical Assistance May 12 and 19, 2021

Questions & Answers

Center for Substance Abuse Treatment (CSAT) Government Performance and Results Act (GPRA) Follow-up Questions

- 1. If a client is discharged prior to the 6-month follow-up window, would we still contact them to collect the 6-month follow-up data?**
Yes, 6-month follow-up interviews are still required if your client was discharged prior to the opening of the follow-up window period.
- 2. Do administrative follow-up interviews negatively impact our follow-up rate?**
An administrative follow-up occurs when you are unable to locate a client to conduct their follow-up interview within the window period or when the client is located but refuses to participate in the interview. Please note that an administrative follow-up does not change your grant's follow-up rate. It has neither a positive nor a negative impact on your follow-up rate. For example, a grant's Follow-up Rate Report states that 10 follow-up interviews are due and that 5 follow-up interviews have currently been submitted into the Substance Abuse and Mental Health Services Administration's (SAMHSA's) Performance Accountability Reporting System (SPARS). The grant's follow-up rate is therefore 50% (follow-ups received/follow-ups due). If an administrative follow-up interview is conducted after the Follow-up Rate Report is generated, the number of follow-ups due *does not change*; the follow-up rate is still calculated at 50%. Although administrative follow-ups do not change your grant's follow-up rate, these data are still valuable to SAMHSA.
- 3. Are we penalized if the data are collected closer to the end of the follow-up window?**
No, you will not be penalized. The interview will count toward your follow-up rate as long as it is conducted on any date within the client's window period.
- 4. Which SAMHSA grants allow the acquisition of Lifeline phones for clients? My understanding is that this is not an allowable expense for Medication-Assisted Treatment–Prescription Drug and Opioid Addiction (MAT-PDOA) and COVID grants.**
Any CSAT discretionary services grant may purchase Lifeline phones. However, CSAT funds are not allowed to be used to purchase Lifeline phones. You will need to find other funding sources to purchase Lifeline phones for your clients. For more information about Lifeline phones, please visit <https://www.lifelinesupport.org/>.
- 5. Should we fill out a new locator form every time a client moves?**
You should use one locator form per client. However, you should review and update the locator form with your client on a regular basis to ensure that the information is accurate. If a client moves or has a new phone number, for example, simply update the contact information in the locator form.

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CSAT GPRA Intake Questions

6. **What happens if a GPRA assessment is missed with a new client? Causes for this could be that staff are unavailable for the intake, that the patient is unable to stay for the interview and will not answer calls, or that the intake is simply missed. Will this client just not be logged in SPARS for outcomes? Or are we responsible to go back and complete the intake at a later date?**

GPRA intake interviews are required within 1–3 days after the client enters a residential program or 1–4 days for nonresidential programs. Outside of these windows, intake data will not be accurate because these data may not reflect what clients' responses would have been on entry into the program. However, you may still enter intakes for these clients by selecting MISSING DATA for each client response. In Section A, enter the date the client enrolled in the program; select MISSING DATA for all other responses. This way, the intakes will count in the SPARS system, and your program will be able to conduct follow-up and discharge interviews for these clients. It is important to note that due to the MISSING DATA responses, there will be no valid responses to calculate the effectiveness of CSAT-funded services from date of intake to date of follow-up or discharge.

7. **What is the timeline for leaving without receiving services? Some clients leave our residential program within the first few days, but we completed the GPRA intake already.**

Clients are free to leave a program at any time, regardless of whether they have received services. For clients who leave your program *without receiving any CSAT-funded services*, you may contact the SPARS Help Desk at SPARS-Support@rti.org or (855) 322-2746 to have their Client IDs removed from the SPARS system. You will no longer be required to conduct follow-up GPRA interviews with these clients. Please note that these clients will no longer count toward your intake rate. It is recommended that you confirm with your Government Project Officer (GPO) what it means to receive CSAT-funded services for your grant.

General SPARS Questions

8. **How long do users have to be inactive in SPARS before they are automatically logged out?**

SPARS will automatically log out users if they are inactive in the system for 20 minutes. Save data often to prevent data loss. Unsaved data will be lost if the system automatically logs out a user due to inactivity.

9. **How do we receive our login information for SPARS?**

Project Directors should have received an e-mail invitation to join SPARS. Project Directors that have not yet received a SPARS username and login information should contact the SPARS Help Desk at SPARS-Support@rti.org or (855) 322-2746.

10. **Do grantees need separate usernames and passwords for each grant they have in SPARS?**

No. Grantees with more than one grant in SPARS will be able to access all grants with a single username and password. After logging into SPARS, grantees will see a dropdown box to select the appropriate grant. Grantees that are not able to access all their grants in SPARS with a single username and password should contact the SPARS Help Desk at SPARS-Support@rti.org or (855) 322-2746 for assistance.

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11. Is it possible to set up SPARS accounts for other users? If so, how?

Yes. Project Directors can add additional users to SPARS. To do so, Project Directors will need to contact the SPARS Help Desk at SPARS-Support@rti.org or (855) 322-2746.

12. What if I have additional questions related to CSAT, GPRA, or SPARS?

Please see the *Frequently Asked Questions (FAQs) for Center for Substance Abuse Treatment (CSAT) Discretionary Services Programs* for answers to other FAQs. This document and others can be found in the SPARS CSAT Resource Library (under Services → Guides). You may also contact the SPARS Help Desk at SPARS-Support@rti.org or (855) 322-2746.