

# Overview of PATH Website

The PATH website provides tools and information for PATH providers, other homeless service providers, policy makers and the general public. The PATH website also presents opportunities for providers working with people who are homeless to connect with each other. This document outlines the main functionality of the PATH website.

## Social Networking

The PATH website uses “Web 2.0” technology that allows users to contribute to the site by posting comments and connecting with other users.

The website is hosted on the Homelessness Resource Center (HRC) website. The HRC website is the first government website to have a social networking component. The PATH and HRC websites are part of the Homelessness Resource Network (HRN), which includes the Canadian Homeless Hub and the Co-Occurring Homeless Activities Branch (CHAB).

## Registering

To register, click the yellow “register” button on the top of the page.

Registering allows access to the social networking features such as posting to the forum, commenting on resources, emailing resources, and connecting with other users on the site.

Registering adds the user to the PATH Website Listserv. If your program receives PATH funds and you would like to be added to the PATH Provider Listserv, please contact your State PATH Contact (SPC).



## Home Page Features:

**Tabs:** appear on the top of every page and allow users to navigate the site, i.e., “Topics” and “Grantees.”

**Featured Story Box:** displays rotating images for four articles, tools, or resources of interest to PATH providers. Features change monthly.

**Highlighted Resource:** a resource that relates to the work of PATH providers.

**From the Forums:** displays recent forum posts and links to the forums page.

**Announcements:** features relevant information for PATH providers.

**Hot Content:** displays stories or resources that others are viewing.

**Search box:** searches all HRN websites. The search box is located on the top right of every page. For an advanced search, first search using the search box. On the results page, click “advanced search.”

## Topics

View resources sorted by topic. Registered users can make comments on resources and email them to others directly from the website. To suggest a topic or resource to add to an existing topic, contact [path@samhsa.hhs.gov](mailto:path@samhsa.hhs.gov).

## Grantees

View a map of PATH Providers and SPCs by state or address.

## Data

View state and national data reports or fill out the annual PATH report with a provider ID and password. (The button for “PATH Reporting” is only active during the reporting period and is for PATH funded programs only.)

## Events

View upcoming events of interest. PATH and the other HRN sites update this calendar with conferences, meetings, webinars, and other events. If you would like to submit an event, contact [path@samhsa.hhs.gov](mailto:path@samhsa.hhs.gov).

## People

View and edit your profile.

## Grantee Resource Center

**SPC Resource Center:** Private section of the site for SPCs only.

**PATH Forum:** Post questions or comments and respond to the posts of others.

**PATH Data Reports:** View state and national data reports (this links to the Data Page).

**PATH Reporting:** Fill out the annual PATH report with a provider ID and password. This feature is only for PATH Providers and the button is only active during the reporting period. Providers may contact their SPC if they need a provider ID or password.

## HRC

Visit the Homelessness Resource Center (HRC) website. To return to the PATH website from the HRC site click “PATH” at the bottom of any HRC page.



# Frequently Asked Questions

## Registration

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

If you are already registered on another Homelessness Resource Network (HRN) site you cannot use the same email for the PATH site (The HRN includes PATH, the Homelessness Resource Center (HRC), the Co-Occurring Homeless Activities Branch (CHAB), and the Canadian Homeless Hub). You can use your existing login on the PATH site to access all of the site features but you will not be added to the PATH website listserv. If your HRN ID is for a different site and you would like to be added to the PATH listserv, click "Connect to PATH" on the homepage.

*Can consumers use this website? If so, how does a person register?*

There are no restrictions on who can use this website and everyone follows the same registration process. The only private part of the website is the SPC Resource Center, which is for State PATH Contacts.

*Are there additional ways that Consumer Providers can get involved?*

The PATH Consumer-Provider Network (PCPN) is working to connect consumers to the website. If you are a Consumer Provider who works for a PATH program and you are interested in participating in the PCPN please contact [path@samhsa.hhs.gov](mailto:path@samhsa.hhs.gov). Additionally, a Topic Page on consumer involvement is under development.

## Website Social Networking Features

*If I register on the site, is my profile automatically viewable to others?*

Profiles are public by default. You may make your profile private at any time by clicking "People" and selecting "profile is public, make it private" on the upper left under your contact information. You also may change it back to public at any time.

*How do I connect to other people on the website?*

To find people who are registered on the site, type the person's name into the Search box in the upper right hand corner of any page. Click on the Search button and once the search page is displayed, select "Show only People" on the left hand side of the results page. Click on the person's name and you will go to their profile page. Once there, click "Connect to Profile" on the left side of the page. To connect with someone who posted in the forum, click their name in the forum post and you will go to their profile page.

*How do I access the forums?*

You can access the forums by clicking links in the "From the Forums" box on the homepage or through the "PATH Forum" button on the "Grantee Resource Center" page. Be sure to click on the forum title, not the name of the person, to view the post. You do not need to log in to view the forums but you must log in to make a post or post a comment.

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

There is a button on each Topic Page that says "request a connection." You must log in to connect to a topic.



## Webcasts

### *Can I access archived webcasts on the website?*

Two weeks after PATH webcasts, a podcast and a written transcription is posted on the "PATH Webcast Resources" Topic Page of the website. Materials from HRC webcasts are posted on the "HRC Webcast Resources" Topic Page of the website.

### *How do I find upcoming webcasts? If I see one that I want to attend, how do I register?*

Webcasts are listed on the Events Page of the website and are often displayed in a box on the right hand side of the homepage. To register, first find the webcast on the Events Page or click the image on the homepage. Once you are at the webcast description, click the link provided and enter the required information. If you have trouble registering for a webcast, email [path@samhsa.hhs.gov](mailto:path@samhsa.hhs.gov).

### *Do I need to be registered on the PATH website to participate in PATH webcasts?*

No. Anyone can register and fully participate in PATH webcasts regardless of whether they are registered on the PATH website.

## Topic Page

### *I want information on a particular topic but it doesn't have a "Topic Page." What do I do?*

You can search for the topic in the search box on the upper right hand side of every page. For an advanced search, click "advanced search" on the search results page. If you have a suggestion for additional Topic Pages, email [path@samhsa.hhs.gov](mailto:path@samhsa.hhs.gov).

## Grantees Page

### *I searched for my address but no providers were displayed. Does that mean that there are no PATH providers near me?*

When there are no providers shown for your search, try increasing the range to 50 or 100 miles or try searching by state instead of by address.

### *Who do I notify if my organization's contact information is incorrect on the Grantees Page of the website?*

Notify [path@samhsa.hhs.gov](mailto:path@samhsa.hhs.gov) and your SPC of any changes or corrections to the contact information on the Grantees Page of the website. If your contact information is incorrect in your profile, select "People" to view your profile and then click "edit profile."

### *I am having trouble locating people with whom to connect. I viewed the agencies on the Grantees Page but I cannot request a connection.*

To find PATH programs, use the map feature on the Grantees Page. Select your state, or search for your address. The name of the contact people, their phone numbers, and their addresses are displayed on the left hand side of the screen. The contact information on the Grantees Page is not connected to profiles on the PATH website. If you wish to connect with someone you find on this page, try searching for them in the search box to see if they have a profile on the PATH website.



## Data Page

### *Why can't I access the "PATH Reports" button?*

The link to the annual PATH report is for PATH Providers and is only activated during the PATH reporting period (October-December). PATH providers receive reporting instructions and login information from their SPCs prior to the start of the reporting period.

### *Is it possible to view individual provider reports?*

You can only view the annual statewide reports and national reports on the Data Page. If you are a provider and you need a copy of your individual provider report, contact your SPC.

## Events Page

### *Are all of the events on the Events Page put on by the PATH TA Center?*

No. The Events Page list is compiled by all of the HRN sites. The list includes events that are hosted by each of these organizations as well as events hosted by other organizations.

### *Why isn't my event listed on the Events Page?*

If you know of an event that is not included that you think other PATH providers and homeless service providers would find useful, please email the event details to [path@samhsa.hhs.gov](mailto:path@samhsa.hhs.gov).

## People Page

### *Why is the People Page asking me to register when I'm already registered?*

If you are not signed in and you click "People," the page will ask you to register. If you are signed in, it will allow you to edit your profile. Grantee Resource Center Page

### *Why can't I access the SPC Resource Center?*

The State PATH Contact (SPC) Resource Center is a private section of the website for SPCs. It allows them to indicate which providers are reporting, update provider contact information, review provider reports, and access resources specific for managing the PATH program in the states.

