

Service Provider Feedback Form Task Timeline

The following instructions provide information on the tasks to be completed before, during, and after administration of the Service Provider Feedback Form. The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Technical Assistance Center (DTAC) is providing this timeline to support you in successfully managing the survey process.

Attention: The SAMHSA Center for Mental Health Services (CMHS) and the Federal Emergency Management Agency (FEMA) strongly encourage all Crisis Counseling Assistance and Training Programs to administer the Service Provider Feedback Form using the online method. If, and only if, online administration is not possible, then paper administration of the survey is allowable. Please note below the specific instructions that only apply to administration of the paper survey.

By When?	By Whom?	What?
3 WEEKS OR MORE BEFORE SURVEY	DTAC/State	<p>The state evaluation coordinator will collect the following:</p> <ul style="list-style-type: none"> • List of e-mail addresses—Create a list of e-mail addresses for crisis counselors (outreach workers) and team leaders. <p>SAMHSA DTAC will e-mail the following materials to the state evaluation coordinator, who will then modify them and send them to crisis counselors and team leaders. In the files that SAMHSA DTAC sends to you, the areas that you should change will be highlighted in yellow. The materials that will be sent are as follows:</p> <ul style="list-style-type: none"> • Boilerplate announcement—This announcement may be modified as desired. We are sending it to help you let people know that a survey is coming. Circulate this information to your staff however works best in your setting (e.g., staff meeting, flyer posting, e-mail). • Boilerplate cover letter—Prepare the cover letter explaining why the survey is important, how the data will be used, how the crisis counselors’ (outreach workers’) and team leaders’ identity is protected, and that participation is voluntary. The project director may modify the cover letter as desired. • Boilerplate thank you and reminder text—You won’t need this until 2 WEEKS AFTER THE SURVEY, but you can get it ready to go anytime.
2–3 WEEKS BEFORE	State/Provider	<p>The state needs to contact SAMHSA DTAC staff with the following information:</p> <ul style="list-style-type: none"> • Phone number to include on the survey—This phone number is for survey participants to call anonymously if they are feeling highly stressed and need assistance. SAMHSA DTAC will incorporate the number into the online survey. Please e-mail the number to your designated TA Specialist or to the SAMHSA DTAC office at DTAC@samhsa.hhs.gov. <p>IF YOU PLAN TO DISTRIBUTE PAPER COPIES, please contact the person(s) at the state or provider organization who will be preparing the survey materials, and inform him, her, or them of the following:</p> <ul style="list-style-type: none"> • Precise number of survey participants—This is the number of crisis counselors (outreach workers) and team leaders to whom the survey will be given. Your contact person will need the actual number of people, not the number of all full-time employees, because part-time employees are also eligible for the survey. This survey is not for crisis counselors (outreach workers) or team leaders who have been working in their position for less than a month and does not include people whose functions are solely administrative or clerical. The accuracy of this number is important because it drives how many surveys will be prepared for you and determines the response rate.

By When?	By Whom?	What?
1 WEEK BEFORE	State/Provider	Prepare and distribute survey announcements. Send out e-mail text, or post paper announcements to let the counselors (outreach workers) and team leaders know the survey is coming.
WEEK OF SURVEY	State/Provider	Finish customizing the e-mail cover letter that will be sent out with the link to the online survey. IF DISTRIBUTING PAPER COPIES, then do the following: <ul style="list-style-type: none"> • Finish preparing the packets and distribute them to provider organizations. Each 9- by 12-inch envelope will have the cover letter, a copy of the survey, and a pen. Instructions should be included to scan the survey and send it electronically to dtac@iqsolutions.com.
1 WEEK AFTER	State	Check with each provider organization individually to make sure it distributed the surveys to its service providers.
2 WEEKS AFTER	State	Send out the “thank you and reminder” e-mail or letter to crisis counselors (outreach workers) and team leaders. This communication will serve as a reminder to complete and/or return the survey for those who have not yet done so. (DTAC will stop entering data received in paper form 5 weeks after survey administration.)
6–7 WEEKS AFTER	SAMHSA DTAC	Send the state and federal partners, SAMSHA CMHS and FEMA, a report of the survey results.