

Frequently Asked Questions (FAQs) 2018 National Mental Health Services Survey (N-MHSS)

What is SAMHSA?

The Substance Abuse and Mental Health Services Administration (SAMHSA) is a Federal agency within the U.S. Department of Health and Human Services. Its mission is to reduce the impact of substance abuse and mental illness on America's communities by improving the quality and availability of prevention, treatment, and rehabilitative services.

SAMHSA was established in 1992 and directed by Congress to target effective substance abuse and mental health services to the people most in need, and to translate research in these areas more rapidly and effectively into the general health care system. For more information about SAMHSA, please go to its website at: <https://www.samhsa.gov>.

What is this survey about?

The N-MHSS is a national federal survey conducted by SAMHSA on an annual basis. It is designed to collect data from all specialty mental health treatment facilities in the United States, the District of Columbia, and the U.S. territories. The data collected include information about facility characteristics and the types of services offered. In every other (even) year, the N-MHSS also collects data on the number and characteristics of clients who received mental health treatment services at the facility as of a specific date. This year's date is April 30, 2018.

Data collected will provide mental health researchers, health care providers, and program decision-makers with a current picture of what services are available, and where resources could be allocated to meet the needs of persons with mental illness. Information collected will also be used to update SAMHSA's online Behavioral Health Treatment Services Locator which can be found at <https://findtreatment.samhsa.gov>.

Who is conducting the survey for SAMHSA and who will be contacting me about the N-MHSS?

Mathematica, a social policy research firm located in Princeton, New Jersey, is the government contractor responsible for conducting the 2018 N-MHSS for SAMHSA. As needed, one of their interviewers will contact you about the survey.

How was this facility selected?

The goal of the N-MHSS is to contact all eligible facilities in the nation and U.S. territories that provide mental health treatment services as their primary focus. Some of the facility contact information comes from the previous N-MHSS conducted in 2017. Additional contact information may have been provided by state agencies and national professional associations.

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What was included in the 2018 N-MHSS package mailed to this facility?

The 2018 N-MHSS package included:

- (1) a cover letter dated April 27, 2018, addressed to “Facility Director,” from Herman A. Alvarado, CBHSQ/SAMHSA;
- (2) a bright green flyer with your facility’s unique User ID and Password to login to the secure N-MHSS website at <https://survey.nmhss.org>. **NOTE:** The web survey allows you to complete the survey questionnaire at your convenience and will automatically navigate you through the survey ensuring you answer all the necessary questions. The web survey also allows you to stop, if necessary, with the ability to log back into the survey where you left off and complete the survey at a later date; and
- (3) a Frequently Asked Questions (FAQs) enclosure.

This facility is managed by a parent company or organization that handles one or more mental health treatment facilities. Do we have to respond to the survey?

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, each location will receive a letter and flyer for the survey, and a questionnaire will need to be completed for each facility location.

We would like to participate, but we do not want our facility to be listed on SAMHSA’s online Behavioral Health Treatment Services Locator. Is this possible?

Yes, you can still participate in the survey. Near the end of the survey questionnaire, there is a question that asks whether or not you want the facility listed on the Locator.

The unique User ID and Password provided on the bright green flyer does not seem to work. What should I do?

Please contact the N-MHSS helpline toll-free number at 1-866-778-9752 for assistance and a staff member will gladly assist you.

What time is it best to call to talk with someone about the N-MHSS?

Normal business hours for the N-MHSS helpline are Monday through Friday from 8 a.m. to 8 p.m. (Eastern Time). The helpline number is: 1-866-778-9752. Voicemail is available on the helpline 24 hours a day, 7 days per week. If you call after hours, or when all operators are busy, leave your name, your facility’s name, and a telephone number where you can be reached, and a helpline operator will return your call no later than the next business day.

What is the e-mail address where I can write to leave a message about the N-MHSS?

You can send an e-mail to NMHSS@mathematica-mpr.com.

For additional information about the N-MHSS, please access the tabs on the N-MHSS informational website at <https://info.nmhss.org>.