



Webcast: Overview of PATH Website for PATH Providers Held on July 21, 2009

PRESENTERS

Mattie Curry Cheek, PhD, Director, PATH Program, SAMHSA
Laura Gillis and Rachael Kenney, and Alexander Steacy, PATH National Technical Assistance Center

INTRODUCTION

Rachael Kenney, MA, Deputy Director, National PATH Technical Assistance Center

Hello everyone and welcome to today's PATH webcast on the new PATH website. As most of you know, PATH stands for Projects for Assistance in Transition from Homelessness and this webcast is for PATH providers.

My name is Rachael Kenney and I am the Deputy Director of the PATH Technical Assistance Center and today I am joined by Laura Gillis who is the Director of the PATH Technical Assistance Center. On behalf of the PATH TA Center, I would like to thank all of you for joining us.

Today's webcast will introduce you to the functionality of the new PATH website. On the new PATH website you can find PATH resources, view state level data, and connect with other PATH providers. Laura Gillis, the director of the PATH TA Center, and I will walk you through all of the features and pages of the new website. To access the website visit <http://pathprogram.samhsa.gov>

The PATH Technical Assistance Center is funded through the Center for Mental Health Services of the Substance Abuse and Mental Health Services Administration, within the U.S. Department of Health and Human Services. The PATH TA Center provides training and support to State PATH Contacts in all 50 states and 6 territories and over 480 PATH providers. Our work includes training, technical assistance, publications, and online learning opportunities like this webinar.

Now, I would like to make a couple of logistical announcements:

All attendees will remain on mute for the duration of the webcast. The presenters will take questions at the end of their presentation. To submit a question, write it in the Q&A box to the right of your WebEx screen. We will try our best to address as many questions as we can. If you're having technical difficulties you can type them in the Q&A box or you can go to the chat



and select and send the message to the host presenter and panelist. Someone will respond to your questions.

I will now hand the presentation over to Laura who will begin by talking a little bit about the homepage of the website.

WEBSITE OVERVIEW

Laura Gillis, RN, MS, Director, PATH National Technical Assistance Center

Thank you, Rachael. Hello everyone and thank you for coming. The PATH site was just launch in the last couple of weeks. We are really pleased that we are able to have all of you on the call today so we can go over it. Our plan is to give you an overview of the website and then leave a good chunk of time at the end for questions.

I am going to start with the homepage which is right in front of you now. You'll notice that when you are on the homepage - for those of you have already been on it or for those who may be glancing at it right now - there is a box that says Why Register? That is called a flash box. It is four features that change. Right now it's flashing the different reasons that you may want to register for the PATH website and Rachael is going to talk a little bit more about that.

The PATH website is using a web 2.0 technology that allows for social networking much like many of you are probably already involved in on site like MySpace. If we look at the homepage that is in front of us there is a login at the very top in a little yellow box. There is also a Register button and information about the PATH program and the PATH TA Center. To the right, there is a little yellow box that says Contact Us, which links to our email address. If you want any information, resources, or you wanted to contact us you could do that. The search box is also up on the right.

Then we come to the general mast tab of the homepage which contains: Topics, Grantees, Training/TA, Events, People, Grantee Resource Center and HRC (Homelessness Resource Center). As I mentioned, there are the four boxes that rotate. Right now they are rotating Why Register and information on the right about what's coming up. There is a webcast coming up put on by the Homelessness Resource Center (HRC). It's a second part on Consumer Integration. On the bottom is Hot Content. Hot Content is the content that others have been clicking on a lot and so it comes up to the top. Highlighted Resources are different resources the PATH TA Center will be highlighting at different times that we think would be useful and that you could use in your work. Right now it is about outreach as many PATH providers, in fact all PATH providers, are doing outreach. Under Forums, it gives you a tidbit of what's going on in the forums. We'll go over that a little bit more in a moment. Then there is an Announcements box. This announcement is from Mattie Cheek. Mattie is the Director of the PATH program at SAMHSA. I know that she was planning on joining us and probably will be with us in just a few minutes. So now I'd like to hand this back to Rachael. She's going to talk a little bit about registering: how



you can register, and then, after registering, how you can be involved in the social networking with your colleagues across the country.

REGISTERING

Rachael Kenney

On your screen you should be able to see the registration page. In here, just fill in some basic information. It only takes a few minutes and once you register for the website you can start using features such as the forum, commenting on resources, and also you can forward resources to other people who you think would be interested in them. Right now we are working on ways to help you connect with other people who have your same interests. That way, you can look for someone who may be a colleague or someone who you've met at a conference. You can connect to them on here and also see what there other interests are and which articles they also think are interesting, as well as other people that they are connected with. It just takes a few minutes and this will also make sure that you are on the PATH listserv, though I believe most of you should be on that already.

Laura, Are you going to talk a little about the topics?

TOPICS

Laura Gillis

Going back again to the homepage - there is a dropdown box under Topics. If you put your mouse over Topics you will see a drop down that has the different topics featured now on the PATH website. What's neat about these Topics is that we can add things. Let's look at the topic called co-occurring disorders. If you click on co-occurring and see what is there, you'll see that there is a little about co-occurring disorders in general. And then it has a bunch of selected resources underneath. Let's look at one of these resources: Overarching Principles to Address the Needs of Persons with Co-Occurring Disorders: Overview Paper 3. This is an overview done by the Co-Occurring Center of Excellence at Substance Abuse and Mental Health Services Administration (SAMHSA). This is a great paper. I highly recommend it. What's neat about this is that if as you're looking at this resource, there is a globe right under Authors. You can click on that link and it will take you out to this paper. Let's say that you read this paper and you are thinking that a colleague could really use this information. What you can do is look at the in the middle of the document, click Email This to email this document to one person or many people. You just enter into box the info of who you want to send this to and you can make a comment. Often times I'll comment: "I saw this on the PATH website and I thought this would be helpful to you in your work" and then my name and off I send it.

If we go back to that same resource again – the co-occurring resource article - I might decide that when I look at them I want to comment now. I hit comment in the middle there and another box comes up. I can post a comment that other people could comment on as well. Let's say that



there's something in the document that I find really intriguing that other people have used in their programs. If I'm wondering how they were able to find the funding or how they were able to make that particular service delivery operational, I could write a comment such as: "This is really interesting. I'd love to do this in Baltimore, MD. I'm wondering if anyone else has done this and if you have please let me know." So, this is a way to really quickly get to your peer group and to be able to talk among each other about particular issues that you have.

Now if we go back again to our masthead leaving this resource, we can look the Grantees tab. I think a lot of you would be really interested in what is under Grantees, so I am going to hand this over to Rachael.

GRANTEES

Rachael Kenney

This next page is one of my favorite pages on the site because this is where you can find out which other PATH providers are in your area or in other parts of the country. It really comes in handy if you are working with a consumer who may have the opportunity to move to be closer to family but still needs to be connected to a PATH program. Or, if someone who used to receive your services calls you and says "I am new in this area and I don't know where to go." On this page, you can select a state or you can do a search for an address. Then, if you select a state or select a radius to search, it will show you providers and also the SPC who is near that address. You can see that we have many different providers in different areas. It's really helpful to be able to visualize where to find providers and SPCs. This is also really useful for consumers who haven't contacted a PATH program yet but are trying to find services. They can come right here and do that search. We like to think it's a lot more friendly than just using the list we had on the previous website. When you click on one of the providers or SPCs, it will give you the full name of the contact person designated by the SPC for that provider. Some of you are additional contacts and some of you are primary contacts, so not all of you will show up for your provider. It also has an address and a phone number so people can reach you if they need to get information.

DATA

Rachael Kenney

The next page we want to show you is the Data page. This is where you can find reports of state level data from previous years. You can choose your state from the drop down menu and you can also select a year. When you click on reports, the report comes up that shows how the state is performing on the GIPRA measures. (We will talk to you all more about GIPRA measures in a webcast later this summer.) You can also view demographic information which doesn't show on this slide but is available on this page.

Laura would you like to talk about the calendar?



EVENTS

Laura Gillis

The next tab at the top is events. This is really nice because it is all the different events that are coming up. We are looking at July, here. If you have an event that you want to post on the PATH website, you can go to Contact us at the very top of the page. If you click on that button, you could send us an even that you would want us to advertise on the calendar and we can put it up for you. It is a great way to quickly see what is coming up. We try to keep this updated with national conferences and meetings that are meaningful for the PATH community.

PEOPLE

Laura Gillis

We are now going to the next tab, People. If Rachael had been logged on and she clicked on people you would see this. This is Rachael's profile and it talks about her job and anything else she chooses to put up here. Your profile can be public like this or yours can be private. It's totally up to you. You can put up as much information as you want.

Next we are going to go to the Grantee Resource Center. Rachael, are you going to talk about that?

GRANTEE RESOURCE CENTER

Rachael Kenney

The Grantee Resource Center is where we put all of the resources that are specific for PATH providers and SPCs. As you can see, there are four buttons on this page. The first button is for the SPC Resource Center which stands for State PATH Contact Resource Center. This is for people who are SPCs. Presumably everyone on this webcast is a provider. The people who you report to about your PATH programs at the state level can click that button and they get to specific resources that help them. Those resources are not applicable to providers, which is why we have that in a separate section.

The next button is for the PATH Forum which I will talk about in a minute. The last two buttons are PATH Data Reports and PATH Reporting. PATH Data Reports brings you back to the Data page and PATH Reporting brings you back to where you can fill out your annual report which all of you did back in October. That PATH Reporting button is not active right now but when it does come time to fill out the PATH report you'll be able to click on that to get to your report to fill it out.



Let's go back to the Forums page. Let's show you a little bit about how the Forums work. Forums are like a message board. It's a place where you can post questions to other providers to ask them, for example, what they're doing about a certain problem that you are experiencing in your community. Other providers can see what you've posted and they can respond to it and give you advice about how they think things should be done or how they think things shouldn't be done and just provide feedback and create a little bit more of a community of PATH providers.

Let's take a closer look at one of the posts. This is what a post looks like. This post has several replies so there is a conversation going on here. If you wanted to add to this conversation - which is about consumer involvement in PATH programs - you would hit the Quick Reply button which you can't see very well on this webcast but it is on the bottom left hand corner of the screen and when you click that it opens up a box below the post that you are looking at. This is where you can put in your own response. You can also click Add Comment at the top of the page. If you are a registered user, you can click Subscribe to Discussion which is also at the top of the page and if you subscribe to the discussion you will get email notifications when people are responding to it. This component is sort of like a listserv where you can see what the conversation is. You don't have to go back to the site to see what's going on.

If you want to make a post in here or if you want to view the post, you can click View New Post or you can look at all of the posts that are on there. There are also ways for you to make a new post on that page.

Laura is there anything that you want to add before we go to questions?

Laura Gillis

No, let's go to questions. We are about half way through the call and we definitely want to give everyone the opportunity to ask any questions that you have. For those of you who can, if you get on the PATH website right now while we are speaking and try some things out that would be great. Then you can ask us questions. If you have any issues or problems or anything, there is a Q&A box down on the right hand side of your screen in the WebEx training center screen. Please just go ahead and send us a question. I see that we have one already up here.

QUESTIONS AND ANSWERS SESSION

Laura Gillis, Rachael Kenney, AND Alexander Steacy, MC

When going on the website is there a way to view the entire thing on the screen?

Alex Steacy

This is a setting in your web browser. If you go to View you can change how much of the screen you see at a time by increasing or decreasing the size. That is more of a web browser issue than an actual website issue.

What do I do if my contact information is incorrect on the website?



Rachael Kenney

On the homepage and all the pages on the website there is a place where you can click *Contact Us* at the top of the page. That is where you can go to alert us if you have any address changes or if you are experiencing any problems with the website. You can use this even if you have any ideas of topics that you'd like us to feature. You can any of that from there or you can always email us at path@samhsa.hhs.gov

I'm having trouble locating a listing of individuals. I viewed the agencies though I can not seem to reach the individuals at the agencies to request a connection.

Rachael Kenney

If you're looking for a list of individuals like a listing of the PATH programs you would use the map feature on the Grantee page. If you're looking for an individual to request a connection with them on the website - sort of like "friend-ing" someone on Facebook – and you can't find them, that might mean that they are not registered.

Laura Gillis

Rachael, when you go onto the map and click on the individual agency, there is a name of a person there that you can contact at that agency. That is the name of the person that we have from the PATH program so that is a way to connect to the PATH program that is there.

Where are the forums located?

Rachael Kenney

The forums are located in the Grantee Resource Center page. If you click the Grantee Resource Center tab, you can view them from there.

Laura Gillis

Another way to get to the Forums is from the homepage. There are four boxes on the bottom of the page. The second from the last box has highlights from the Forums. You can also click in there and get to the forums.

If you have other questions, you can go ahead and enter them in the Q&A box. Again, if you have the opportunity to get on the PATH website during this webcast, look at it, and register, that would be great. It's an opportunity to ask us any questions you might have while we are right here. Or, please give us any suggestions you may have to make it work better. We're always open for that.

Are there Forums you can use to collect data from consumers?

Rachael Kenney

We currently don't have any Forums like this on the website. You all may be interested to know that this is something the PATH Administrative Workgroup is working on. Information about



that will be available on a webcast that we are going to have - probably in the fall - that talks more about PATH outcomes and collecting PATH data. Once that information is available it will be put on the website and we will be sure to feature it on the homepage. It will probably be one of the rotating rectangular boxes that are on the top of the screen.

Do we have previous webcasts located on the website anywhere? I am most interested in the PATH TA Spotlight on Housing First. It originally aired on June 23, 2009.

Rachael Kenney

We're currently looking at ways to host the webcasts on the website. For the Spotlight on PATH and Housing First webcast, if you email us at the PATH program address, we can send you the slides from that. It is not available on the website at this time.

How do I change or add SPC information on the map page?

Rachael Kenney

Any questions about contact information should be emailed to the PATH program path@samhsa.hhs.gov. Right now SPC changes must be made by staff at the PATH TA Center. The SPCs can update provider information. Providers can not update that information. We want to make sure that no one accidentally gets deleted or that someone is missed because people aren't filling things out correctly. We want to make sure that everyone who needs to be getting information about the PATH program receives it, which is why we have a strict process about updating contact information. You can always update your own personal profile information on the website.

When accessing training on the website it's been difficult to register for training. It's not clear where I should go to register for the upcoming training?

Alex Steacy

If you are talking about the webcast that is being hosted by the HRC: If you click on the HRC graphic it should take you to the HRC website in which they'll be a link for you to register. Often when we post trainings either on the Events page or on the site, we will provide links to take you directly to the registration page. If for some reason a link is not working please feel free to email generalinquiries@center4si.com or path@samhsa.hhs.gov

Will there be information on available or new grant opportunities located anywhere on the website?

Laura Gillis

Our plan is - as there are new opportunities for funding - to feature that on the website. I don't know how many of you are familiar with the Homelessness Resource Center (HRC) website. The PATH website is hosted on the HRC frame. We are using a lot of the same functionality. Funding opportunities are often times listed on that website and we'll also list opportunities that have to do with homeless services on the PATH website.



If you have resources that you would like in the knowledge base or the library of this website you can send them to us by going up to Contact Us and send us the resource. You can also tell us about a resource so we can go and get it.

I just want to again state to you that we're always looking for improving the website. It's an ongoing process. If you are on the site and have any difficulties or you see there are ways that it may be more user-friendly or there is something that is missing that would make a difference in your work, please just shoot us a quick email. It is extremely important to us to hear from you on what's working and what isn't.

In the Data tab is it possible to see individual provider reports or just the annual statewide reports?

Rachael Kenney

You can only see the annual statewide reports. Providers have expressed concern in the past about having their information shared with everyone. This is why we only have the state level report there. The SPC has access to individual provider reports so if you need a copy of your individual provider report you can contact your SPC.

How do I subscribe to a topic? Is this feature available to everyone?

Rachael Kenney

There is a button on the Topics pages that allows you to choose to subscribe to the topic. All of the features such as subscribing to a topic, emailing, or connecting to people, require you to register in order to access them. When you subscribe to a topic it is connecting it to your profile.

Is subscribing to a topic different than registering for training?

Alex Steacy

By subscribing you are linking your name to it and becoming part of a conversation about it. When you are registering for a training you are going to a separate webpage in which you fill out a registration very similar to registering your profile on the PATH website.

I am unable to register on the PATH website. It would not accept my email address.

Alex Steacy

If you are already registered on the HRC website it will ask you to put in a different email address. Currently if you have a HRC profile you need a secondary email in order to have another profile on the PATH website. However with your HRC profile you should be able to sign into the PATH website. If you are still having difficulties with that please send us an email and we'll do everything to get it straightened out as quickly as possible.

CLOSING REMARKS



Rachael

Mattie, would you like to say a few words?

Mattie Curry Cheek, PhD, Director, PATH Program, SAMHSA

I want to introduce **Dorinne Gross who is my Co-Director of the PATH Program here at SAMHSA** who is on another line. Thank you so much for joining us. I apologize for not being in on the initial conversation. I want to thank Laura and Rachael for taking the reins and moving forward with this.

I became the Director of the PATH Program here at SAMHSA last year but my background extends beyond that point with respect to how I've been involved with homelessness and also the area of mental health and now substance abuse as well.

Just a little bit about the PATH Program as it relates to the Federal governance of it. PATH comes out of the U.S. Department of Health and Human Services (USDHHS) and our agency is SAMHSA that I am sure you are familiar with and our center is Center for Mental Health Services. PATH is a program that has had a lot of support by our congressional delegations. Our congress likes PATH. For years they have provided support to the PATH Program and if you look at our funding history for example you will find that, for example, last year in 2008 we got 53 million dollars and in 2009 \$59 million. In the President's proposed budget we will be getting an 8 million dollar increase assuming the budget is passed.

PATH is an important program for us. You may not realize that the monies you are getting are coming from the PATH Program because in your state the money is coming from different places, but if you are receiving funds from PATH to support individuals who are homeless with mental illness - and many also have co-occurring disorders - it is coming out of the PATH Program.

We want to make sure that the work that we are doing - and as providers as you go out there and work with our people in the community - that one of the things we are going to be concentrating heavily on is the collection of data. We want to enlist your support with that. Many of you are connected already with HUD HMIS systems through your CUCs and in that sense if we do move in the direction of using the HMIS as a standard of how we want to collect data, we are certainly going to use you and your support with this. When we think about how we are to be accountable, we use data to show that we are accountable. The President said very clearly that when monies that are spent through the federal system, we must be accountable for the monies that we spend and how we are providing services to people.

So, I want to thank you and welcome you again and as we move along with this process. You've been introduced to the PATH website and I did hear the conversation regarding how it is a wonderful vehicle via/by which we will be communicating with you frequently. We want you to take advantage of this opportunity to communicate with each other and with your SPC so that



you can create some sort of support system for each other, asking questions of us if you have questions. As we go along, hopefully we will be having these conversations frequently. My intent is that we will have them hopefully quarterly if not more frequently than that. So, thank you again and I look forward to working with all of you.

Laura

Thank you very much, Mattie. Alex, any last minute questions?

Alex

I would like to ask Rachael to repeat the email address for State Contacts or Providers who may have updated contact information.

Rachael

Sure. You can email us directly at the address you see on your screen: PATH@samhsa.hhs.gov. You should also be able to see the webcast poll in your chat box. Please take a minute to click that link and fill out our evaluation of this webcast. It would be greatly appreciated. Your feedback will help inform us to do a better job on our future webcasts. We hope that you have positive feedback. Please let us know if you have ideas for future webcasts that you hope to see us do. Later this summer or in the fall we plan to do a webcast on PATH definitions and outcome measures. The registration information will be sent out on the PATH listserv. If you are not a member of the listserv and you are a path provider, please contact the PATH TA center.

Alex

Additionally, if you have any question after this webcast, please sent them to us and we will respond to you as promptly as we can

Laura

I just want to thank you all for coming. We put our email addresses and phone numbers up there on the screen. On behalf of the PATH Technical Assistance Center, thanks a lot for coming. We look forward to hearing from you.