

Memorandum

Non-substantive change

OMB Control No: 2900-0912

ICR Reference No: 202204-2900-003

Title: Veterans Engagement Action Center (VEAC) Surveys

Summary:

The Veterans Experience Office would like to shorten and simplify the Veterans Engagement Action Center (VEAC) Peer-to-Peer survey. There are two pathways for the survey depending on the respondent's role at the VEAC: 1) Participant, or 2) Provider.

The Participant path is currently at 22 questions and will be shortened to 13 questions. The Provider path is currently at 12 questions and will be shortened to 10 questions.

See Table A for a comparison table.

1. New Participant path in comparison to the current Participant path.

- Removed the question, "Please identify your role within the Veterans Experience Action Center." Path will be determined using the first question in the new participant path.
- "What best describes you as you're participating in this Peer-to-Peer connection?", though not identical it is similar to "Which of the following best defines you as a participant of the Veterans Experience Action Center?", and the question is asking for the same type of information, which identifies the respondent as either a Participant or Provider. The question is being tailored to be more specific to the activity that takes place during the Veterans Experience Action Center event.
- "What is your gender?", though not identical it is similar to "How would you describe your gender?", and the question is asking for the same type of information.
- "What race/ethnicity do you identify with?" combines two of the questions from the current path, 1) "How would you describe your race?" and 2) "Are you Hispanic or Latino?". The question is asking for the same type of information.
- "What is your age group?" remains the same as in the current path.
- "What ZIP code do you consider your primary residence?" though not identical it is similar to "Please provide your zip code. Enter 00000 if using an APO/FPO", the question is asking for the same type of information.
- "Do you currently receive VA health care services or VA benefits, such as compensation, pension, education, home loan, or pre-burial benefits?", combines two of the questions from the current path, 1) "Do you currently receive VA health care services?" and 2) "Do you currently receive VA benefits such as compensation, pension, education, home loan, or pre-burial benefits?", and the question is asking for the same type of information.
- Removed the question, "Please indicate why you are not currently enrolled in VA health care."
- Removed the question, "Please indicate the reason why you are currently not receiving VA benefits."
- Removed the question, "Is this your first time connecting to a Peer-to-Peer Center?"
- "Please indicate when you served in the military." remains the same as in the current path.
- "What information and/or services did you receive from your participation with the Peer-to-Peer Provider?", remains the same as in the current path.
- "Connecting with a Peer-to-Peer provider was easy.", though not identical it is similar to "Did you experience any challenges connecting with the Peer-to-Peer Provider?", and the question is asking for the same type of information.

- Removed the question, “Select a reason why it was challenging to connect with the Peer-to-Peer provider.”
- “I was able to get my information and/or service support needs met during my Peer-to-Peer connection.”, though not identical it is similar to “I was able to get my information and/or service support needs met through the Veterans Experience Action Center in a reasonable timeframe.”, and the question is asking for the same type of information. The question is being tailored to be more specific to the activity that takes place during the Veterans Experience Action Center event.
- Removed the question, “The Veterans Experience Action Center provided a seamless introduction to VA services.”
- “I felt respected and valued during my participation in this Peer-to-Peer connection.”, though not identical it is similar to “I felt respected and valued during my engagement with the Veterans Experience Action Center.”, and the question is asking for the same type of information. The question is being tailored to be more specific to the activity that takes place during the Veterans Experience Action Center event.
- Removed the question, “I felt reassured by the guidance provided as a participant with the Veterans Experience Action Center.”
- Removed the question, “The Veterans Experience Action Center provided information and next steps that were relevant and easy for me to understand.”
- Removed the question, “I felt my Peer-to-Peer provider listened to and considered my needs”
- In lieu of the removed questions, added the question, “I trust the Peer-to-Peer provider I connected with.”
- In lieu of the removed questions, added the question, “I would recommend this Peer-to-Peer provider to others”

2. New Provider path in comparison to the current Provider path.

- Removed the question, “Please provide your zip code. Enter 00000 if using an APO/FPO.”
- “Are you assisting a participant with enrollment to VA Healthcare services?” though not identical it is similar to “Are you assisting a participant who needs care for a medical or mental health concern?”, and the question is asking for the same type of information.
- “Please indicate your relationship with the participant.” remains the same as in the current path.
- Removed the question, “Please indicate when the participant served in the military.”
- Removed the question, “Please select what information and/or services you provided the participant.”
- “VA provided me with the resources (e.g., platform to connect, marketing, network) I needed to be successful in assisting participants.” though not identical it is similar to “Did VA provide you with the resources you needed to be successful?”, and the question is asking for the same type of information.
- “Use the text box below to enter details of the additional feedback (optional).” though not identical it is similar to “What additional resources would be most helpful to you and/or to the participant you assisted?”, and the question is asking for the same type of information.
- Removed the question, “Resources were available that allowed me to provide information and/or service support in a reasonable timeframe.”
- “I felt respected and valued working with VETXL, VEAC” though not identical it is similar to “I felt respected and valued working with the Veterans Experience Action Center”, the question is asking for the same type of information.
- “VA support allowed me to effectively connect participants with Peer-to-Peer services.” though not identical it is similar to “Resources and guidance were provided that allowed me to be helpful to the participant.”, and the question is asking for the same type of information.
- Removed the question, “I was provided resources that the participant found easy to understand.”
- In lieu of the removed questions, added the question, “Collaborating with VA was easy.”

- In lieu of the removed questions, added the question, “I trust VA’s collaboration with community partners.”
- In lieu of the removed questions, added the question, “I would recommend VA’s collaboration with community partners to other Peer-to-Peer providers.”
- In lieu of the removed questions, added the question, “Would you like to provide additional feedback with a concern, compliment, or recommendation about your experience(s) with VA’s collaboration with national and local community partners?”

Table A

Current	New
Participant Path (22 questions)	Participant Path (13 questions)
Please identify your role within the Veterans Experience Action Center.	
Which of the following best defines you as a participant of the Veterans Experience Action Center?	What best describes you as you're participating in this Peer-to-Peer connection?
How would you describe your gender?	What is your gender?
How would you describe your race? Select all that apply.	What race/ethnicity do you identify with? (Please select all that apply)
Are you Hispanic or Latino?	
What is your age group?	What is your age group?
Please provide your zip code. Enter 00000 if using an APO/FPO	What ZIP code do you consider your primary residence? (Enter 00000 if using an APO/FPO)
Do you currently receive VA health care services?	Do you currently receive VA health care services or VA benefits, such as compensation, pension, education, home loan, or pre-burial benefits?
Do you currently receive VA benefits such as compensation, pension, education, home loan, or pre-burial benefits?	
Please indicate why you are not currently enrolled in VA health care. Select all that apply.	
Please indicate the reason why you are currently not receiving VA benefits. Select all that apply	
Is this your first time connecting to a Peer-to-Peer Center?	
Please indicate when you served in the military. Select all that apply.	Please indicate when you served in the military. Select all that apply.
What information and/or services did you receive from your participation with the Peer-to-Peer Provider? Select all that apply.	What information and/or services did you receive from your participation with the Peer-to-Peer provider? Select all that apply.
Did you experience any challenges connecting with the Peer-to-Peer Provider?	Connecting with a Peer-to-Peer provider was easy.
Select a reason why it was challenging to connect with the Peer-to-Peer provider.	
I was able to get my information and/or service support needs met through the Veterans Experience Action Center in a reasonable timeframe.	I was able to get my information and/or service support needs met during my Peer-to-Peer connection.
The Veterans Experience Action Center provided a seamless introduction to VA services.	
I felt respected and valued during my engagement with the Veterans Experience Action Center.	I felt respected and valued during my participation in this Peer-to-Peer connection.
I felt reassured by the guidance provided as a participant with the Veterans Experience Action Center.	

The Veterans Experience Action Center provided information and next steps that were relevant and easy for me to understand.	
I felt my Peer-to-Peer provider listened to and considered my needs.	
	I trust the Peer-to-Peer provider I connected with. Required
	I would recommend this Peer-to-Peer provider to others.
Provider Path (12 questions)	Provider Path (10 questions)
Please provide your zip code. Enter 00000 if using an APO/FPO.	
Are you assisting a participant who needs care for a medical or mental health concern?	Are you assisting a participant with enrollment to VA Healthcare services?
Please indicate your relationship with the participant.	Please indicate your relationship with the participant.
Please indicate when the participant served in the military. Select all that apply.	
Please select what information and/or services you provided the participant. Select all that apply.	
Did VA provide you with the resources you needed to be successful?	VA provided me with the resources (e.g., platform to connect, marketing, network) I needed to be successful in assisting participants.
What additional resources would be most helpful to you and/or to the participant you assisted? Please do not include any personally identifiable information, Social Security Number, Veteran ID, or medical information.	Use the text box below to enter details of the additional feedback (optional). Please do not include any personally identifiable information, Social Security Number, Veteran ID, or medical information, but do provide details about your experience.
Resources were available that allowed me to provide information and/or service support in a reasonable timeframe.	
Resources were available that allowed me to provide a seamless introduction to VA services.	
I felt respected and valued working with the Veterans Experience Action Center.	I felt respected and valued working with VETXL, VEAC.
Resources and guidance were provided that allowed me to be helpful to the participant.	VA support allowed me to effectively connect participants with Peer-to-Peer services.
I was provided resources that the participant found easy to understand.	
	Collaborating with VA was easy.
	I trust VA's collaboration with community partners.
	I would recommend VA's collaboration with community partners to other Peer-to-Peer providers.
	Would you like to provide additional feedback with a concern, compliment, or recommendation about your experience(s) with VA's collaboration with national and local community partners? Please select from one of the following options.

3. Estimate of burden time

- Burden time estimate remains the same for both the Participant and Provider paths.
- See Table B for details of the burden estimate.

Table B

Category of Respondent	No. of Respondents	Participation Time	Burden
Peer-to-Peer Participant / Peer-to-Peer Provider Survey	4,000 Annual	3 minutes	200 hours
Totals	16,000 Annual		1,200 hours