

VETERANS MENTAL HEALTH SERVICES EVALUATION



What is this all about?

- The Veterans Health Administration has asked RAND to evaluate the services veterans receive for mental health care such as counseling, relationship problems, mental illness or drug or alcohol use.
- RAND is **not** part of the VA. It is a non-profit, independent research organization.
- RAND wants to talk to 8,000 veterans about their experiences with these types of services. RAND will interview both veterans who use the VA system and veterans who use other types of mental health care.

How can you help?

- An interviewer from RAND will be calling you to ask you to do a telephone interview about your experiences with mental health care.
- **PLEASE accept our phone call.**
- Or, you can **call us for free** to do the interview **at 1-8XX-XXX-XXXX.**
- The interview will take 25 to 30 minutes.
- **We will send you \$10 to thank you** for completing the interview.

Why is this important?

- Sharing your experiences with RAND can make a difference in the VA mental health system and the quality of care veterans receive.

- The VA strongly encourages veterans to talk to RAND about their experiences with mental health care.
- The information RAND gets from veterans will help the VA understand how to improve the services it provides.

Do I have to participate?

- RAND believes it is important for you to do the interview so that the VA can learn about how veterans feel about their mental health care.
- Of course, you do not have to talk to RAND if you do not want to. Your participation is voluntary.
- Any services that you may receive now or in the future will not be affected by your decision to do the interview or not.
- If you choose to do the interview, you may skip any questions that you do not want to answer.

How will we keep your information private?

- All information is confidential.
- RAND will not connect your name to the information that you give.
- Your responses are grouped with the responses of other veterans.
- No one but researchers working on this project will have access to your completed interview.

If you want to do the interview now, or if you have any questions, please call Kirsten Becker at 1-8XX-XXX-XXXX.

All calls to this number are FREE.

You may also email her at kbecker@rand.org

This is your chance to make a difference!

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RAND

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