

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>

Help us serve you better.

We want to hear about your experience with the Veterans Experience Action Center (VEAC) event. Your answers to these questions directly help us improve our services.

This voluntary survey should take approximately 5 minutes to complete. Please respond to all questions to complete the survey.

1. What best describes you as you're participating in this Veterans Experience Action Center (VEAC) event? **REQUIRED (if required)**

- Veteran
- Active Military/National Guard/Reserve
- Family Member
- Caregiver
- Survivor

2. Is this the first time you have interacted with VA?

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 █ 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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- Yes
- No
- Unsure

3. Do you currently receive VA healthcare services or VA benefits, such as compensation, pension, education, home loan, or pre-burial benefits?

Note: Display question only if answer is “No” or “Unsure” in previous question (Is this the first time you have interacted with VA?).

- Yes
- No
- Unsure

4. Please indicate why you may not have interacted with VA. Please select all the following reasons that apply.

- I did not know I was eligible for **VA healthcare or benefits**
- I haven't had the time to look into **VA healthcare or benefits**
- I did not wish to apply for any **VA healthcare or benefits**
- I did not know how to apply for **VA healthcare or benefits**
- Other

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5. Did you have any challenges attending the outreach event? Please select all that apply.

- No challenges
- Making an appointment
- Call wasn't conducted at the time I desired
- Issues with calls (call went too long, too many transfers, too long to be connected to resource provider)
- Technical failures (dropped calls, audio problems)
- Other

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6. I was able to get my information and/or service support needs met at the outreach event.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

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7. It was easy to get the information and/or services that I needed at the outreach event.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

8. I felt respected and valued during my participation at the outreach event.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

9. I trust VA to fulfill our country's commitment to Veterans.

By filling out this survey, you are authorizing VA database access to retrieve Veteran contact information to learn more about you. This information 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.

VA may scores to

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

This information is collected under OMB control number 2900-0876. 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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10. I would recommend this outreach event to other Veterans.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

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11. What race/ethnicity do you identify with? **Select all that apply.**

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Other Pacific Islander
- White

12. Would you like to provide additional feedback with a concern, compliment, or recommendation about your experience(s) with VEAC events? Please select from one of the following options.

13.

Select your response	▼
Compliment	
Concern	
Recommendation	
Will not provide additional feedback	

 Use the text box below

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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.

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