

Attachment 6: Sample Correspondence

Attachment 6.1: Email Introducing the PATH Evaluation

SUBJECT: Introduction to the National Evaluation of SAMHSA’s PATH Program

Dear <Contact Name>,

I’m writing to let you know about upcoming data collection activities related to the National Evaluation of SAMHSA’s PATH program and to ask for your participation and support by encouraging you and your Intermediaries (if relevant) and PATH providers to participate. As you may be aware, the evaluation of the PATH program is required for SAMHSA to meet the legislative requirement of the PATH program legislation. The information gathered through the evaluation will help SAMHSA understand the extent to which the PATH program is implemented as intended.

We will be rolling out several complementary data collection activities that are designed to give SAMHSA and the field a richer understanding of your activities and accomplishments under the SAMHSA PATH program. These activities, their length, respondents and expected timeline for implementation include:

Activity	Length	Respondents	Timeline
State PATH Contact (SPC) Web Survey	1 hour	All SPCs	MONTH-MONTH, YEAR
PATH Intermediary Web Survey	1 hour	Up to 28 Intermediaries	MONTH-MONTH, YEAR
PATH Provider Web survey	1 hour	All PATH providers	MONTH-MONTH, YEAR
Site Visits	2-3 days	5 PATH grantees and within each grantee 1-2 providers.	MONTH-MONTH, YEAR

For each activity, we will be sending a separate email to you or the respondent. As the State PATH Contact (SPC), you will be contacted for the SPC Web Survey. Up to 28 intermediaries will be asked to complete the PATH Intermediary Web Survey. We will ask you for recommendations for the respondents of that survey. All PATH providers will be asked to complete the PATH Provider Web Survey. The web surveys are web-based to make responding simple and to ensure that each respondent receives the most relevant questions. Five grantees will be asked to participate in the site visits, which will include visits with up to two PATH

providers. A sample of grantees, intermediary organizations and providers will also be asked to participate in telephone interviews.

We recognize that participating in these data collection activities will take time, and we greatly appreciate and value your participation. We have streamlined data collection as much as possible but it is necessary to gather accurate and complete information to portray as complex and comprehensive an initiative as the SAMHSA PATH program. We hope that you will welcome this opportunity to have your program included in the information that we will provide to SAMHSA, the field, and policymakers.

Thank you so much for your hard work on your SAMHSA PATH grant, and for your support of the national evaluation! If you have any questions or feedback, please do not hesitate to contact me at this email address.

Warm regards,
Terry Camacho-Gonsalves
tcamacho@hsri.org
617-844-2504

Attachment 6.2: Web Survey Recruitment Email

SUBJECT: SPC Web Survey – National Evaluation of SAMHSA’s PATH Program

Hello <Contact Name>,

The National Evaluation of SAMHSA’s PATH Program evaluation team would like to ask for your participation in the **State PATH Contact (SPC) Web Survey**. The purpose of the **SPC Web Survey** is to gather information about your PATH program including the services provided, populations served, the selection, monitoring and oversight of PATH providers, the provision of technical assistance and training, use of Evidence Based Practices including SSI/SSDI Outreach, Access, and Recovery (SOAR), implementation of the Homeless Management Information System (HMIS), and collaboration with other organizations. The evaluation team would like your input on your experiences with your PATH program.

Participation in the **SPC Web Survey** involves completing an online survey that should take approximately one (1) hour. The link below will take you directly to your survey.

PD/SPC Web Survey: <Insert unique survey link for contact name>

Please complete the survey by <INSERT DATE>. If you start and are unable to complete the survey, you can return to complete it later using this same link. The survey will continue where you left off.

Your participation in this survey is completely voluntary. You may refuse to answer any question in the survey and you may stop participating at any time. All the information you provide is private and your individual responses will not be shared with anyone from your agency or directly with SAMHSA. You will never be identified in any report that uses information from this survey.

This SPC Web Survey is one component of the legislatively mandated National Evaluation of the PATH program. You may be asked to participate in other components such as a site visit and a telephone interview. Your PATH intermediaries and providers may also be asked to participate in one or more of these data collection activities.

If you have any questions about this survey or the evaluation or have any technical issues accessing the survey, please do not hesitate to contact me via email at tcamacho@hsri.org or at 1-617-844-2504. Thank you for your time, and we look forward to and appreciate your participation in the **SPC Web Survey**.

Sincerely,

Terry Camacho-Gonsalves, PhD
tcamacho@hsri.org
617-844-2504

Attachment 6.3: Web Survey First Follow-Up Email

SUBJECT: REMINDER: SPC Web Survey – National Evaluation of SAMHSA’s PATH Program

Hello again <Contact Name>,

I would like to follow up on the email I sent you last week about the National Evaluation of SAMHSA’s PATH Program **State PATH Contact (SPC) Web Survey**. We’ve noticed that you have not yet completed the survey for your PATH program. The survey includes questions about your PATH program including the services provided, populations served, the selection, monitoring and oversight of PATH providers, the provision of technical assistance and training, use of Evidence Based Practices including SSI/SSDI Outreach, Access, and Recovery (SOAR), implementation of the Homeless Management Information System (HMIS), and collaboration with other organizations.

Participation in the **SPC Web Survey** involves completing an online survey that should take approximately one (1) hour. The link below will take you directly to your survey.

SPC Web Survey: <Insert unique survey link for contact name>

Please complete the survey by <INSERT DATE>. If you start and are unable to complete the survey, you can return to complete it later using this same link. The survey will continue where you left off.

Your participation in this survey is completely voluntary. You may refuse to answer any question in the survey and you may stop participating at any time. All the information you provide is private and your individual responses will not be shared with anyone from your agency or directly with SAMHSA. You will never be identified in any report that uses information from this survey.

Your participation in this important aspect of the evaluation is greatly appreciated. If you have any questions about this survey or the evaluation or have any technical issues accessing the survey, please do not hesitate to contact me via email at tcamacho@hsri.org or at 1-617-844-2504. Thank you for your time and we look forward to receiving input about your experiences with your SAMHSA PATH program.

Sincerely,

Terry Camacho-Gonsalves, PhD

tcamacho@hsri.org

617-844-2504

Attachment 6.4: Web Survey Partial Responder Email

SUBJECT: REMINDER: SPC Web Survey – National Evaluation of SAMHSA’s PATH Program

Hello <Contact Name>,

Our records indicate that you have started, but not yet completed, the National Evaluation of SAMHSA’s PATH Program **State PATH Contact (SPC) Web Survey** for your PATH program. I would like to ask again for your participation as it is very important that we receive complete information for each grantee to provide a comprehensive picture of the SAMHSA PATH Program.

When you click on the link below you will return to where you left off in the survey.

SPC Web Survey: <Insert unique survey link for contact name>

Please complete the survey by <INSERT DATE>.

Your participation in this survey is completely voluntary. You may refuse to answer any question in the survey and you may stop participating at any time. All the information you provide is private and your individual responses will not be shared with anyone from your agency or directly with SAMHSA. You will never be identified in any report that uses information from this survey.

If you have any questions about this survey or the evaluation or have any technical issues accessing the survey, please do not hesitate to contact me via email at tcamacho@hsri.org or at 1-617-844-2504. Thank you for your time and we look forward to receiving input about your experiences with your SAMHSA PATH program.

Sincerely,

Terry Camacho-Gonsalves, PhD

tcamacho@hsri.org

617-844-2504

Attachment 6.5: Web Survey Second Follow-Up Email

SUBJECT: REMINDER: SPC Web Survey – National Evaluation of SAMHSA’s PATH Program

Hello again <Contact Name>,

Our records indicate that you have not yet completed the National Evaluation of SAMHSA’s PATH Program **State PATH Contact (SPC) Web Survey** for your PATH program. Your perspective is very important to the success of this national evaluation and we hope that you will be able to participate.

The **SPC Web Survey** will take about one (1) hour to complete and includes questions about your PATH program including the services provided, populations served, the selection, monitoring and oversight of PATH providers, the provision of technical assistance and training, use of Evidence Based Practices including SSI/SSDI Outreach, Access, and Recovery (SOAR), implementation of the Homeless Management Information System (HMIS), and collaboration with other organizations.

The link below will take you directly to your survey:

SPC Web Survey: <Insert unique survey link for contact name>

Please complete the survey by <INSERT DATE>. If you start and are unable to complete the survey, you can return to complete it later using this same link. The survey will continue where you left off.

Your participation in this survey is completely voluntary. You may refuse to answer any question in the survey and you may stop participating at any time. All the information you provide is private and your individual responses will not be shared with anyone from your agency or directly with SAMHSA. You will never be identified in any report that uses information from this survey.

If you have any questions about this survey or the evaluation or have any technical issues accessing the survey, please do not hesitate to contact me via email at tcamacho@hsri.org or at 1-617-844-2504.

We understand these are very busy times and we thank you for your time and look forward to receiving input about your experiences with your SAMHSA PATH program.

Sincerely,

Terry Camacho-Gonsalves, PhD
tcamacho@hsri.org
617-844-2504

Attachment 6.6: Web Survey Final Follow-Up Email

SUBJECT: FINAL NOTICE: SPC Web Survey – National Evaluation of SAMHSA’s PATH Program

Hello again <Contact Name>,

Our records indicate that you have not yet completed the National Evaluation of SAMHSA’s PATH Program **State PATH Contact (SPC) Web Survey** for your PATH program. The survey will only be available to complete through <END DATE>. Again, your input is critical to the success of the evaluation and the goals of reducing homelessness and providing clients and consumers the services they need. The National PATH Evaluation team and SAMHSA need your input to improve SAMHSA’s PATH Programs.

Please click on the link below to access your **SPC Web Survey**:

<Insert unique survey link for contact name>

Your participation in this survey is completely voluntary. You may refuse to answer any question in the survey and you may stop participating at any time. All the information you provide is private and your individual responses will not be shared with anyone from your agency or directly with SAMHSA. You will never be identified in any report that uses information from this survey.

I hope that you will take this opportunity to participate in this important evaluation. If you have any questions about this survey or the evaluation or have any technical issues accessing the survey, please do not hesitate to contact me via email at tcamacho@hsri.org or at 1-617-844-2504.

Your participation is greatly appreciated and we thank you in advance for your time!

Sincerely,

Terry Camacho-Gonsalves, PhD
tcamacho@hsri.org
617-844-2504

Attachment 6.7: Thank You Email

SUBJECT: Thank you: SPC Web Survey – National Evaluation of SAMHSA’s PATH Program

Dear <Contact Name>,

Thank you for completing the SAMHSA PATH Program **State PATH Contact (SPC) Web Survey!** Your participation is an important contribution to the National Evaluation of SAMHSA’s PATH Program and the overall goals of improving future efforts to reduce homelessness and provide clients and consumers the services they need.

If you have any questions about this survey or the evaluation, please do not hesitate to contact me via email at tcamacho@hsri.org or at 1-617-844-2504.

Again, thank you for your participation!

Sincerely,

Terry Camacho-Gonsalves, PhD

tcamacho@hsri.org

617-844-2504

Attachment 6.8: Site Visit Email

SUBJECT: Site Visit – National Evaluation of SAMHSA’s PATH Program

Dear <Contact Name>,

As you are aware, we have been conducting the National Evaluation of SAMHSA’s PATH Program. As we noted in the introductory email regarding the evaluation back in DATE, a sample of PATH grantee would be selected for site visits. Your state has been selected for a site visit. The site visits will allow us to gain a deeper understanding of the PATH programs at the grantee and provider level from varying perspectives.

I am contacting you to assess your availability for a 2 to 3-day site visit (which will depend on the number of providers visited) between DATE and DATE. Please let us know by DATE, if you are available to participate in a site visit during that timeframe.

During the site visit, the site visit team would like to meet in a group or individually with the following types of individuals from your program:

- SPC and other relevant state staff
- PATH provider management staff (including the project director or relevant staff for the PATH program)
- Key stakeholders of the PATH program at the grantee and provider level (e.g., staff from the intermediary organizations, state or local agencies assisting with HMIS implementation, Continuums or Care, etc.)
- PATH provider direct care staff (e.g., outreach workers, case managers, clinicians, etc.)
- Former or current consumers of the PATH program

Once again, if you are available to participate in a site visit please let me know by **Date**. If you would like to proceed with having an introductory/planning call, please let me know your availability for a call.

Please do not hesitate to contact me with any questions. I look forward to speaking with you and very much appreciate your participation in the National Evaluation of SAMHSA’s PATH Program.

Sincerely,

Terry Camacho-Gonsalves, PhD
tcamacho@hsri.org
617-844-2504

Attachment 6.9: Telephone Interview Introductory Email

SUBJECT: State PATH Contact Phone Interview – National Evaluation of SAMHSA’s PATH Program

Dear [SPC],

As you are aware, we have been conducting the National Evaluation of SAMHSA’s PATH Program. As we noted in the introductory email regarding the evaluation back in DATE, a sample of PATH grantees, intermediaries and providers would be selected for telephone interviews. Your state/territory has been selected for a telephone interview.

We will be conducting telephone interviews during the period of DATE to DATE. I am contacting you to assess your willingness and availability for the **SPC Telephone Interview**, a one (1) hour telephone call, sometime during the timeframe noted above. I would appreciate a response to this email by [DATE].

During the **SPC Telephone Interview**, we will explore policies, procedures and practices that may affect the implementation of your PATH program and barriers, facilitators and lessons learned in implementing the PATH program. We will send you the interview form prior to the call to give you a sense of what we will discuss. It will be helpful for you to have the form on hand during the call, but otherwise you do not need to do anything to prepare for the call.

Your participation in this interview is completely voluntary. You may refuse to answer any question and may stop participating at any time. All the information you provide is private and your individual responses will not be shared with anyone from your agency or directly with SAMHSA. The information we collect will be used in the final evaluation report prepared for SAMHSA; however, you will not be personally identified in any report that uses information from this interview.

This SPC Telephone Interview is separate from the SPC Web Survey that or site visit you may have participated in as part of the National Evaluation of SAMHSA’s PATH Program. We thank you for your continued participation in these data collection activities and emphasize that each component is important to the evaluation’s ability to provide useful information about the PATH program.

Once I hear from you, I will follow-up with you via email or phone to schedule a time to conduct your **SPC Telephone Interview**. Please do not hesitate to contact me with any questions. I look forward to speaking with you and very much appreciate your participation in the National Evaluation of SAMHSA’s PATH Program.

Sincerely,

Evaluation Team Member Name

Email

Phone Number

Attachment 6.10: Telephone Interview First Follow-Up Email

SUBJECT: REMINDER: SPC Telephone Interview – National Evaluation of SAMHSA’s PATH Program

Hello [SPC],

I would like to follow-up on the email I sent you on [DATE INTRO SENT] about the **State PATH Contact (SPC) Telephone Interview** for the *National Evaluation of SAMHSA’s PATH Program*. As a reminder, this is a one (1) hour telephone interview to collect information about policies, procedures and practices that may affect the implementation of your PATH program and barriers, facilitators and lessons learned in implementing the PATH program. We are beginning to schedule the telephone interviews and want to be sure that we can accommodate your schedule as much as possible. Could you please let me know if you are willing to participate in the telephone interviews and some times that you are available for a one (1) hour telephone call during DATE by [DATE]?

Your perspective is very important in ensuring the evaluation’s ability to provide useful information about your program and we hope that you will be able to participate. The information you provide about your PATH program will contribute to the overall improvement of the SAMHSA PATH Program and inform the broader homelessness and behavioral health research fields, which may help organizations like yours in future efforts to reduce homelessness and provide clients and consumers the services they need.

Your participation in this interview is completely voluntary. You may refuse to answer any question and may stop participating at any time. All the information you provide is private and your individual responses will not be shared with anyone from your agency or directly with SAMHSA. The information we collect will be used in the final evaluation report prepared for SAMHSA; however, you will not be personally identified in any report that uses information from this interview.

Once I hear from you, I will follow-up with you to confirm your interview time. If you have any questions, please do not hesitate to contact me. Thank you for your time and I look forward to learning more about your project.

Sincerely,

Evaluation Team Member Name

Email

Phone Number

Attachment 6.11: Telephone Interview Second Follow-Up Email

SUBJECT: REMINDER: SPC Telephone Interview – National Evaluation of SAMHSA’s PATH Program

Hello [SPC],

I would like to follow-up on the email I sent you on [DATE INTRO SENT] about the **State PATH Contact (SPC) Telephone Interview** for the *National Evaluation of SAMHSA’s PATH Program*. Your perspective is very important in ensuring the evaluation’s ability to provide useful information about your program and we hope that you will be able to participate.

The **SPC Telephone Interview** will take about one (1) hour and includes questions regarding policies, procedures and practices that may affect the implementation of your PATH program and barriers, facilitators and lessons learned in implementing the PATH program. Please let me know if you are willing to participate in the telephone interview and some times that you are available for a one (1) hour telephone call during DATE by [DATE]?

Your participation in this interview is completely voluntary. You may refuse to answer any question and may stop participating at any time. All the information you provide is private and your individual responses will not be shared with anyone from your agency or directly with SAMHSA. The information we collect will be used in the final evaluation report prepared for SAMHSA; however, you will not be personally identified in any report that uses information from this interview.

Once I hear from you, I will follow-up with you to confirm your interview time. If you have any questions, please do not hesitate to contact me. Thank you for your time and I look forward to learning more about your project.

Sincerely,

Evaluation Team Member Name

Email

Phone Number

Attachment 6.12: Telephone Interview Phone Call Follow-up

If the SPC has not responded within 3 business days of sending the second follow-up email, follow-up with a phone call.

- Remember to identify your affiliation with the National Evaluation of SAMHSA's PATH Program.
- Reference the emails that you've sent and provide a very brief explanation of the SPC Telephone Interview.
- Ask if they have a few minutes to schedule a time for the call (be ready with your own availability before you call).
- If the SPC doesn't answer, leave a voicemail and include your contact information.