

# Government Performance and Results Act (GPRA)

## Frequently Asked Questions

### Definitions/Generic Inquiries

1. **Are we expected to read every question in the GPRA questionnaire?** Providers should read every question, verbatim, if the tool does not prompt you to skip a question. Start at the beginning and read each question, word-for-word. Based on the client's answer to the question, the survey will inform you of whether you should skip to another section/question. If it does not inform you to skip anything, go to the next question (in chronological order).
2. **If someone reports being in recovery from Opioid Use Disorder and has not used in 7 years, would they be a good candidate for a GPRA or should it be for someone who is actively using?** The previous opioid user would be a good candidate for GPRA if s/he is receiving services through the SOR initiative. All clients receiving direct services through the SOR initiative should be interviewed for GPRA.
3. **What is considered public assistance?** Public assistance is welfare, food stamps; housing vouchers; transportation; money; or any other source of social, general, or emergency assistance funds. Disability does not classify as public assistance.
4. **What is non-legal income?** Non-legal income is income one receives but is not taxed by the government. This can include service like shoveling snow or mowing a lawn. Non-legal income does not necessarily mean illegal income.
5. **Why are letters in caps on the GPRA form?** When letters are in all caps in GPRA, this lets the interview know they should not read the responses aloud to the client. Only read the question, then allow the client to answer on his/her own.
6. **Can I complete GPRA on the phone?** Yes, you may complete GPRA via telephone. Make sure you read the full consent information before completing GPRA. As with the GPRA tool, it should be read verbatim.

## Incentive Questions

7. **Can grantees use flex or contingency resources to provide an incentive for baseline GPRA completion?** Through SOR funding, DBH is not permitted to provide incentives when clients participate in baseline GPRAs.
8. **Do clients get a gift card for 6-month follow-up?** Yes, clients are eligible for a gift card once the 6-month follow-up is completed.
9. **Do clients get a gift card for discharge GPRAs?** All clients are not eligible for gift cards after participating in a discharge GPRA. If it is a routine discharge GPRA, the client is not eligible for a gift card. If the provider had trouble with participation, but was eventually to get compliance from the client, that client is eligible for gift card.

## Intake/Baseline GPRA

10. **What if a client does not sign the consent form, can we still administer GPRA?** No, the client must consent to participating in the interview before GPRA is completed by the provider.
11. **What is the interview date for the baseline GPRA?** The interview date is the date you completed GPRA, not the date the client started services. If the date is the same, that's fine.

## Follow-Up Questions

12. **Do we have to follow-up on each client?** Yes, follow-up is expected for each client. At a minimum, 80 of the clients being served by your agency should have a follow-up GPRA completed.
13. **How will I know when the follow-up is due?** Monthly emails will be sent to providers regarding upcoming follow-up GPRAs. Providers can also calculate when follow-up GPRAs are due by looking at the baseline date of each client. Follow-up GPRAs are due six months from the baseline date, but you can begin as early as five months from the baseline date.
14. **Do we have 8 months to complete the follow up GPRA?** Yes, providers have 8 months to complete the follow-up GPRA, but the follow-up GPRA is due 6 months after the baseline GPRA, not 8 months. A 2-month grace period is given after the 6-month date, which is where the 8<sup>th</sup> month is introduced.

15. **If your client is in a 6-month program, is it acceptable to complete a discharge and follow-up interview at the same time?** Yes, a follow-up and discharge interview can be conducted at the same time if the discharge occurs within the 6-month follow-up timeframe.
16. **How do you complete a follow-up GPRA if the client is deceased?** If a client is deceased, an administrative follow-up GPRA should be completed. After Section A: Record Management is completed, go to Section I.
17. **Do you complete a follow-up if the client is discharged? Yes.** Even if the client has been discharged from the program, a follow-up GPRA is due 6 months after the baseline date.
18. **What if a client returns after being away for one year? Can we do the follow-up GPRA at that time?** No, you cannot do a follow-up GPRA if a client returns on year later. If a client is non-compliant for 30 days, s/he should have received an administrative discharge GPRA. If the client returns after the discharge GPRA is completed, the client should get a new baseline GPRA.
19. **Should we document a date for the follow-up in the Interview Date section? Yes.** A date should always be included.
20. **If we cannot locate a client when it is time to do a follow up survey after several attempts, what should we do?** If you are unable to get in touch with a client, fill out Section A: Record Management, and then go straight to Section I. Anything in between should not be completed because it is a self-reporting tool, and those questions require answers from the client.

## Discharge Questions

21. **If your client is in a 6-month program, is it acceptable to complete a discharge and follow-up interview at the same time?** Yes, it is acceptable to complete a discharge and follow-up interview at the same time if the client is in a 6-month program.
22. **When should we do an administrative discharge?** When the client has been inactive for 30 days, completed the administrative discharge. Providers have 14 days after the inactivity date to conduct discharge interview.

23. **If a client refuses to answer discharge questions, what do you do?** Every question has a Don't Know or Refused response. For each question the client doesn't want to answer, mark refused.
24. **What if a client returns after being away for one year? Can we do the follow-up GPRA at that time?** No, you cannot do a follow-up GPRA if a client returns one year later. If a client is non-compliant for 30 days, s/he should have received an administrative discharge GPRA. If the client returns after the discharge GPRA is completed, the client should get a new baseline GPRA.
25. **Should we document a date for discharge in the Interview Date section?** Yes.

### **GPRA Submission Questions**

26. **Can you use the old GPRA form and submit it to the new storage system?** No, there is an updated GPRA intake form, titled GPRA Intake V2.2. Please use this form to submit GPRA intakes to Box.com. Outdated forms should no longer be used.
27. **Do I need a Box.com account to submit GPRAs?** No, you do not need a Box.com account to submit GPRAs. Please utilize the email address and link previously sent to submit GPRAs. Refer to the Box.com presentation for detailed information.
28. **I have multiple GPRAs, can I submit them at one time?** Yes, Box.com allows you to submit multiple GPRAs at once. You can put multiple documents in an email or drag multiple documents into the folder provided with the link. Please do not drag folders or zip files into the link.
29. **How will I know the document I submitted was received?** You will receive a notification of success. If you submit GPRA via email, you will receive an email notifying you your submission was successful. If you drag the document into the folder, after hitting submit, a message will appear that says your submission was success.