



U.S. Department
of Veterans Affairs

The VA provides free, confidential support 24/7 for Veterans and their family and friends. If you are in crisis, contact the **Veterans Crisis Line** by dialing 1 (800) 273-8255 (Press 1), or texting 838255, or visiting <https://www.veteranscrisisline.net>. If you are homeless or at risk of homelessness, contact the **National Call Center for Homeless Veterans** (NCCHV) by dialing 1 (877) 424-3838 or visiting <https://www.va.gov/HOMELESS/>.

OMB Number: 2900-0770
Expiration: 09/30/2020
Estimated Burden: 5 minutes

Help us serve you better

We want to hear about your perception of the VA's engagement in your local community. By answering the following questions, you directly help us improve VA services.

This survey should take you approximately 5 minutes to complete.

Which of these terms best represents you? Required

Please select a State or Territory to narrow down the list of possible VA Medical Centers and VA Community-Based Outpatient Clinics. The following questions are required.

Which State or Territory is your Healthcare Facility in?

Which City is your Healthcare Facility in?

Which is your nearest VA Healthcare Facility?

Which ZIP code do you live in? (Enter '00000' if using an APO/FPO.) Required

Do you currently receive VA healthcare services? Required

- Yes
- No

Do you currently receive VA benefits? Required

- Yes
- No

Are you a member of a CVEB (Community Veteran Engagement Board)? Required

- Yes
- No

Next

This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 5 minutes to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services to which you may currently be receiving. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at www.reginfo.gov/public/do/PRAMain.



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We want to hear about your perception of the VA's engagement in your local community. By indicating how much you agree or disagree with the statements below, you directly help us improve VA services.

My local community provides supportive resources for Veterans, families, caregivers, and survivors. *Required*

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	N/A

VA and community partners are coordinating support to help Veterans, families, caregivers, and survivors access and receive services in my local community. *Required*

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	N/A

Local VA and local community groups are working in partnership to address gaps in services. *Required*

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	N/A

VA transition support services help transitioning service members, families, caregivers, and survivors to integrate into their community. *Required*

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	N/A

Access to VA services and benefits is improving for Veterans, families, caregivers, and survivors in my local community. *Required*

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	N/A

Veterans, families, caregivers, and survivors are able to navigate non-medical VA benefits in my local community. *Required*

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	N/A

Veterans, families, caregivers, and survivors are able to navigate VA healthcare services in my local community. *Required*

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	N/A

Community-based resources are healthcare, benefits, and services not provided by VA. Access to community-based resources is improving for Veterans, families, caregivers, and survivors in my community. *Required*

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	N/A

The Community Care program (formerly the CHOICE program) is helping to meet the healthcare needs of Veterans, families, caregivers, and survivors in my community. *Required*

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	N/A

Suicide prevention resources are available and accessible in my community. *Required*

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	N/A

Which of the following VA suicide prevention services in your community are you familiar with? (Select all that apply).

- | | |
|--|---|
| <input type="checkbox"/> Veterans Crisis Line (VCL) | <input type="checkbox"/> Veterans Benefits Administration (VBA) |
| <input type="checkbox"/> Vet Center | <input type="checkbox"/> Mobile Vet Center |
| <input type="checkbox"/> Community Based Outpatient Clinic (CBOC) | <input type="checkbox"/> MISSION ACT |
| <input type="checkbox"/> Suicide Prevention Coordinators at local VA | <input type="checkbox"/> VA Telehealth |
| <input type="checkbox"/> Medication Disposal Program at local VA | <input type="checkbox"/> Gun Lock Distribution |
| <input type="checkbox"/> VHA Mental Health Services | <input type="checkbox"/> VA Emergency Departments |
| <input type="checkbox"/> Save Trainings Online | <input type="checkbox"/> VA Chaplaincy |

Finish

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Thank you for choosing VA

The U.S. Department of Veterans Affairs uses these surveys to collect your feedback in order to continuously improve your experience with VA services.

Please visit [VA.gov](https://va.gov) to explore benefits, resources, and information at VA.

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