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

FREQUENTLY ASKED QUESTIONS
(FAQs) FOR

Discretionary Services Programs

September 13, 2010
V3.3

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

GPRA

1. 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.

2. 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 (https://www.samhsa-gpra.samhsa.gov/).

CSAT-GPRA Client Outcome Measures for Discretionary Programs

3. 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.

4. 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 on SAMHSA's NOMs, go to: http://www.nationaloutcomemeasures.samhsa.gov/.
- Make the case to Congress that the money awarded to grantees is being spent effectively.

5. 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.

6. Can projects change the GPRA tool, add questions, and so forth?

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.

7. 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.

8. 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.

9. 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.

10. 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

11. 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

12. 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.

13. 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).

14. 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

15. 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.

16. 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).

17. 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 GPRA intake /baseline date.)

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

Yes.

19. 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 GPRA 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.

GPRA Discharge

20. Does CSAT require a GPRA discharge on every client?

Yes. Starting July 1, 2005, CSAT requires you to submit a GPRA 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 GPRA 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 GPRA discharge interview (see Questions 20 and 21 below for more information on discharge).

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

21. 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 GPRA 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 GPRA 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.

22. 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).

23. 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.

24. Is there a target discharge rate?

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

GPRA Follow-up and Discharge Timing Issues

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

Yes. There may be cases when the client's GPRA discharge is due during the window of time that the 6-month GPRA follow-up interview is due. In other words, if a discharge is done anywhere between 5 and 8 months after GPRA intake/baseline (or 4 to 8 months after GPRA intake/baseline for those programs in the Co-Occurring and Homeless Activities Branch at CSAT), this interview could double as a GPRA follow-up interview. In these cases, you must still enter data for both the GPRA discharge **and** the 6-month GPRA 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 GPRA 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 GPRA system; and the other for follow-up with Section I, so that the follow-up status is documented in the GPRA system.

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

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

26. 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.)

27. 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

28. Do all programs use "the past 30 days" as the basis for client reported data?

All programs, with the exception of Offender Re-entry Programs (ORP) and the Enhancing Adult Drug Court Services, Coordination, and Treatment Programs for questions B1 thru B2, will use "the past 30 days" for questions that captures the number days.

ORP and Enhancing Adult Drug Court Services, Coordination and Treatment grants should ask about drug use in "the past 90 days" prior to incarceration for questions B1 thru B2 at intake/baseline and "the past 90 days" at follow-up and discharge.

29. 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.

30. 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

31. 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, and ATR 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.

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

33. 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. 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.

34. 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.

35. 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.

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

You can call the Help Desk at 1-888-507-9351. It is available Monday–Friday, 8 a.m.–7 p.m. (EST). The Help Desk e-mail address is GPRAHelp@SAIS.RTI.org.

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

To get access to the password-protected sections of the site, send an e-mail to the GPRA Help Desk with the following information:

- User's first and last name

- E-mail address (one that is not already in the system, as no duplicates are allowed)

- Phone number (please include your extension number, if applicable)

- Grant ID(s)

All the above items are required to successfully create a new user account. You should also Cc: your project director to let him/her know that a new account has been created for his/her respective grant.

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.

38. 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.

39. Do I have to update my password?

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

40. 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 Deepa Avula (CSAT) to authorize us to extend the grant in the system. Deepa's e-mail address is Deepa.Avula@samhsa.hhs.gov.

41. 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. The supplemental services codebooks, however, are located under the "Services Info" section in the "Program Area Data Info" subsection.

42. (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. If you need data changed in this section, please contact the Help Desk at 1-888-507-9351 or GPRAHelp@SAIS.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.

43. (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.

44. 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.

45. 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.

46. 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.

47. 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 1-888-507-9351 or at GPRAHelp@SAIS.RTI.org.

Additional Support

48. Where can I find the upcoming schedule for GPRA trainings, and how do I sign up?

The SAIS Online Learning Center offers access to a variety of trainings, including on-demand courses, live webinars, recorded webinars, and face-to-face training.

After logging in to the CSAT-GPRA website, click on the "GPRA Training" link in the left menu bar.

Once on the Online Learning Center home page, click on the course category link to view course titles, descriptions, and registration information for each type of course. Additional details on the Online Learning Center are covered in the "How to Use the SAIS Online Learning Center" located in the "On-Demand Courses" section of the site.

49. 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 contact the Help Desk at 1-888-507-9351 or GPRAHelp@SAIS.RTI.org. Alternatively, you may use the "Web Master E-mail" link that appears on the Web site.

For questions related to obtaining additional training or technical assistance related to GPRA, please submit an online request at: https://www.samhsa-gpra.samhsa.gov/. Click on "Technical Assistance" from the menu on the left-hand side.

For questions about how to implement GPRA in your project, please contact your GPO or the contractor working with your program, or you may complete an online Technical Assistance (TA) request at: https://www.samhsa-gpra.samhsa.gov/. Click on "Technical Assistance" from the menu on the left-hand side.

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Voucher FAQs: For Access to Recovery Grants Only

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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.

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 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.

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.

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.