Appendix A. Key Informant Interview Recruitment Outreach and Consent Forms

Outreach Emails to Health Center Providers and Staff

Initial outreach email

Dear [NAME],

My name is [NAME] and I am a [researcher/RA] with the American Institutes for Research (AIR). AIR was contracted by the General Services Administration (GSA) to conduct a study of behavioral health care programs that received funding through the American Rescue Plan. We aim to understand decision-making processes used during the COVID-19 public health emergency, how ARP funding was allocated, which populations were prioritized for ARP programs, and how behavioral health programs plan to meet community needs going forward. We would like to schedule an interview with you to understand your experience and unique perspective on the implementation and use of ARP funding for your [state or organization's] behavioral health services. We are not evaluating you or your organization, nor are we conducting a compliance review; rather, we are seeking to understand your experiences related to the provision of behavioral health crisis care and your organizations' use of ARP funds.

The interview will last about one hour and will take place via Zoom, using phone or computer (your preference). We would like to schedule the interview in the coming weeks. Please use this link to answer a few introductory questions and view available times.

Attached please find a description of the study, along with consent and confidentiality information. If you have any questions about this study, please contact the Project Director, Melissa Hafner, at mhafner@air.org, or the GSA team at arp.national.evaluation@gsa.gov. If you have concerns or questions about your rights as a participant, contact the Chair of AIR's Institutional Review Board at IRBChair@air.org, by phone toll-free at 1-800-634-0797 or c/o AIR, 1400 Crystal Drive, 10th floor, Arlington, VA 22202-3289.

We look forward to hearing from you soon.

Sincerely,

NAME OF INTERVIEWER

Key Informant Interview Consent (to be shared via email prior to interview)

Thank you for agreeing to participate in an interview about your experience with behavioral health crisis funding from the American Rescue Plan. The American Institutes for Research (AIR) is working to understand how [states, local administrators, behavioral health service providers] like you(rs) implemented American Rescue Plan funds and how the funds were used to advance equitable access to behavioral health crisis response. We are not evaluating you or your organization, nor are we conducting a compliance review; rather, we are seeking to understand your experiences related to the provision of behavioral health crisis care and your organizations' use of ARP funds.

CONFIDENTIALITY: Everything that you say during the interview will be kept confidential. Your name and the names of any individuals that you mention will not appear on any report or other publications, and the recording of the conversation, along with any notes, will be stored on a secure server that is only accessible to members of our research team. The reports we produce will summarize the information gathered and will never be associated with an identifiable individual. We will destroy the interview recording from this study 5 years after the study ends.

PARTICIPANT RIGHTS: Taking part in this study is voluntary. If you choose not to participate, there will be no repercussions to you or your position at your organization.

RISKS AND BENEFITS OF PARTICIPATING IN THE STUDY: The interview will ask about your experience with American Rescue Plan funding and how the funds were used to advance equitable access to behavioral health crisis. Answering these questions might cause you to feel uncomfortable. We hope that your participation in this study will shed light on the benefits and challenges of using the funding and provide insights that may be valuable to policymakers in the future.

VERBAL CONSENT: There are no right or wrong answers to the questions we will ask today, so feel free to share your thoughts. You may choose not to answer every question, and we can stop the discussion at any time. Your participation in this interview is voluntary and you do not have to answer any questions you don't want to.

Key Informant Interview Consent

Introduction

Thank you for participating in our conversation about your experience with behavioral health crisis funding from the American Rescue Plan. My name is _____, and my colleague(s) _____ and I work for an organization called American Institutes for Research (AIR). We are working to understand how [states, local administrators, behavioral health service providers] like you(rs) implemented American Rescue Plan funds and how the funds were used to advance equitable access to behavioral health crisis response. We are not evaluating you or your organization, nor are we conducting a compliance review; rather, we are seeking to understand your experiences related to the provision of behavioral health crisis care and your organizations' use of ARP funds.

[FOR ZOOM MEETINGS:] Before we get started, are you familiar with navigating Zoom? [If yes, skip to next paragraph, if no, provide the following explanation:]

The mute and video button are at the bottom left side of the Zoom toolbar. We would like everyone to turn their videos on during the meeting if you can and feel comfortable doing so. Are there any questions about Zoom?

I'd like to go over some disclosures and information about informed consent before we proceed.

CONFIDENTIALITY: First, I would like to assure you that everything that you say during this conversation will be kept anonymous. Your name and the names of any individuals that you mention will not appear on any report or other publications, and the recording of today's conversation, along with any notes, will be stored on a secure server that is only accessible to members of our research team. The reports we produce will summarize the information gathered and will never be associated with an identifiable individual. We will destroy the interview recording from this study 5 years after the study ends.

PARTICIPANT RIGHTS: Taking part in this study is voluntary. If you choose not to participate, there will be no repercussions to you or your position at your organization.

RISKS AND BENEFITS OF PARTICIPATING IN THE STUDY: This interview asks about your experience with American Rescue Plan funding and how the funds were used to advance equitable access to behavioral health crisis. Answering these questions might cause you to feel uncomfortable. We hope that your participation in this study will shed light on the benefits and challenges of the funding and provide insights that may be valuable to policymakers in the future.

VERBAL CONSENT: There are no right or wrong answers to the questions we will ask today, so feel free to share your thoughts. You may choose not to answer every question, and we can stop the discussion at any time. Your participation in this interview is voluntary and you do not have to answer any questions you don't want to. Do you consent to participate in this study?

Our discussion will take approximately 60 minutes. We would like to record the session for note-taking accuracy. However, we will not record if there are any concerns about the

recording, and instead will take notes. Do you have any objection to being recorded? Do you have any other questions about the study or your participation before we begin?

Wonderful, we are going to begin the recording and start the discussion.

Start recording if there are no objections.

Appendix B: Integration of ARP Funding to Increase Equitable Access to Behavioral Health Crisis Services Key Informant Interview Screener

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Introduction

Thank you for your interest in participating in an interview about your experience with behavioral health crisis funding from the American Rescue Plan. As indicated in our email, the American Institutes for Research is working to understand how [states, local administrators, providers, behavioral health advocates] like you(rs) implemented American Rescue Plan funds and how the funds were used to advance equitable access to behavioral health crisis response. We are not evaluating you or your organization, nor are we conducting a compliance review; rather, we are seeking to understand your experiences related to the provisions of behavioral health crisis care and your organizations use of ARP funds.

Before we schedule an interview, we ask that you complete this brief screening form so that we can better understand your connection to ARP-funded behavioral health crisis programs in [geographic area]. We will use this information to ensure you are a good fit for the study, and to tailor interview questions to your role and experience. This form also asks one demographic question (race/ethnicity) which we will use when analyzing our interview results. We do not use the demographic information to select individuals for interviews.

The information you provide in this form is <u>confidential</u> and will be stored on a secure server that is only accessible to members of our research team. We will retain this information only for the duration of the study and will destroy it within 5 years after the study ends.

Questions

Please make sure to click "Submit" at the bottom of the page before you click out of the form.

1. **Please provide your full name** _____

2. **Are you currently working in a role related to behavioral health care? (Please include paid or unpaid, full time or part time work)**

    a.   Yes

    b.   No → Skip to Question 5

3. **What is the name of the agency/organization that you work for?** _____

4. **How long have you been working in this role?**

    a.   Less than one year

    b.   1-3 years

    c.   4-5 years

    d.   More than 5 years

5. **Which best describes your role in behavioral health care? (*Select all that apply*)**

    ☐ I work for an organization that provides behavioral health care services
    Specify role/job title:

    ☐ I work for a state or local behavioral health agency
    Specify role/job title:

    ☐ I work for a different state or local agency
    Specify role/job title:

    ☐ dvocate for behavioral health funding or for people who use behavioral health services as par
    Specify role/job title:

    ☐ I advocate for behavioral health funding or for people who use behavioral health services as a volunteer

    ☐ I use or have used mental health or substance use services

    ☐ I am a caregiver for someone who uses or has used mental health or substance use services

    ☐ Other _____

6. **Please indicate your agreement with this statement: *I am familiar with federal funding for behavioral health that was available through the American Rescue Plan Act (or ARPA), including...***

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Substance Abuse and Mental Health Services Administration (SAMHSA) grants					
Medicaid Mobile Crisis Planning Grants					
Medicaid Mobile Crisis Enhanced Federal Medical Assistance Percentage (FMAP)					
State and Local Funding for Coronavirus Response					
Other funding _____					

7. **What is your race and/or ethnicity?** *Select all that apply*.

- [ ] American Indian or Alaska Native
- [ ] Asian
- [ ] Black or African American
- [ ] Hispanic or Latino
- [ ] Middle Eastern or North African
- [ ] Native Hawaiian and Pacific Islander
- [ ] White
- [ ] Other race not listed here _____
- [ ] Prefer not to say

8. **We are in the process of scheduling interviews, which will take about 60 minutes. We will conduct the interview using Zoom videoconference, but it will have a dial-in option for participants who cannot access the internet or do not wish to be on video. If you wish to participate in the videoconference, you will need a computer, tablet or phone that can access the Internet. Do you have access to the Internet through a computer, tablet or phone?**

- [ ] Yes
- [ ] No
- [ ] I plan to dial into the interview

Message After Form is Submitted:

Thank you for submitting the form! We will review the information to confirm that you are a good fit for the study. If so, we will reach out to schedule an interview time. If you have any questions about the study, please email us at: STUDYEMAIL@air.org.

Appendix C: Key Informant Interview Instruments

This appendix includes questions for state and local administrators (Exhibit C1), behavioral health providers who have knowledge of, or were responsible for administering, ARP funding (Exhibit C2), and behavioral health consumer advocates (Exhibit C3). Because we expect to interview a wide range of individuals, each interview will be tailored to fit the specific role and expertise of key informants. To do this, we have structured the interview questions in a table that shows the main (stem) question with a number of potential probes that interviewers may draw from based on answers provided during the discussion. Some key informants may not have knowledge of, or exposure to, every area that is covered in the questionnaire. In those cases, we will skip any questions that are not relevant for the key informant.

Exhibit C1. Administrator Questions and Probes

Stem Question	Potential Probe Topics
Adoption by intended staff, settings, systems, communities	
Thanks for sharing more about yourself with me. To start, we want to ask you about the process of applying and planning for behavioral health crisis funding that was available under the American Rescue Plan. [*Note to interviewer: tailor introduction of this question based on the type of funding and the respondent's role*]	
Your [state/agency] received American Rescue Plan funding through [SAMHSA grants, Medicaid SPA/planning grant, SLFRF]. 1. Can you talk about what led your agency to seek ARP funding from these sources?	Probe for each funding type received: • SAMSHA grants • Medicaid SPA/Planning Grant • SLFRF
2. How easy was it to understand the guidelines for this funding? Why or why not?	• The provision of support, training, or technical assistance on how this funding could be used, and examples if applicable. • Who provided support or technical assistance. • Extent to which technical assistance provided the clarity needed to understand the guidelines for ARP funding, and examples if applicable.

Stem Question	Potential Probe Topics
3. Can you tell me about the decision-making process for how to use these funds?	• How the crisis care needs of the community were assessed, including formal or informal coordination with other [state/local/program] administrators. [Interviewer will tailor this question to clarify "community" and the geographic area of the case study.] • How the crisis care needs of the community were prioritized, including criteria used to define "high priority" needs or populations. • How equity was integrated into plans for using the funds. For example: assessing and addressing disparities in access to services or outcomes by race, ethnicity, language, rurality, and/or other intersecting identities.
4. If your agency was able to blend ARP funding types together or with other funding for behavioral health crisis care, tell me how that went?	• Unique opportunities created by the combination of funding. • Lessons about what works well when combining funds, including any policies that made it easier to combine the funds. • [If able OR unable to blend funding]: Challenges faced, including any policies that made it harder to combine these funds.
Implementation consistency, costs, and adaptations made during delivery	
I'd like to transition to some questions about the process of receiving and using ARP funds. 5. If your agency experienced any challenges related to receiving or how you planned to use ARP funds, can you tell me about that?	• For example: receiving it in a timely manner, constraints on how you could use the funds, or reporting on the use of funds. • [If they distributed SAMHSA funds to subgrantees]: Challenges in disbursing funds to subgrantees. • How challenges modified original plans to use funds, including any modifications to plans for addressing disparities. • Strategies used to overcome challenges in the process of receiving or using ARP funds. • [If no challenges]: Factors or strategies that prevented challenges to receiving or using ARP funds.
6. If the availability of ARP funding impacted the way your agency collaborates or collaborated with other agencies or organizations, could you tell me about...	• How this collaboration differed from the ways in which (and/or with whom) agency has collaborated in the past. • Opportunities presented through this collaboration. • Challenges of collaboration with other organizations.

Stem Question	Potential Probe Topics
Effectiveness or efficacy	
Next, I'd like to talk about your views regarding the uses of this funding. 7. How did you/your agency use the funding to provide or administer behavioral health crisis care in [geographical area]?	• Sustainment or expansion of existing programs or services. (Specify services) • Implementation of new programs or services, and examples if applicable. • Administrative processes or quality improvement efforts, and examples if applicable. • Workforce enhancements such as training, incentives, and other programs. • Equitable distribution of any changes in behavioral health crisis care, and examples such as reduction of disparities in access by race, ethnicity, language, rurality, and/or other intersecting identities. • Extent to which ARP funding met behavioral health crisis program and service needs in [geographical area].
Reach the intended population	
Now I'd like to talk about the availability of behavioral health crisis care for people in your agency's [geographical area]. 8. If you are aware of strategies that were used to increase access to services for people with behavioral health needs in your [geographical area], can you tell me about those strategies?	• For example: outreach to underserved populations, expanding provider licensure, partnerships between providers and community organizations, no wrong door programs. • [If not aware]: Whether and to what extent your or another organization collects data on patient access, including strategies to increase access.
9. Can you tell me about the populations that sought services provided by ARP funding? For example, geographic areas, socioeconomic or demographic factors, certain behavioral health needs. How have these populations differed from who has been served in the past?	• Individuals with greater behavioral health crisis needs or those with historically limited access. Examples of individuals with greater service or access needs: By race, ethnicity, language, rurality, and/or other intersecting identities, type and degree of behavioral health services needed.

Stem Question	Potential Probe Topics
10. What data have you seen or are you aware of related to service use?	• Service use data examples: client demographics or service needs, geographic access, timeliness of access, client volume, volume of services provided, types of services used, service access and use along the continuum of care. • [If service use details are unknown but data exists]: Sharing or directing AIR to the data. • Service use data gaps for agency or region.
11. To what extent was your agency able to develop new partnerships for your behavioral health crisis work?	• [If new partnership(s)]: Ways in which new partners supported availability of services to populations with higher needs or limited access. Examples: race, ethnicity, language, rurality, and/or other intersecting identities, type and degree of behavioral health services needed. • [If new partnership(s)]: Factors that helped facilitate new partnership. • [If no new partnership]: Organizations you would have liked to partner with. • [If no new partnership]: Barriers to establishing new partnership.
12. What do you see as remaining gaps in the availability of behavioral health crisis care in [geographical area]?	• Different gaps for different populations or communities in [geographical area], for example, by race, ethnicity, language, rurality, and/or other intersecting identities, type and degree of behavioral health services needed.
Maintenance and sustainment of intervention effects	
Finally, we'd like you to reflect on the sustainability of any of the changes in behavioral health crisis care that we just talked about. 13. How is your agency or team planning to sustain or expand ARP-funded changes to behavioral health crisis care after this funding is no longer available (in 2025)?	• Other persistent changes beyond those they planned or prioritized • Changes that are priorities to sustain or expand. • Other funding sources identified by agency in anticipation of ARP funds ending in 2025. • Ways in which new organizational structures or partnerships can/will facilitate maintenance of changes in behavioral health crisis care. • Specific concerns about the expiration of this funding.

Exhibit C2. Provider Questions and Probes

Stem Question	Potential Probe Topics
Adoption by intended staff, settings, systems, communities	
Thanks for sharing more about yourself with me. To start, we want to ask you about funding for behavioral health crisis services that became available under the American Rescue Plan. [*Note to interviewer: tailor introduction of this question based on the type of funding and the respondent's role*]	
1. Can you tell me about the decision-making process for how to use the ARP funds? How did you carry out this decision?	• Ways in which the crisis care needs of the community were assessed, including formal or informal coordination with other [state/local/program] administrators. [Interviewer will tailor this question to clarify "community" and the geographic area of the case study.] • Ways in which the crisis care needs of the community were prioritized, including criteria used to define "high priority" needs or populations. • Ways in which equity was integrated into plans for using the funds. For example: assessing and addressing disparities in access to services or outcomes by race, ethnicity, language, rurality, and/or other intersecting identities. • Ways in which existing behavioral health crisis system strengths informed planning. (Examples: previous programmatic or service success, supportive leadership, strong workforce)
2. If your agency was able to combine ARP funding with other funding sources, can you elaborate on how that process went?	• Unique opportunities created by the combination of funding. • Lessons about what works well when combining funds, including any policies that made it easier to combine the funds. • [If able OR unable to blend funding]: Constraints or challenges faced, including any policies that made it harder to combine these funds.

Stem Question	Potential Probe Topics
Implementation consistency, costs, and adaptions made during delivery	
I'd like to transition to some questions about the process of receiving and using ARP funds. 3. If your organization experienced any challenges with receiving ARP funding or how you planned to use ARP funds, can you tell me about that?	• For example: receiving it in a timely manner, constraints on how you could use the funds, or reporting on the use of funds. • Prompt respondent to think back about challenges. How those challenges modified their original plans to use funds, including any modifications to plans for addressing disparities. • Strategies used to overcome challenges in the process of receiving or using ARP funds. • [If no challenges]: Factors and strategies that prevented challenges to receiving or using ARP funds.
4. If ARP funding changed the way your organization collaborates or collaborated with other organizations or agencies could you tell me…	• Ways in which this collaboration differed from the ways (and/or with whom) organization has collaborated in the past. • Opportunities presented through this collaboration. • Challenges of collaborating with other organizations.
Effectiveness or efficacy	
Next, I'd like to talk about your views regarding the uses of this funding. 5. How did you/your organization use the funding to provide behavioral health crisis services for people in your [geographical area]?	• Sustainment or expansion of existing programs or services, and examples if applicable. • Implementation of new programs or services, and examples if applicable. • Administrative processes or quality improvement efforts, and examples if applicable. • Workforce capacity. For example: Hiring more staff. Hiring more diverse staff. Increased compensation for existing staff. Improve staff retention. Examples if applicable. • Mobile crisis services, and examples if applicable. • Equitable distribution of any changes in behavioral health crisis care. For example, reduction of disparities in access by race, ethnicity, language, rurality, and/or other intersecting identities. • Extent to which funding met behavioral health crisis program and service needs in [geographical area].

Stem Question	Potential Probe Topics
Reach the intended population	
Now I'd like to talk about the availability of behavioral health crisis care for people in your organization's [geographical area]. 6. What strategies did your organization use to increase access to services for people with behavioral health needs in [geographical area]?	• For example: outreach to underserved populations, offering new services, hiring more/certain types of providers, partnerships with community organizations. • [If strategies used OR no strategies used]: Awareness of strategies to increase access used by other service provider organizations.
7. Can you tell me about the populations that sought services provided by ARP funding? For example, populations in certain geographic areas, socioeconomic or demographic factors, certain behavioral health needs. How have these populations differed from who has been served in the past?	• Individuals with greater behavioral health crisis needs or those with historically limited access. For example: By race, ethnicity, language, rurality, and/or other intersecting identities, type and degree of behavioral health services needed.
8. Thinking back to 2020 and up until now, what changes, if any, have you observed in the utilization of behavioral health crisis services?	• For example: changes in behavioral health needs, types of services available, types of services used, geographic changes, timeliness of service use, volume of services available, use across the continuum of care.
9. What do you see as remaining gaps in the availability of behavioral health crisis care in [geographical area]?	• How gaps vary for different populations or communities in [geographical area]. For example: by race, ethnicity, language, rurality, and/or other intersecting identities, type and degree of behavioral health services needed.
Maintenance and sustainment of intervention effects	
Finally, we'd like you to reflect on the sustainability of any changes in behavioral health crisis care that we just talked about. 10. How is your organization or team planning to sustain or expand ARP-funded changes to behavioral health crisis care after this funding is no longer available (in 2025)?	• Other persistent changes beyond those they planned or prioritized • Changes that are priorities to sustain or expand. • How new organizational structures or partnerships can/will facilitate maintenance of changes in behavioral health crisis care. • Specific concerns about the expiration of this funding. • Awareness of other funding sources identified in anticipation of ARP funds ending in 2025.

Exhibit C3. Behavioral Health Consumer Advocate Questions and Probes

Stem Question	Potential Probe Topics
Adoption by intended staff, settings, systems, communities	
Thanks for sharing more about yourself with me. To start, we want to ask you about funding for behavioral health crisis services. In March of 2021, the American Rescue Plan was enacted, which provided funding to address the public health and economic impacts of the COVID-19 pandemic. Some of the funding that became available under the American Rescue Plan was specifically for behavioral health crisis services.	
1. Can you reflect on what you knew about this funding at the time?	• Types of funding aware of: COVID-19 recovery legislation broadly, ARP funding broadly, specific ARP funding, ARP behavioral health funding. • Depth of knowledge about funding types: COVID-19 recovery legislation broadly, ARP funding broadly, specific ARP funding, ARP behavioral health funding. • Awareness that funding intended to address historical inequities and disparities. • Information channels that informed awareness. For example: mass media, professional networks, legislation tracking, social media, personal networks.
2. If you were involved in advocating for ARP funding to be used in [geographic area or their area of advocacy], can you tell me about your experience?	• Types of funding advocated for: Medicaid SPA, Medicaid planning grant, SAMSHA grants, State and Local Fiscal Recovery Funds. • Specific outcomes advocated for? For example:— your state/city/county to receive funding, how to spend funding, specific services needed or wanted, services for specific populations or communities. • Agencies or groups the advocacy was directed at and their responsiveness. • Continued involvement in this advocacy.
Implementation consistency, costs, and adaptations made during delivery	
I'd like to transition to some questions about the roll out of or expansion of behavioral health crisis services in [geographic area or state]. 3. If you were engaged [by local/state agency(ies)] as a partner in the implementation or expansion of crisis care programs or services funded through ARP, what was your or your organization's role?	• [If engaged by local/state agency(ies)]: Examples of potential roles as an implementation partner: subject matter expert, lived experience, awareness raising among community. • [If not engaged by local/state agency(ies)]: How would you have wanted to be engaged as an implementation partner?

Stem Question	Potential Probe Topics
4. If the availability of ARP funding changed the way you or your organization collaborates or collaborated with other partners, could you tell me...[reference probes]?	• How this collaboration differed from the ways in which (and/or with whom) advocate has collaborated in the past. • Opportunities presented through this collaboration. • Challenges of collaboration with other organizations or groups.
Effectiveness or efficacy	
5. Thinking back to 2020 and up until now, what changes, if any, have you observed or experienced in the availability of behavioral health crisis care?	• For example: changes in behavioral health needs, types of services available, types of services used, geographic availability, timeliness of service availability, volume of services available, availability across the continuum of care. • Equitable availability of services. For example: differences in availability for people based on race, ethnicity, language, rurality, other intersecting identities and/or stigmatized populations (e.g., people who use substances, unstably housed people, people with co-occurring behavioral health needs).
Reach the intended population	
Now I'd like to talk about the availability of behavioral health crisis care for the [community/population/geographical area]? 6. If you/your organization partnered with [local/state agency] to increase access to behavioral health crisis services, which strategies did you use to increase access?	• For example: outreach, mobile or otherwise, to underserved population, technical assistance, facilitating partnerships between providers and community organizations.
7. Can you tell me about what behavioral health crisis services were available before ARP funding? [For example, only in certain geographic areas, limited to 911 response, specific behavioral health needs]. Can you tell me about how that changed after ARP funding, if at all?	• Individuals with greater behavioral health crisis needs or those with historically limited access? For example: By race, ethnicity, language, rurality, and/or other intersecting identities, type and degree of behavioral health services needed.
8. What do you see as remaining gaps in the availability of behavioral health crisis care for the [community/population/geographical area] you represent?	• How gaps vary for different populations or communities in [geographical area]. For example: by race, ethnicity, language, rurality, and/or other intersecting identities, type and degree of behavioral health services needed.

Stem Question	Potential Probe Topics
Maintenance and sustainment of intervention effects	
Finally, we'd like you to reflect on the sustainability of any of the changes in behavioral health services that we just talked about for [community/population/geographical area] you represent. 9. As you may know, the additional funding that ARP provided will expire in 2025. Which behavioral health crisis programs or services, since 2021 or generally, do you think are essential to maintain or expand after ARP funding ends in 2025?	• For example: changes in behavioral health needs, types of services available, types of services used, geographic availability, timeliness of service availability, volume of services available, availability across the continuum of care. • Equitable availability of services. For example: differences in availability for people based on race, ethnicity, language, rurality, other intersecting identities and/or stigmatized populations (e.g., people who use substances, unstably housed people, people with co-occurring behavioral health needs).
10. If you or your organization plan to engage in advocacy for additional funding or services in anticipation of the expiration of this funding, can you tell me about...[reference probes]?	• [If yes]: Engagement strategies. • [If yes]: Agencies or groups advocacy directed at. • [If yes]: Organizations/other partners engaged in advocacy. • [If no]: Why not?

Appendix D: Homelessness Programs Survey Outreach Materials

Attachment 1: HUD SNAPS ListServ email to CoCs

This fall, CoCs will receive two survey requests related to two separate federal evaluation studies. One survey is related to CoC's American Rescue Plan Experience and second related to CoC role in Emergency Housing Voucher program. Please visit HUD page for additional information on both studies. Both surveys are voluntary and will be used for research purposes only and will NOT be used for compliance monitoring. Information that you share will be deidentified and will not be associated with a CoC, community, or individual.

About the American Rescue Plan National Evaluation

How was your CoC engaged by local government agencies to participate in American Rescue Plan programs that served people at risk of experiencing or currently experiencing homelessness?

A national evaluation of the American Rescue Plan is underway and you are invited to share your CoC's experience. The U.S. General Services Administration (GSA) has engaged the American Institutes for Research (AIR) in partnership with Abt Global and Decision Information Resources (DIR) to study how American Rescue Plan (ARP) housing programs were implemented to equitably support people experiencing, or at risk of homelessness. We have invited you to participate in this survey to help understand whether and how CoCs were engaged by local government agencies or other partners to provide input and implement ARP housing-related programs. You can find out more about the study here [link to webpage with detailed information sheet and survey PDF].

You can share your CoC's experience by answering an online survey from Abt Global and DIR that will be sent to your CoC's Collaborative Applicant contact in October 2024. The survey will ask about
- CoC's involvement in different ARP programs
- CoC's role in determining participant eligibility, prioritization, funding allocations, and in service delivery to increase equitable access
- Different types of homeless services funded through ARP program
- CoC's overall ARP experience

The survey should take from 10 – 45 minutes depending on how involved your CoC was in implementing ARP programs in your community. Based on survey responses, 8-10 communities will be selected for deeper study. Findings from this study are expected to be available in 2027.

About the Emergency Housing Voucher Study

[Study description from EHV project team]

Attachment 2: Survey Details and Study Information Sheet

About the Study

A national evaluation of the American Rescue Plan is underway and you are invited to share your CoC's experience. The U.S. General Services Administration (GSA) has engaged the American Institutes for Research (AIR) in partnership with Abt Global and Decision Information Resources (DIR) to study how American Rescue Plan (ARP) housing programs were implemented to equitably support people experiencing, or at risk of homelessness. We have invited you to participate in this survey to help understand whether and how CoCs were engaged by local agencies to provide input and implement ARP housing-related programs.

Survey Procedure
The Abt and DIR study team will administer an online survey to collect information on the level of each CoC's involvement in ARP housing programs that will be crucial to answer the study's key research questions. The survey is being sent to the primary contact at all the 388 CoCs. We anticipate the survey will take about 10 - 45 minutes to complete, depending on a CoC's level of involvement in ARP programs. CoC primary contacts can share their unique survey link with other staff at their agency or forward the survey to other CoC partner organizations.

Who should complete the survey?
We expect that CoC Collaborative Applicant Executive Director, a staff person, or CoC Board Member who has been involved in your CoC since ARP programs started in 2021, can best answer the questions on this survey. If you do not know the answers to all questions on the survey, you can forward this custom link for your CoC to your colleagues or a contact person in another CoC organization, including a previous CoC Collaborative Applicant to fill in the unanswered questions. If you do not know who to share this survey link with or have any other questions, please contact us at
arpcocsurvey@abtglobal.com.

What information is needed for this survey?
Please see the PDF here <inset link to survey PDF> for a full list of questions on the survey. ARP funding became available in early 2021. Some of these programs have ended, some are ending soon, and some others have a longer timeframe. You will not need to collect or report any specific data on this survey. Staff who have been most involved in ARP programs since the start in 2021 will be in the best position to answer these questions. This survey mainly aims to capture your CoC's overall experience and involvement in different ARP programs. For a list of different ARP programs that may be relevant in addressing the needs of people experiencing homelessness refer this resource.

Privacy
Your participation is completely voluntary, and you may choose to skip questions or discontinue participation at any time. Whether or not you decide to participate will not affect your organization's relationship with HUD or any of the federal entities administering the ARP programs. Your responses are also private, meaning our team will only use this information for research and evaluation purposes. The reports prepared for this study will summarize findings across the CoCs presenting results in the deidentified form, and will not associate responses with a CoC, community, or individual.

Survey Risk and Benefit
Responses to this survey will only be used for research purposes only and will NOT be used for compliance monitoring. We do not expect any risks associated with your participation in the survey. While there is no expected direct benefit for your organization, the findings will help federal agencies learn about the implementation of housing-related ARP programs.

Participation in this study is voluntary. Whether or not you decide to participate will not affect your organization's relationship with HUD or any of the federal entities administering the ARP programs.

Future information use
The study team may store the data you provide for this study after removing your name and any identifying information. This information may be used for future studies without additional informed consent from you.

Who to contact if you have questions
For any questions related to the study, contact the study director, Dr. Naganika Sanga at naganika.sanga@abtglobal.com or +1 301-347-5027. If you have questions about the survey, please email arpcocsurvey@abtglobal.com. If you have concerns or questions about your rights as a participant, contact the Chair of AIR's Institutional Review Board at IRBChair@air.org, by phone toll-free at 1-800-634-0797 or c/o AIR, 1400 Crystal Drive, 10th floor, Arlington, VA 22202-3289.

This survey was approved by the Office of Management and Budget, as required by the Paperwork Reduction Act of 1995, under OMB control number 3090-0332, with expiration date of May 31, 2027.

About the Study

Why is this study being conducted?

The American Rescue Plan (ARP) Act of 2021 made significant investments available for U.S. communities. Multiple ARP programs provided resources to communities with the goal of improving housing stability and reducing homelessness. Some of these programs also included waivers or recommendations to improve equitable access to housing resources for people with a disproportionate risk of experiencing homelessness. To date, no study examines how ARP housing programs with equitable implementation features were used by communities to serve people at risk of or currently experiencing homelessness or how these innovative strategies were used to improve access for people with a disproportionate risk of experiencing homelessness.

The U.S. General Services Administration (GSA) has engaged the American Institutes for Research (AIR) in partnership with Abt Global and Decision Information Resources (DIR) to study these questions. Through this study, we will describe how the homeless service sector (via CoC lead agencies) was engaged in ARP housing programs aimed at reducing housing instability and homelessness and the program features they put in place to improve access for people that experience a disproportionate risk of homelessness. The study will help GSA and other federal agencies like the US Department of Housing and Urban Development (HUD) identify strategies that can help in structuring future programs.

We are studying CoC organizations because they are responsible for a community's strategic plan to reduce homelessness and have the most comprehensive understanding of a community's needs, past and ongoing efforts. We expect that communities where CoCs played an active role in ARP planning and implementation will have important lessons to offer about strategies that best support people at risk of or experiencing homelessness. Likewise, we expect communities where CoCs were not actively engaged in these programs will help understand alternative approaches adopted by ARP agencies in the absence of CoC involvement and identify barriers to effective coordination.

What is this study about?

The purpose of this study is to better understand how ARP Housing Programs were used to serve people at risk of or currently experiencing homelessness and which implementation features were put in places to improve access for people with a disproportionate risk of experiencing homelessness.

The study team will focus on answering three primary research questions:

01	02	03
What are the different ways local agencies and organizations, in partnership with CoCs, deployed ARP funds to reduce homelessness or the risk of homelessness?	What participant engagement and applicant prioritization methods did CoCs and their partners employ to decide how to prioritize who would receive homelessness-focused ARP funds?	What ARP-related innovations, if any, have informed community practices to ensure equity in design, and implementation for homelessness and homeless prevention service delivery?

The study is composed of three parts: 1) a survey of all CoC lead collaborative applicants, 2) a deeper analysis of eight to ten communities that includes interviews with CoC and ARP partner staff and limited document review, and 3) a cross-site analysis that uses localized data to identify trends.

Survey Goal: Through survey, the study team seeks to provide a national picture of the scope of CoC involvement in ARP programs.

Community Analysis Goal: The team will interview staff from CoC organizations and their local government and nonprofit partners administering ARP programs in eight to ten communities to understand more about how these programs were implemented in their communities.

Cross-Site Analysis Goal: The study team will use publicly available data to identify trends across sites.

Which ARP programs were related to homelessness?

Some of the key ARP programs that may be related to people experiencing or at-risk of experiencing homelessness are:

A detailed list of ARP programs that may be relevant in addressing the needs of people experiencing homelessness are available here.

What will be done with the study when it is completed?

The study findings will be presented to GSA and other federal agencies and made publicly available at the end of the study in 2027.

How is this study different from other ongoing studies of CoCs?

There are currently other studies examining the ARP housing programs like EHV and ERA. Our study as part of the ARP National Evaluation looks beyond individual programs such as ERA and EHV, to focus on a broader set of ARP programs that were used by localities and their CoCs to various degrees to serve people experiencing or at-risk of experiencing homelessness. It focuses on local priorities and partnerships, populations served through ARP programs, lessons learned, and innovative approaches established through ARP programs. This study is designed to complement other studies being conducted. Some of these other studies are:

- Three HUD-sponsored studies are investigating the impact of ERA spending on evictions and housing instability and the role local program characteristics played in this relationship.
- Another HUD-sponsored study, Emergency Housing Voucher (EHV) National Evaluation Study program is examining who received EHVs and how waivers helped reach households with disproportionate risk of experiencing homelessness. The HUD-EHV evaluation is also administering a national survey to all CoCs to capture how the CoCs used EHVs, their criteria for determining eligibility, the services they offered to EHV participants, and the CoC coordination mechanisms with Public Housing Agencies(PHAs) in implementing EHVs.

Selected ARP Housing Programs

Emergency Rental Assistance (ERA)

Emergency Housing Vouchers (EHV)

HOME- ARP

State and Local Fiscal Recovery Funds (SLFRF)

Low Income Home Water Assistance Program (LIHWAP)

Low-Income Home Energy Assistance Program (LIHEAP)

How can I find out more about this study?

For any questions related to the study, contact the study director, Dr. Naganika Sanga at naganika.sanga@abtglobal.com or +1 301-347-5027. If you have questions about the survey, please email arpcocsurvey@abtglobal.com. If you have concerns or questions about your rights as a participant, contact the Chair of AIR's Institutional Review Board at IRBChair@air.org, by phone toll-free at 1-800-634-0797 or c/o AIR, 1400 Crystal Drive, 10th floor, Arlington, VA 22202-3289.

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Attachment 3: Emails from study team

Initial email with survey link

Email Subject: ***You Are Invited to Share your CoC's American Rescue Plan Experience in a National Study***

Dear [name],

Your organization is invited to share your CoC's American Rescue Plan (ARP) experience. Participate in this survey to help us understand whether and how CoCs were engaged by local agencies to provide input and implement ARP housing-related to equitably support people experiencing, or at risk of homelessness.

This survey is part of the ARP National Evaluation being conducted on behalf of the U.S. General Services Administration (GSA) by the American Institutes for Research (AIR), Abt Global, and Decision Information Resources (DIR). The study will help federal agencies identify strategies to help reach people who experience disproportionately high rates of homelessness. The survey is voluntary and will not be used for compliance purposes.

You are being contacted as the primary contact for the [CoC name]. The survey link below is a custom link for your CoC that you can share with other staff on your team or another agency participating in your CoC. We expect that the CoC Executive Director, a staff person, or CoC Board Member who has been involved in your CoC since ARP programs started in 2021, can best answer the questions on this survey.

Survey responses will be used to answer questions about

- CoC's involvement in different ARP programs
- CoC's role in determining participant eligibility, prioritization, funding allocations, and in service delivery to increase equitable access
- Different types of homeless services funded through ARP program
- CoC's overall ARP experience

The survey should take from 10 – 45 minutes depending on how involved your CoC was in implementing ARP programs in your community. Based on survey responses, 8-10 communities will be selected for deeper study. Findings from this study are expected to be available in 2027.

You can help us answer these questions and share your CoC's experience by clicking this unique link or forwarding to someone in your CoC best positioned to complete the survey. [CoC Name from mail merge] : [insert survey/questionnaire]

You can find out more about the study and survey on this webpage and in the attachments that include a study information sheet [link] and a full list of the survey questions [link].

If you have any questions or need assistance taking the survey, please contact our study team at arpcocsurvey@abtglobal.com. We know you are busy and appreciate your time to help us learn more about the important work your CoC is doing.

Thank you!

Sincerely,

[Name]

Follow up email with survey link

Email Subject: ***Don't Miss Out! You Are Invited to Share your CoC's American Rescue Plan Experience in a National Study***

Dear [name],

Your organization was recently invited to share your CoC's American Rescue Plan (ARP) through a web survey. We hope you will consider participating in this opportunity! If you have any questions or would like assistance completing the survey, please do not hesitate to reach out to our team at arpcocsurvey@abtglobal.com.

The study will help GSA and other federal agencies like the US Department of Housing and Urban Development (HUD) identify strategies to help reach people who experience disproportionately high rates of homelessness. The survey is voluntary and will not be used for compliance purposes. You can find more details about the study and this survey and download a copy of the survey questions by clicking the link below.

You are being contacted as the primary contact for the [CoC name]. The survey link below is a custom link for your CoC that you can share with other staff on your team or another agency participating in your CoC. We expect that CoC Executive Director, a staff person, or CoC Board Member who has been involved in your CoC since ARP programs started in 2021, can best answer the questions on this survey.

Survey responses will be used to answer questions about

- CoC's involvement in different ARP programs
- CoC's role in determining participant eligibility, prioritization, funding allocations, and in service delivery to increase equitable access
- Different types of homeless services funded through ARP program
- CoC's overall ARP experience

The survey should take from 10 – 45 minutes depending on how involved your CoC was in implementing ARP programs in your community. Based on survey responses, 8-10 communities will be selected for deeper study. Findings from this study are expected to be available in 2027.

You can help us answer these questions and share your CoC's experience by clicking this unique link or forwarding it to someone in your CoC best positioned to complete the survey. [CoC Name from mail merge] : [insert survey/questionnaire].

You can find out more about the study and survey on this webpage and in the attachments that include a study information sheet [link] and a full list of the survey questions [link].

We know you are busy and appreciate your time to help us learn more about the important work your CoC is doing.

Thank you!

Sincerely,

[Name]

Phone follow-ups, telephone walk through

Hello,

I am calling on behalf of the American Rescue Plan (ARP) National Evaluation. The study is being led by Abt Global and Decision Information Resources (DIR) in partnership with AIR, under contract with the U.S. General Services Administration (GSA).

You might have received an email from HUD informing you about a survey related to your and a follow-up email from our study team with the survey link and additional information. I wanted to tell you more about the survey and see if you are interested in participating. This survey will help us understand whether and how CoCs were engaged by local agencies to provide input and implement housing-related ARP programs. We believe CoCs will have valuable insights to share about strategies that can improve access for people with a disproportionate risk of experiencing homelessness. Findings from the study will help GSA and other federal agencies like the US Department of Housing and Urban Development (HUD) identify strategies that can help in structuring future programs.

The survey is voluntary and will not be used for compliance purposes. You can find more details about the study and this survey and download a copy of the survey questions in the email we sent previously. One or more individuals from your CoC can use the same link to complete the survey.

Would you be willing to participate in the survey?

a) I am happy to go over the questionnaire during our call and fill out based on your responses.

b) Alternatively, I can resend the email with the link to the survey if you prefer to fill the survey online on your own or share it with someone from your CoC.

If a) read the consent page and go over the survey questions over the call. Reiterate the email address and invite them to contact in case they have any questions.

If b) send the email and refer to place where the survey contact information is noted in the email. Reiterate the email address and invite them to contact in case they have any questions.

If neither a or b,

> Would you recommend we contact someone else at your local CoC to help answer this survey? If yes, will you please share this person's name, role, and contact details? We will reach out to them directly.

Thank you for your time. In case you have any further questions, please contact us at arpcocsurvey@abtglobal.com.

SURVEY CONSENT

CoC Experiences with American Rescue Plan Programs

The U.S. General Services Administration (GSA) has engaged the American Institutes for Research (AIR) in partnership with Abt Global and Decision Information Resources (DIR) to study how American Rescue Plan (ARP) housing programs were implemented to equitably support people experiencing, or at risk of homelessness.

We are inviting you to participate in this survey to help understand whether and how CoCs were engaged by local agencies to provide input and implement ARP housing-related programs. Survey responses will be used to identify 8-10 CoCs for follow-up interviews.

You can download a copy of the survey questions to preview or share with your staff here [link to survey pdf]. We anticipate this survey will take about 10 - 45 minutes based on the extent of your CoC's involvement in ARP programs.

Staff who have been most involved in ARP programs since the start in 2021 will be in the best position to answer these questions. You may share this custom survey link <CoC individualized survey hyperlink> with multiple staff at your agency to complete these questions or you may forward this link to colleagues in another CoC organization, including a previous CoC Collaborative Applicant contact. If you do not know who to share this survey link with, please contact us arpcocsurvey@abtglobal.com.

Freedom to withdraw. This survey is voluntary. You can decide not to participate or discontinue participation at any time without any penalty.

Confidentiality. Your responses are also private, meaning our team will only use this information for research and evaluation purposes. The survey results will be presented deidentified form, and will not associate responses with any specific CoC, community, or individual.

Risks and benefits. There are no known risks for participating in this survey. Whether or not you decide to participate will not affect your organization's relationship with HUD or any of the federal entities administering the ARP programs. Responses to this survey will only be used for research purposes only and will NOT be used for compliance monitoring. While there is no expected direct benefit for your organization, the findings will help federal agencies learn about the implementation of housing-related ARP programs.

APPENDIX E: Survey Consent and Instrument

Future information use. The study team may store the data you provide for this study after removing your name and any identifying information. This information may be used for future studies without additional informed consent from you.

This survey was approved by the Office of Management and Budget, as required by the Paperwork Reduction Act of 1995, under OMB control number 3090-0332, with expiration date of May 31, 2027.

If you have questions about the survey, please email arpcocsurvey@abtglobal.com. For any questions related to the study, contact the study director, Dr. Naganika Sanga at naganika.sanga@abtglobal.com or +1 301-347-5027. If you have concerns or questions about your rights as a participant, contact the Chair of AIR's Institutional Review Board at IRBChair@air.org, by phone toll-free at 1-800-634-0797 or c/o AIR, 1400 Crystal Drive, 10th floor, Arlington, VA 22202-3289.

By clicking the next button and completing the survey you indicate that you have consented to participate in this research. You may choose to skip any question or discontinue participation at any time. If you do not want to participate, please close the browser.

SURVEY INSTRUMENT

[Display name of the CoC based on the individualized survey link]

1. Is your CoC's Collaborative Applicant part of the government or a separate entity? Select the option that best describes your CoC's Collaborative Applicant from the list below.

    [check boxes with the following options]
    - a) Local Government
    - b) Public Housing Agency
    - c) State Government
    - d) US Territories Government
    - e) Tribes/Tribally Designated Housing Entities
    - f) Separate, non-governmental entity
    - g) Not sure
    - h) Other, please specify _____ *[text box]*

    1A. [If the respondent selects a) under Q1] Your CoC is part of the local government. Please select the option that best describes your CoC.
    - o CoC is created as a separate chartered government entity
    - o CoC is an integrated arm of the local government
    - o Unsure

2. What are the top housing and homelessness issues in your CoC's jurisdiction at present? **Select up to three issues** from the list below that represent the biggest challenges in serving people experiencing homelessness or at-risk of experiencing homelessness.

    [check boxes with the following options]
    - o Low rental vacancy rates
    - o Shortage of units with affordable rents for low-income households
    - o Shortage of affordable units with transit connectivity
    - o Inadequate subsidized housing
    - o Insufficient street outreach
    - o Insufficient shelter capacity
    - o Insufficient short-term rental assistance (e.g., rapid re-housing, etc.)
    - o Insufficient housing wrap-around or support services
    - o Insufficient permanent supportive housing
    - o Poor coordination between different homelessness and housing provider agencies
    - o Landlord barriers (e.g., requiring high credit scores, security deposits)
    - o Other, please specify _____ *[text box]*

The following questions are related to the American Rescue Plan (ARP) grants distributed to your locality. To the extent possible, consider the overall duration of ARP funding in your responses (ARP started in 2021). Otherwise, you may choose your answers that best represent your most recent experience.

APPENDIX E: Survey Consent and Instrument

3. Please select all the ARP programs in which your CoC participated (for example: received funding, provided input on how the program is designed, provided referrals). In your responses, please also consider state and local initiatives your CoC participated in that were funded though ARP funds.

Newly created time-limited ARP program	ARP added funding to pre-existing program	Others	NONE
o ERA - Emergency Rental Assistance (Both ERA1 and ERA2)	o LIHEAP – Low Income Home Energy Assistance Program	o Others (please specify) _____ [text box]	o CoC did not participate in any way in any ARP programs
o EHV - Emergency Housing Vouchers	o Housing Assistance and Supportive Services Programs for Native Americans and Native Hawaiians		
o HAF - Homeowners Assistance Fund	o Emergency Assistance for Rural Housing		
o SLFRF – Coronavirus State and Local Fiscal Recovery Funds	o HOME-ARP - HOME American Rescue Plan		
o LIWAP – Low Income Home Water Assistance Program	o SAMHSA - CCBHS - Substance Abuse Prevention and Treatment Block Grant, Expansion of the Certified Community Behavioral Health Clinics		
	o ESSER Elementary and Secondary School Emergency Relief – Homeless Children and Youth (ARP-HCY)		
	o CACFP - Child and Adult Care Food Program		

[If the respondent selects the option under "None" under Q3 then exit the survey and display "Thank you for participating in the survey. If you think someone else in your CoC may know whether your CoC participated in any of the ARP programs, you can forward this link <individualized link with copy functions> to them to complete the survey on behalf of your CoC]

APPENDIX E: Survey Consent and Instrument

[Questions below asked only to CoCs who indicate they were involved in one or more of the above ARP programs]

4. Considering your overall participation in all the ARP programs you were involved in, rate the extent of your CoC's involvement (e.g., design, service delivery, referrals) in your locality's ARP-funded initiatives [rank from 1 - minimal involvement to 5 – fully involved in design and implementation].

    <Likert scale 1-5>

5. For the ARP programs your CoC was involved in, did the CoC receive funds through the program (either directly as grantee or as a subgrantee)?

    <List of programs selected under Q3 with 'yes' and 'no' columns>

    5A. [If respondent checks 'yes' for one or more programs under Q5] Select the programs for which your CoC was a direct grantee.

    <List of programs selected under Q4 and "none">

6. For the ARP programs your CoC was involved in, did the CoC play a role in local program design decisions (e.g., participant eligibility, prioritization, funding allocations)?

    <List of programs selected under Q3 with 'yes' and 'no' columns >

7. For the ARP programs your CoC was involved in, did the CoC deliver services to people experiencing or at-risk of homelessness (either through ARP or non-ARP resources)?

    <List of programs selected under Q3 with 'yes' and 'no' columns>

    7A. [If respondent reports they delivered services under more programs than they received funding for i.e., 'yes' responses for Q7>Q5] Please confirm that your CoC provided services related to the following ARP programs using non-ARP resources.

    <List programs selected under Q7 that were not included in responses to Q5>

    o   Yes
    o   No, please explain_____ [text box]

Answer the following questions based on your overall experience from participating in different ARP programs.

8. [If respondent checks 'yes' for one or more programs under Q6] What types of input did your CoC provide related to decisions on how the local ARP programs you were involved with were designed? Select all that apply.

    o   Determining how to use funds
    o   Deciding who should receive highest priority to receive program support
    o   Developing method to prioritize applicants
    o   Deciding how to change/streamline application process
    o   Providing informal guidance / support to a non-CoC entity that planned and implemented the program

- o Involving CoC lived expert advisory board on program design decisions
- o Providing guidance materials developed by the CoC on strategies to address homelessness
- o Other, please specify: _____ [text box; add another option]

9. [If respondent checks 'yes' for one or more programs under Q7] What types of services did your CoC provide to your clients as part of ARP program implementation? Select all that apply.

   a) Case management support
   b) Landlord or other service provider communication and negotiations
   c) Moving assistance
   d) Financial and legal counselling services
   e) Assist in program application enrollment and processing
   f) Redirect potential applicants to other ARP program administrating agencies
      Other, please specify: _____ [text box; add another option]

   9A. [If respondent selects option (e under Q9] What types of activities did your CoC participate in to assist local ARP program application enrollment and processing? Select all that apply.

   - o Using existing coordinated entry system (CES)
   - o Using Homeless Management Information System (HMIS) to identify potential applicants
   - o Information dissemination to eligible applicants
   - o Enrolling program participants
   - o Training other agency staff in administering programs geared toward people experiencing homelessness
      Other, please specify: _____ [text box; add another option]

      9A.i. [If the respondent selects first option under Q9A] How did you use your coordinated entry system to support ARP implementation? Select all that apply.

      - o Applied existing coordinated entry system (CES) for assessment
      - o Applied existing coordinated entry system (CES) to prioritize applicants
      - o Applied existing coordinated entry system (CES) to provide referrals

10. [If respondent selects one or more programs under Q5] How long did it take for your CoC to start deploying ARP funds?

    - o Within 2 months of receiving ARP funds
    - o Within 2 - 6 months of receiving ARP funds
    - o Within 6 months - 1 year of receiving ARP funds
    - o Within 1 - 2 years of receiving ARP funds
    - o More than 2 years after receiving ARP funds
    - o Don't know

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11. We are interested in the services provided through ARP funding in your locality, either to create new initiatives or to supplement existing initiatives to improve service capacity. For each service below, check the box(es) that apply. If your locality does not provide the service through ARP, check the option under the third column.

[table with check boxes with the following options]

	New service funded through ARP resources	Supplemental service provided through ARP funding	Service not provided through ARP funding
Homeless prevention services	☐	☐	☐
Rental cash assistance	☐	☐	☐
Housing vouchers	☐	☐	☐
Utility payments (water, sewer, internet, etc.)	☐	☐	☐
Services for people experiencing unsheltered homelessness (e.g., street outreach, encampment cleanings, housing navigation)	☐	☐	☐
Decommissioning of homeless encampments	☐	☐	☐
Emergency shelter and other temporary housing	☐	☐	☐
Non congregate shelters (e.g., motels and hotels)	☐	☐	☐
Rapid re-housing	☐	☐	☐
Permanent supportive housing	☐	☐	☐
Other: _____	☐	☐	☐

For the following questions, please select your level of agreement with each statement that best reflects your CoC's experience planning and implementing ARP Housing programs.

12. Our CoC used different ARP and non-ARP programs in ways that helped optimize our community's homeless response system during the COVID pandemic

Agree	Somewhat Agree	Somewhat Disagree	Disagree	Unsure
○	○	○	○	○

APPENDIX E: Survey Consent and Instrument

13. Our CoC leveraged pre-existing infrastructure and collaborations to deepen the effectiveness and reach of ARP funding.

Agree	Somewhat Agree	Somewhat Disagree	Disagree	Unsure
○	○	○	○	○

14. Our CoC developed innovative approaches (e.g., program outreach, application, and eligibility determination) to increase ARP program enrollment.

Agree	Somewhat Agree	Somewhat Disagree	Disagree	Unsure
○	○	○	○	○

[If the respondent selects "Agree" or "Somewhat Agree" under Q14 move to Q14A, else move to Q15]

14A.   [If the respondent selects "Agree" or "Somewhat Agree" under Q14] Which of the following practices did the CoC and your partners use to increase ARP program enrollment? Please check all that apply from the list below. *(estimated time: 1-2 minutes)*

[check boxes with the following options]

- o   Built a separate website/added a section to your website
- o   Texted or called potentially eligible applicants
- o   Shared information material with community partners
- o   Mobile-based application forms
- o   Established or expanded a call center for people experiencing homelessness
- o   Auto-enrollment (e.g., no need to apply if met certain criteria)
- o   Common application for multiple programs
- o   Common application for neighboring local jurisdictions
- o   Self-certification
- o   Categorical eligibility (e.g., eligible if already eligible for another program)
- o   Document waivers
- o   Removing entry barriers to those with a history of drug use, mental health needs, justice involvement, or other

- o   Other, please specify _____ [text box]

14B.   [If the respondent selects more than 3 under Q14A] Of the practices you listed that the CoC and its partners used in <add Q 14A> , which three do you think were most effective in increasing ARP program enrollment?

<List selected options from Q14A>

14C.   Of the practices you listed that the CoC and its partners used in <add Q 14A>, which ones will you continue moving forward after ARP?

<List selected options from Q14A>

15. My CoC used ARP funds to expand services to specific subpopulations that were not served or were underserved before the pandemic

Agree	Somewhat Agree	Somewhat Disagree	Disagree	Unsure
○	○	○	○	○

[If the respondent selects "Agree" or "Somewhat Agree" under Q15– go to 15A, else go to 16]

15A.   [If the respondent selects "Agree" or "Somewhat Agree" under Q15, else to 16] Which subpopulations were expected to be better served by expanded services funded by ARP? Please check all that apply from the list below.

[check boxes with the following options]
o   People exiting prison or jails
o   Survivors of domestic violence, dating violence, sexual assault, stalking, or human trafficking
o   Older adults
o   Veterans
o   Unaccompanied youth
o   Families with children
o   Members of racial or ethnic groups with high rates of homelessness
o   People with disabilities
o   People experiencing unsheltered homelessness
o   People experiencing sheltered homelessness
o   People who were not experiencing homelessness but were housing insecure
o   People with low-moderate income
o   Other: _____ [text box]

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15B.   [If the respondent selects "Agree" or "Somewhat Agree" under Q15] Did you employ any of the following engagement approaches to increase participation of underserved subpopulations in ARP programs? Please check all that apply from the list below.

[check boxes with the following options]
- o   Collaborated with community-based organizations who have worked closely with underserved populations
- o   Facilitated peer support or peer advocates
- o   Targeted engagement to communities/groups known to be underserved by current programs
- o   Targeted engagement in neighborhoods expected to have greater share of population who need support
- o   Translation of materials into multiple languages
- o   Provided trainings for service provider staff to provide culturally responsive services
- o   Other (please specify) _____ [text box]

16. What challenges did your CoC experience in implementing ARP programs? Please check all that apply from the list below.

[check boxes with the following options]
- o   Lack of CoC staff capacity
- o   Lack of service provider staff capacity
- o   Not enough time to carefully plan and engage with community due to spending timeframes
- o   Lack of sufficient information to support quick decision-making (data that can help identify and prioritize individuals who need assistance)
- o   Disparate service delivery mechanisms and lack of coordination
- o   Local funding priorities that competed with funding homeless services
- o   Multiple local governments with differing visions
- o   Other, please specify _____ [text box]

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17. Select the option that best describes your CoCs partnerships with other organizations/agencies in implementing ARP programs.

   o   Our CoC created new partnerships
   o   Our CoC strengthened existing partnerships
   o   Our CoC created new partnerships and strengthened existing partnerships
   o   Our CoC neither created new partnerships nor strengthened existing partnerships

   17A.   Please check the box for each of the types of agencies with which your CoC partnered with in implementing ARP programs.

   [check boxes with the following options]
   o   Community-based organizations that serve particular racial/ethnic communities
   o   Community-based organizations that provide housing support to low-income individuals and families
   o   Social service providers (such as health, behavioral health, substance use)
   o   Community-based organizations that serve LGBTQIA+ community
   o   Youth-serving organizations
   o   Tenant and other housing related advocacy organizations
   o   Community Action Agency
   o   Public Housing Agency (PHA)
   o   Local Government Agency
   o   Tribal Government Agency
   o   State Government Agency
   o   State Housing Finance Agency
   o   Schools, school districts
   o   Banks and credit unions
   o   Housing developers
   o   Local businesses
   o   Utility service providers
   o   Other, please specify _____ *[text box]*

18. Can you tell us about the most important changes in services and rules allowed by ARP that should be retained?

   <Open text box 500 characters>

Thank you for completing the survey. You can forward this link <individualized link with copy functions> to others in your CoC who can help you complete the survey

Appendix F. Key Informant Interview Outreach Email to State Leaders

Initial outreach email

Dear [NAME],

My name is [NAME] and I am a [researcher] with the American Institutes for Research (AIR). We are conducting a study focused on strategies that states have used to coordinate implementation of multiple programs funded by the American Rescue Plan (ARP). The study focuses specifically on coordination of ARP-funded programs designed to equitably serve children and their families. This evaluation is led by AIR, a not-for-profit research organization. The study is overseen in partnership by the Office of Management and Budget (OMB) and the U.S. General Services Administration (GSA) (National Evaluation of the American Data Rescue Plan Generic Clearance (OMB #: 3090-0332, expires 05/31/2027).

What to Expect

We would like to schedule a voluntary interview with you to understand your experience and unique perspective on your [state or agency's] approach to coordinating ARP-funded programs for children in families with low incomes. The interview will last about 45 minutes and will take place via Zoom, using phone or computer (your preference). We would like to schedule the interview in the coming weeks. Please use this link to answer a few introductory questions and view available times.

Consent and Confidentiality

All participants will be given sufficient information about the study prior to the discussion and before agreeing to participate. This includes information on the study purpose, confidentiality, and risks and benefits. Participation is voluntary and you can decide not to participate or discontinue participation at any time. If you choose to participate, everything that you say during the conversation will be kept anonymous.

If you have any questions about this study, please contact the Deputy Project Director, Allyson Pakstis, at apakstis@air.org, or the GSA team at arp.national.evaluation@gsa.gov. If you have concerns or questions about your rights as a participant, contact the Chair of AIR's Institutional

Review Board at IRBChair@air.org, by phone toll-free at 1-800-634-0797 or c/o AIR, 1400 Crystal Drive, 10th floor, Arlington, VA 22202-3289.

We look forward to hearing from you soon.

Sincerely,

NAME OF INTERVIEWER

Appendix G. Key Informant Interview Instrument

This appendix includes the state leader interview protocol for the landscape review phase of the study. We will develop the protocols for the case studies in conjunction with the national review data collection and they will be part of a second Paperwork Reduction Act submission.

State Leader Interview Protocol

As part of the landscape review, we will conduct key informant interviews with state ARP administrators and other state leaders. Each interview will be tailored to fit the specific role and expertise of key informants. To do this, we have structured the interview questions in a table that shows the main (stem) question with several potential probes that interviewers may draw from based on answers provided during the discussion. Some key informants may not have knowledge of, or exposure to, every area that is covered in the interview. In those cases, we will skip any questions that are not relevant for the key informant.

National Review State Leader Interview Protocol

Stem	Probes
Thanks for sharing more about yourself with me. In our discussion, I am going to be asking you questions focused on **coordination** among ARP-funded programs to equitably serve children and their families. Broadly speaking, we define "coordination" as when groups make changes or align their activities, primarily for the benefit of their respective work. *Note to interviewer: tailor questions based on respondent's role, including whether they oversee a specific ARP program or have a broader role. The stem questions below include references to "[ARP programs]." These indicate where the interviewer should reference a specific ARP program(s), if respondent is the administrator of the program(s), or the interviewer should reference ARP programs in general, if the respondent can provide a cross-program or agency perspective.*	

Stem	Probes
1. We are interested in how you would characterize the level of coordination among state agencies, departments, or programs in relation to serving children and their families through the American Rescue Plan. I am going to read a list of "coordination levels" – which level best captures ARP planning and implementation to serve children and their families in your state? This information will only be used for context for our team. (*Adoption, Implementation*) Beginning with **networking -** which might involve sharing information among groups, **cooperation** – such as providing informal support among groups, **coordination** – groups making changes or aligning their activities, primarily for the benefit of their respective work, to **full collaboration** – formal partnerships in which groups work together towards a shared goal.	• [Based on response] Why did you select that level? Can you provide an example that reflects that coordination level?
2. Can you remember a time you coordinated [ARP program] with other programs across state agencies, departments, or programs? If so, could you walk me through it? (*Adoption, Implementation*)	• Thank you for sharing this example. What agencies were primarily involved in this [ARP program] coordination efforts? • Did agencies set common goals as part of this coordination effort? • What were the intended outcomes of this ARP coordination? • To what extent were the coordination efforts successful? How do you know? • What, if anything, was not successful about the coordination efforts? • Beyond this example, was there other efforts at the state to intentionally coordinate implementation of [ARP program] with other programs for children in families with low incomes? If so, can you describe the approaches that your state used? • What was successful about these efforts? What was not?

Stem	Probes
3. [*Adapt based on responses to previous questions*]. To what extent do the coordination approaches you've described represent a <u>change</u> from how the state typically has approached coordination and collaboration? (*Adoption, Implementation*)	
4. To what extent does the state have an established cross-agency coordinating body, such as a Children's Cabinet or other similar group, that supports state-level coordination of policies and programs for children or families? (*Adoption, Implementation*)	**If yes…** • What is the name of this group? • Was [name] in place prior to ARP? • What was the role of [name] in relation to the planning and implementation of [ARP program]? What benefit, if any, did [name] play with regards to ARP?
5. Did state agencies establish formal agreements to work together on coordination of [ARP program] with other programs? If so, what was the focus of these agreements? (*Adoption, Implementation*)	• What were the outcomes of these agreements, if any? What benefits, if any, did formal agreements have in regard to ARP?
6. Did state agencies establish shared operations to implement [the ARP-funded program] with other programs? For example, establish a joint office to roll out and monitor the use of funds? If so, please describe. (*Adoption, Implementation*)	• What benefit, if any, did shared operations have in regard to ARP implementation?
7. Did your state facilitate any vehicle for agencies to learn from one another, as ARP was implemented? If so, please describe. (*Adoption, Implementation*)	• What benefit, if any, did shared learning have in regard to ARP implementation?
8. Did state agencies coordinate communication to families about ARP-supported services? If so, what did this look like? (*Adoption, Implementation*)	
9. Prior to the ARP, did your state have any publicly stated goals for [ARP program] that identified priority populations for the program? For example, this could include a strategic plan or other public document that had a goal of prioritizing services for families who are unhoused or for children without health insurance. If so, can you describe the plan and these priorities? (*Adoption, Implementation*) *Note to interviewer – use example most relevant to the ARP of focus.*	• When your state received ARP funding, did it identify specific priority populations for [ARP program]? If so, what were they? • To what extent, if at all, did the [plan you described] influence how your state identified priorities for intended beneficiaries for [ARP program]? • Did your state use any other process to prioritize certain populations for [ARP program], other than what you've talked about? If so, please describe them.

Stem	Probes
10. To what extent, and how, did your state engage family members with low incomes in ARP planning, if at all? (*Adoption, Implementation*)	• What family engagement strategies were used? (Probe for surveys, town halls, parent advisory groups, other)
11. What worked well about coordination of [the ARP program] with other programs, if anything? *(Adoption, Implementation)*	
12. What was challenging about coordination of [ARP program] with other programs, if anything? What were the key "pain points"? (*Adoption, Implementation*)	• How did your state address these challenges, if at all?
13. Did your state coordinate [ARP program] with local communities? If so, how? (*Adoption, Implementation*)	• What strategies worked well? What was challenging? • What was the outcome of coordination with localities?
14. Did your state coordinate with tribal nations such as [*names of tribes within state*] in relation to [ARP program]? If so, how? *(Adoption, Implementation)*	• What strategies worked well? What was challenging?
15. Is there anything else you'd like to share about your state's coordination of ARP funds?	
16. Are there any documents that would be useful for our study team to review, to better understand your state's approaches to ARP coordination?	

Appendix H. State Leader Interview Consent

Introduction

Thank you for participating in our conversation about your experience with the American Rescue Plan - ARP. My name is _____, and my colleague(s) _____ and I work for an organization called American Institutes for Research (AIR). We are conducting a study to learn about the strategies that states have used to coordinate implementation of multiple ARP-funded programs designed to equitably improve outcomes for children in families with low incomes. We are not evaluating you or your agency, nor are we conducting a compliance review; rather, we are seeking to understand your experiences related to the ways in which your state coordinated ARP-funded programs to support families with low incomes.

[FOR ZOOM MEETINGS:] Before we get started, are you familiar with navigating Zoom? [If yes, skip to next paragraph, if no, provide the following explanation:]

The mute and video button are at the bottom left side of the Zoom toolbar. We would like everyone to turn their videos on during the meeting if you can and feel comfortable doing so. Are there any questions about Zoom?

I'd like to go over some disclosures and information about informed consent before we proceed.

CONFIDENTIALITY: First, I would like to assure you that everything that you say during this conversation will be kept anonymous. Your name and the names of any individuals that you mention will not appear on any report or other publications, and the recording of today's conversation, along with any notes, will be stored on a secure server that is only accessible to members of our research team. The reports we produce will summarize the information gathered and will never be associated with an identifiable individual. We will destroy the interview recording from this study 5 years after the study ends.

PARTICIPANT RIGHTS: Taking part in this study is voluntary. If you choose not to participate, there will be no repercussions to you or your position at your agency.

RISKS AND BENEFITS: This study involves minimal risk to participant privacy, breaches to data confidentiality, and exposure to discomfort or emotional stress. The benefit of this study is that findings will expand the knowledge base about the landscape of state-level coordination strategies. This information may be used by policymakers to improve coordination for other programs or policies.

VERBAL CONSENT: There are no right or wrong answers to the questions we will ask today, so feel free to share your thoughts. You may choose not to answer every question, and we can stop the discussion at any time. Your participation in this interview is voluntary and you do not have to answer any questions you don't want to. Do you consent to participate in this study?

Our discussion will take approximately 45 minutes. We would like to record the session for note-taking accuracy. However, we will not record if there are any concerns about the recording, and instead will take notes. Do you have any objection to being recorded? Do you have any other questions about the study or your participation before we begin?

Wonderful, we are going to begin the recording and start the discussion.

Start recording if there were no objections.

Attachments:

• Notification of Exemption for B&P# 8D091.pdf

Institutional Review Board
IRB00000436 / FWA00003952

AIR IRB	*Exemption Notification*

To: Wrandi Carter

From: IRB Administrator

Subject: B&P# 8D091

Date: 06/07/2024

B&P# 8D091 -American Rescue Plan Evaluation - Behavioral Health Study has been verified by Tom Workman as **Exempt** on 06/07/2024.

On the basis of this review, the IRB has determined that the collection of key informant interviews, including those of patient and/or family advocates, as described in the materials submitted, is exempt on the grounds that the research is with adults and involves only the use of tests, surveys, interviews, or public observation as defined in 45 CFR §46.104 (d) (2). The participants' responses, if inadvertently disclosed, would not place them at risk of criminal or civil liability, nor would their financial standing, employability, educational advancement, or reputation be damaged. Therefore, this data collection is not subject to IRB oversight. Data collection may proceed.

Please note that changes to your protocol may affect its exempt status. Please contact the IRB directly to discuss any changes you may contemplate.

Thank you,
Erin Morrison
IRB Administrator
emorrison@air.org

Please be reminded that all projects must undergo IRB review before initiating any recruitment or data collection/analyses. Material changes to project activities also must undergo review via the Amendments tab.

Attachments:

• Notification of Exemption for B&P# 8D091.pdf

Institutional Review Board
IRB00000436 / FWA00003952

AIR IRB	*Exemption Notification*

To:	Leah Brown
From:	IRB Administrator
Subject:	B&P# 8D091
Date:	07/22/2024

B&P# 8D091 -ARP Evaluation - Homelessness Survey has been verified by Tom Workman as **Exempt** on 07/22/2024.

On the basis of this review, the IRB has determined that the survey of personnel in organizations serving the homeless, as described in the materials submitted, is exempt on the grounds that the research is with adults and involves only the use of tests, surveys, interviews, or public observation as defined in 45 CFR §46.104 (d) (2). The participants' responses, if inadvertently disclosed, would not place them at risk of criminal or civil liability, nor would their financial standing, employability, educational advancement, or reputation be damaged. Therefore, this data collection is not subject to IRB oversight. Data collection may proceed.

Please note that changes to your protocol may affect its exempt status. Please contact the IRB directly to discuss any changes you may contemplate.

Thank you,
Erin Morrison
IRB Administrator
emorrison@air.org

Please be reminded that all projects must undergo IRB review before initiating any recruitment or data collection/analyses. Material changes to project activities also must undergo review via the Amendments tab.

Attachments:

• Notification of Exemption for B&P# 8D091.pdf

Institutional Review Board

IRB00000436 / FWA00003952

AIR IRB	*Exemption Notification*

To:	Leah Brown
From:	IRB Administrator
Subject:	B&P# 8D091
Date:	07/19/2024

B&P# 8D091 -American Rescue Plan Evaluation - Coordination KIIs has been verified by Tom Workman as **Exempt** on 07/19/2024.

On the basis of this review, the IRB has determined that the secondary data analysis and interviews with program staff to evaluate the implementation of multiple American Rescue Plan-funded programs, as described in the materials submitted, is exempt on the grounds that the research is with adults and involves only the use of tests, surveys, interviews, or public observation as defined in 45 CFR §46.104 (d) (2). The study does not collect any identifiable sensitive information, and the participants' responses, if inadvertently disclosed, would not place them at risk of criminal or civil liability, nor would their financial standing, employability, educational advancement, or reputation be damaged; Therefore, this data collection is not subject to IRB oversight. Data collection may proceed.

Please note that changes to your protocol may affect its exempt status. Please contact the IRB directly to discuss any changes you may contemplate.

Thank you,

Erin Morrison

IRB Administrator

emorrison@air.org

Please be reminded that all projects must undergo IRB review before initiating any recruitment or data collection/analyses. Material changes to project activities also must undergo review via the Amendments tab.