

What is the N-SUMHSS?

- **What is the N-SUMHSS?** The N-SUMHSS is SAMHSA's annual survey of all active substance use and mental health facilities in the United States and its jurisdictions. General topics include services that your facility provides and summary-level information about clients you have treated.
- **Where can I get help or learn more about N-SUMHSS?** The N-SUMHSS has its own website at <https://info.nsumhss.samhsa.gov>. There you can find information such as a *PDF copy of the questionnaire, client counts worksheet, frequently asked questions (FAQs), definitions and online tips for completing the survey*. The N-SUMHSS helpdesk contact information is also on that website. You can always email ICFsupport@nsumhss.org or call **(833) 302-1759** if you have any questions or are having trouble finding information on the website.
- **Who is ICF?** The N-SUMHSS is conducted by ICF, an independent survey research company headquartered in Virginia. ICF will send out survey invitations and reminders for the online survey. If you have any questions about the N-SUMHSS, you can reach out to ICF at (833) 302-1759 or ICFsupport@nsumhss.org. The N-SUMHSS survey is legitimate, and it is sponsored by SAMHSA. If you have any concerns, your state substance use / mental health agency can also confirm the legitimacy of this survey.
- **Can we still be listed on [FindTreatment.gov](https://findtreatment.gov) (<https://findtreatment.gov>)?** Yes! As before, all responding facilities may choose to be listed on [FindTreatment.gov](https://findtreatment.gov). And if you would like to participate but do not want your facility to be listed on [FindTreatment.gov](https://findtreatment.gov), you can specify that preference towards the end of the survey.
- **Will our answers from last year carry forward to this year?** Yes! If you responded to the 2023 N-SUMHSS, your previous responses will be pre-filled online in the 2024 N-SUMHSS. You will only need to verify or update your answers if anything changed.

Where did you get my facility's information? Is this mandatory?

- **How did you get my facility's information? How do you know which facilities are in my organization?** As with past years, your state's or jurisdiction's department of substance use or mental health provided SAMHSA with a list of all known facilities. This list also included information about which facilities are part of your organization.
- **Is this survey mandatory?** Your participation is voluntary, but it is very important that you respond so that your facility and the populations you serve are represented. *No two facilities are alike*. The N-SUMHSS is the most comprehensive source of substance use and mental health treatment data in the country. Local, state, and federal policymakers use these data to understand treatment availability and identify gaps in our nation's treatment landscape. Although participation is voluntary, only responding facilities will have the option of being listed on [FindTreatment.gov](https://findtreatment.gov), an important tool to help make more people aware of your services, and potentially help reach clients and underserved populations in your community that you weren't reaching before.
- **Who will see my facility's data? How will my data be protected?** Only SAMHSA and their contractors will have access to your survey responses. Your facility's survey can only be accessed by using your login information. Once you enter data into the online survey tool, ICF's system automatically encrypts the data for storage. The survey data is securely stored within ICF's and SAMHSA's servers and only specific project staff are able to access these data.

What types of facilities should participate?

- **We don't provide substance use or mental health treatment at this location. Do we still need to participate?** It is important to hear from you to update our records. You'll only need to answer a few questions.
- **We provide services related to substance use and mental health treatment, but not treatment itself. Should we respond?** Please answer the initial eligibility screening questions in the questionnaire so that we can capture this information about your facility. That will ensure that we don't bother you again with reminders or requests. For this survey, only facilities that offer treatment need to complete the entire questionnaire. For example, if your facility or company only provides transportation to and from treatment or provides referrals for treatment, you will have very few questions to answer.

- **We are a privately-owned facility. We don't get any government funds. Should we participate?** Yes! It is very important to have information about all substance use and mental health treatment facilities, regardless of ownership, so that we can accurately describe our national behavioral health treatment network and service availability.
- **We are not state-licensed, should we still participate?** Yes! We need responses from all types of substance use and mental health facilities to accurately represent our nation's treatment landscape.
- **Is alcohol treatment considered substance use treatment for the N-SUMHSS?** Yes.
- **Our facility offers treatment in clients' homes, or telemedicine/telehealth, but the N-SUMHSS only mentions hospital inpatient, residential, or outpatient treatment. What should we do?** You're still eligible to respond. Please count these types of treatment as outpatient treatment for the purposes of the survey.

Who should respond for organizations with facilities in multiple locations?

- **My organization has multiple facilities or received multiple invitations to participate in the N-SUMHSS. Can I or someone else in my organization enter data for multiple facilities?** Yes! If your organization has facilities at multiple locations, someone who is sufficiently knowledgeable can respond for one or more facilities in your organization. When you first login to the questionnaire, you will see a list of facilities in your organization. If no one else is actively responding to them, you can select up to 20 facilities and begin responding. Any facilities that someone else from your organization currently has "open" will be grayed-out and you won't be able to select them. This avoids duplicating efforts and entering conflicting data. If your organization has other treatment facilities that are not listed on the web survey, you can add them by entering their user ID or address. You will be able to update contact information for any facility too.
- **What's the easiest way to respond for multiple locations or facilities?** It depends, but to streamline the process, we recommend contacting the other facilities in your organization to discuss who will report for each facility. If you are personally responsible for completing the N-SUMHSS for more than one facility, you can enter data for up to 20 facilities in your organization at a time, using a single user ID and password. To make multifacility response easier, you will see each facility you selected listed side-by-side on the screen. This allows you to either answer about all of them at once for each question, or answer all questions about each facility, one facility at a time. The questionnaire also lets you copy answers from one facility to other facilities that you have "open" when the same answers apply to those.
- **Another facility in our organization will complete the questionnaire for us. Do we need to do anything?** That depends. Please coordinate with other facilities in your network to make the response process easiest for everyone. We need a response for each individual facility, but one person can complete the questionnaire for multiple facilities. If someone else is responding for you, you may not have to do anything else. However, because some of the questions ask about detailed facility-specific services and details, they may need to reach out to you for answers. This will depend on your organization's record-keeping system.
- **If I report client counts for multiple facilities, how do I report which facilities I am including?** The survey will prompt you to select the facilities for which you want to answer.
- **Can we go back and change answers? Can anyone change an answer?** Yes! Until you or someone from your organization clicks on the final submit button and receives your confirmation number, answers can be changed. You or anyone else in your organization can login to add or update answers at any point. You can also save your progress at any point before submitting and come back later to complete the remaining questions.

What will make the response process easier for all facilities?

- **How do I know where I am in the survey?** A survey progress indicator has been added to communicate your position as you advance through the survey.
- **Is the survey available in multiple languages?** Yes! You may complete the N-SUMHSS in either English or Spanish.
- **Where can I find more information about the terminology used in the N-SUMHSS?** If a question in the N-SUMHSS uses technical terminology, the term will generally be defined in the question itself, or the question will have a link directly to the definition. However, if you prefer to review a list of key terms and concepts before beginning the survey, a list can be found at <https://info.nsumhss.samhsa.gov/definitions.htm>. You can also contact the N-SUMHSS helpdesk at ICFsupport@nsumhss.org and (833) 302-1759.
- **How do I achieve the best online experience when completing the questionnaire?** Most common web browsers are supported. While the questionnaire will display well on larger mobile devices, such as tablets and Chromebooks, we do not recommend trying to complete it on a smartphone, especially if you are responding for multiple facilities. If you must use a smaller mobile device, we recommend viewing the screen in horizontal/landscape orientation.