

FREQUENTLY ASKED QUESTIONS

1. **We do not provide substance abuse treatment services at this location. Do we still need to complete the questionnaire?** Yes, we still need to hear from you. However, the number of questions you will be asked to answer is greatly reduced.
2. **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.
3. **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 online Behavioral Health Treatment Services Locator, which can be found at: <https://findtreatment.samhsa.gov>.
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 2017 N-SSATS, your responses to questions that typically do not change from year to year will be pre-filled in [the online questionnaire](#). All you need to do for these questions is check them, correct if necessary, and click on the submit button. 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?** 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 regular outpatient treatment, [please count it as such for the purpose of the survey](#).
7. **Our facility offers computerized treatment/telemedicine programs to clients; how should this be reported and what modes of service does this include?** Computerized treatment/telemedicine programs are growing approaches to substance abuse treatment involving electronic communication between facility and client. This "remote" technological approach includes the use of email, Internet, Web, mobile, interactive video, patient portals and desktop programs. Although you may not consider computerized treatment/telemedicine to be regular outpatient treatment, [please count it as such for the purpose of the survey](#).
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 <https://info.nssats.com>. You can also call [the N-SSATS helpline at 1-888-324-8337](tel:1-888-324-8337).