

# **SAMHSA Disaster Technical Assistance Center Disaster Behavioral Health Customer Feedback Survey Supporting Statement**

## **B. Statistical Methods**

### **B1. Respondent Universe and Sampling Methods**

***SAMHSA DTAC Customer Feedback Survey***. Participation in the CFS will be solicited from all 50 states, the U.S. territories, and the District of Columbia. Prior to data collection, the SAMHSA DTAC database will be reviewed to generate a list of TA recipients as well as subscribers to SAMHSA DTAC's e-communication resources, the *SAMHSA DTAC Bulletin* or *The Dialogue*. The CFS will be administered once per year of the SAMHSA DTAC contract.

### **B2. Procedures for Collection of Information**

The SAMHSA DTAC survey team will be responsible for managing all data collection activities.

The CFS will be a census of those who have requested TA within the previous 12 months and of those subscribed to SAMHSA DTAC's e-communications, the *SAMHSA DTAC Bulletin* or *The Dialogue*. The lists of potential respondents will be generated from the SAMHSA DTAC TA database and lists of subscribers to the *SAMHSA DTAC Bulletin* and *The Dialogue*. The two lists will be compared by email address, and duplicate addresses will be removed. Upon survey launch, an email will be sent to all prospective participants, with a link to the web survey and information on the purpose of the survey. The first page of the survey will contain the consent to participate form that participants will be required to read and agree to before starting the survey. This form will contain language about voluntary participation. Only participants who agree to participate by checking the "Start Survey" box on the survey landing page will be directed to the survey. Three follow-up reminder emails will be sent to study participants who have not yet completed the survey, as needed during the data collection period.

### **B3. Methods To Maximize Response**

To maximize response rates, SAMHSA DTAC will develop customized introductory emails with a survey link, functionality to start and stop the survey without losing responses, and reminder emails. A paper version of the survey will be available to anyone who requests it. Throughout the period that the survey is open, a survey helpdesk email address ([dtac@samhsa.hhs.gov](mailto:dtac@samhsa.hhs.gov)) will be available to participants to address any questions they may have as they are completing the survey.

### **B4. Tests of Procedures**

The previous SAMHSA DTAC contractor, ICF, piloted the NAS—State/Territory Version, the NAS—Local Provider Version, and the CSS used to develop the refined CFS. Pilot testing was conducted in environments and settings similar to those in which intended CFS respondents will complete the new survey. As part of pilot testing and survey development by ICF, the data collection tools were refined to make them as clear as possible. In addition, all survey data collection materials, including recruitment notifications, were reviewed by survey research

experts and TA specialists for quality of content and methodology. The versions of the NAS and the CSS also were tested to determine average burden estimates.

By compiling and condensing the NAS and CSS instruments into the new CFS instrument, the average burden estimate has been reduced. This reduction is due both to minimizing the number of surveys and questions an individual may be requested to answer and also to employing skip logic in the CFS to tailor the new instrument to the individual. The CFS instrument will not be piloted due to previous pilot testing, but a soft launch of the instrument will be conducted to test it for functionality for desktop and mobile users.

## **B5. Statistical Consultants**

SAMHSA DTAC has full responsibility for the development of the overall statistical design and assumes oversight responsibility for data collection and analysis. Following are the individuals responsible for overseeing instrument design and data collection:

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## List of Attachments

### Attachment A: Customer Feedback Survey

- A1: Customer Feedback Survey