OMB 2900-0570 Respondent Burden: 15 minutes

1. In the past year, have you ever contacted your Federal Recovery Coordinator for assistance or help?

Yes, go to q	uestion 2	No.	go to	question	6
		,	0		-

I am not aware or do not have a Federal Recovery Coordinator (Interviewer: ask to speak to the primary caregiver and administer that survey.)

2. What were the reasons for contacting your Federal Recovery Coordinator? (Check all that apply)

a.	Help with clinic appointments a.1 If yes, which clinic	Yes	No					
b.	Help with getting a specific benefit b.1 If yes, which benefit	Yes	No					
c.	Help getting into a rehabilitation center c.1 If yes, was it military, VA, or Priva	Yes Ate Sector? N	No Jame					
d.	Help getting counseling services	Yes	No					
	d.1 If yes, which services?	<b>.</b>						
e.	To get more information	Yes	No					
	e.1 If yes, what kind of information?							
f.	Help with your primary case manager	Yes	No					
	f.1 If yes, what kind of help?							
	f.2 If yes, what facility is your case manager located?							
	(i.e.; WRAMC, Richmond, Polytrauma, et	tc.)						
g.	Help with financial issues (including pay a	and disability	or other compensation	n)				
		Yes	No					
h.	Help getting medications							
		Yes	No					
i.	Help getting military awards							
		Yes	No					
j.	Other (please specify)							
W	hat is the usual way you contact your Feder Phone call (go to question 4) Email (go to question 5) In person Other – please specify (mail, caregiver, etc	-						
He	ow would you rate the response to your pho	ne calls from	your Federal Recover	у				
Co	pordinator?							
	Same Day							
	2 day							

3 days

3.

4.

I leave messages and no one calls back

- 5. How would you rate the response to your emails from your Federal Recovery Coordinator?
  - Same Day
  - Within 1 2 days
  - Within 3 4 days
  - I never receive a response from my Federal Recovery Coordinator
  - My Federal Recovery Coordinator calls me back by phone
- 6. How would you rate your Federal Recovery Coordinator's personal manner (courtesy, respect, sensitivity, friendliness)?
  - Excellent
  - Very Good
  - Good
  - Fair
  - Poor
  - NA or don't know
- 7. In the past 3 months, how frequently did your Federal Recovery Coordinator initiate contact with you using any method: i.e. phone, email, or letter?
  - More than once a week
  - Once a week
  - Every 2 weeks
  - Once a month
  - My FRC has not contacted me directly during the last 3 months
- 8. How satisfied are you with the ease of availability of your Federal Recovery Coordinator?
  - Very Satisfied
  - Satisfied
  - Neither Satisfied nor Dissatisfied
  - Dissatisfied
  - Very Dissatisfied
  - Don't know
- 9. How would you rate your confidence in your Federal Recovery Coordinator?
  - Very Good
  - Good
  - Fair
  - Poor

- 10. How satisfied are you with your Federal Recovery Coordinator's ability to understand and respond to your needs?
  - Very Satisfied
  - Satisfied
  - Neither Satisfied or Dissatisfied
  - Dissatisfied
  - Very Dissatisfied
  - Don't know
- 11. How satisfied are you with the follow up by your Federal Recovery Coordinator after your initial contact?
  - Very Satisfied
  - Satisfied
  - Neither Satisfied nor Dissatisfied
  - Dissatisfied
  - Very Dissatisfied
  - Don't know

# The next several questions ask about your Federal Individual Recovery Plan.

- 12. I have a Federal Individual Recovery Plan (FIRP).
  - Yes (go to question 13)
  - No (go to question 20)
  - Don't know (go to question 20)
- 13. How often were you involved in the development and review of your Federal Individual Recovery Plan?
  - Always
  - Usually
  - Sometimes
  - Never
  - Don't know
- 14. How would you rate the attention given to what you had to say by your Federal <u>Re</u>covery Coordinator in developing your goals?
  - Excellent
  - \_\_\_\_ Very Good
  - Good
  - Fair
  - Poor

- 15. How satisfied are you with your goals reflected in the FIRP?
  - Very Satisfied
  - Satisfied
  - Neither Satisfied nor Dissatisfied
  - Dissatisfied
  - Very Dissatisfied
  - Don't know
- 16. How satisfied are you with the amount of information given to you about what was needed to achieve your goals?
  - Very Satisfied
  - Satisfied
  - Neither Satisfied nor Dissatisfied
  - Dissatisfied
  - Very Dissatisfied
  - Don't know
- 17. How satisfied are you with knowing who is responsible for helping you reach each of your goals?
  - Very Satisfied
  - Satisfied
  - \_\_\_\_ Neither Satisfied nor Dissatisfied
  - \_\_\_\_ Dissatisfied
  - Very Dissatisfied
  - Don't know
- 18. How satisfied are you knowing that your FIRP will achieve your goals?
  - Very Satisfied
  - Satisfied
  - Neither Satisfied nor Dissatisfied
  - Dissatisfied
  - Very Dissatisfied
  - Don't know
- 19. Do you have a copy of your Federal Individual Recovery Plan (FIRP)?
  Yes
  No
  Do you have a copy of your Federal Individual Recovery Plan (FIRP)?
  - Don't know

- 20. How would you rate the overall quality of care and services you have or are receiving from your Federal Recovery Coordinator?
- 21. What do you like best about the Federal Recovery Coordinator Program (FRCP)?
- 22. What do you least like about the Federal Recovery Coordinator Program (FRCP)?
- 23. Do you have any suggestions for improvement of the Federal Recovery Coordinator Program (FRCP)?

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