

**Email Invitation to Participate in the Customer Satisfaction Survey of
*Promoting Mental Health and Preventing Suicide:
A Toolkit for Senior Living Communities***

Dear Ms./Mr. _____:

We are contacting you to follow up on materials that you ordered through the SAMHSA website. This was ***Promoting Mental Health and Preventing Suicide: A Toolkit for Senior Living Communities***. We would like to find out how satisfied you are with the Toolkit. Your feedback is important in helping us to understand whether the materials and resources are helpful and whether they enhance your capacity to assist the older adults that you serve. Completing the survey will take about 15 minutes. Your name and agency will not be used in any reports about this survey, and no quotes or demographic information will be used that would identify you or your agency individually. A report that combines what is learned from all of the completed surveys will be sent to SAMHSA's Center for Mental Health Services. Any questions you have about the survey at any time can be answered by Dr. Jeanne Rivard at (703) 682-9468 or at jeanne.rivard@nri-inc.org.

We hope that you will choose to participate in the survey. Depending on your preference, you may complete the survey in one of three different ways (see instructions below):

1. Instructions for Web-based Survey - You can begin the survey by typing the web address below in to your browser. You will also be asked to provide the Password supplied below to log in to the survey.

URL: _____

Password: _____

2. Instructions for Paper Survey – The print version of the survey is attached to this email. You can complete the survey and return it to me at the following address:

Jeanne C. Rivard, Ph.D.
National Association of State Mental Health Program Directors
Research Institute, Inc.
66 Canal Center Plaza, Ste. 302
Alexandria, VA 22314

3. Instructions for Telephone Survey – Please send an email indicating your preference to complete the survey by telephone to me at jeanne.rivard@nri-inc.org and we will call you to schedule an appointment for a telephone interview, or if you prefer, just call me at the number below to schedule the phone interview.

Sincerely,

Jeanne C. Rivard, Ph.D.
National Association of State Mental Health Program Directors
Research Institute, Inc.
66 Canal Center Plaza, Ste. 302
Alexandria, VA 22314
Phone: 703-682-9468

First Email Reminder

Dear Ms./Mr. _____:

We apologize if you have already sent us your completed survey, but in case you have not, we wanted to remind you that you have been invited to participate in a customer satisfaction survey to assess ***Promoting Mental Health and Preventing Suicide: A Toolkit for Senior Living Communities*** that you ordered through the SAMHSA website. Your feedback will provide information about whether the materials and resources are helpful and whether they enhance your capacity to assist the older adults that you serve. Completing the survey will take about 15 minutes. Your name and agency will not be used in any reports about this survey, and no quotes or demographic information will be used that would identify you or your agency individually. A report that combines what is learned from all of the completed surveys will be sent to SAMHSA's Center for Mental Health Services. Any questions you have about the survey at any time can be answered by Dr. Jeanne Rivard at (703) 682-9468 or at jeanne.rivard@nri-inc.org.

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Second Email Reminder

Dear Ms./Mr. _____:

We hope that you do not find this email to be intrusive, but we want to make sure that you have the opportunity to provide feedback on ***Promoting Mental Health and Preventing Suicide: A Toolkit for Senior Living Communities*** that you ordered through the SAMHSA website. Your feedback will provide information about whether the materials and resources are helpful and whether they enhance your capacity to assist the older adults that you serve. Completing the survey will take about 15 minutes. Your name and agency will not be used in any reports about this survey, and no quotes or demographic information will be used that would identify you or your agency individually. A report that combines what is learned from all of the completed surveys will be sent to SAMHSA's Center for Mental Health Services. Any questions you have about the survey at any time can be answered by Dr. Jeanne Rivard at (703) 682-9468 or at jeanne.rivard@nri-inc.org.

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Phone: 703-682-9468

Third Telephone Reminder: Script

Researcher will ask for the respondent and convey the following information:

Hello Mr/Ms. _____. My name is _____ and I work on the team that is evaluating SAMHSA's new suicide prevention toolkits. Because you ordered **Promoting Mental Health and Preventing Suicide: A Toolkit for Senior Living Communities**, we are following up to see if you would be willing to give us feedback on the Toolkit. Our questions relate to whether the materials and resources are helpful and whether they enhance your capacity to assist the older adults that you serve. Is this a good time for you to participate in a questionnaire that might take about 15 minutes or less?

If Yes, conduct survey via telephone and enter data into the web-based survey using the respondent's research ID.

If No, ask if you may call at another time when more convenient or if the respondent would like you to send a paper copy of the survey.