

**Evaluation of the Department of Veteran Affairs Mental Health Services--
OEF/OIF/OND Veterans' Access to Health Services Survey**

OMB No. 2900-xxxx

Estimated Burden: 35 minutes

Expiration Date: xx/xx/xxxx

The Paperwork Reduction Act of 1995: This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average 35 minutes. This includes the time it will take to follow instructions, gather the necessary facts and respond to questions asked. The purpose of this web-based survey is to help VA to better understand why Veterans choose to use or not use VA mental health services available to them. The survey results will lead to improvements in the quality of service delivery by helping to improve Veterans' access to VA mental health services. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

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[3 OF 9 BARCODE]
[NAME]
[ADDRESS]

Dear [NAME]:

A few weeks ago, we mailed you a letter inviting you to complete a confidential web survey about Veterans' opinions about mental health services provided by the Department of Veterans Affairs (VA). The *OEF/OIF/OND Veterans' Access to Health Services Survey* is a survey sponsored by the VA. The survey is being conducted by the Institute of Medicine (IOM) of the National Academies, an independent, nonprofit organization that has completed many important studies on behalf of the VA, and our research partner, Westat.

Your participation is requested whether or not you have used the VA for mental health services. After we receive your completed survey, we will send you \$10 for your participation.

The survey should take about 35 minutes to complete. If you just recently completed the web survey, we want to thank you for your time and participation. **If you have not had a chance to complete the web survey, we urge you to take a few minutes TODAY to go to the following secure website and enter your Access Code.**

Survey website: **https://[SURVEY URL]**

Access Code: xxxxxx

Computer or technical questions? Please contact Westat's survey support center at [EMAIL] or [TOLL-FREE PHONE NUMBER].

Please note that:

- You can complete the web survey on a **computer or a smartphone** anywhere you can access the Internet.
- **THE SURVEY IS CONFIDENTIAL.** The information you provide on the survey will be combined with administrative data provided by the VA about health services you may have used. Results of the survey and administrative data will be reported in a way that does not identify you or any individuals who participated in the survey.
- If you need to stop before completing the survey, your responses will be saved, and you may log in again later to finish it.
- Your participation is voluntary. Refusal to participate will involve no penalty or loss of benefits to which you are otherwise entitled, and you may discontinue participation at any time without penalty or loss of benefits.

For more details about the survey and why your participation is important, please read the enclosed **Frequently Asked Questions** that are on the back of this letter.

We greatly appreciate your time and cooperation in this important study.

Sincerely,



Laura Aiuppa, M.S.
Co-Study Director