

Attachment 5: PATH Telephone Interview Guide

Substance Abuse and Mental Health Services Administration (SAMHSA)

National Evaluation of SAMHSA's PATH Program

PATH Telephone Interview Guide

[PREFILL]

INTERVIEWER ID NUMBER:

RESPONDENT ID NUMBER:

DATE OF INTERVIEW:

SAMHSA TI OR SM NUMBER:

RESPONDENT TYPE:

- State PATH Contact or other relevant staff
- Intermediary Representative
- PATH Provider, Director or other relevant staff

Public Burden Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this program is 0930-0XXX. Public reporting burden for this collection of information is estimated to average 1 hour per respondent, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to SAMHSA Reports Clearance Officer, 5600 Fishers Lane, Room 15E57-B, Rockville, Maryland, 20857.

[READ VERBAL CONSENT FORM SCRIPT]

Introduction

Hello, my name is _____ and I work with the National Evaluation of SAMHSA's PATH Program. HSRI through a subcontract from RTI International is conducting the evaluation. I would like to talk to you about participating in the evaluation study.

About the Study

This interview is part of the data collection for a national evaluation effort to ensure that the grantee and local PATH programs are consistent with legislative requirements and to recommend changes to the program design and operation.

We are contacting SPCs and staff from Intermediaries and PATH provider organizations to get their perspectives on their PATH programs. You are one of 28 SPCs, 14 Intermediary staff, and 60 PATH provider staff project who may participate in telephone interviews. We are conducting telephone interviews with a sample of SPCs as well as with Intermediary and PATH provider staff, to explore facilitators and barriers encounter related to specific areas (i.e., outreaching and enrolling consumers and veterans into PATH, use of data, setting annual targets, collaboration with CoCs and other community resources, implementing SOAR, making and persons attaining service referrals). The information gather from the telephone interview will be helpful in making recommendations to program design and operation. These questions were approved by the Department of Health and Human Services, SAMHSA, CMHS.

Voluntary Participation and Privacy

Your participation in this interview is completely voluntary. You may refuse to answer any question in the interview and you may stop participating at any time.

All the information you provide in this interview will be kept private and will not be shared with anyone from your agency or directly with SAMHSA. We will not divulge your individual responses to your employer or anyone else outside of the research team. The interviewer will be entering your responses directly into a computer that will be password protected to prevent any unauthorized access. You will be assigned a participant ID number, and your name will not appear on this form; the information linking your name and agency ID will be kept—separately from this consent and your responses—in a password-protected folder accessible only to the evaluation team.

Risks and Benefits of the Study

Participation in this telephone interview poses little risk to you. As is described above, we will reduce the risk of inadvertent disclosure by associating your responses with a unique identifier and not your name.

There are no immediate benefits of participation. No incentive for participation is provided. Information from SPCs, Intermediary and PATH Provider staff project like you will be aggregated and the results will help stakeholders, practitioners, policy makers, researchers, and funders learn more about the efforts of SAMHSA PATH Programs and factors contributing to their success. Results will help inform SAMHSA and future programs about what works.

Duration

This interview will take about 1 hour of your time, including the time for reviewing the consent form and instructions and completing the interview.

Questions

You are welcome to contact our office any time if you have questions about the interview or evaluation.

Please call Terry Camacho-Gonsalves, the Project Manager for the PATH evaluation at 1-617-844-2504 or by email at tcamacho@hsri.org. If you have any questions about your rights as a study participant, you may call the Human Services Research Institute (HSRI) Office of Institutional Review Board at 1-617-844-2501; or you may write to them at HSRI Office of Institutional Review Board, 2236 Massachusetts Avenue, Cambridge MA 02140.

Participant Agreement

By verbally agreeing to participate in this evaluation, you are not giving up any of your legal rights. Verbally agreeing to participate indicates that you have been read the information provided above, have received answers to your questions, and have freely decided to participate. Do you give your verbal consent to participate in this evaluation?

Did the respondent provide verbal consent to participate in the interview?

- Yes
- No

Consent to Audiotaping

With your permission, we would like to audiotape the interview to be used solely for ensuring that notes from the interviews are accurate, which will facilitate accurate data collection and analysis. Following the interview, we will review our notes and, if needed, reference the audiotape to be sure that we have accurately captured your responses. Once we have ensured the accuracy of your responses, the audio will be erased. Do you consent to the audiotaping of this interview?

Did the respondent provide consent to record the interview for note-taking purposes?

- Yes
- No

INTRODUCTION

[INTINTRO]

Thank you for taking the time to speak with me today for the **National Evaluation of SAMHSA's PATH Program State PATH Telephone Interview**. The questions in this interview are about your knowledge of and experience with [NAME OF GRANTEE ORGANIZATION]'s **PATH Program**, part of the PATH SAMHSA Homeless Program.

Based on our review of other data available for your PATH program, we have selected specific modules for which to focus our discussion on. Those modules are:

[INTERVIEWER PREFILL MODULES TO BE DISCUSSED]

- MODULE A: OUTREACH/CONTACTS BARRIERS AND LESSONS LEARNED**
- MODULE B: ELIGIBILITY BARRIERS AND LESSONS LEARNED**
- MODULE C: ENROLLMENT BARRIERS AND LESSONS LEARNED**
- MODULE D: OUTREACHING VETERANS BARRIERS AND LESSONS LEARNED**
- MODULE E: ENROLLING VETERANS BARRIERS AND LESSONS LEARNED**
- MODULE F: SOAR IMPLEMENTATION BARRIERS AND LESSONS LEARNED**
- MODULE G: SETTING ANNUAL TARGETS BARRIERS AND LESSONS LEARNED**
- MODULE H: COLLABORATION BARRIERS AND LESSONS LEARNED**
- MODULE I: DATA BARRIERS AND LESSONS LEARNED**
- MODULE J: MAKING SERVICE REFERRALS BARRIERS AND LESSONS LEARNED**
- MODULE K: PERSONS ATTAINING REFERRALS BARRIERS AND LESSONS LEARNED**

MODULE A: OUTREACH/CONTACTS BARRIERS AND LESSONS LEARNED

[OUTREACH1]

- 1. What were/are the 3 most significant barriers faced by your PATH program in conducting outreach/contacts with persons who are literally homeless?**

[OUTREACH2]

- 2. How has your PATH program addressed each of these barriers faced by your PATH program in conducting outreach/contacts with persons who are literally homeless?**

[OUTREACH3]

- 3. Overall, how successful do you feel your PATH program has been in overcoming these barriers faced in conducting outreach/contacts with persons who are literally homeless?**

[OUTREACH4]

- 4. What lessons has your PATH program learned in conducting outreach/contacts with persons who are literally homeless?**

MODULE B: ELIGIBILITY BARRIERS AND LESSONS LEARNED

[ELIG1]

- 1. What were/are the 3 most significant barriers faced by your PATH program in finding persons who are eligible for the PATH program?**

[ELIG2]

- 2. How has your PATH program address each of these barriers faced by your PATH program in finding persons who are eligible for the PATH program?**

[ELIG3]

- 3. Overall, how successful do you feel your PATH program has been in overcoming these barriers faced in finding persons who are eligible for the PATH program?**

[ELIG4]

- 4. What lessons has your PATH program learned in finding persons who are eligible for the PATH program?**

MODULE C: ENROLLMENT BARRIERS AND LESSONS LEARNED

[ENROL1]

- 1. What were/are the 3 most significant barriers faced by your PATH program in enrolling persons who are eligible in the PATH program?**

[ENROL2]

- 2. How has your PATH program address each of these barriers faced by your PATH program in enrolling persons who are eligible in the PATH program?**

[ENROL3]

- 3. Overall, how successful do you feel your PATH program has been in overcoming these barriers faced in enrolling persons who are eligible in the PATH program?**

[ENROL4]

- 4. What lessons has your PATH program learned in enrolling persons who are eligible in the PATH program?**

MODULE D: OUTREACHING VETERANS BARRIERS AND LESSONS LEARNED

[VET1_1]

- 1. What were/are the 3 most significant barriers faced by your PATH program in outreaching/contacting veterans?**

[VET1_2]

- 2. How has your PATH program address each of these barriers faced by your PATH program in outreaching/contacting veterans?**

[VET1_3]

- 3. Overall, how successful do you feel your PATH program has been in overcoming these barriers faced in outreaching/contacting veterans?**

[VET1_4]

- 4. What lessons has your PATH program learned in outreaching/contacting veterans?**

MODULE E: ENROLLING VETERANS BARRIERS AND LESSONS LEARNED

[VET2_1]

- 1. What were/are the 3 most significant barriers faced by your PATH program in enrolling veterans?**

[VET2_2]

- 2. How has your PATH program address each of these barriers faced by your PATH program in enrolling veterans?**

[VET2_3]

- 3. Overall, how successful do you feel your PATH program has been in overcoming these barriers faced in enrolling veterans?**

[VET2_4]

- 4. What lessons has your PATH program learned in enrolling veterans?**

MODULE F: SOAR IMPLEMENTATION BARRIERS AND LESSONS LEARNED

[SOAR1]

- 1. What were/are the 3 most significant barriers faced by your PATH program in implementing SOAR (e.g., training Staff, using the SOAR model, assisting PATH clients with SOAR, etc.)?**

[SOAR2]

- 2. How has your PATH program address each of these barriers faced by your PATH program in implementing SOAR (e.g., training Staff, using the SOAR model, assisting PATH clients with SOAR, etc.)?**

[SOAR3]

- 3. Overall, how successful do you feel your PATH program has been in overcoming these barriers faced in implementing SOAR (e.g., training Staff, using the SOAR model, assisting PATH clients with SOAR, etc.)?**

[SOAR4]

- 4. What lessons has your PATH program learned in implementing SOAR (e.g., training Staff, using the SOAR model, assisting PATH clients with SOAR, etc.)?**

MODULE G: SETTING ANNUAL TARGETS BARRIERS AND LESSONS LEARNED

[TARGET1]

- 1. What were/are the 3 most significant barriers faced by your PATH program in setting annual targets (e.g., numbers to be outreached/contacted, numbers to be enrolled, numbers to be literally homeless, etc.)?**

[TARGET2]

- 2. How has your PATH program address each of these barriers faced by your PATH program in setting annual targets (e.g., numbers to be outreached/contacted, numbers to be enrolled, numbers to be literally homeless, etc.)?**

[TARGET3]

- 3. Overall, how successful do you feel your PATH program has been in overcoming these barriers faced in setting annual targets (e.g., numbers to be outreached/contacted, numbers to be enrolled, numbers to be literally homeless, etc.)?**

[TARGET4]

- 4. What lessons has your PATH program learned in setting annual targets (e.g., numbers to be outreached/contacted, numbers to be enrolled, numbers to be literally homeless, etc.)?**

MODULE H: COLLABORATION BARRIERS AND LESSONS LEARNED

[COLLAB1]

- 1. What were/are the 3 most significant barriers faced by your PATH program in collaborating with the CoCs and other community resources?**

[COLLAB2]

- 2. How has your PATH program addressed each of these barriers faced by your PATH program in collaborating with the CoCs and other community resources?**

[COLLAB3]

- 3. Overall, how successful do you feel your PATH program has been in overcoming these barriers faced in collaborating with the CoCs and other community resources?**

[COLLAB4]

- 4. What lessons has your PATH program learned in collaborating with the CoCs and other community resources?**

MODULE I: DATA BARRIERS AND LESSONS LEARNED

[DATA1]

- 1. What were/are the 3 most significant barriers faced by your PATH program in utilizing data to manage programs and monitor quality?**

[DATA2]

- 2. How has your PATH program address each of these barriers faced by your PATH program in utilizing data to manage programs and monitor quality?**

[DATA3]

- 3. Overall, how successful do you feel your PATH program has been in overcoming these barriers faced in utilizing data to manage programs and monitor quality?**

[DATA4]

- 4. What lessons has your PATH program learned in utilizing data to manage programs and monitor quality?**

MODULE J: MAKING SERVICE REFERRALS BARRIERS AND LESSONS LEARNED

INTERVIEWER REMINDER: REFERRALS ARE MADE TO THE FOLLOWING SERVICES: COMMUNITY MENTAL HEALTH SERVICES, SUBSTANCE USE TREATMENT, PRIMARY HEALTH SERVICES, JOB TRAINING, EDUCATIONAL SERVICES, RELEVANT HOUSING SERVICES, HOUSING PLACEMENT ASSISTANCE, INCOME ASSISTANCE, EMPLOYMENT ASSISTANCE, MEDICAL ASSISTANCE.

[REF1_1]

- 1. What were/are the 3 most significant barriers faced by your PATH program in making referrals for services?**

[REF1_2]

- 2. How has your PATH program address each of these barriers faced by your PATH program in making referrals for services?**

[REF1_3]

- 3. Overall, how successful do you feel your PATH program has been in overcoming these barriers faced in making referrals for services?**

[REF1_4]

- 4. What lessons has your PATH program learned in overcoming these barriers faced in making referrals for services?**

MODULE K: PERSONS ATTAINING REFERRALS BARRIERS AND LESSONS LEARNED

INTERVIEWER REMINDER: REFERRALS ARE MADE TO THE FOLLOWING SERVICES: COMMUNITY MENTAL HEALTH SERVICES, SUBSTANCE USE TREATMENT, PRIMARY HEALTH SERVICES, JOB TRAINING, EDUCATIONAL SERVICES, RELEVANT HOUSING SERVICES, HOUSING PLACEMENT ASSISTANCE, INCOME ASSISTANCE, EMPLOYMENT ASSISTNACE, MEDICAL ASSISTANCE.

[REF2_1]

- 1. What were/are the 3 most significant barriers faced by your PATH program in consumers attaining referrals for services?**

[REF2_2]

- 2. How has your PATH program address each of these barriers faced by your PATH program in consumers attaining referrals for services?**

[REF2_3]

- 3. Overall, how successful do you feel your PATH program has been in overcoming these barriers faced in consumers attaining referrals for services?**

[REF2_4]

- 4. What lessons has your PATH program learned in consumers attaining referrals for services?**

[READ CLOSING/THANK YOU SCRIPT]

If you have any questions or need to speak with someone about this National Evaluation of SAMHSA's PATH Program or the PATH Telephone Interview, please contact Terry Camacho-Gonsalves, the Project Manager for the PATH evaluation at 1-617-844-2504 or by email at tcamacho@hsri.org.