Attachment 2: PATH Discussion Guides

Attachment 2.1: PATH Grantee Leadership Discussion Guide

PATH Grantee Leadership Discussion Guide

The key informants for this session are the grantee directors, managers and upper management of the state agency, as identified by the SPC. The SPC can sit in to observe but will be interviewed in a separate session

A. What are the biggest challenges faced by the homeless population in general? (such as gaps in services?)
    a. Are there important state-level changes that we should understand (for example, changes in funding, policy, etc.) that affect your program's implementation or effectiveness?
B. How is the PATH program implemented in your state (what makes your state unique? What could be done better and what is going well?)
    a. How would you describe your agency in terms of its mission and its position or role in the local treatment and service system? How does the PATH program help fulfill its mission?
    b. What are your program goals for this year?
    c. How are providers selected?
    d. If your agency has any other SAMHSA grants, what are they and are they related to PATH?
    e. What are the characteristics of the local treatment and service system for the target population?
    f. What agencies do you collaborate with to provide services? These could include other state or Federal agencies and PATH providers. What is their role in the program and in the larger treatment and service system?
    g. Who are your community partners? Are there any groups that you aren't working with, but would like to?
    h. Are there any specific populations that you are trying to reach?
        i. If yes: Have there been challenges reaching and involving these special populations?
    i. What is your program doing to be culturally competent?

C. Barriers and challenges

    a. How does the state conduct provider oversight? For example, review of annual report data, site visits, record reviews, audits, etc.

    b. What are the biggest barriers/challenges faced by your program at the state or local level) in implementing or delivering PATH services? Some examples are:

        i. Identifying and enrolling the intended numbers of program clients
        ii. Selecting providers
        iii. Conducting provider oversight
        iv. Managing data collection
        v. Providing training
    c. Have there been any challenges to integrating the PATH grant within your agency? Any major gaps in treatment/services, wraparound services?
        i. How is the PATH program targeting these gaps?

ii. What gaps are not being addressed, why?
iii. What are some examples of successful approaches used to overcome them and the lessons learned? (expeditors/facilitating)

d. Has the grant led to any innovations at your agency or your partners? For example, are there new processes, technologies, or tracking approaches?

e. Are there important state-level changes that we should understand (for example, changes in funding, policy, etc.) that affect your program's implementation or effectiveness?

f. What would happen to your program if the grant disappeared?

g. Are there housing policies that impact clients' ability to secure/retain housing?

h. Are there any major housing gaps/barriers?

D. How do you obtain and use the PATH data?

a. How familiar are you with the PATH data and how do you access it? For example, do you look in the annual report on the SAMHSA website, or look up the data in PDX, or does the SPC provide the data to you?

b. What have you learned from the data? Was anything surprising?

c. Was data missing that you would have found useful?

d. For states that require progress reports: how do you use the progress report data?

e. How well does the PATH system track client outcomes that are related to treatment, case management and housing services? Do you feel the Annual Report and HUD's Homeless Management Information System (HMIS) questions are useful measures for the clients' outcomes?

f. Are there limitations with the data for your clients and their outcomes in the Annual Report and HMIS? In other words, what should we consider when we interpret Annual Report/HMIS outcomes for your providers?

E. n/a (*excluded for this group*)

F. *n/a (this section is for consumers only)*

G. Is there anything we did not ask that we should have?
If you could tell Congress one thing about PATH and/or your community, what would it be?

Attachment 2.2: State PATH Contact (SPC) Discussion Guide

State PATH Contact (SPC) Discussion Guide

Introductions/Icebreaker: How long have you been with your agency? How long have you worked with PATH? What brought you to PATH? What percentage of your time is spent on PATH activities?

A. Are there important state-level changes that we should understand (for example, changes in funding, policy, etc.) that affect your program's implementation or effectiveness?

B. How is the PATH program implemented in your state (what makes each state unique? What could be done better and what is going well?)
    a. How would you describe your agency's mission and its role in the local treatment and service system? How does the PATH program help fulfill your agency's mission?
    b. What are your program goals for this year?
    c. How are providers selected? How are they supported and managed?
    d. If your agency has any other SAMHSA grants, what are they and are they related to PATH?
    e. What are the characteristics of the local treatment and service system for the target population?
    f. What agencies do you collaborate with to provide services? These could include other state or federal agencies and PATH providers. What is their role in the program and in the larger treatment and service system?
    g. Who are your community partners? Are there any groups that you aren't working with, but would like to?
    h. Are there any specific populations that you are trying to reach out to?
        i. *If they have identified specific populations:* Have there been challenges reaching and involving the special populations you mentioned earlier?
    i. What is your program doing to be culturally competent?

C. Barriers and challenges
    a. How does your state conduct provider oversight? For example, review of annual report data, site visits, record reviews, audits
    b. How is inadequate performance by a PATH provider corrected? Examples include not meeting contract obligations with the state, not in compliance with PATH requirements/statutes
    c. What are the biggest barriers/challenges faced by your program at the state or local level) in implementing or delivering PATH services? Some examples are:
        i. Identifying and enrolling the intended numbers of program clients
        ii. Selecting providers
        iii. Conducting provider oversight

iv. Managing data collection
v. Providing training

d. Have there been any challenges to integrating the PATH grant within your agency? Any major gaps in treatment/services, wraparound services?
   i. How is the PATH program targeting these gaps?
   ii. What gaps are not being addressed?

e. Has the grant led to any innovations at your agency or your partners? For example, are there new processes, technologies, or tracking approaches?

f. What are some examples of successful approaches used to overcome them and the lessons learned? (expeditors/facilitating)

g. Are there important state-level changes that we should understand (for example, changes in funding, policy, etc.) that affect your program's implementation or effectiveness?

D. How do you use the PATH data?
   a. What have you learned from the data? Was anything surprising?
   b. Was any useful data missing?
   c. *For states that require progress reports:* how do you use the progress report data?
   d. How well does the program track client outcomes that are related to treatment, case management and housing services? Do you feel the Annual Report/Homeless Management Information System (HMIS) questions are useful measures for the clients' outcomes?
   e. Are there limitations with the data for your clients and their outcomes in the Annual Report and HMIS? In other words, what should we consider when we interpret Annual Report/HMIS outcomes for this grantee?

E. We will now talk about the HMIS data system and using PDX for the annual reporting.
   a. How does data collection and submission work within your agency? What is the status of the HMIS implementation/migration? Are PATH funds utilized to support HMIS implementation activities?
   b. What do you (the SPC) think about the mandatory use of HMIS and submitting annual data using a .csv upload?
   c. Do you use PDX to look at the data you receive from your providers? What do you use it for? If not, why not?
      Approximately what percentage of your providers use HMIS for their PATH data? Do any of them use the PDX system to look at their data? How are they using it?
      i. For the providers that do use HMIS: what are some of the advantages of using HMIS?
      ii. What are some of the challenges or disadvantages in implementing HMIS and PDX?

d. For the providers who are not submitting their data through HMIS: What do you predict they will say about the mandatory use of HMIS and submitting their annual data using a .csv upload?
e. How could the PDX system become more user-friendly for you and for the providers?

F. What has changed in PATH specifically due to the pandemic?
   a. What has been the impact on PATH during the pandemic? Were new processes introduced? Have any of them been adopted as standard practice (such as telehealth)?

G. *n/a (this section is for clients)*

H. Is there anything we did not ask that we should have?
   If you could tell Congress one thing about PATH and/or your community, what would it be?

Attachment 2.3: PATH State and Provider Stakeholders Discussion Guide

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needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to SAMHSA Reports Clearance Officer, 5600 Fishers Lane, Room 15E57-A, Rockville, Maryland, 20857.

PATH State and Provider Stakeholders Discussion Guide

The purpose of these questions is to provide evaluators with an overview of the role of intermediary organizations in the PATH program.

1. *State Stakeholder Session: A session with staff from other agencies or divisions (e.g., staff involved with a Statewide HMIS system) and from the intermediary organizations that provide oversight and monitoring of the PATH program. Questions that are only for the State stakeholders have **blue** heading.*
2. *Provider Stakeholder session: At the provider level, sessions will take place with staff from other agencies (e.g., subcontractor staff, CoC staff) that are stakeholders of the provider's PATH programs to understand services provided, how services are coordinated, and facilitators and challenges to service delivery. Questions that are only for local stakeholders have **green** heading.*

A. ALL: What are the biggest challenges faced by the homeless population in your state in general? (such as gaps in services)?

B. ALL: What are the goals of your program in working with PATH?

State stakeholder (SS): Are there important state-level changes that we should understand (for example, changes in funding, policy, etc.) that affect your program's implementation or effectiveness?)

a. How are PATH program elements determined (for example, allocation method, definitions and service packages)?

b. How are PATH program elements funded?

Provider stakeholder (PS): Is your organization involved in the selection of providers? If yes, how are providers selected?

a. If your organization has a role in supporting and managing the providers, how is that done and if not, why not?

b. Who are your community partners? Are there any groups that you aren't working with, but would like to?

c. Are there any specific populations that you are trying to reach out to?

a. *If they have identified specific populations for question c in section B:* Have there been challenges reaching and involving the special populations you mentioned earlier?

d. If your organization assists with client engagement, what are some 'best practices' that have been developed?

e. If your organization has any input into the oversight role PATH providers, which components and what methods do you use?

C. (ALL) Have there been any challenges to integrating the PATH grant within your agency and if so, what were they? Or in implementing or delivery PATH services?

a. What are some examples of successful approaches or innovations used to overcome the barriers? Any 'lessons learned'?

State stakeholder (SS): Does your organization have in role in the oversight of the PATH program or providers? If so, which component and what methods do you use? (for example, meetings, review of Annual Report data, site visits, record review, audits)?

a. *If they do describe a role, then ask:* How is inadequate performance by a PATH provider (for example, not meeting contract obligations, not being in compliance with PATH requirements/statutes) on the part of a PATH [provider] corrected?

D. (ALL) How do you use the PATH data? How do you access the data?

b. What have you learned from the data? Was anything surprising?
c. Which questions do you find useful for measuring your clients' outcomes and which ones are less useful?
d. For states that require progress reports: how easy is it for you to access progress report data?

E. *n/a: (for grantees and providers only)*

F. *n/a (this section is for clients*)

G. Is there anything we did not ask that we should have?
If you could tell Congress one thing about PATH and/or your community, what would it be?

Attachment 2.4: PATH Service Provider Leadership Discussion Guide

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for reducing this burden, to SAMHSA Reports Clearance Officer, 5600 Fishers Lane, Room 15E57-A, Rockville, Maryland, 20857

PATH Service Provider Leadership Discussion Guide

A. *(Icebreaker question, after introductions)* What are the biggest challenges faced by the homeless population in your state in general (such as gaps in services)? What are some factors that make your program unique?
    a. What are important state-level changes that we should understand (for example, changes in funding, policy, etc.) that affect your program's implementation or effectiveness?

B. How PATH is implemented
    a. How do you identify program clients? Please explain how you screen or assess program clients.
    b. How do you keep program clients engaged? What processes, tools or incentives do you use? What are some best practices that you use or have developed?
    c. How has the population that you are serving changed since submitting the last application?
    d. Which specific populations are you trying to reach out to?
        i. Have there been challenges reaching and involving these special populations?
    e. What is your program doing to be culturally competent?
    f. What treatment services are provided by your program? (*List all treatment services and ask follow-up questions for each.*)
        i. Who (agency/staff) provides the service?
    g. What specific case management/wraparound services are provided? *(List all case management/wraparound services and ask follow-up questions for each.*)
        i. What goals and objectives does the program have for case management/wraparound services with respect to client outcomes?
    h. How does your program track client outcomes (treatment, case management and housing services)?
    i. Since you started receiving PATH funding, how has the process for accessing housing changed?
    j. How does your program integrate, housing, treatment, and wraparound services? So far, how successful has your program been in integrating these services?
    k. How and when are program clients discharged? Are services provided after discharge?

C. Barriers/Challenges faced by your program
    a. What are the biggest barriers/challenges faced by your program in implementing or delivering PATH services? These could be at the state or local level. For example,

i. Finding and reaching out to people in your community who would be helped by the PATH-funded services that you offer?
ii. Getting your clients the services that they need.
iii. Bottlenecks or points in the program where clients drop out or terminate services or housing?
iv. What is the attrition rate? Does your program have any special procedures to address attrition?

b. What are some examples of successful approaches used to overcome the barriers, and the lessons learned?

c. How has the grant led to innovations at your agency? For example, what new processes, or technologies that you are now using?

D. How does your program use the PATH data?
   a. What have you learned from the data? Was anything surprising?
   b. *For states that require progress reports*: how do you use the progress report data?
   c. How are the items in the Homeless Management Information System (HMIS) and Annual Report useful measures for your client outcomes?
   d. What important data missing are missing? What other outcomes do you think that PATH should track?
   e. What do you want us to know about your program that may differ from the story the data show?

E. Does your program use the U.S. Department of Housing and Urban Development (HUD) Homeless Management Information System (HMIS) for the PATH program?
   a. [*If no*] What happened when you tried submitting your data to HMIS and then uploading the .csv file?
   b. [If yes] What are some of the advantages of using HMIS?
   c. [If yes] What are some of the disadvantages or challenges?
   d. What are some ways that the HMIS and PDX systems could be more user-friendly? Or help make you more comfortable using it?
      i. Training in PDX
      ii. Getting technical help when you need it (from state/grantee)
   e. How often do you look at the annual reports and tables at the SAMHSA website? How often have you run tables from the PDX website?

F. *n/a (this section is for clients)*

G. What did we not ask that we should have?
If you could tell Congress one thing about PATH and/or your community, what would it be?

Attachment 2.5: PATH Provider Project Director Discussion Guide

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PATH Provider Project Director Discussion Guide

A. *(Icebreaker question, after introductions)* What are the biggest challenges faced by the homeless population in your state in general? (such as gaps in services). What are some factors that make your program unique?

   a. Are there important state-level changes that we should understand (for example, changes in funding, policy, etc.) that affect your program's implementation or effectiveness?

B. How PATH is implemented

   a. How do you identify program clients? Please explain how you screen or assess potential program consumers?

   b. How do you keep program consumers engaged? What processes, tools or incentives do you use? Can you share best practices that you use or have developed?

   c. Has the population that you are serving changed since submitting the last application? If so, why and how?

   d. Are there any specific populations that you are trying to reach?
      i. *If they have identified specific populations :* Have there been challenges reaching and involving the special populations you mentioned earlier?

   e. What is your program doing to be culturally competent?
   f. What treatment services are provided by your program? (*List all treatment services and ask follow-up questions for each.*)
      i. Who (agency/staff) provides the service?
   g. What specific case management/wraparound services are provided? *(List all case management/wraparound services and ask follow-up questions for each.*)

      i. What goals and objectives does the program have for case management/wraparound services with respect to client outcomes?

   h. How does your program track client outcomes (treatment, case management and housing services)?

   i. How does your program integrate, housing, treatment and wraparound services? So far, how successful has your program been in integrating these services?

   j. How and when are program clients discharged? Are services provided after discharge?

C. Barriers/Challenges faced by your program

   a. What are the biggest barriers/challenges faced by your program in implementing or delivering PATH services? These could be at the state or local level. For example,
      i. Finding and reaching out to people in your community who would be helped by the PATH-funded services that you offer;
      ii. Getting your clients the services that they need;

iii. Bottlenecks or points in the program where clients drop out or terminate services or housing.

iv. What is the attrition rate? Does your program have any special procedures to address attrition?

b. What are some examples of successful approaches used to overcome the barriers, and the lessons learned? (expeditors/facilitating)

c. Has the grant led to any innovations at your agency? For example, are there new processes, or technologies that you are now using?

D. How does your program use the PATH data?
   a. What have you learned from the data? Was anything surprising?
   b. *For states that require progress reports*: how do you use the progress report data?

   c. Do you feel the questions in the Homeless Management Information System (HMIS) and Annual Report are useful measures for your client outcomes?

   d. Is anything important missing, or are there any other outcomes that you think that PATH should track?

   e. Is there anything you want us to know about your program that may differ from the story the data show?

E. Does your program use the U.S. Department of Housing and Urban Development (HUD) Homeless Management Information System (HMIS) for the PATH program?

   a. [*If no*] Have you ever tried submitting your data to HMIS and then uploading the .csv file? What happened?

   b. [If yes] What are some of the advantages of using HMIS?

   c. [If yes] What are some of the disadvantages or challenges?

   d. What are some ways that the HMIS and PDX systems could be more user-friendly? Or help make you more comfortable using it?

      i. Training in PDX
      ii. Getting technical help when you need it (from state/grantee)

   e. Do you ever look at the annual reports and tables at the SAMHSA website? Do you ever run tables from the PDX website?

F. n/a (this section is for clients)

G. Is there anything we did not ask that we should have?
   If you could tell Congress one thing about PATH and/or your community, what would it be?

Attachment 2.6: PATH Direct Care Provider Discussion Guide

PATH Direct Care Provider Discussion Guide

A. *(Icebreaker question, after introductions)* What are the biggest challenges faced by the homeless population in your state in general (such as gaps in services)? What are some factors that make your program unique?

B. How is PATH is implemented by your program?
    a. How does your program identify program clients? Please include information on how you screen or assess potential program clients.
    b. How do you keep program clients engaged? What processes, tools or incentives do you use? What are some best practices that you use or have developed?
    c. How has the population that you are serving changed since submitting the last application?
    d. Which specific populations are you trying to reach out to?
        i. *If they have identified specific populations then ask* Have there been challenges reaching and involving the special populations you mentioned earlier?
    e. What is your program doing to be culturally competent?
    f. What treatment services are provided by your program? (*List all treatment services and ask follow-up questions for each.*)
        i. Who (agency/staff) provides the service?
    g. What specific case management/wraparound services are provided? *(List all case management/wraparound services and ask follow-up questions for each.*)
        i. What goals and objectives does the program have for case management/wraparound services with respect to client outcomes?
    h. How does your program track client outcomes (treatment, case management and housing services)?
    i. How does your program integrate, housing, treatment and wraparound services? So far, how successful has your program been in integrating these services?
    j. How and when are program clients discharged? Are services provided after discharge?

C. Barriers/Challenges faced by your program
    a. What are the biggest barriers/challenges faced by your program in implementing or delivering PATH services? These could be at the state or local level. For example,
        i. Finding and reaching out to people in your community who would be helped by the PATH-funded services that you offer?
        ii. Getting your clients the services that they need.

iii. Bottlenecks or points in the program where clients drop out or terminate services or housing?

iv. What is the attrition rate? Does your program have any special procedures to address attrition?

b. What are some examples of successful approaches used to overcome the barriers, and the lessons learned? (expeditors/facilitating)

c. Has the grant led to any innovations at your agency? For example, are there new processes, or technologies that you are now using?

D. How does your program use the PATH data?
   a. What have you learned from the data? Was anything surprising?
   b. *For states that require progress reports*: how do you use the progress report data?

   c. Do you feel the questions in the Homeless Management Information System (HMIS) and Annual Report are useful measures for your client outcomes?

   d. What data are missing? Are there any other outcomes that you think that PATH should track?

   e. What do you want us to know about your program that may differ from the story the data show?

E. What is the general perception of the U.S. Department of Housing and Urban Development (HUD) Homeless Management Information System (HMIS) for the PATH program? Do you ever use it?

   a. [*If no*] Who enters the information that you obtain from your client interactions? Have you ever tried submitting your data to HMIS and then uploading the .csv file? What happened?

   b. [*If yes*] What are some of the advantages of using HMIS?

   c. [*If yes*] What are some of the disadvantages or challenges?

   d. What are some ways that the HMIS and PDX systems could be more user-friendly or help make you more comfortable using it?

      i. Training in PDX
      ii. Getting technical help when you need it (from state/grantee)

   e. How often do you look at the annual reports and tables at the SAMHSA website? How often do you run tables from the PDX website?

F. n/a (this section is for clients)

G. If you could tell Congress one thing about PATH and/or your community, what would it be?
What have you not asked that we should have?

Attachment 2.7: PATH Consumer Focus Group Discussion Guide

PATH Consumer Focus Group Discussion Guide

Note to reviewer: the script that will introduce the evaluation team, the purpose of the evaluation, why we are interested in their opinions, the consent form, how a focus group works, and the gift (a non-cash incentive). The gift is not a reward for participating, so everyone will receive it even if they decide to leave. Ten clients will be invited; duration is approximately 1 ½ hour.

Questions

1. What are the biggest challenges faced these days by the people who don't have homes or are at risk of becoming homeless? Pleases describe what it's like if they also use substances or have mental health issues? What are the challenges for people who are homeless and have both mental illness and are substance users?
    a. What is the name of the organization that provides you with services through PATH, and what type of service they help you with? For example, getting treatment for substance use.
    b. Do they put you in touch with other agencies or organizations that help you? For example, helping you get medical care, filling prescription, or meals.

2. Now we'd like to get your feedback about the services that are provided by the PATH providers.
    a. What are the areas where you think they're doing a good job? Please provide specific examples.
    b. What areas of the program could be improved?
    c. What do you like about the program? What don't you like?
    d. Is there a way that the (name of their *PATH provider*) could do things differently that would be more helpful to you?

3. Is there anything about the PATH program that you wanted us to ask about, but we didn't?
4. If you could tell the government—Congress—one thing about PATH or your community, what woul

[*Wrap up the focus group, thank the members for participating, explain what happens next*].