

# SUPRT Data Collection Training

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# Training Objectives

- Understand the purpose of grant-required data collection and partnership with PRG
- Learn how and when to collect grant-required data using the PRG Insight data dashboard and SUPRT Online Form

# Training provider

- This training is provided by The Policy & Research Group (PRG), a private research and evaluation firm
- PRG developed PRG Insight, the web-based system for grant-required data collection and reporting described in this training



The PRG Insight logo features the lowercase letters 'prg' in a bold, dark blue, sans-serif font. To the right of 'prg' is a vertical line, followed by the word 'insight' in a lighter grey, sans-serif font.

 Learn more on our [website](#).

**Disclaimer: PRG is not affiliated with nor do we represent SAMHSA. Please consult your SAMHSA project officer and the official SUPRT guidance as the authority.**



# Training Overview

1. Introduction
2. Data Collection Schedule
3. SUPRT Materials
4. SUPRT Instructions

Frequently Asked Questions



# Part 1: Introduction



**Your organization provides services that are funded by a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA).**



**To monitor and improve grant performance, SAMHSA requires the programs it funds to collect and report data on the services they provide.**

**i** Learn more about performance measures on [SAMHSA's website](#).



**Before October 1, 2025, grant-required client data were collected by grantees using the GPRA.**

# Now, SAMHSA is requiring client data to be collected using SUPRT –

OMB No. 0930-0400  
Expires: 01/31/2028

**SAMHSA**  
Substance Abuse and Mental Health Services Administration

**Substance Abuse and Mental Health Services Administration (SAMHSA) Unified Performance Reporting Tool (SUPRT) - A**

**Administrative Report**

June 2025

Public reporting burden for this collection of information is estimated to average 20 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Headquarters Service, Paperwork Project (0172-0002). Send all other correspondence to SAMHSA, Reports Clearance Officer, Room 1227B, 5600 Fishers Lane, Rockville, MD 20857. An agency may not conduct or sponsor and a person is not required to respond to a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. The control number for this project is 0930-0400.

## SAMHSA's Unified Performance Reporting Tool

# What is SUPRT?

- A questionnaire that collects data from clients receiving SAMHSA-funded services
- It is used to standardize the data that are collected across all of SAMHSA's grant programs
- The tool has two parts: SUPRT-A and SUPRT-C





**SUPRT data helps SAMHSA  
provide timely, accurate  
information to stakeholders  
and Congress on the status of  
grant activities.**



**To ease the burden of SUPRT data collection and reporting to SAMHSA, PRG created a web-based system, called PRG Insight.**

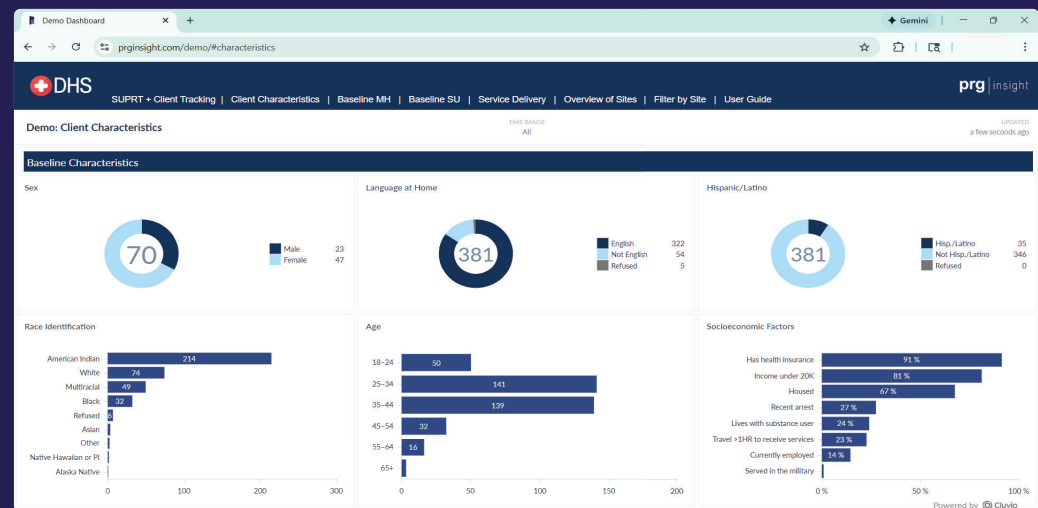
# What is PRG Insight?

- **A web-based system for grant-required data collection and reporting**
- **It includes several components:**
  - SUPRT Online Form
  - SUPRT Data Dashboard
  - User Guide & Resources tab with data collection training materials
  - Data reporting to SAMHSA
- **PRG Insight automates uploads of SUPRT data to SPARS (SAMHSA's Performance Accountability Reporting System), so you stay in compliance with SAMHSA's data requirements**

# What is the PRG Insight Data Dashboard?

To give organizations access to the SUPRT data they collect, PRG created the PRG Insight data dashboard. It will include 5 tabs that will be updated daily:

- Client Tracking
- Client Characteristics
- Implementation Evaluation
- Outcome Evaluation
- Service Delivery

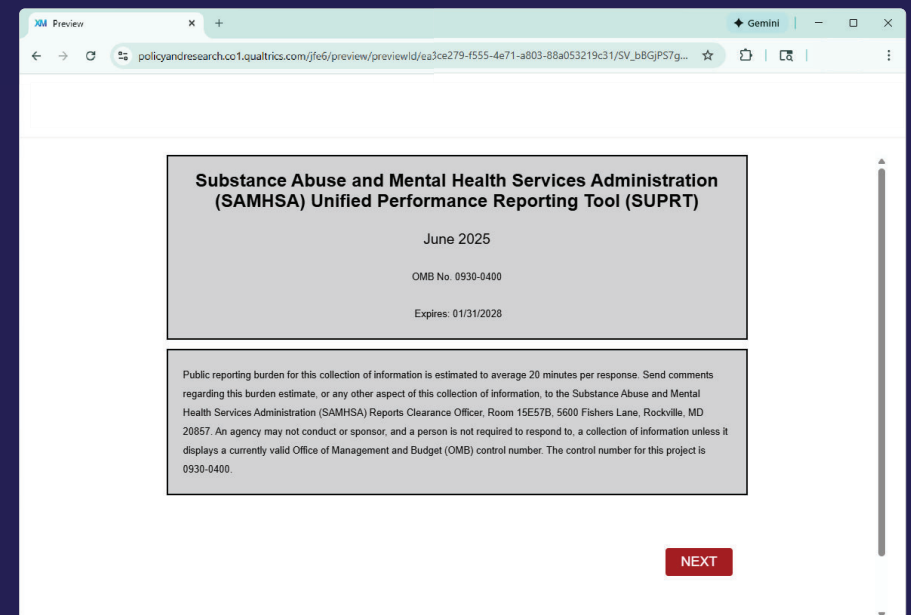


Client Demographics tab of the PRG Insight data dashboard

# SUPRT Details

- Keep in mind that the online form will direct you to the applicable questions for the timepoint; it skips questions that are not applicable

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The screenshot shows a web browser window displaying a preview of the SUPRT online form. The browser's address bar shows the URL: [policyandresearch.co1.qualtrics.com/jfe6/preview/previewId/ea3ce279-f555-4e71-a803-88a053219c31/SV\\_bBGjP57g...](https://policyandresearch.co1.qualtrics.com/jfe6/preview/previewId/ea3ce279-f555-4e71-a803-88a053219c31/SV_bBGjP57g...). The page content is centered and includes the following text:

**Substance Abuse and Mental Health Services Administration (SAMHSA) Unified Performance Reporting Tool (SUPRT)**

June 2025

OMB No. 0930-0400

Expires: 01/31/2028

Public reporting burden for this collection of information is estimated to average 20 minutes per response. Send comments regarding this burden estimate, or any other aspect of this collection of information, to the Substance Abuse and Mental Health Services Administration (SAMHSA) Reports Clearance Officer, Room 15E57B, 5600 Fishers Lane, Rockville, MD 20857. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. The control number for this project is 0930-0400.

A red "NEXT" button is located at the bottom right of the form content area.

SUPRT Online Form

## The tool has two parts:

**SUPRT-A**

**SUPRT-C**

“A” is the Administrative Report and should be completed by the case manager. It covers:

- Record management
- Behavioral health history
- Screenings
- Diagnoses
- Services received

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**Substance Abuse and Mental Health Services Administration (SAMHSA) Unified Performance Reporting Tool (SUPRT)**

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**NEXT**

SUPRT Online Form

SUPRT-A

SUPRT-C

## RECORD MANAGEMENT

- Collected at 4 timepoints:
  - Baseline
  - Reassessment
  - Annual assessment
  - Closeout
- Collects information on:
  - Client and grantee identification
  - Assessment information

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SUPRT-A

**RECORD MANAGEMENT**

What is the client's age?

What is the client's month and year of birth?

Please select: Month Year

**First Service Date:**

When did the client first receive services under this grant? You must enter the date in this format: yyyy/mm/dd.

Section A of the SUPRT Online Form

SUPRT-A

SUPRT-C

## B. BEHAVIORAL HEALTH HISTORY

- Collected at 3 timepoints:
  - Baseline
  - Reassessment
  - Annual assessment
- Collects information on:
  - Insurance
  - Use of hospitals or emergency services
  - Involvement with justice system

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SUPRT-A

This is the start of the provider-reported SUPRT-A sections (Behavioral Health History, Behavioral Health Screenings, Behavioral Health Diagnosis).

These sections collect administrative information and must be completed by the provider based on information available in client records. Data/information collected for another grant program can be used if it was collected within 30 days before the client's first date of services received with the current program.

### SECTION B. BEHAVIORAL HEALTH HISTORY

B1. What insurance does the client or guarantor have?  
SELECT ALL THAT APPLY

- Medicare
- Medicaid
- Private Insurance or Employer Provided
- TRICARE, CHAMPUS, CHAMPVA or other veteran or military health care
- Indian Health Service Tribal Health Care
- An assistance program [for example, a medication assistance program]
- Any other type of health insurance or health coverage plan
- None
- Not documented in records or not documented in records using this standard

B2. In the past 30 days, was the client admitted to a hospital?

Section B of the SUPRT Online Form

SUPRT-A

SUPRT-C

## C. BEHAVIORAL HEALTH SCREENINGS

- Collected at 3 timepoints:
  - Baseline
  - Reassessment
  - Annual assessment
- Collects information on:
  - Behavioral health screenings: suicidality, substance use, mental health disorders

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SUPRT-A

### SECTION C. BEHAVIORAL HEALTH SCREENINGS

Please indicate the client's screening results, as documented in an individual clinical or client record (whether paper or electronic).

**C1. Within the past 30 days, was the client screened or assessed by your program for risk of suicidality?**

- Yes – Screening result was negative (no or low risk)
- Yes – Screening result was positive (at risk)
- No, not screened or assessed
- Not documented in records or not documented in records using this standard

**C2. Within the past 30 days, was the client screened or assessed by your program for substance use?**

- Yes – Screening result was negative (no or low risk for substance use disorder (SUD))
- Yes – Screening result was positive (at risk for SUD)
- No, not screened or assessed
- Not documented in records or not documented in records using this standard

Client ID PRG31 - Baseline

Section C of the SUPRT Online Form

SUPRT-A

SUPRT-C

## D. BEHAVIORAL HEALTH DIAGNOSIS

- Collected at 3 timepoints:
  - Baseline
  - Reassessment
  - Annual assessment
- Collects information on:
  - Behavioral health diagnoses
  - Health statuses

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SUPRT-A

**SECTION D. BEHAVIORAL HEALTH DIAGNOSIS**

Please indicate the client's current behavioral health diagnoses using the most current version of the International Classification of Diseases, 10th Revision, Clinical Modification (ICD-10-CM) codes, or corresponding Diagnostic Statistical Manual of Mental Disorders (e.g., DSM-5), as made by a clinician and documented in a clinical record.

D1. Has the client received a substance use disorder diagnosis?

Yes  
 No diagnosis

D2. Has the client received a mental health diagnosis?

Yes  
 No diagnosis

D3. Has the client been assigned an "encounter reason code" related to socioeconomic and psychosocial circumstances?

Yes  
 No diagnosis

OTHER HEALTH STATUS QUESTIONS

Section D of the SUPRT Online Form

SUPRT-A

SUPRT-C

## E. SERVICES RECEIVED

- Collected at 3 timepoints:
  - Reassessment
  - Annual assessment
  - Closeout
- Collects information on:
  - Behavioral health services
  - Medication
  - Crisis services
  - Recovery services
  - Integrated services

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SUPRT-A

**SECTION E. SERVICES RECEIVED**

Identify all services your grant project provided to the client since their previous assessment.

**BEHAVIORAL HEALTH SERVICES**

E1. Since the previous administrative assessment, did the project provide or refer the client for one or more behavioral health services?

Yes

No

Not documented in records

Client ID PRG31 - Record closeout

**NEXT**

Section E of the SUPRT Online Form

SUPRT-A

SUPRT-C

## DEMOGRAPHICS

- Collected at baseline ONLY if the client does not consent to complete SUPRT-C
- Collects information on:
  - Race/ethnicity
  - Sex

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SUPRT-A

This is the start of the provider-reported SUPRT-A sections (Demographics, Behavioral Health History, Behavioral Health Screenings, Behavioral Health Diagnosis).

These sections collect administrative information and must be completed by the provider based on information available in client records. Data/information collected for another grant program can be used if it was collected within 30 days before the client's first date of services received with the current program.

### DEMOGRAPHICS

Please provide demographic information below. These data can be pulled from other internal sources, however it should still come directly from clients, with the exact categories or response options as indicated below, and not be assumed.

1. What is the client's race or ethnicity? Select all that apply and enter additional details in the spaces below.

- White
- Hispanic or Latino
- Black or African American
- Asian
- American Indian or Alaska Native

Demographics section of the SUPRT Online Form

## Learning Checkpoint 1:



**Who completes SUPRT-A,  
grantee staff or the client?**

## **Answer to Learning Checkpoint 1:**



**Grantee staff (case managers) complete SUPRT-A.**

## The tool has two parts:

SUPRT-A

SUPRT-C

“C” is the Client Report and is completed by the individual enrolled in the grant-funded program(s). It covers:

- Demographics
- Social drivers of health
- Measures of recovery
- Client goals

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Substance Abuse and Mental Health Services Administration  
(SAMHSA) Unified Performance Reporting Tool (SUPRT)

June 2025

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NEXT

SUPRT Online Form

SUPRT-A

SUPRT-C

## A. DEMOGRAPHICS

- Collected at 1 timepoint
  - Baseline
- Collects information on
  - Race/ethnicity
  - Sex

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SUPRT-C

### SECTION A. DEMOGRAPHICS

A1. What is your race or ethnicity? Select all that apply and enter additional details in the spaces below. Note, you may report more than one group.

- White
- Hispanic or Latino
- Black or African American
- Asian
- American Indian or Alaska Native
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander

Client ID PRG31 - Baseline

NEXT

Demographics section of the SUPRT Online Form

SUPRT-A

SUPRT-C

## B. SOCIAL DRIVERS OF HEALTH

- Collected at 2 timepoints:
  - Baseline
  - Reassessment
- Collects information on:
  - Basic needs
  - Living situation
  - Employment
  - Education
  - Transportation

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SUPRT-C

### SECTION B. SOCIAL DRIVERS OF HEALTH

**B1. How hard is it for you to pay for the very basics like food, housing, medical care, and heating?**

- Very hard
- Somewhat hard
- Not hard at all
- Prefer not to answer

**B2. What is your living situation today?**

- I have a steady place to live
- I have a place to live today but I am worried about losing it in the future
- I do not have a steady place to live (I am temporarily staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, abandoned building, bus or train station, or in a park)
- Prefer not to answer

Social Drivers of Health section of the SUPRT Online Form

SUPRT-A

SUPRT-C

## C. CLIENT-REPORTED CORE OUTCOMES

- Collected at 3 timepoints
  - Baseline
  - Reassessment
  - Annual assessment
- Collects information on:
  - Recovery status
  - Core outcomes of recovery
  - Quality of life
  - Client goals

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SUPRT-C

**SECTION C. CLIENT-REPORTED CORE OUTCOMES**

**C1. Please choose the option that best applies to you right now:**

- I consider myself to be in recovery from substance use issues
- I consider myself to be in recovery from mental health issues
- I consider myself to be in recovery from substance use **and** mental health issues
- I do **not** consider myself to be in recovery for substance use or mental health issues
- I prefer not to answer

**C2. As of right now, please select whether you strongly agree, agree, somewhat agree, somewhat disagree, disagree, or strongly disagree with each statement in the table below.**

	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Prefer not to answer
a. I am physically fine most days.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My mental health is fine most days.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My substance use does not cause problems in my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I have stable housing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I have a steady job or am involved in things like school, training, or volunteering.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. My life has purpose and meaning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. I have enough money to meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. I am proud of the community I live in and feel a part of it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. I am supported by the people around me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. The future appears bright to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Client-Reported Core Outcomes section of the SUPRT Online Form

## Learning Checkpoint 2:



**Which SUPRT-C section is collected only at baseline?**

## **Answer to Learning Checkpoint 2:**



**A**

**The Demographics section (of SUPRT-C) is only completed at baseline.**



# Part 2: Data Collection Scheule

# When does SUPRT need to be completed?



- The SUPRT should be completed at the timepoints described in the next 9 slides.
- Each data collection timepoint includes a data collection window of 30 days (baseline and record closeout) or 60 days (reassessments).

# For all clients, no matter how long in the program:

## Program Intake



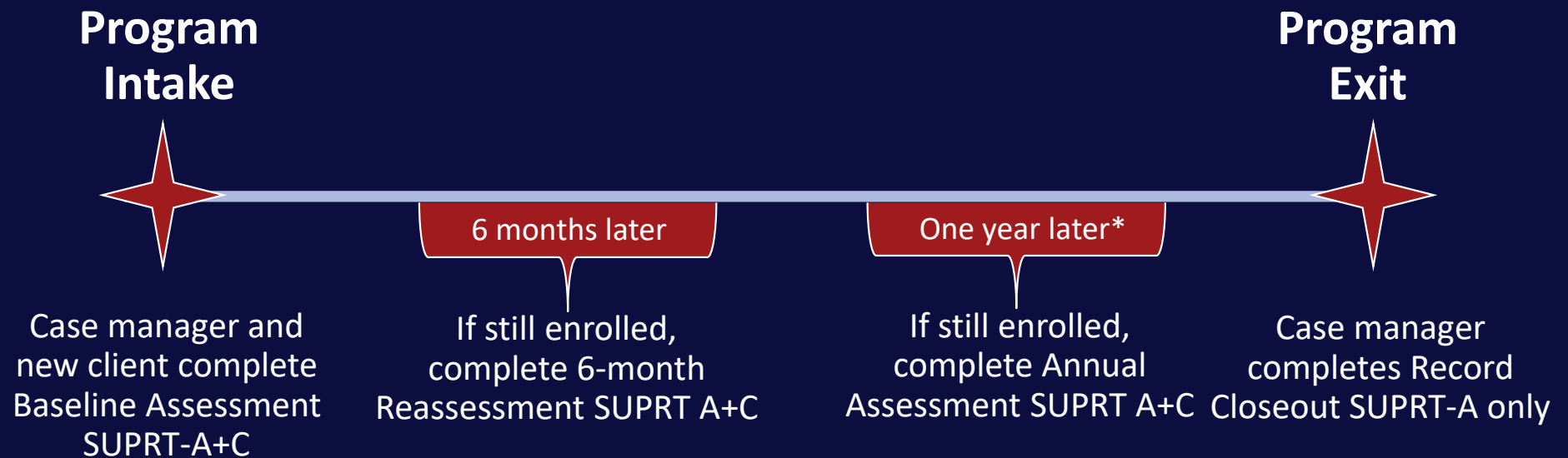
Case manager and new client complete Baseline Assessment  
SUPRT-A+C

## Program Exit



Case manager completes Record Closeout SUPRT-A only

# Depending on the length of the client's episode of care:





**Let's take a closer look at  
the data collection details  
for each time point...**

# Client Intake



30-day data collection window

Assign a unique client ID and then complete a baseline SUPRT assessment (parts A and C) with client within one month from when they first receive grant-funded services.

# 6 Months Later



60-day data collection window

If the client is still receiving services,  
complete the Reassessment (SUPRT A+C)  
up to one month before and after the  
6-month mark.

# One Year Later \*

60-day data collection window

If the client is still receiving services, complete the Annual Assessment (SUPRT A+C) up to one month before and after the 12-month mark.

\*Going forward, complete an Annual Assessment each year the client is still enrolled.

# Program Exit




30-day data collection window

Complete SUPRT-A (Record Closeout)  
for client within one month of  
program exit/discharge.




# Reminder:

**A reassessment SUPRT is only required if the client is still enrolled in grant-funded program services when their data collection window opens.**



If 6-month or annual assessments are not completed during the data collection window, assessment records for those timepoints are not required by SAMHSA. Instead, case managers should complete the next assessment due.



**For example, if the 6-month window is missed and the client is still in care at 12 months, complete an Annual Assessment when that window opens.**

## Learning Checkpoint 3:



**If a client had a Record Closeout assessment before their reassessment window opens, is the reassessment still required?**

## **Answer to Learning Checkpoint 3:**

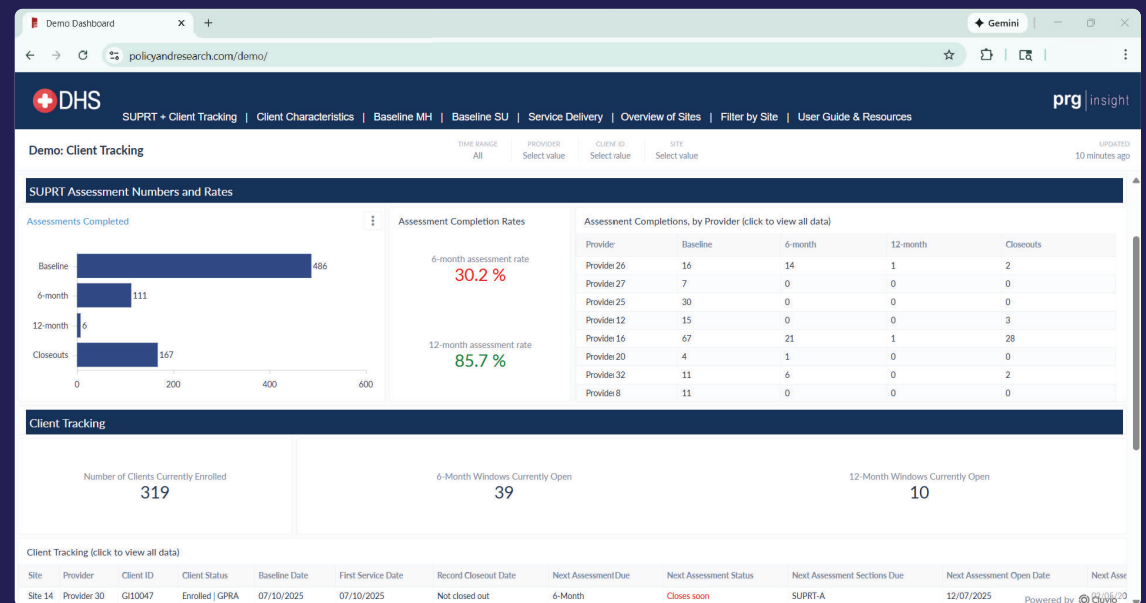


**No. Record closeout assessments are completed when the client is no longer receiving services through the grant program. Once a record closeout is completed, any reassessment or annual assessments are no longer required.**

# Note:

To support program staff in tracking their clients' SUPRTs due and completed, we include a 'Client Tracking' tab on the PRG Insight data dashboard. We go over how to use this tool in Part 3 of this training.

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Client Tracking tab of the PRG Insight data dashboard.



# Part 3: SUPRT Materials



# Data Collection Materials

**Client IDs**

**SUPRT Online Form**

**Client Tracking Dashboard**

**SUPRT Resources**

## Client IDs

- Case managers must assign a unique client ID to each client at their baseline assessment.
- “Unique” means that the ID has not been assigned to any prior or current client served by this grant program.
- case managers must use the same ID on all subsequent assessments for that client.
- This ensures identifying client information is never submitted to PRG or SAMHSA.

## ID Requirements

### Client IDs should:

- Include letters and/or numbers (up to 9 characters)
- Be securely stored for future use

### Client IDs should NOT:

- Include special characters
- Contain identifying information (e.g., SNN, date of birth)
- Be duplicated or re-used

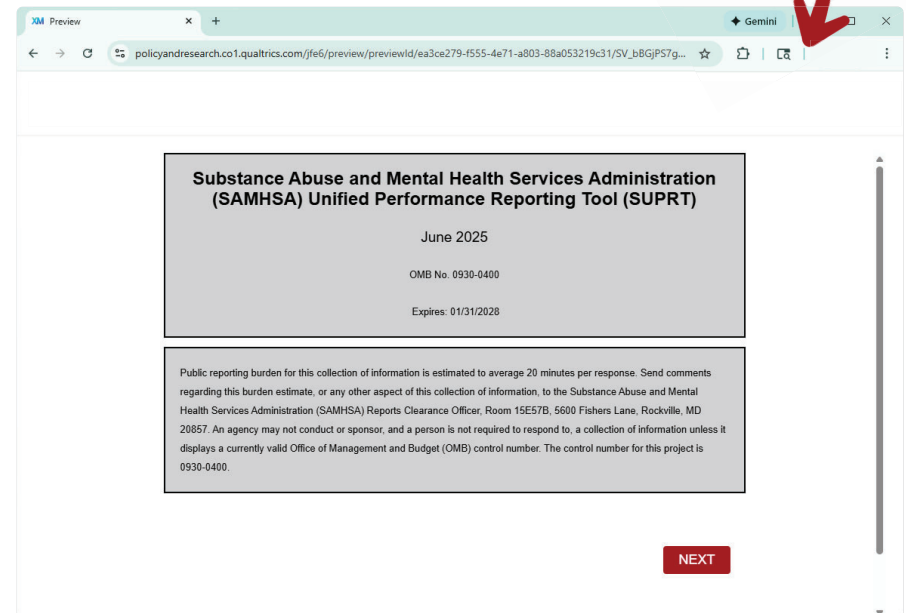
**Note: Check with your supervisor if you are not sure about your organization’s process for assigning client IDs.**

## Client IDs

## SUPRT Online Form

- PRG will give case managers a link to the SUPRT Online Form.
- Case managers will also have access to SUPRT PDFs that can be printed if needed to accommodate client needs.

**Bookmark the SUPRT Online Form link in your browser for easy access each time you need it!**



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**NEXT**



[How to create bookmarks in Chrome.](#)

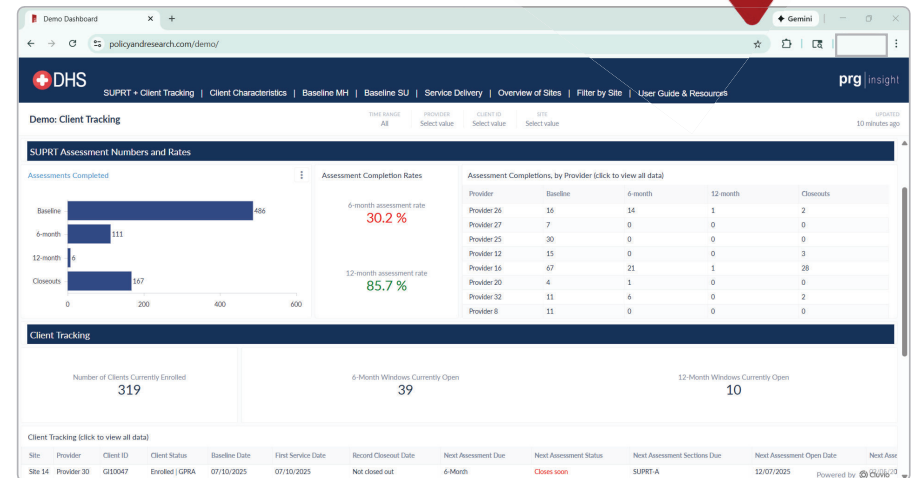
Client IDs

SUPRT Online Form

## Client Tracking Dashboard

PRG will give case managers a link to access the PRG Insight data dashboard, including a Client Tracking tab – a tool to monitor which clients are due for assessments.

Add another bookmark for the Client Tracking Dashboard!



Client Tracking tab of the PRG Insight data dashboard

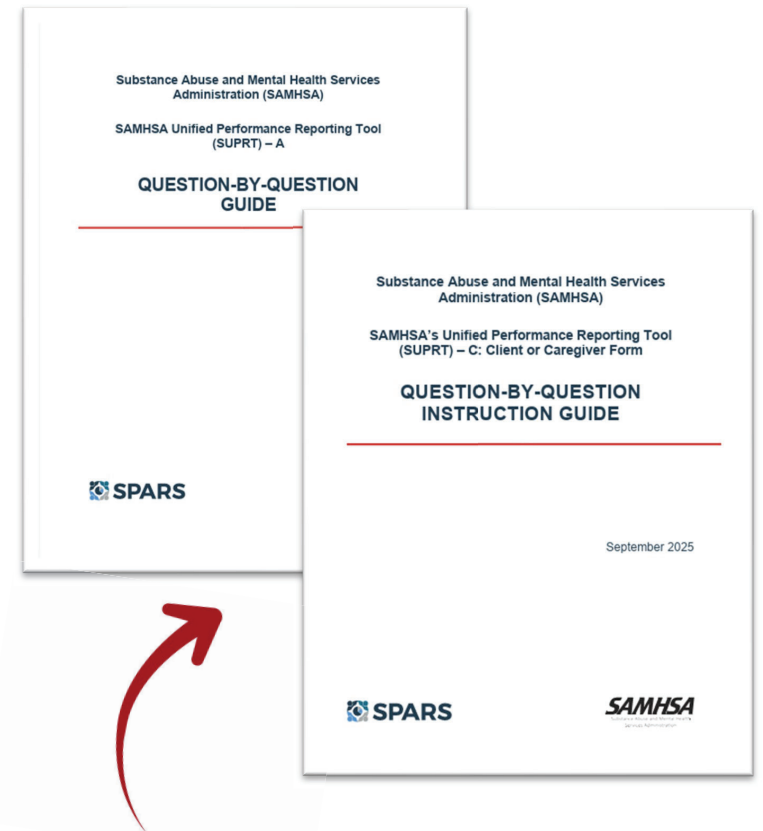
Client IDs

SUPRT Online Form

Client Tracking Dashboard

## SUPRT Resources

User Guide & Resources tab contains guides to help you complete the SUPRT.

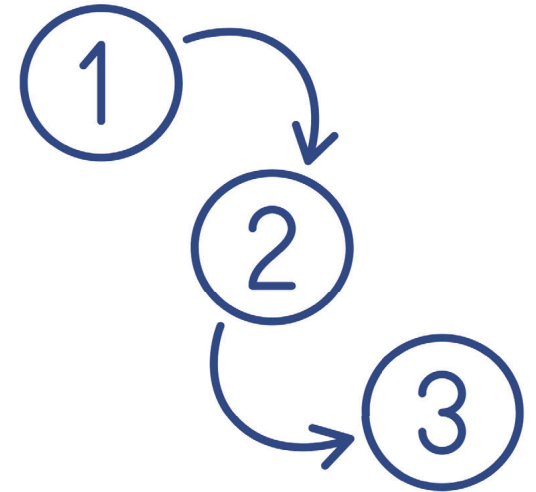


Links to these resources are included in the User Guide & Resources tab of the dashboard.



# Part 4: SUPRT Instructions

# Overview of SUPRT Instructions



- ① Assign or look up client ID number
- ② Open SUPRT Online Form and complete Record Management questions
- ③ Obtain client consent for SUPRT-C (if required at timepoint)
- ④ Have client complete SUPRT-C
- ⑤ Complete SUPRT-A (using the same online form)
- ⑥ Track assessments due using the Client Tracking Dashboard and email notifications

1

# Assign or look up client ID number

Client IDs

## At baseline...

1. Assign a unique client ID. Client IDs:
  - May contain letters and/or numbers and can include up to 9 characters
  - Should NOT contain special characters (like dashes, slashes, hashtags, punctuation) or identifying information (do not use initials, SSN, or date of birth)
  - Should be saved and securely stored for future assessments

## At reassessment (6-month, annual, record closeout)...

1. Look up the client's unique ID in your records

2

## Open and complete SUPRT Online Form

SUPRT Online Form

1. Access the SUPRT Online Form using the link provided by PRG
2. Carefully enter your email address
3. Select the assessment type
4. Carefully enter the client ID number
5. Answer all Record Management questions
6. If SUPRT-C is required at the time point selected, you will continue to the client consent information section



**Watch this 2-minute video to see how to complete the SUPRT Record Management Section:**

**i** [Watch on YouTube for closed captions](#)



3

# Obtain client consent

SUPRT Online Form

1. Review the consent information (included in the SUPRT Form) with the client...

# Consent Guidelines (included in the SUPRT form)

- Clients may indicate at any point that they do not wish to complete the assessment.
- Participation, although encouraged, is completely voluntary.
- Declining does not affect a client's eligibility for any grant-funded services and does not negatively affect grantee compliance.
- Clients can leave any question they do not want to answer blank.

3

## Obtain client consent

SUPRT Online Form

1. Review the consent information (included in the SUPRT Online Form) with the client
2. Answer the question indicating if the client agrees to complete the SUPRT-C (if no, indicate why; if yes, enter the client assessment date)

4

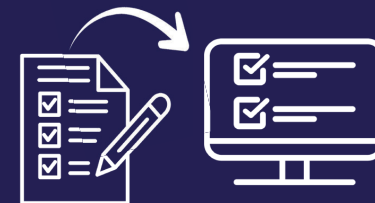
## Have client complete SUPRT-C

SUPRT Online Form

1. If the client agrees to complete the SUPRT-C, determine how they will complete it based on the following options...

# Client Options for Completing SUPRT-C

- Client completes the SUPRT-C themselves using the case manager's computer or device
- Client completes SUPRT-C interview-style (the case manager reads the questions and response options aloud, filling out the online form as they go)
- Client completes paper version of SUPRT, case manager enters data into the online form



4

# Have client complete SUPRT-C

SUPRT Online Form

2. The client responds to the SUPRT-C questions

**SUPRT-A and SUPRT-C are completed in the same online form.**

**Once the client has completed SUPRT-C, the online form continues to the provider (case manager) section (SUPRT-A).**

5

## Complete SUPRT-A

SUPRT Online Form

1. Answer SUPRT-A questions using client records
2. Click the “submit” button at the end of the online form to complete
3. Check your inbox for a confirmation email confirming the online form was submitted (email also includes all responses submitted in the form) – if you do not see the email in your inbox, check your spam folder



Click to  
watch this 1  
min video  
about  
confirmation  
emails



[Watch on YouTube  
for closed captions](#)

# SUPRT-A Reminders

- Must be completed at each assessment timepoint that the client is still in care, even if the client refuses to complete SUPRT-C
- Behavioral health data can be entered by any grantee staff (they do not need to be a licensed clinician)
- To fill out SUPRT-A, pull information from data recorded in your organization's record keeping system(s)
- If the information is not available in your organization's record keeping system(s), you should select the response option: *Not documented in records or not documented in records using this standard.*



**The online form makes completing SUPRTs easy! It alerts you of potential errors and uses logic to hide irrelevant questions. Watch the 2-min video:**



**i** [Watch on YouTube](#)  
[for closed captions](#)

**Once you have filled out the SUPRT Online Form, you must click “submit” for responses to be recorded.**

- You will receive a confirmation email from PRG to let you know that the form was submitted.
- If you do not get a confirmation email, the form was not submitted or received by PRG.

**SUBMIT**



# The SUPRT can be completed offline but responses still must be submitted online.

- If for some reason you do not have internet access, you and the client can complete the SUPRT using a PDF linked on the User Guide & Resources tab of the dashboard (PDF must be printed).
- Case managers are responsible for making sure responses from paper/PDF SUPRTs are then entered and submitted in the SUPRT Online Form.



6

# Track assessments due

Client Tracking Dashboard

To keep track of when clients are due for reassessment, open the Client Tracking Dashboard using the link provided by PRG.

1. Go to the Client Tracking tab.
2. Use the tab filters to view detailed client information for a specific client ID, provider, and/or time range.
3. Reach out to clients who are still receiving services with open data collection windows to schedule a time to complete SUPRT-C (if applicable).



**Watch to  
learn more  
about using  
the Client  
Tracking  
Dashboard  
(1 min):**

**i** [Watch on YouTube  
for closed captions](#)



# On the User Guide & Resources tab of the dashboard, you will find:

- Links to helpful resources (like this training, SAMHSA's Question-by-Question Guides, and PDF versions of SUPRT)
- Definitions of key terms to contextualize the data presented
- Tips for using the interactive features of the dashboard (like how to use filters, expand tables, and hover over elements for additional information).




**Remember that a reassessment SUPRT is only required for clients still enrolled (receiving grant-funded program services) at the time the window opens.**





# To help you keep client data up to date, PRG sends automated emails:

- On the days reassessment windows open, you will receive an email that lists the client ID(s) for the clients you enrolled (clients for whom you completed a baseline form) that are now due for data collection.
- On a monthly basis, you will receive an email that lists all the clients you enrolled that are still enrolled (have not had a Record Closeout SUPRT)
- These emails prompt case managers to check the Client Tracking Dashboard and complete Record Closeouts, as needed.



# Reassessment reminder email example:

6-month Reassessment SUPRT due for client ID TESTID ▷ Inbox x 

**Support** 2:26 PM (3 minutes ago)    

to me ▾

**Client ID TESTID is now due to complete the 6-month Reassessment SUPRT.**

The reassessment must be completed within 60 days from today's date.

As a reminder, reassessment and annual SUPRTs are only required for clients still receiving services funded through this grant. If a client's episode of care has ended, you must complete a Record Closeout SUPRT for that client. Only SUPRT-A data (staff-reported questions) are required at Record Closeout.

Please see the [SUPRT Client Tracking Dashboard](#) for more detailed information on this client's specific reassessment window open and close dates. Data are automatically uploaded daily into the dashboard.

Please contact **PRG** with any questions

# Monthly reminder email example:

Subject: Monthly SUPRT Check: Your Currently Enrolled Clients

Hello Provider,

Our records indicate the following clients assigned to you are currently enrolled in the grant-funded program (i.e., we have not received a Record Closeout):

- BH10001
- BH10004
- BH10002
- BH10018

This is a friendly reminder to check your records to see if the above-listed clients are still receiving grant-funded services.

If a client's episode of care has ended, please complete a Record Closeout SUPRT for that client. Only SUPRT-A data (staff-reported questions) are required at Record Closeout.

Please see the SUPRT Client Tracking Dashboard and filter by your name and/or site to see detailed information on your clients' enrollment statuses and reassessment window dates. Data are automatically uploaded daily from Qualtrics into the dashboard.

Please contact **PRG** with any questions:

## Learning Checkpoint 4:



**Where should you look if you want to know if a client is due for a reassessment SUPRT?**

## **Answer to Learning Checkpoint 4:**



**Your email and/or the Client Tracking Dashboard. PRG sends an email when a client's data collection window opens. You can also check the Client Tracking Dashboard any time to see if and when a SUPRT is due.**



# Frequently Asked Questions



# Frequently Asked Questions

Click the question to see the answer; then click the  button to return to this slide.

- [Who is PRG?](#)
- [What is SUPRT?](#)
- [When does SUPRT need to be completed?](#)
- [How do I start completing SUPRTs?](#)
- [How do I know when a SUPRT is due?](#)
- [A client refuses to complete the SUPRT-C. Do I still need to complete a SUPRT-A for that client?](#)
- [Are there expected completion rates for the SUPRT?](#)
- [What if my client's reassessment window closed before I was able to complete a SUPRT?](#)
- [What if my client was enrolled using the GPRA?](#)
- [Do clients receive incentives for completing SUPRT?](#)
- [What if a client was discharged and re-enrolls in services?](#)
- [What if I have a question or an issue related to data collection?](#)



# Who is PRG?

- The Policy & Research Group (PRG) is a private research and evaluation firm based in New Orleans, Louisiana. Learn more at [policyandresearch.com](http://policyandresearch.com)
- PRG created PRG Insight, a web-based system for grant-required data collection and reporting based on over 20 years of experience working with SAMHSA grantees. Learn more at [prginsight.com](http://prginsight.com)



**prg** | insight





# What is SUPRT?

- SAMHSA's Unified Performance Reporting Tool (SUPRT) is a questionnaire that collects data from clients receiving SAMHSA-funded services
- It is used to standardize the data that are collected across all of SAMHSA's grant programs
- PRG created a web-based version of the tool (SUPRT Online Form) to help ease the burden of data collection and reporting on case managers
- Case managers can access data collected in the SUPRT via the PRG Insight data dashboard.





# When does SUPRT need to be completed?

- The SUPRT must be completed at the client's intake into, and discharge from, the grant-funded program.
- The SUPRT is required:
  - 6-months after intake (if still enrolled in services)
  - Annually (every 12 months, if still enrolled in services)





# How do I start completing SUPRTs?

- Access the link to the SUPRT Online Form and enter your email address and the unique ID number for your client. Then, the online form will guide you and your client to the applicable questions based on the assessment type that is due.
- Once you (and your client) have completed a SUPRT in the online form, the data in the Client Tracking tab of the data dashboard will update. PRG will upload the data to SPARS.





# How do I know when a SUPRT is due?

- Case managers will receive reassessment reminder emails for their currently enrolled clients the day their data collection window opens.
- Case managers should also access the Client Tracking Dashboard online to monitor when reassessment windows open and close for their enrolled clients. Keep this link bookmarked for easy access throughout the grant!





# What if a client refuses to complete the SUPRT-C?

- You must still complete a SUPRT-A for that client. Clients can refuse to complete the SUPRT-C, and it does not affect their eligibility to be enrolled in grant-funded services.
- In the SUPRT Online Form, you will answer the Record Management questions using data from your organization's record keeping systems. Once you get to the SUPRT-C: Consent Information section, you will be asked if the client (or their caregiver) agreed to complete the assessment; select "No", and then select "Client/Caregiver was unable to provide consent" for the reason. The online form will then guide you through the applicable SUPRT-A sections.





# Are there expected completion rates for SUPRT?

- Previously, SAMHSA required an 80% completion rate for follow-up GPRAs but expectations for the SUPRT are different.
- For SUPRT, grantees are expected to complete Baseline and Record Closeout SUPRTs for 100% of clients receiving services under the grant.
- SAMHSA has not set required completion rates for 6-month and annual assessments; however, staff should attempt to submit the SUPRT within the 60-day window for 100% of clients still receiving services at that timepoint.





# What if my client's reassessment window closed before I was able to complete a SUPRT?

- If you were unable to complete a reassessment during the 60-day window, complete the next assessment due.
- For example, if the 6-month window is missed and the client is still in care at 12 months, complete an Annual Assessment when that window opens.





# What if my client was enrolled using the GPRA?

- If the client is still receiving services, check the Client Tracking Dashboard to see when the client is due for their next assessment (e.g., 6-month, annual).
- Clients who completed the GPRA tool at intake do not need to complete the client-reported SUPRT-C sections at any reassessment timepoint. Only staff-reported SUPRT-A data are collected for GPRA clients at reassessment.
- When the client is ready to be discharged, complete a Record Closeout in the SUPRT Online Form.





# Do clients receive incentives for completing the SUPRT?

- Clients who complete the SUPRT-C at 6-month reassessment or annual assessment are eligible to receive 1 gift card or voucher per completed assessment, with a maximum cash value of \$30/completed assessment.
- Talk to your grant contact or supervisor if you have any questions about your program's incentive policy.





# What if a client was previously discharged and re-enrolls in services?

- A new set of SUPRT assessments are required (baseline, record closeout, and reassessment/annual assessment *if* the client is still in care at those timepoints) for this client's new episode of care, using the same client ID that was used on the original assessments.
- Email the PRG analyst to let us know that the client is re-enrolling in services. PRG will contact you within 2 business days to let you know when you can enter a new baseline SUPRT for this client into the online SUPRT form.





# What if I have a question or an issue related to data collection?

- If you have a question or want more information on a SUPRT-A or -C question or response option, refer to the SUPRT-A and SUPRT-C question-by-question guides that are saved in the 'Resources' section of the User Guide & Resources tab.
- If you have a question or issue related to data collection and/or using the PRG Insight dashboard, email the PRG analyst.

