

FREQUENTLY ASKED QUESTIONS

- 1. This facility is privately owned. We don't get any Federal, State, or local funds. Should we participate in the survey?** Yes, it is *very important* to have information about all substance abuse treatment providers so that we can properly describe our national substance abuse treatment network, including service availability.
- 2. Is it mandatory that I complete this survey?** Your participation is *very important*. Because the N-SSATS is the most comprehensive source of data on alcohol and drug abuse treatment facilities in the nation, policymakers at local, State, and Federal levels use information from the N-SSATS to determine the extent of services available and what new or expanded services may be needed. Facilities that respond to the survey and are approved for inclusion by their State substance abuse agency are listed in SAMHSA's *National Directory of Drug and Alcohol Abuse Treatment Programs* and the online Treatment Facility Locator. The Locator can be found at: <http://findtreatment.samhsa.gov>.
- 3. Another facility in our organization will report our information in their questionnaire. Do we need to do anything?** Yes, *we do need to hear from you!* Sections A and C of the 2011 N-SSATS questionnaire are designed to collect information about the services offered at each individual facility. Even if another facility is providing information on the number of clients in treatment at this facility, every facility should answer Sections A and C of the questionnaire for themselves.
- 4. My facility's information is the same as last year; why can't you use that information?** Here is some good news! If you completed the 2010 N-SSATS, your responses to questions that typically do not change from year to year will be pre-filled in the online questionnaire. Enclosed in the packet you received in the mail is a pink flyer that provides the Internet address and your facility's unique user ID and password which are required to access your facility's questionnaire on the Internet.
- 5. Is alcohol treatment considered substance abuse treatment for the N-SSATS survey?** Yes.
- 6. Our facility offers treatment to clients in their homes. It doesn't seem to fit into any of the categories listed in the N-SSATS—hospital inpatient, residential, or outpatient. What should I do?** Home-based programs such as yours are becoming more common. Although you may not consider home-based treatment to be traditional outpatient treatment, please count it as such for the purpose of the survey. When reporting client counts, include them on the line for "regular outpatient treatment" clients.
- 7. How should our facility report admissions for a 12-month period if we have been open less than one year?** Please report for the period of time the facility has been open.
- 8. Where can I find more information about terms used in the N-SSATS?** Definitions for some of the terms used in the N-SSATS can be found at <http://info.nssats.com>. You can also call the N-SSATS helpline at **1-888-324-8337**.
- 9. We do not provide substance abuse treatment services at this location. Do we still need to complete the questionnaire?** We still need to hear from you. However, since your facility does not provide substance abuse treatment services, the number of questions you will be asked to answer is greatly reduced.
- 10. If I report client counts for multiple facilities on the paper questionnaire, how do I report which facilities I am including?** There are two ways that you can report your additional facilities in the paper questionnaire: (1) complete the form titled "Additional Facilities Included in Client Counts" on page 12 of the questionnaire; or, (2) attach a sheet of paper to the questionnaire listing the names and location addresses of the additional facilities.