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DEPARTMENT OF VETERANS AFFAIRS
ASSISTANT SECRETARY FOR POLICY AND PLANNING
WASHINGTON DC 20420

[Survey pre-notification letter sent to VR&E non-participants]

Dear Veteran:

As part of the Department of Veterans Affairs' (VA) ongoing commitment to improve services, VA requests your participation in a survey about the vocational rehabilitation and employment services offered to eligible veterans.

Our records indicate that you have either not applied to VA's Vocational Rehabilitation and Employment (VR&E) program or that you applied and were determined to be entitled to the program but did not continue to the point of completing a rehabilitation plan. The VR&E program has also been known as the Vocational Rehabilitation and Counseling and the Vocational Rehabilitation and Education program. The program is designed to provide eligible veterans who have a service-connected disability with vocational rehabilitation, education, and employment services. This letter is to let you know that you were randomly selected to complete the survey among veterans with a service-connected disability who have not participated in the program. VA will use the survey results from both participants and non-participants to improve current services and plan for the future needs of veterans.

In about a week, you will be receiving a survey in the mail that should take about 25 minutes to complete. A web-based version of the survey will also be available to you for your convenience. Completion of the survey is voluntary and answering any particular question is also voluntary. Survey responses are kept strictly confidential and will only be used to report results for groups, not individuals. There is no measurable risk to participants associated with completing the survey. Your current and future benefits will not be affected by whether or not you participate in the survey.

VA has asked an independent research firm to conduct the survey. If you have questions about your participation in the survey, please call an ICF International representative at 1-888-XXX-XXXX between the hours of 9 am - 5 pm Eastern Time.

Your assistance with this important project is greatly appreciated.

Sincerely yours,

[Name]

Assistant Secretary

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WASHINGTON DC 20420

[Cover letter sent with survey to VR&E non-participants]

Dear Veteran:

Enclosed is the survey from the Department of Veterans Affairs (VA), which I wrote to you about recently. The survey asks about your thoughts and experiences as a veteran with a service-connected disability who has either not applied or applied and were determined to be entitled to participate in VA's Vocational Rehabilitation and Employment (VR&E) program but did not continue to the point of completing a rehabilitation plan. VA will use the survey results from both participants and non-participants to improve current services and plan for the future needs of veterans.

The survey should take about 25 minutes or less to complete. Instructions on completing the survey are enclosed.

Completion of the survey is voluntary and answering any particular question is also voluntary. Survey responses are kept strictly confidential and will only be used to report results for groups, not individuals. There is no measurable risk to participants associated with completing the survey. Your current and future benefits will not be affected by whether or not you participate in the survey.

VA has asked an independent research firm to conduct the survey. If you have questions about your participation in the survey, please call an ICF International representative at 1-888-XXX-XXXX between the hours of 9 am - 5 pm Eastern Time.

Your assistance with this important project is greatly appreciated.

Sincerely yours,

[Name]

Assistant Secretary

Enclosure

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WASHINGTON DC 20420

[Instructions sent with survey to VR&E non-participants]

Dear Veteran:

This letter is to provide instructions on completing the survey on vocational rehabilitation and employment services. The survey can be completed in one of two ways:

■ **OPTION 1: WEB-BASED SURVEY**

Web Address: [Add here]

Your Password: [Add here]

■ **OPTION 2: PAPER-BASED SURVEY**

Fill out the enclosed survey using a pencil or pen (black or blue ink). After you have completed the survey, return it in the postage-paid envelope.

Please complete the survey using **one** of the two options. **Please do not complete both the paper and Web versions.** Thank you in advance for your assistance with this important project.

If you have questions about your participation in the survey, please call an ICF International representative at 1-888-XXX-XXXX between the hours of 9 am - 5 pm Eastern Time.

[Reminder Postcard #1]

**U.S. DEPARTMENT OF VETERANS AFFAIRS
VOCATIONAL REHABILITATION AND EMPLOYMENT (VR&E) SURVEY**

Recently, we asked you to complete an important survey regarding VA's Vocational Rehabilitation and Employment (VR&E) program. If you have already completed the survey, thank you for your feedback. If not, please take a few minutes to complete the survey so that we can improve the services that VA provides to veterans and their families.

You can complete your survey in one of two ways:

■ **OPTION 1: WEB-BASED SURVEY**

Web Address: [Add here]

Your Password: [Add here]

■ **OPTION 2: PAPER-BASED SURVEY**

Fill out the survey form previously mailed to you using a pencil or pen (black or blue ink).

After you have completed the survey, return it in the postage-paid envelope.

Please complete the survey using **one** of the two options. **Please do not complete both the paper and Web versions.** Thank you in advance for your assistance with this important project.

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WASHINGTON DC 20420

[Follow-up cover letter sent with replacement survey to VR&E non-participants]

Dear Veteran:

About a month ago, I sent you an important survey regarding your thoughts and experiences as a veteran with a service-connected disability who has either not applied or applied, was determined to be entitled but did not continue to the point of completing a rehabilitation plan in the Department of Veterans Affairs' Vocational Rehabilitation and Employment (VR&E) program. If you have already completed the survey, thank you! If not, a replacement survey is enclosed. VA will use the survey results from both participants and non-participants to improve current services and plan for the future needs of veterans.

The survey should take about 25 minutes or less to complete. Instructions on completing the survey are enclosed.

Completion of the survey is voluntary; and answering any particular question is also voluntary. Survey responses are kept strictly confidential and will only be used to report results for groups, not individuals. There is no measurable risk to participants associated with completing the survey. Your current and future benefits will not be affected by whether or not you participate in the survey.

VA has asked an independent research firm to conduct the survey. If you have questions about your participation in the survey, please call an ICF International representative at 1-888-XXX-XXXX between the hours of 9 am - 5 pm Eastern Time.

Your assistance with this important project is greatly appreciated.

Sincerely yours,

[Name]

Assistant Secretary

Enclosure

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WASHINGTON DC 20420

[Instructions sent with replacement survey to VR&E non-participants]

Dear Veteran:

This letter is to provide instructions on completing the survey on vocational rehabilitation and employment services. The survey can be completed in one of two ways:

■ **OPTION 1: WEB-BASED SURVEY**

Web Address: [Add here]

Your Password: [Add here]

■ **OPTION 2: PAPER-BASED SURVEY**

Fill out the enclosed survey using a pencil or pen (black or blue ink). After you have completed the survey, return it in the postage-paid envelope.

Please complete the survey using **one** of the two options. **Please do not complete both the paper and Web versions.** Thank you in advance for your assistance with this important project.

If you have questions about your participation in the survey, please call an ICF International representative at 1-888-XXX-XXXX between the hours of 9 am - 5 pm Eastern Time.

[Reminder Postcard #2]

**U.S. DEPARTMENT OF VETERANS AFFAIRS
VOCATIONAL REHABILITATION AND EMPLOYMENT (VR&E) SURVEY**

If you have already completed the survey we sent you earlier, thanks. If not, please do so TODAY!

You can complete your survey in one of two ways:

■ **OPTION 1: WEB-BASED SURVEY**

Web Address: [Add here]

Your Password: [Add here]

■ **OPTION 2: PAPER-BASED SURVEY**

Fill out the survey form previously mailed to you using a pencil or pen (black or blue ink).

After you have completed the survey, return it in the postage-paid envelope.

Please complete the survey using **one** of the two options. **Please do not complete both the paper and Web versions.** Thank you in advance for your assistance with this important project.