

**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]:

There is still time for you to fill out the *OEF/OIF/OND Veterans' Access to Health Services Survey*, a confidential web survey about Veterans' opinions about mental health services provided by the Department of Veterans Affairs (VA). After we receive your completed survey, we will send you \$10 for your participation.

Your help is important. For the survey results to be useful to all Veterans of the Iraq and Afghanistan operations, we need to hear about the experiences and opinions of all Veterans randomly selected to participate in this survey (including you), regardless of whether or not they have used the VA for mental health services.

We urge you to complete the web survey **today** on a computer or smartphone anywhere you can access the Internet. **Just go to the following secure website and enter your Access Code.** The survey should take about 35 minutes to complete.

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].

If you recently completed the survey while this letter was in transit, thank you very much. Shortly, we will begin contacting Veterans by telephone who have been randomly selected to participate in this survey, but have not yet completed the web survey. If you prefer to complete the survey over the telephone, please contact Westat's survey support center to complete the telephone interview.

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

Your time and cooperation in this important study are greatly appreciated. Please don't miss this opportunity to help VA leaders better understand why Veterans choose to use or not use VA services available to them. Your participation can help to improve Veterans' access to VA mental health services.

Sincerely,



Laura Aiuppa, M.S.
Co-Study Director