

Attachment B5

**N-SSATS 2010 cover letter; on-line questionnaire access instructions;
and frequently asked questions sheet**



DEPARTMENT OF HEALTH & HUMAN SERVICES

Substance Abuse and Mental
Health Services Administration

Center for Mental Health Services
Center for Substance Abuse
Prevention
Center for Substance Abuse
Treatment
Rockville MD 20857

March 2010

Dear Facility Director:

I am writing to request your participation in the 2010 National Survey of Substance Abuse Treatment Services (N-SSATS). This annual survey, sponsored by the Federal government's Substance Abuse and Mental Health Services Administration (SAMHSA), collects data from all known substance abuse treatment facilities in the United States and its jurisdictions.

Your participation in N-SSATS is important. N-SSATS is the most comprehensive source for data on the types of treatment services available in the U.S. and the number of persons in treatment. Federal, state, and local administrators use N-SSATS data to make informed decisions about substance abuse treatment policy. Facilities that complete the 2010 N-SSATS and are designated as eligible by their state will be listed in SAMHSA's next publication of the *National Directory of Drug and Alcohol Abuse Treatment Programs* and the online Treatment Facility Locator (<http://findtreatment.samhsa.gov>).

Each year more facilities are finding it easier to complete the N-SSATS questionnaire on the Internet. As an added bonus, if you completed the 2009 N-SSATS, you will find that responses to questions that typically do not change from year to year have already been pre-filled in the 2010 online questionnaire. To complete the questionnaire online, simply log on to the Internet and follow the instructions on the pink flyer enclosed with this packet. The flyer provides the Internet address to access the questionnaire as well as your facility's unique user ID and password. If for some reason you cannot complete the N-SSATS online, we have enclosed a paper questionnaire that you can complete and return in the enclosed pre-paid envelope.

It is important that you (or another person knowledgeable about the facility's daily operations) complete the questionnaire. If you have any questions about the survey, please call the N-SSATS helpline at **1-888-324-8337**.

Thank you for participating in this important survey.

Sincerely,

Peter J. Delany, PhD, LCSW-C
RADM USPHS
Director, Office of Applied Studies

Enclosures

*NOTE: The N-SSATS questionnaire is designed to collect information about a single facility at a single location, that is, the facility whose name and address is printed on the questionnaire's cover. If your organization offers treatment services at more than one location and you receive a questionnaire for each, **please complete and return a separate questionnaire for each location.***

COMPLETING YOUR N-SSATS QUESTIONNAIRE ON THE INTERNET IS NOW EASIER THAN EVER!



If you completed N-SSATS last year, you will find that your 2009 responses to questions that do not typically change from year to year have been pre-filled in your 2010 online questionnaire. We hope you find this enhancement to the Internet questionnaire helpful!

TO RESPOND ON THE INTERNET:

- 1) LOG ON AT: <https://survey.nssats.com> (THIS IS A SECURE SITE.)
- 2) ENTER YOUR FACILITY'S UNIQUE **USER ID** AND **PASSWORD**:

User ID:

[Field 1]

(ALL NUMBERS)

Password:

[Field 2]

(2 LETTERS; 6 NUMBERS)

- 3) THAT'S IT – YOU'RE READY TO START

This is what people said last year about completing N-SSATS on the Internet:

- *"Completing the survey online is extraordinarily helpful. The survey also caught incorrect answers and was able to present them for correction."*
- *"It was a very easy way to answer the questions and very fast; I would recommend that other facilities use this method to complete the survey."*
- *"The N-SSATS is the easiest questionnaire that I have ever completed online!"*

Of course, you still have the option of filling out the paper questionnaire and returning it to MPR in the prepaid envelope provided.

If you have any questions about the survey or responding on the Internet, please contact us at our toll-free helpline or by e-mail.

Telephone Helpline: (888) 324-8337
E-mail: nssatsweb@mathematica-mpr.com

FREQUENTLY ASKED QUESTIONS

1. **This facility is privately owned. We don't get any Federal, state, or local funds. Should we participate in the survey?** Yes, it is *very important* to have information about all substance abuse treatment providers so that we can properly describe our national substance abuse treatment network, including service availability.
2. **Is it mandatory that I complete this survey?** Your participation is needed. Because the N-SSATS is the most comprehensive source of data on alcohol and drug abuse treatment facilities in the nation, policymakers at local, state, and Federal levels use information from the N-SSATS to determine the extent of services available and what new or expanded services may be needed. Facilities that respond to the survey, and are designated as eligible for inclusion by their state substance abuse agency, are listed in SAMHSA's *National Directory of Drug and Alcohol Abuse Treatment Programs* and the online Treatment Facility Locator (at <http://findtreatment.samhsa.gov>).
3. **Another facility in our organization will report our information in their questionnaire. Do we need to do anything?** Yes, *we do need to hear from you!* Sections A and C of the 2010 N-SSATS questionnaire are designed to collect information about the services offered at each individual facility. Even if another facility is providing information on the number of clients in treatment at this facility, every facility should answer Sections A and C of the questionnaire for themselves.
4. **Can we complete the survey on the Internet?** Yes. Enclosed in the packet you received in the mail is a pink flyer that provides the Internet address and your facility's unique user ID and password which are required to access your facility's questionnaire on the Internet.
5. **Is alcohol treatment considered substance abuse treatment for the N-SSATS survey?** Yes.
6. **Our facility offers treatment to clients in their homes. It doesn't seem to fit into any of the categories listed in the N-SSATS—hospital inpatient, residential, or outpatient. What should I do?** Home-based programs such as yours are becoming more common. Although you may not consider home-based treatment to be traditional outpatient treatment, please count it as such for the purpose of the survey. When reporting client counts, include them on the line for "regular outpatient treatment" clients.
7. **How should our facility report admissions for a 12-month period if we have been open less than one year?** Please report for the period of time the facility has been open.
8. **Where can I find more information about terms used in the N-SSATS?** Definitions for some of the terms used in the N-SSATS can be found at <http://info.nssats.com>. You can also call the N-SSATS helpline at 1-888-324-8337.
9. **We do not provide substance abuse treatment services at this location. Do we still need to complete the questionnaire?** We still need to hear from you; but, since your facility does not provide substance abuse treatment services, the number of questions you are asked to answer is greatly reduced.
10. **If my facility is reporting for itself plus additional facilities, via the paper questionnaire, how do I report the additional facilities?** There are two ways that you can report your additional facilities in the paper questionnaire. The first option is to attach a sheet of paper to the questionnaire listing the names and location addresses of the additional facilities. The second option is to fax a list of the additional names and location addresses to: 1-609-799-0005 (and please reference "*N-SSATS*" on your fax).