

## **Veteran Financial and Credit Counseling Services Survey**

**The purpose of this study is to gather information from financial and credit counselors, providers, and subject matters experts in order to assess Veterans' needs, use of financial and credit counseling services, and barriers to accessing these services. Financial and credit counseling includes any professional services that help with income planning, savings, and spending.**

VA Burden Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 2900-0935, and it expires 11/30/2026. Public reporting burden for this collection of information is estimated to average 20 minutes per respondent, per year, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate and any other aspect of this collection of information, including suggestions for reducing the burden, to VA Reports Clearance Officer at [VACOPaperworkReduAct@va.gov](mailto:VACOPaperworkReduAct@va.gov). Please refer to OMB Control No. 2900-0935 in any correspondence. Do not send your completed Survey (VA Form 10-377) to this email address.

Privacy Act Statement: The information requested on this form is solicited pursuant to section 313 of the Cleland-Dole Act of 2022 (Public Law 117-328). The purpose of this data collection is to assess financial and credit counseling services offered to Veterans. Your disclosure of the information requested is voluntary, and your identity will be kept confidential. Information collected will become part of a system of records that complies with the Privacy Act of 1974. This system is identified as "Veteran, Patient, Employee and Volunteer Research and Development Project Records-VA (34VA12)" as set forth in the Compilation of Privacy Act Issuances via online GPO access at <http://www.gpoaccess.gov/privacyact/index.html> VA may make a "routine use" disclosure of information provided, as permitted by the Privacy Act, when the information will be used for a purpose that is compatible with the purpose for which VA collected the information. The results of this study, which will not include personally identifiable information about the individual respondents, will be shared with Congress via a congressionally mandated report.

**Thank you in advance for your time and feedback to help VA improve financial and credit counseling services and better meet the needs of Veterans.**

**Answering the questions of this survey is optional. If you choose to answer any of these questions, please answer them honestly and to the best of your knowledge and ability.**

**Please answer the questions below to the best of your ability and review any records about Veterans you have served to answer these questions, if needed. If you have no records, please do your best to approximate. If you do not have this data, please write 0.**

Q1. During the past 6 months, how many Veterans have you served in your job or role? \_\_\_\_\_ Veterans

A. How many of these Veterans were homeless? \_\_\_\_\_

Q2. During the past 6 months, how many Veterans have you served who ran out of money to pay for rent, utilities, or food? \_\_\_\_\_ Veterans

A. How many of these Veterans were homeless? \_\_\_\_\_

Q3. During the past 6 months, how many Veterans have you served who had trouble keeping track of their savings and spending? \_\_\_\_\_ Veterans

A. How many of these Veterans were homeless? \_\_\_\_\_

Q4. During the past 6 months, how many Veterans have you served who had someone take money from them without their permission or scammed them of their money? \_\_\_\_\_ Veterans

A. How many of these Veterans were homeless? \_\_\_\_\_

Q5. During the past 6 months, how many Veterans have you served who used their own bank account? \_\_\_\_\_ Veterans

A. How many of these Veterans were homeless? \_\_\_\_\_

Q6. During the past 6 months, how many Veterans have you served who had bad credit (i.e., credit score of 300-629)? \_\_\_\_\_ Veterans

A. How many of these Veterans were homeless? \_\_\_\_\_

Q7. During the past 6 months, about how many Veterans have you served who had received any type of financial or credit counseling service? \_\_\_\_\_ Veterans

A. How many of these Veterans were homeless? \_\_\_\_\_

Q8. Of all the Veterans you have served who have received financial or credit counseling services in the past 6 months, what type of services did they receive? (Check all that apply)

- ☐ Rep payee or conservator service- voluntary
- ☐ Rep payee or conservator service- involuntary
- ☐ Fiduciary service
- ☐ One-on-one financial coaching
- ☐ Group financial literacy/education
- ☐ Help setting up a bank account
- ☐ Help with opening a line of credit/credit card
- ☐ Help with using prepaid cards with spending limits (e.g., Truelink, Greenlight, Patriot)
- ☐ Help setting up financial monitoring tools (e.g., Eversafe, digital apps)
- ☐ Help getting other sources of income (e.g., benefits)
- ☐ I Don't Know

A. Were these financial and credit counseling services provided by the VA?

- ☐ ☐ Yes, all   ☐ Yes, some   ☐ No   ☐ Do not know

Q9. Please indicate how much you agree with the following statements using the rating scale below:

- 1 (Strongly disagree)
- 2 (Disagree)
- 3 (Neither agree or disagree)
- 4 (Agree)
- 5 (Strongly agree)

- A) Veterans are concerned that getting financial and credit counseling costs too much money. \_\_\_\_\_
- B) Veterans are concerned that getting financial and credit counseling would be too embarrassing. \_\_\_\_\_
- C) Veterans are concerned that getting financial and credit counseling would harm their reputation. \_\_\_\_\_
- D) Veterans fear they will be blamed for their financial and credit problem when seeking financial and credit counseling. \_\_\_\_\_

- E) Veterans are concerned they would be seen as weak when seeking financial and credit counseling. \_\_\_\_
- F) Veterans do not believe financial and credit counseling works. \_\_\_\_
- G) Veterans do not trust financial and credit counselors. \_\_\_\_
- H) Veterans do not have transportation to get to financial and credit counseling locations. \_\_\_\_
- I) Veterans need childcare to have the opportunity to get financial and credit counseling. \_\_\_\_
- J) Veterans do not know if they are eligible for financial and credit counseling. \_\_\_\_
- K) Veterans do not know where to get help for financial and credit counseling. \_\_\_\_
- L) Veterans find it difficult to go to financial and credit counseling locations during the hours offered. \_\_\_\_
- M) Veterans' health issues make it difficult for them to get financial and credit counseling. \_\_\_\_
- N) The COVID-19 pandemic made it hard for Veterans to get financial and credit counseling. \_\_\_\_
- O) Veterans do not know what services are available. \_\_\_\_
- P) Veterans do not use financial and credit counseling services because they do not receive any information from VA about these services. \_\_\_\_
- Q) Veterans do not use financial and credit counseling services because the information they receive from VA is not easy to understand. \_\_\_\_
- R) Veterans do not use financial and credit counseling services because the information they receive from VA does not convince them that financial and credit counseling services is right for them. \_\_\_\_
- S) Any other Veteran barriers to financial and credit counseling, please specify \_\_\_\_\_

**Q10. Please indicate below how much you agree with the following statements. Please answer in terms of the Veterans you have served in the past 6 months who received any financial or credit counseling. If you have not served any Veterans who received any financial or credit counseling, please answer as to whether it WOULD help.**

**Receiving financial and credit counseling had helped/would help Veterans...**

1 (Strongly disagree)

2 (Disagree)

3 (Neither agree or disagree)

4 (Agree)

5 (Strongly agree)

A) GET A JOB OR GET A BETTER JOB. \_\_\_\_

B) GET OR KEEP A PLACE TO LIVE. \_\_\_\_

C) MAKE MORE MONEY. \_\_\_\_

D) IMPROVE THEIR CREDIT SCORE. \_\_\_\_

E) IMPROVE THEIR PHYSICAL HEALTH. \_\_\_\_

F) IMPROVE THEIR MENTAL HEALTH. \_\_\_\_

G) STOP USING DRUGS/ALCOHOL. \_\_\_\_

H) Any other Veteran outcomes? If so, please specify \_\_\_\_\_

**Q11. In your opinion, how can VA best assist Veterans with their financial and credit counseling needs? Please share with us.**

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The next section of the survey will ask some basic questions about you. Answering them is also voluntary. These questions are being asked to get an understanding of the people who responded to this survey and their practices as they relate to financial and credit counseling services.

Q12. How old are you?

- 20 years old and under
- 21 – 29 years old
- 30 – 39 years old
- 40 – 49 years old
- 50 – 59 years old
- 60 – 69 years old
- 70 – 79 years old
- 80 years or older
- Prefer not to answer

Q13. Sex:

- ☐ Female
- ☐ Male

Q14. What is your race/ethnicity? *(Check all that apply.)*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Middle Eastern or North African
- ☐ Native Hawaiian or Pacific Islander
- ☐ White
- ☐ Prefer not to answer

Q16 What is your job title or role? *(Please select all that apply)*

- ☐ Association of Military Banks of America member
- ☐ Banker
- ☐ Financial or credit counselor
- ☐ Researcher with subject matter expertise in finances
- ☐ Supportive Services for Veteran Families (SSVF) Grantee
- ☐ Grant & Per Diem (GPD) Grantee
- ☐ Other position or subject matter expert. Please specify: \_\_\_\_\_
- ☐ Prefer not to answer

Q17. How many years have you held your job title/role? \_\_\_\_\_ years

- ☐ Prefer not to answer

Q18. Have you ever served in the military (i.e., are you a Veteran)?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

Q19. Does your organization systematically ask clients whether they have served in the military (i.e., identify Veteran status)?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

Q20. Of the Veterans you have provided services to, which VA homeless program(s) have the Veterans been participating in, if any? (Check all that apply)

- ☐ CWT-TR program- Compensated Work-Therapy/Transitional Residence
- ☐ GPD program- Grant & Per Diem
- ☐ HCHV program- Health Care for Homeless Veterans
- ☐ HCRV program- Health Care for Re-entry Veterans
- ☐ H-PACT program- Homeless Patient Aligned Care Team
- ☐ HUD-VASH program- Housing and Urban Development- Veterans Affairs Supportive Housing
- ☐ SSVF program- Supportive Services for Veterans Families
- ☐ VJO program- Veterans Justice Outreach
- ☐ Provided services to Veteran(s) experiencing homelessness but do not know which VA homeless programs they were utilizing if any
- ☐ None
- ☐ Other VA homeless program, please specify\_\_\_\_\_
- ☐ Prefer not to answer



**Thank you for your time and input -- it is appreciated and will inform our work.**