

**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.

*The National Academies of*  
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[3 OF 9 BARCODE]  
[NAME]  
[ADDRESS]

Dear [NAME]:

We still need your help with the *OEF/OIF/OND Veterans' Access to Health Services Survey*, a confidential web survey sponsored by the Department of Veterans Affairs (VA) asking Veterans' opinions about VA mental health services. Results from this important survey will be sent to Congress and the VA to help leaders improve the mental health care provided to Veterans of the Iraq and Afghanistan operations.

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

As of [DATE], we had not yet received your completed web survey. If you just recently completed the web survey while this letter was being sent, thank you for participating.

The survey should take about 35 minutes to complete. If you have not already completed the web survey, **please take the time today to go to the following secure website and enter your Access Code.** You can complete the survey on a computer or smartphone anywhere you can access the Internet.

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

Access Code: xxxxxxxxxxxxxxxxx

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

Please note that:

- All of your information, including your survey responses, will be kept 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 are reported in a way that does not identify you or any individual 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** found on the back of this letter.

We greatly appreciate your time and attention to this important matter. Your participation in this survey will help to improve the quality of services offered to Veterans.

Sincerely,



Laura Aiuppa, M.S.  
Co-Study Director