



DEPARTMENT OF HEALTH & HUMAN SERVICES

Substance Abuse and Mental
Health Services Administration

March 2017

Dear Director of Mental Health Program(s):

In early May, you will receive a packet from Mathematica Policy Research, Princeton, NJ regarding the **2017 National Mental Health Services Survey (N-MHSS)**. This voluntary survey is sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA) of the U.S. Department of Health and Human Services.

The 2017 N-MHSS will collect data from all specialty mental health treatment facilities in the United States and its territories. These data include information about facility characteristics and the types of services offered at the facility. Your participation in the N-MHSS is critical to its success, and to ensure that mental health treatment services in your area are accurately represented.

A primary use of the information collected will be to update SAMHSA's online Behavioral Health Treatment Services Locator which can be found at <https://findtreatment.samhsa.gov>. Facilities that provide mental health treatment services and participate in the 2017 N-MHSS can choose to be listed in the online Behavioral Health Treatment Services Locator at no cost to the facility.

The packet you will receive will include instructions for completing the survey questionnaire on the Internet through a secure password-protected website, which is the easiest and most convenient way for you to complete the 2017 N-MHSS.

We look forward to your participation in the 2017 N-MHSS. If you have any questions, please call the N-MHSS helpline at 1-866-778-9752.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Neil Russell".

J. Neil Russell, Ph.D.
Acting Chief, Treatment Services Branch
Center for Behavioral Health Statistics and
Quality, SAMHSA

NOTE: *If your organization offers treatment services at more than one location, you may receive a duplicate letter for another facility at another location. The N-MHSS is designed to collect information about a single facility at a single location, that is, the facility whose name and address is indicated on the questionnaire. You will be asked to complete a separate questionnaire for each location.*



April 28, 2017

Dear Director of Mental Health Program(s):

I am writing to request your participation in the **2017 National Mental Health Services Survey (N-MHSS)**. This voluntary survey is sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA) of the U.S. Department of Health and Human Services. The N-MHSS is designed to collect data from all specialty mental health treatment facilities in the United States and its territories. These data include current information about facility characteristics and the types of services offered at the facility.

Your participation in the 2017 N-MHSS is critically important. Information from the N-MHSS will provide mental health professionals, health care providers, and program decision-makers with a current picture of what treatment services are available, and where resources could be allocated to meet the needs of persons with mental illness. The information you provide will also help to update SAMHSA's Behavioral Health Treatment Services Locator which is an online tool used by consumers, their families, and mental health professionals seeking mental health treatment services in their local community. The Locator can be found at <https://findtreatment.samhsa.gov>.

To complete the survey questionnaire online, simply log onto the survey website using the unique User ID and Password provided on the bright green flyer enclosed with this letter. It is important that you (or another person knowledgeable about the facility's daily operations) complete the questionnaire. In an effort to reduce the amount of time needed to complete the 2017 N-MHSS questionnaire, if you completed last year's N-MHSS questionnaire, some of your responses may already be pre-filled.

If you have any questions about the survey or cannot complete the questionnaire online, please call the N-MHSS helpline at **1-866-778-9752**.

Thank you for participating in this important national survey.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Neil Russell", is positioned below the word "Sincerely,".

J. Neil Russell, Ph.D.
Acting Chief, Treatment Services Branch
Center for Behavioral Health Statistics and
Quality, SAMHSA

Enclosures

NOTE: *The N-MHSS questionnaire is designed to collect information about a single facility at a single location, that is, the facility whose name and address are indicated on the questionnaire. If your organization offers treatment services at more than one location and you receive a letter and flyer for each location, please complete a separate questionnaire for each location.*

STATE LETTERHEAD

April 2017

Dear Mental Health Treatment Facility Director,

I am writing to encourage your participation in the 2017 National Mental Health Services Survey (N-MHSS) sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA). This annual survey collects information from a specific point in time, thus providing a snapshot of the mental health treatment services offered nationwide and within each state. As your facility is an important part of that picture, your participation in the N-MHSS is crucial.

Because N-MHSS collects information from all known treatment providers, public and private, it is the most comprehensive national source of data on mental health treatment facilities. The survey information assists federal, state and local administrators when they assess mental health treatment needs. Data from this survey is also used to update the online Behavioral Health Treatment Facility Locator (**<http://findtreatment.samhsa.gov>**).

The easiest and fastest way for you to complete the questionnaire is on the Internet; simply follow the instructions found on the flyer enclosed in this packet.

The 2017 N-MHSS is being conducted by Mathematica Policy Research, Princeton, NJ. If you have any questions about the survey, or would like to request a paper copy of the questionnaire, please call the N-MHSS Helpline at 1-866-778-9752. If you have questions about the survey that should be answered by our office, please call the [State] N-MHSS contact, [*Name of state contact*], at [*phone number of state contact*].

Thank you very much for your participation in this important effort.

Sincerely,

P P.O. Box 2393
Princeton, NJ 08543-2393
Telephone (609) 799-3535
Fax (609) 799-0005
www.mathematica-mpr

Data Collection Manager
National Mental Health Services Survey (N-MHSS)
Survey Operations Center, Princeton, NJ
(866) 778-9752

May ____, 2017

Subject: [Facility Name 1]
[Facility Name 2]
[Address1][Address2]
[City], [State] [Postal Code]

Dear Director of Mental Health Program(s):

A few weeks ago, we sent you a survey packet for the **2017 National Mental Health Services Survey (N-MHSS)** sponsored by the federal Substance Abuse and Mental Health Services Administration (SAMHSA). If you have already responded to this survey, thank you for your response. If you have not yet completed your questionnaire online, please do so at your earliest convenience. Your facility's participation will help us collect information about facilities that provide mental health treatment services and about the persons they serve.

N-MHSS data will be used to update SAMHSA's online Behavioral Health Treatment Services Locator found at (<https://findtreatment.samhsa.gov>). This Locator is a vital resource for persons in search of needed mental health treatment services available in their local community.

The easiest way to complete the questionnaire is on the Internet. If you completed last year's 2016 N-MHSS, you will find that some of your responses have been pre-filled in your 2017 online questionnaire. **Just log on to:** <https://survey.nmhss.org>. The screen will ask for a USER ID and PASSWORD. The unique USER ID and PASSWORD assigned to this facility, at the location shown above, are:

USER ID: [MPRID]

PASSWORD: [WEBPW]

If you have any questions regarding the survey, did not receive a survey packet in the mail, or are unable to complete the survey's online questionnaire, please contact the toll-free 2017 N-MHSS helpline at **1-866-778-9752**. Staff will be available to assist you Monday through Friday 8 a.m. to 8 p.m. (Eastern Time), **or send an email to** NMHSS@mathematica-mpr.com.

Thank you for your time and commitment to providing needed mental health treatment services to persons in your community, and we look forward to receiving your completed online questionnaire as soon as possible.

Sincerely,

Data Collection Manager
National Mental Health Services Survey (N-MHSS)



June XX, 2017

Dear Director of Mental Health Program(s):

In May, I sent you a letter requesting your participation in the **2017 National Mental Health Services Survey (N-MHSS)**. I am writing to again request your participation in this survey. The N-MHSS, sponsored by the Federal government's Substance Abuse and Mental Health Services Administration (SAMHSA), collects data from all known specialty mental health treatment facilities in the United States and its jurisdictions. These data include current information about facility characteristics and the types of services offered at the facility.

Your participation in N-MHSS is very important. Policymakers and program planners at local, state, and federal levels use information from the N-MHSS to determine the current availability of treatment services and what new or expanded services may be needed. Facilities that respond to the survey can choose to be listed in SAMHSA's online Behavioral Health Treatment Services Locator (<https://findtreatment.samhsa.gov>) at no charge to the facility.

To complete the questionnaire online, simply log on to the Internet and follow the instructions on the bright green flyer enclosed with this packet. The flyer provides the Internet address to access the questionnaire as well as your facility's unique User ID and Password. As a reminder, in an effort to reduce the time needed to complete the survey, some of your responses may already be pre-filled if you completed last year's questionnaire.

Not a mental health treatment provider? We still need to hear from you! Please either visit our online survey and answer a few quick questions or call our helpline at 1-866-778-9752 to update your information.

Have you already completed the 2017 N-MHSS? Thank you! However, you may be receiving this letter because we have a duplicate record for your facility in our database. Please call our helpline so that we can update this information in our system.

It is important that you (or another person knowledgeable about the facility's daily operations) complete the questionnaire. If you have any questions about the survey, please call the N-MHSS helpline at **1-866-778-9752**.

Thank you for participating in this important national survey.

Sincerely,

J. Neil Russell, Ph.D.
Acting Chief, Treatment Services Branch
Center for Behavioral Health Statistics and
Quality, SAMHSA

Enclosures

NOTE: The N-MHSS questionnaire is designed to collect information about a single facility at a single location, that is, the facility whose name and address is linked to a specific USER ID and PASSWORD. If your organization offers treatment services at more than one location and you receive a survey request for each location, please complete a separate questionnaire for each location.



October XX, 2017

Subject: [FacName1] [FacName2]
[LocAddress1] [LocAddress2]
[LocCity], [LocState] [LocZip5]-[LocZip4]
Reference number [MPRID]

Dear Director of Mental Health Program(s):

In late August, we sent you a survey packet for the **2017 National Mental Health Services Survey (N-MHSS)** sponsored by the federal Substance Abuse and Mental Health Services Administration (SAMHSA). I am contacting you today to urgently request your facility's participation in the N-MHSS. If you have already completed the survey questionnaire online or by mail, thank you for your response. If you have not yet completed your questionnaire, please do so at your earliest convenience.

N-MHSS data will be used to update SAMHSA's online Behavioral Health Treatment Services Locator at (<http://findtreatment.samhsa.gov>). This Locator is a vital resource to help people find needed mental health treatment services available in their local community. Results of the N-MHSS will also provide critical information about the number and types of public and private mental health treatment facilities in the nation and where additional services may be needed.

Your facility is an important part of this effort, and **your participation in the N-MHSS is crucial to its success**. The easiest way to complete the questionnaire is to log on to the survey website and follow the instructions on the flyer enclosed with this letter. Or, if it is more convenient, interviewers are standing by to complete the survey with you over the telephone. Please call **1-800-303-6222** and mention your reference number: [MPRID].

If you have any questions regarding the survey or how to complete the questionnaire online, please contact the toll-free N-MHSS helpline at **1-866-778-9752** and mention the reference number listed above. Staff will be available to assist you Monday through Friday 8 a.m. to 8 p.m. (Eastern Time).

Thank you for participating in this important national survey. We look forward to receiving your response.

Sincerely,

J. Neil Russell, Ph.D.
Acting Chief, Treatment Services Branch
Center for Behavioral Health Statistics and
Quality, SAMHSA

Enclosure

NOTE: *If your organization offers treatment services at more than one location, you may receive a duplicate letter for another facility at another location. The N-MHSS is designed to collect information about a single facility at a single location, that is, the facility whose name and address is indicated on the questionnaire. You will be asked to complete a separate questionnaire for each location.*



[DATE]

[Thank-you Recipient]
[Facility Name 1]
[Facility Name 2]
[Location Street Address]
[Location City], [Location State] [Location Zip]

Dear [Thank-you Recipient]:

On behalf of the Substance Abuse and Mental Health Services Administration (SAMHSA), I want to thank you for your facility's participation in the **2017 National Mental Health Services Survey (N-MHSS)**.

Your participation has helped to assure that the results of this year's survey will be complete and accurately reflect the current state of our mental health treatment service delivery system. The information you provided will help SAMHSA, other Federal, state and local agencies, and behavioral health care professionals assess the current availability of mental health treatment and services, as well as identify unmet mental health client needs in the nation.

We are especially appreciative of your support and the commitment of time and effort involved in responding to this important national survey.

Thank you again, and I hope we can count on your continued participation in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Neil Russell", is positioned below the word "Sincerely,".

J. Neil Russell, Ph.D.
Acting Chief, Treatment Services Branch
Center for Behavioral Health Statistics and
Quality, SAMHSA



[Fill Month] 2018

Dear «Director_FN» «Director_MI» «Director_LN», or Current Facility Director:

Your facility has been approved to be listed in the Behavioral Health Treatment Services Locator maintained by the Substance Abuse and Mental Health Services Administration (SAMHSA). The newly updated Locator is an online directory that contains listings for both substance abuse treatment facilities and mental health treatment facilities, and can be found at <https://findtreatment.samhsa.gov>. SAMHSA maintains the Locator as a public service for persons seeking treatment for themselves or family members. There is no charge for being listed on the Locator.

To be listed in the Locator, a mental health treatment facility must respond to SAMHSA's annual survey of mental health treatment facilities called the National Mental Health Services Survey (N-MHSS).

Although data collection for the next N-MHSS is not scheduled to begin until March 2018, facilities that are approved in the interim can be quickly added to the Locator by answering a brief set of questions about the types of treatment and services they offer.

To answer this brief set of questions please follow the steps listed below:

1. Log onto: <https://minisurvey.nmhss.org/>
2. The utility will ask for a USER ID and PASSWORD. The unique USER ID and PASSWORD assigned to this facility are:

USER ID: [USER ID]

PASSWORD: [PASSWORD]

If you have any questions please call SAMHSA's contractor, Mathematica Policy Research, at 1-866-778-9752, Monday through Friday between 8 am and 8 pm (ET). This is a toll-free call.

Sincerely,

J. Neil Russell, Ph.D.
Acting Chief, Treatment Services Branch
Center for Behavioral Health Statistics and
Quality, SAMHSA