

WHITE PAPER

VETERANS EXPERIENCE OFFICE EM&PI WHITE HOUSE VA HOTLINE NON-SUBSTANTIVE REQUEST (Reference Approved ICR: 2900-0770, 7/11/2017, Exp: 09/30/2020)

OVERVIEW: Include question to allow survey respondent, on the Post-Complaint survey, to identify their gender. This is an optional question added to the already-approved White House VA Hotline survey. Add anonymity statement into survey description text. This change request is non-substantive and has no impact to the burden.

BACKGROUND: The Veterans Experience Office (VEO) has been working with the VA to collect responses from White House VA Hotline callers through surveys regarding their call center experiences. To better categorize and identify caller groups, the VEO Measurement HCD team has included an optional question to allow respondents to self-identify their gender in the Post-Complaint survey. Veterans will be given the ability to select from one of three identities or refrain from providing specificity. This optional question should add greater clarity – in addition to race/ethnicity distinctions – of the response population and how different groups may experience the White House VA Hotline.

- Added an *optional* gender question to allow selection of (Male, Female, Non-Binary/Third Gender, Prefer not to say)
- Added OMB approved anonymity statement into survey description

ACTIONS: Add an *optional* question for self-identification of gender as outlined below. This question will only be presented on the email-based, Post-Complaint survey; Add anonymity statement into Post-Call and Post-Complaint survey descriptions:

Gender Question: Post-Complaint (email) survey ONLY

- How do you describe your gender?
 - o Male
 - o Female
 - o Non-Binary / Third Gender
 - o Prefer not to say

Anonymity statement: Both surveys – within description text

“If you provide feedback, you may be contacted by VA. Serving you is our top priority.”