

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**: Dial 988 (Press 1) or 1 (800) 273-8255 (Press 1), text 838255, or visit <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://w>

The VA began sending benefits letters in Spanish to Veterans and Beneficiaries in Puerto Rico in January 2023. We'd like to hear about your reactions to receiving that letter. By completing this survey, you will help us make Spanish translations available to more Veterans and Beneficiaries like you!

This voluntary survey should take you approximately 3 minutes to complete.

Please think about the Spanish language benefits letter that you received when answering these questions.

1. It was clear that the benefits letter was an **official, legitimate** VA communication.
Strongly Disagree Disagree Neither Disagree Nor Agree Agree Strongly Agree Don't Remember

2. I feel comfortable understanding letters in Spanish compared to those in English.
Strongly Disagree Disagree Neither Disagree Nor Agree Agree Strongly Agree

3. Upon receiving my benefits letter in Spanish, I felt: (Select all that apply)
 - a. **Adversed**
 - b. **Assured**
 - c. **At Ease**
 - d. **Comforted**
 - e. **Confused**
 - f. **Discomforted**
 - g. **Disatisfied**
 - h. **Disengaged**
 - i. **Embarrassed**

By filling out this survey, you are authorizing VA database access to retrieve Veteran contact information to follow up with you accordingly for purposes of service recovery, potential crisis, or to learn more about feedback you have shared regarding your experience with VA.

VA may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans.

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 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 <https://www.reginfo.gov/public/do/PRAMain>. Information gathered will be kept private to the extent provided by law. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to Vets-Experience@va.gov. VA will not disclose your personal information to third parties outside VA without your consent or when immediately responding to an expressed concern or need for immediate information or resources.

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- j. **Engaged**
- k. **Gratitude**
- l. **Hesitant**
- m. **Offended**
- n. **Pride**
- o. **Respected**
- p. **Relieved**
- q. **Satisfied**
- r. **Stressed**
- s. **Surprised**
- t. **Suspicious**
- u. **Uncomfortable**
- v. **Unsurprised**
- w. **Valued**

4. It was easy to understand the benefits letter that was written in Spanish.
Strongly Disagree Disagree Neither Disagree Nor Agree Agree Strongly Agree

5. I trust the VA to **accurately translate** benefits letters into Spanish.
Strongly Disagree Disagree Neither Disagree Nor Agree Agree Strongly Agree

6. Getting the benefits letter in Spanish increased my **trust VA more overall**.
Strongly Disagree Disagree Neither Disagree Nor Agree Agree Strongly Agree

7. How hard or easy is it for you to **understand written English**?
Very Hard Hard Neither Hard Nor Easy Easy Very Easy

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8. How long have you been **reading English**? (Select only one option)

- a. I don't read English
- b. 1-5 years
- c. 6-10 years
- d. 11-20 years
- e. More than 20 years

9. What **age** are you? (Select only one option)

- a. Under 20
- b. 20-29
- b. 30-39
- c. 40-49
- d. 50-59
- e. 60-69
- f. 70-79
- g. 80 or older

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