NATIONAL SURVEY OF SUBSTANCE ABUSE TREATMENT SERVICES
2016 N-SSATS

Hello   Hello, my name is [fill interviewer name] and I am calling
               concerning the Federal Government's annual survey of substance
               abuse treatment providers called N-SSATS or the National Survey
               of Substance Abuse Treatment Services. The N-SSATS survey is
               sponsored by SAMHSA, the Substance Abuse and Mental Health
               Services Administration.

Confirm   Is this [fill facility name 1 and 2] located at:
               [fill facility address line 1]
               [fill facility address line 2]
               [fill facility city, state, and zip]

               <1>   INFORMATION IS CORRECT [goto GetDir]
               <2>   CORRECT FACILITY, BUT NEEDS NAME/ADDRESS UPDATE
                        [goto GetDir]
               <3>   WRONG NUMBER [goto Sorry]
               <4>   HUNG UP DURING INTRODUCTION [goto ExitRemark]

GetDir   May I speak with [fill director name] regarding this facility's
               2016 N-SSATS survey?

               <1>   SPEAKING WITH FACILITY DIRECTOR/APPROPRIATE PERSON
                        [goto Intro]
               <2>   CONNECTED TO FACILITY DIRECTOR/APPROPRIATE PERSON
                        [goto Hello2]
               <3>   FACILITY DIRECTOR NOT AVAILABLE [goto Callback]
               <4>   ANSWERING MACHINE [goto Message_Q]

Sorry   I'm sorry. Thank you for your time.

Hello2   Hello, my name is [fill interviewer name] and I am calling
               concerning the Federal Government's annual survey of substance
               abuse treatment providers called N-SSATS or the National Survey
               of Substance Abuse Treatment Services. The N-SSATS survey is
               sponsored by SAMHSA, the Substance Abuse and Mental Health
               Services Administration.

               [goto Intro]

Intro   Recently you were mailed a letter from Dr. Peter J. Delany at
               SAMHSA along with a letter from your State or Federal Agency
               Substance Abuse Director. Both letters requested the
               participation of your facility in the 2016 N-SSATS. We are
               calling at this time to complete the survey. Is this a good
               time?

               <1>   YES, CONTINUE [goto BeginSurvey]
               <2>   SCHEDULE CALLBACK AT CONVENIENT TIME [goto Callback]
               <3>   COMPLETING ON THE WEB [Thanks]
               <4>   NO LONGER PROVIDES SUBSTANCE ABUSE TREATMENT [goto
                        BeginSurvey]
               <5>   NEVER PROVIDED SUBSTANCE ABUSE SERVICES [goto
                        BeginSurvey]
               <6>   DUPLICATE FACILITY [goto Duplicate]
               <7>   MERGED WITH ANOTHER FACILITY [goto Merged]
               <8>   FACILITY CLOSED/NO LONGER EXISTS [goto Thanks2]
               <9>   SATELLITE FACILITY [goto Satellite]

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<10>      WRONG NUMBER [goto Sorry]
<11>      COMPLETING BY MAIL [goto Thanks]
<12>      FACILITY IS A JAIL/PRISON [goto vJail]
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BeginSurvey   ***NOTE: SINCE 2014, THE CATI INSTRUMENT ENDS AT THIS POINT.
                INTERVIEWERS FOLLOW THE INSTRUCTIONS DETAILED BELOW, TO LAUNCH
                THE WEB UTILITY. USING A UNIQUE INTERVIEWER URL FOR TRACKING
                PURPOSES, THE TELEPHONE SURVEY IS COMPLETED WITH THE RESPONDENT
                USING THE ONLINE INSTRUMENT.***

                Click on the three dots to connect to the Web Browser.

                DO NOT CLICK THE THREE DOTS MORE THAN ONCE. IF NECESSARY, EXIT
                BLAISE AND RE-OPEN THE CASE TO RECONNECT TO THE BROWSER.

                YOU SHOULD HAVE ONLY ONE BROWSER WINDOW OPEN WHILE ACCESSING
                THE WEB INSTRUMENT.

                IF YOUR BROWSER DOES NOT APPEAR TO OPEN, CONFIRM IF THERE IS A
                BROWSER WINDOW MINIMIZED AT THE BOTTOM OF YOUR SCREEN. IF
                THERE IS, CLOSE IT.

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                PROBLEMS OR QUESTIONS, CONTACT THE FLOOR SUPERVISOR
                IMMEDIATELY.

Confirm2   I will be asking you questions about [fill facility name 1 and
                2] located at
                [fill facility address 1]
                [fill facility address 2]
                [fill facility City],
                [fill facility State]
                [fill facility zip]

                [goto BeginSurvey]

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RE1   We'll watch for that information to come in. Putting the client
information aside, it is important for every facility to answer
a few questions regarding the specific characteristics of their
facility--even if an administrative unit or parent facility
will report your client information for you. Could I ask you
these few questions now? It will only take about 15 minutes

     <1> YES [goto BeginSurvey]
     <2> NO, NOT A CONVENIENT TIME [goto Callback]
     <3> NO, NOT THE PROPER PERSON TO TALK WITH [goto RE3]
     <4> NO, WILL COMPLETE ON WEB [goto Thanks]

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RE3   Who could answer facility-specific questions such as which
types of services are offered at this facility?

     [goto RE4]

RE4   Could I please speak with that person?

     <1> YES [goto RE5]
     <2> NOT AVAILABLE - INTERVIEWER: Thank you, I will call
        back. [goto Callback]
     <3> CONNECTED TO ANSWERING MACHINE [goto Message_R]

RE5   Hello, my name is [fill interviewer name] and I am calling on
behalf of the Federal Government's annual survey called the
National Survey of Substance Abuse Treatment Services. This
survey is sponsored by SAMHSA, the Substance Abuse and Mental
Health Services Administration. I have a few questions I'd like
to ask you. It will only take about 15 minutes. Is now a good
time?

```
              <1>     YES, CONTINUE [goto BeginSurvey]
              <2>     NO, NOT A CONVENIENT TIME [goto Callback]
              <3>     NO, WILL COMPLETE ON WEB [goto Thanks]


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Duplicate      Which facility is a duplicate of this one?

               PRESS ENTER TO CHOOSE FROM LIST OR TO ENTER FACILITY INFO
               [choose from list of facilities or goto MainFacility]


Merged         Which facility was this one merged with?

               PRESS ENTER TO CHOOSE FROM LIST OR TO ENTER FACILITY INFO
               [choose from list of facilities or goto MainFacility]

Satellite      Which facility is this one associated with?

               For the purpose of this survey a satellite facility is one that
               does not have permanent staff on location. Often times staff
               will travel from another location to provide treatment on a
               limited schedule.

               PRESS ENTER TO CHOOSE FROM LIST OR TO ENTER FACILITY INFO

               [choose from list of facilities or goto MainFacility]


MainFacility   May I have the name, address and phone number of the facility?

               <1>     Continue


PhoneNumber    Please give me the telephone number, area code first?

               [goto Thanks]
```

Message_R   *** REMINDER CALL MESSAGE ***
                DID YOU LEAVE THE MESSAGE?

                <1>   Yes
                <2>   No

Message_Q   *** QUESTIONNAIRE CALL MESSAGE ***
                DID YOU LEAVE THE MESSAGE?

                <1>   Yes
                <2>   No

Thanks   Thank you so much for your time. Your responses are very
                important to the study and we look forward to receiving your
                completed questionnaire.

Thanks2   Thank you for your time.

Callback   USE THE 'APPOINTMENT' TAB ABOVE TO MAKE AN APPOINTMENT.

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