GPRA Frequently Asked Questions

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About GPRA

What is GPRA?

The Government Performance and Results Act (GPRA) is a public law that Congress passed in 1993. GPRA was enacted to improve stewardship in the federal government and to link resources and management decisions with program performance. The Substance Abuse and Mental Health Services Administration (SAMHSA) funds California's State Opioid Response (SOR) grant. SAMHSA requires all grantees providing treatment services to collect and report performance data using this approved measurement tool.

What clients should receive GPRA?

For the SOR grant, clients with an opioid or stimulant use disorder diagnosis who are receiving treatment or recovery services with SOR funding should complete GPRA. This includes:

- Clients who are under or uninsured and who are receiving medication, counseling, or recovery services funded by the grant.
- Clients who receive medical services (medications, screening, immunizations, etc.) from a physician, nurse, or other provider whose salary is funded by the grant.
- Clients who receive counseling, peer support, or case management services from a staff member whose salary is funded by the grant.

Clients who are not receiving treatment or recovery services should not complete GPRA. Examples include:

- Clients only engaged in prevention and education activities.
- Clients who are receiving screening or referral services, who have not yet been admitted for substance use treatment or recovery services.
- Clients whose only interaction with a grant-funded staff member is with administrative/front desk support staff.

Who should collect the GPRA with the client?

SAMHSA does not provide guidance on the types of staff members who should conduct GPRA, but there are a few important things to keep in mind:

- The GPRA asks questions that are sensitive in nature, including questions about drug and alcohol use, mental health, sexual activity, HIV status, criminal activity and justice system involvement. The interviewer should communicate to clients about the sensitive nature of the questions and let them know they are free to decline the survey or skip any question.
- The interview should take place in a quiet location free from distractions or interruptions, to ensure privacy and comfort for the client.
- Sites should ensure that any staff who may conduct the GPRA have received Aurrera Health Group's GPRA training – either by attending a training webinar or viewing training videos on the GPRA Resources Page.
- Because of the sensitivity of the survey, sites often designate a counselor, case manager or MAT navigator to conduct the survey with clients.

Is GPRA required?

Providers must attempt to conduct GPRA with all eligible clients. Clients may decline GPRA and this will have no impact on their access to treatment services. Clients who do complete GPRA may decline to answer any question they do not want to answer. Refer to the GPRA client flyer and consent form for information to share with clients.

What surveys are required?

GPRA data are to be collected for each individual client at these specific points:

- Intake/baseline
- Six months after the intake
- Discharge

Programs should collect the intake survey no later than four days after the client enters treatment. The six-month follow-up should be conducted around six months after the intake (SAMHSA provides a window of 5-8 months for the follow-up). Discharge should be conducted upon the client's departure from the program. For more information on survey timing, refer to the next section.

Can the surveys be completed by phone?

During the COVID-19 Public Health Emergency, surveys may be completed via telehealth, including telephone.

What if a client is covered by Medi-Cal? Do they need a GPRA?

If a client is covered by Medi-Cal but receiving services from a provider funded by SOR funds, they would still need to receive GPRA.

What if clients leave and return to treatment? Do we need to administer a new intake survey?

If your program has an existing discharge definition or policy, follow that discharge definition or policy, and conduct the discharge survey at that time. For example, if you consider a client to be out of treatment after three months of not seeing them, you may use that definition. Contact the client at that time to conduct the discharge survey, or if that is not possible, conduct an administrative discharge.

If you do not have a discharge definition or policy, SAMHSA recommends completing a discharge interview for all clients for whom 30 days have elapsed from the time you last had contact with the client.

If the client comes back after being discharged, a new intake should be completed using the "new intake" option in the client's survey queue in REDCap.

What if SOR is not our only funding source for clients, and we have another SAMHSA grant. Do we complete two GPRAs for one client?

SAMHSA guidance is that the client should receive the GPRA survey based on whatever grant primarily funds their services. Programs should develop policies to determine which GPRA survey the client receives, based on the grant funding their services.

How should I track clients receiving GPRA?

We recommend developing a tracking system for clients who are GPRA eligible. This may be an Excel document, a module in your EHR system, or any other method a site chooses to keep track of clients. A tracking system can help with tracking:

- Client consent;
- Status of intake, discharge, or six-month follow-up completion for each client; and
- Provision of GPRA incentive gift cards.

Survey Timing

What are the timeframes for completing GPRA surveys?

GPRA must be completed at intake, six months after intake, and follow-up. Below is a chart that summarizes SAMHSA's guidance:

Within 4 days of entry	Complete intake survey.
Within 7 days of entry	If client leaves before 7 days and does not come back, conduct an administrative discharge.
Within 7 days – 5 months of entry	If client leaves during this time, complete a discharge survey and a follow-up at six months.
Within 5-8 months of entry	Complete follow up survey.
After >8 months of entry	If client is discharged after 8 months, complete a follow-up at six months, and a discharge survey when they leave.

Do we need to complete a discharge survey for clients who are receiving long-term treatment (>1 year)?

For these clients, conduct the intake survey when they enter, the follow-up at six months, and the discharge when they leave – whenever that is (1 year later or perhaps longer).

My project will be administering the GPRA to youth. Is a three-month follow-up survey needed, or can we just do a six-month?

Only the six-month follow-up is needed.

If the client leaves around the six-month mark, can the six-month follow-up and discharge survey be completed within the same form? Or would we need to administer two separate surveys?

This option is currently not available. We encourage sites to ensure completion of the follow-up survey, as it is benchmarked by SAMHSA, as well as the discharge survey.

Consent Form

Do we need to send consent forms to Aurrera Health Group?

No, you do not need to send Aurrera the consent forms, but please keep them for your own records. Once the intake consent response has been collected, go to REDCap.link/collectGPRAData, fill in the staff/program information and select Yes to proceed with the rest of the interview; or No to indicate the client has not consented, and end the process.

Is the consent form needed at intake, follow-up, and discharge?

The consent form only needs to be completed at intake. However, clients may decline subsequent interviews even if they agree to the first one.

Do we need to assign a client ID to clients who decline GPRA?

Yes, please create a client ID for these individuals to assist with tracking. Complete the intake form and select 'no' under consent, which will end the survey process.

My project provides services to youth. Should GPRA be conducted with individuals under 18?

For individuals under 18, a parent or guardian's consent is required for GPRA. If the parent or guardian is not available, GPRA cannot be collected for that client.

Intake

How do I start a new intake survey for a client?

Use the link https://redcap.link/CollectGPRAData to begin a new client intake.

How do we create the client ID?

Refer to the GPRA Handbook for instructions to create the client ID.

What if it was not possible to administer GPRA during the intake process and the client does not come back?

In this case, you do not need to submit a GPRA. If the client comes back to treatment, do an intake when they re-enter the program.

Follow-up/Discharge

How do I start a follow-up or discharge survey for a client?

Use your site-specific report link (located at the end of the GPRA Handbook) to access a link to discharges and follow-ups for completed client intakes.

If we cannot reach a client for their six-month follow-up or discharge, how should we document this client?

If you cannot contact the client after 14 days of trying, complete an administrative follow-up or discharge. Access the survey queue link for the client from your site's report page and select follow-up or discharge depending on the survey; when asked "Did you conduct a follow-up/discharge interview," select "No" to proceed to the administrative follow-up/discharge.

Is there a baseline follow-up rate we need to meet for the six-month follow up surveys?

The benchmark rate for six-month follow-up is 80 percent; that is, you are following up with at least 80 percent of clients who received an intake. However, you should try to administer the follow-up to 100 percent of clients who have completed an intake.

Many of our clients are unhoused and may be hard to contact. What is the expectation for outreach to these clients for follow-up/discharge?

Try your best to engage with clients and keep in contact. The SAMHSA Guide to Staying in Touch offers some helpful pointers. If a client cannot be reached, you will conduct an administrative follow-up or discharge to note that the client was not reachable, and an interview was not conducted.

Incentives

Can I provide an incentive to take the survey?

For certain types of interviews, you can use SOR funding to pay for incentives, with a maximum cash value of $30 per interview. The incentives can include items such as food vouchers, transportation vouchers, or phone cards.

Incentives are **not permitted** for:

- X GPRA intake interviews.
- X Routine GPRA discharge interviews.

Incentives are permitted for:

- ✓ Completion of a six-month follow-up interview.
- ✓ Discharge interviews where program staff must search for a client who has left the program or a client who has dropped out of a program.

How should we track gift cards?

Sites should implement a system to track gift cards provided to individuals for completing six-month follow-up and discharge surveys where the client is hard to contact. Sites should develop a log system that tracks:

- What client received the gift card (noted by client ID)
- Type of survey (six-month follow-up, non-routine discharge)
- Type of gift card (may be food voucher, transportation voucher, or phone card)
- Amount (may be up to $30)
- Date provided
- Staff member providing the gift card

Sites should be prepared to present information about gift card tracking in the event of an audit.

What kinds of gift cards can we provide?

According to SAMHSA, acceptable items include food vouchers, transportation vouchers, or phone cards. Some sites have provided gift cards to grocery stores, Target or Walmart, coffee shops, or restaurants, which are all acceptable.

How do GPRA gift cards impact the $75 limit on incentives for contingency management programs?

SAMHSA has clarified that GPRA incentive gift cards are separate from the $75 per year limit on incentives in contingency management programs. Up to $60 ($30 for six-month follow-up and potentially $30 for non-routine discharge) can be provided in addition to the $75 allowed per year in contingency management programs.

Survey Submission

How do we submit the surveys?

Please submit surveys through the REDCap portal. There are two links to use for entering data:

- **INTAKES:** Use REDCap.link/collectGPRAData to begin a new client intake.
- **DISCHARGE/FOLLOW-UP:** Use your site-specific report link at the end of the GPRA handbook to access a link to discharges and follow-ups for completed client intakes.

Would my facility have been notified if our surveys had any errors or were unapproved?

If there are any issues with submission you will be notified via email and asked for clarification.

Can I send GPRA PDFs rather than completing the survey through REDCap?

All sites are required to submit GPRA only through the REDCap system.

How do I save a survey and return later?

Use the “Save & Return Later” function to save the survey and come back at a later time to finish. This option is offered until the last page of the interview. If the save and return function is selected, REDCap will provide a return code and request your email address, where it will send a link to finish the survey. Remember to save the return code separately, as it will not be provided in the survey link email.

Can more than one person complete the GPRA survey through REDCap?

There are two approaches for allowing two GPRA completers:

- Internal communication between the two survey completers: Have the two completers (for example, a counselor and a MAT program coordinator) communicate before and after each survey. For example, the MAT coordinator would let the counselor know the client ID and any other relevant information for the interview, before they complete the survey with the client. The counselor would then communicate back any relevant information to the coordinator (did the person decline, was the survey completed, etc.) who will track it in the site’s tracking log.

- REDCap Save & Return: Use the Save & Return function to allow two survey completers. The first completer will complete their portion of the survey, then select Save & Return on the bottom right hand of the page. This will provide a link to come back and access the survey. That completer will send the link email to themselves and once received, forward the email along with the client ID for the survey and the return code (provided on the Save & Return Page) to the completer who will be finishing and submitting the survey. It is essential that the return code is added into the forwarded email, because it is not on the original email sent from REDCap.

How do I change or edit a survey submitted through REDCap?

Surveys cannot be edited after they are submitted. If you need to make a change to a survey after you have already submitted it, reach out to Aurrera and we will make the change.

Can I access past submitted surveys from my site's reports page?

Survey data cannot be accessed from the reports page. If you need access to a survey you have submitted, reach out to Aurrera and we will provide you the survey.

I lost the return code to return to a survey I saved. How do I get it back?

Email Aurrera Health Group at DHCSReporting@aurrerahealth.com and we will provide you the return code needed.