

**OMB Customer Satisfaction Survey Clearance Request
Center for Substance Abuse Treatment
Modular Survey on Consumer Perceptions of Care**

The Modular Survey on Consumer Perceptions of Care (referred to as “the Modular Survey”) received OMB approval in 2006 (OMB No. 0930-0197). This approval expired on December 31, 2007. At this time, the Substance Abuse and Mental Health Services Administration, Center for Substance Abuse Treatment (SAMHSA/CSAT) would like to collect additional data using a shortened version of the Modular Survey. Specifically, the previously approved version of the Modular Survey contained 35 items, while the current version contains a reduced pool of 21 items, thus reducing the burden to respondents. There are also 10 items that ask for background information, which are the same as in the previously approved version of the Modular Survey (see Attachment 1).

A. Product/Activity to be Assessed

SAMHSA/CSAT recognizes the importance of the perceptions of consumers concerning the quality of care and insight on improvement and outcomes that are associated with care received. Data for the previously approved version of the Modular Survey were collected via paper-and-pencil; however, a web-based version of the Modular Survey has been developed and will also be tested during this administration of the Modular Survey. Some of the data-related functions of the web-based Modular Survey functions include printing of surveys, data entry, and creation of Modular Survey reports.

B. Statement of Objectives

The functionality of the web-based Modular Survey will be assessed to determine whether any changes need to be made to the website to facilitate future Modular Survey data collection and reporting activities.

C. Methodology

Data Collection

Appropriate service systems and settings that might be willing to administer the web-based Modular Survey to clients will be contacted (e.g., SAMHSA/CSAT grantee sites, State and county co-occurring and/or substance abuse programs) to seek assistance in identifying appropriate treatment/service settings for administration of the web-based Modular Survey.

Data will be collected via direct client entry of responses into the web-based Modular Survey using a dedicated computer at the treatment program. Respondents will also have the option to complete a paper-and-pencil version of the Modular Survey. If necessary, survey questions will be read to clients with low literacy.

Respondents

Respondents for the Modular Survey will be individuals who receive services for substance abuse disorders (i.e., alcohol or other drugs) or mental health and substance abuse co-occurring disorders at participating treatment sites. Adolescents (age 14 years and older) who come to the service/treatment agency accompanied by a parent/caregiver will be eligible to complete the survey with verbal parental/caregiver consent. Participation for all will be voluntary.

Sample Size and Rationale

The sample is targeted to individuals (age 14 and older) with substance abuse diagnoses (i.e., substance abuse-alcohol, substance abuse-other drugs, or substance abuse and mental health co-occurring disorders) receiving behavioral healthcare treatment/services. Convenience sampling procedures will be used to select individuals receiving behavioral healthcare treatment/services with the targeted sample characteristics. In total, up to 20 treatment sites from up to 5 States will be selected to have clients complete the survey. From those treatment sites, a total of up to 2000 adults and 650 adolescents will be asked to participate in the Modular Survey.

Timeline of Data Collection

The data collection will be conducted between July and October 2009 over a six week-period for each data collection site. The timeframe was chosen to allow the participating sites to collect data over a four-week period with a two-week period following data collection for any remaining data entry by clerical staff. Respondents will complete the survey one time during the four-week data collection period.

Response Rate

SAMHSA/CSAT anticipates receiving responses from approximately 70-75% of participants from substance abuse treatment agencies participating in data collection efforts.

Confidentiality

The Modular Survey is anonymous and all responses will be kept private. In the case of direct client entry of responses into the web-based Modular Survey, a staff member will log on to the dedicated computer in a “kiosk” mode, thus eliminating the need for the client to enter any identifying information into the system. Once the client completes the web-based Modular Survey, their responses will be automatically entered into the database and a welcome screen will appear allowing the next client to begin the web-based Modular Survey.

Clients who complete the paper-and-pencil version of the Modular Survey will be instructed to place the survey in an envelope, seal it and hand it to the survey administrator, a clerical staff member at the treatment organization. The survey administrator will give the surveys to a clerical staff member who will enter the data into the Modular Survey website. After data entry for a paper-and-pencil Modular Survey is complete, a unique identification number will be generated and written on the survey by the staff member.

Respondents will be informed that results of the Modular Survey will only be presented in aggregate form so that individual responses cannot be identified.

D. Estimates of Annualized Hour Burden

This data collection effort will not involve start-up or operational/maintenance costs to respondents. The maximum number of responses has been estimated for each potential contact with the respondents.

Estimates of Annualized Hour Burden and Annualized Cost Burden to Respondents

Instrument	Respondents	Number of Respondents	Responses per Respondent	Hours Per Response	Total Burden Hours	Hourly * Wage	Total ** Respondent Cost
Web-based or paper-and-pencil Modular Survey	Individuals receiving treatment	<ul style="list-style-type: none"> • 2000 Adults • 650 Adolescents 	1	0.17	450.5	\$7.25	\$3,266
Annualized Burden Total		2,650	--	--	450.5	--	\$3,266

*The mean hourly wage is estimated at \$7.25, the Federal minimum wage as of July 24, 2009.

** Total Respondent Cost is calculated as hourly wage × time spent on survey × number of respondents.

E. Methods Used to Develop and Test the Survey

The Modular Survey was developed by a group of nationally recognized experts in the areas of substance abuse and mental health. The experts were enlisted to contribute their knowledge of evidence base to inform a national consensus process to select items appropriate for inclusion in the Modular Survey. The survey was refined via the consensus process several times for both content and clarity in wording. In addition, a focus group was conducted with a group of six substance abuse treatment and co-occurring substance abuse and mental health treatment providers to provide feedback on content and clarity in wording.

Following administration of the previously approved version of the Modular Survey, analyses were conducted by George Washington University, an IDIQ subcontractor, to identify items that met acceptable psychometric standards and would have applicability across diverse behavioral healthcare (mental health and substance abuse) systems and settings. The items that were identified are the 21 items included in the present version of the Modular Survey.

G. Statistical Consultants and Federal Project Officers

Responsibility for Data Collection

JBS International, Inc. will receive the survey databases from participating treatment programs via email at the end of the six-week data collection period. The representative of the Contractor responsible for overseeing the planned data collection is:

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Agency Responsibility

Within the agency, the following individual will have oversight responsibility for all contract activities, including the data analysis:

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