

**[REMINDER POSTCARD PRINTED WITH DVA and RAND logo
OR LETTER WITH FLYER/BROCHURE, 6.7 reading level]**

<DATE>

PLEASE FORWARD. ADDRESS CORRECTION REQUESTED.

Dear <FIRST NAME > <LAST NAME>:

We have been calling you to ask you take part in a 25 to 30 minute telephone interview. We are RAND, an independent research organization, conducting a survey for the DEPARTMENT OF VETERANS AFFAIRS.

The interview is confidential:

- We will not connect your answers to your name.
- The interview is checking up on the VA, not on you.

It is easy: There are no right or wrong answers.

It is important:

- This is your chance to let your experiences be heard.
- This will help the VA improve mental health services for all veterans.

We will give you \$10 to thank you for your time!

If you want to do the interview now, or if you have any questions about this evaluation, please call us toll-free at 1-800-XXX-XXXX. Ask to speak with Barbara Levitan, RAND Survey Coordinator, or email blevitan@rand.org. We will be happy to answer any questions you may have about the survey.

Sincerely,

BARBARA LEVITAN
Survey Coordinator