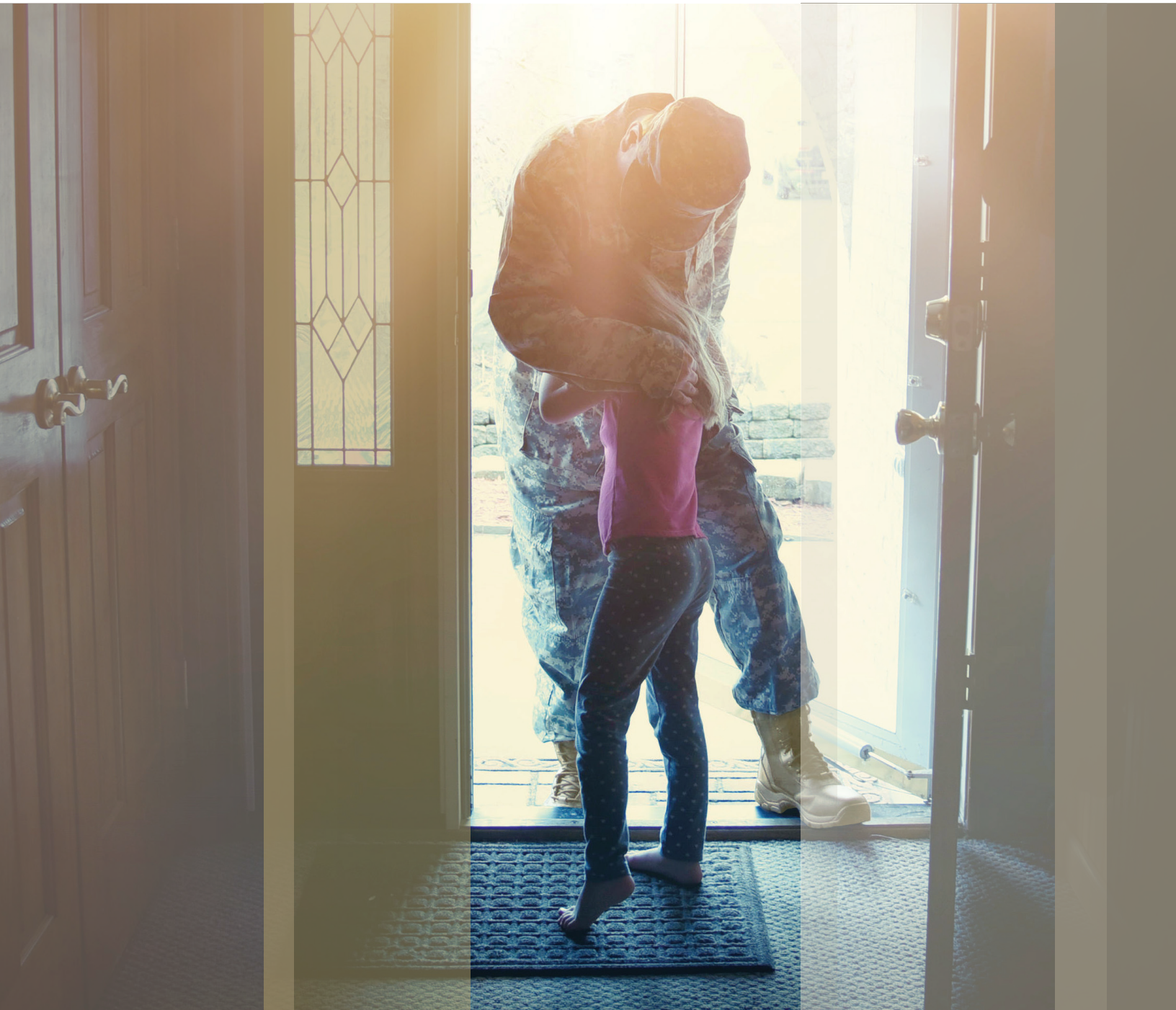




**AMERICA'S
WARRIOR
PARTNERSHIP**
EMPOWERING COMMUNITIES
TO EMPOWER VETERANS

COMMUNITY INTEGRATION

ANNUAL SURVEY REPORT 2018



OVERVIEW

America's Warrior Partnership is committed to empowering communities to empower veterans. We fill the gaps that exist between current veteran service organizations, as well as those nonprofits that serve the general population, by helping nonprofits connect with the veterans, military members and families in need: bolstering their efficacy, improving their results and empowering their initiatives. America's Warrior Partnership is a force multiplier for warrior community integration that enhances communities where great Americans choose to live and contribute.

From city to city and town to town across America, there is no one organization or platform in place to ensure each unique veteran is fully and holistically supported. Each city, county, and state is different; some are equipped to handle the return of hundreds and thousands of post-service veterans. In most places, however, scattered services are provided by disconnected agencies.

America's Warrior Partnership is the connection that brings local veteran-centric nonprofits together through coordination and collaboration, ensuring consistent information is obtained and relevant services are provided. We attack inefficiency and amplify the work of established nonprofits and government agencies. America's Warrior Partnership brings the necessary and unifying resources to communities and makes it easier for those who served our nation to lead the lives they deserve.

Our Affiliates



Goodwill of Orange County's Tierney Center for Veteran Services is a global approach to serving veterans and their families, serving all veterans in Orange County, California, including immediate family members, and military personnel and families.



Panhandle Warrior Partnership empowers warriors of Northwest Florida through a holistic program of community collaboration designed to connect warriors and their families to the local community through benefits, services, education, jobs, and housing.



Palmetto Warrior Connection empowers warriors and their families utilizing collaboration, advocacy and education by promoting relentless quality care in the Low Country of South Carolina.



Upstate Warrior Solution, serving Greenville, and the upstate of South Carolina, connects warriors and their families to resources and opportunities, leads them through the process of self-empowerment, and inspires the community to embrace local warriors and their families as valued neighbors and friends.



Veterans One-stop Center of Western New York, Inc. (VOCWNY) is the area's premier, community-based, independent, nonprofit collaborative, offering U.S. veterans, service members, and their families the convenience of a barrier-free One-stop Center in which to access a coordinated and individualized suite of services for veterans.

The purpose of the America's Warrior Partnership annual survey is to ascertain the ways in which communities across the United States are assisting veterans and their families so that needed changes can be implemented to make all efforts more effective. The survey was completely anonymous, and warriors were given an option (upon completion of the survey) to provide contact information for a chance to win one of five \$100 gift cards. All contact information was kept separate from annual survey results ensuring responses were kept completely confidential.

Additional partner organizations who participated in our survey include The Warrior Alliance (TWA) in Atlanta, GA, Northeast Ohio Foundation for Patriotism (NEOPAT) in Cleveland, OH, and Clear Path for Veterans in Syracuse, NY.

EXECUTIVE SUMMARY

Community Integration, the signature program of America's Warrior Partnership, gives communities proven tools and methods to customize their programs to meet veterans' needs more effectively. Based on holistic, individualized care and community-wide collaboration, Community Integration benefits both the communities that implement it and the veterans they serve.

Each year, America's Warrior Partnership conducts a survey in order to measure a variety of factors relating to the Community Integration program and the veterans served. The results of the survey help us evaluate veterans' strengths, needs, growth and satisfaction while allowing us to make the respective programmatic and community adjustments. This year, the survey was opened up to additional community partners across the United States increasing the sample size by nearly 73% more participants including veterans, active duty service members, family members, caregivers, and community members. Overall, our survey results show contrary to public perception, the majority of veterans are not homeless and are in fact doing well in those communities that make them a priority.

As a result of the 2017 survey, the affiliates (service providers) emphasized their efforts on recreation, opportunities to connect with others and volunteerism. From this campaign, we saw a positive increase in veterans' perception of their community:

- 36% of veterans actively participate in community events as opposed to 30% the previous year.
- Veteran's perception that they can thrive in their community increased by 8%.
- 81% of veterans believe they have the resources they need within their community as opposed to 75% last year.
- There was an 8% increase in veterans believing there are opportunities within their community.

Again this year, resources veterans seek are typically not the urgent assistance most would expect. The top six resources sought are: recreation; connections with other veterans; volunteer opportunities; access to health benefits; and access to better employment.

This year, America's Warrior Partnership continued their Adult Hope Scale⁺⁺ analysis. We compared the Hope Scale to quality of life* which showed that as a Hope Scale score increases, the feeling of being able to adapt to changes and bounce back from illness, injury, or hardship increases as well. We also found the majority of the veterans continued to receive a score of "thriving". We determined that more veterans who are seeking short-term financial assistance and housing scored in the "stuck" (lower level of hope) category.

In the analysis of 2018 and the 2017 surveys, we have seen an increase in the level of veteran engagement, but it could be higher. In this year's results, approximately 67% of veterans feel there is a strong network of support for active military and veterans in their community. By focusing on the Community Integration model and the holistic approach, together we can strengthen the support for veterans.

America's Warrior Partnership's mission, empower communities to empower veterans, is one of active engagement between communities and veterans. Through a proper balance of outreach, follow-up, and continuous engagement, we strive to create communities where veterans have the support they need. Through this insight, communities may create a strong network of support. Collaboration is the key to success for both the veteran and the community.

Footnote:

*America's Warrior Partnership measures quality of life by a veteran's perception of their ability to adapt when changes occur and their ability to bounce back from injury, illness, and hardship. Those who agree and strongly agree are categorized as a able to adapt and bounce back. The questions are based on the Quality of Life Index. <http://www.isoqol.org/about-isoqol/what-is-health-related-quality-of-life-research>

⁺⁺ Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. *Journal of Personality and Social Psychology*, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

DEMOGRAPHIC DETAILS

SURVEY DEMOGRAPHICS DETAILS

88.2%  SERVED IN THE MILITARY

8.9%  MILITARY CAREGIVER/
FAMILY MEMBER

2.9%  COMMUNITY MEMBER

1,623 TOTAL SURVEY PARTICIPANTS

OF THE APPROXIMATELY 20 MILLION VETERANS WITHIN THE UNITED STATES OF AMERICA¹,

1,432 COMPLETED THE SURVEY*

*STATISTICALLY SIGNIFICANT, 95% CONFIDENCE LEVEL WITH A 3% MARGIN OF ERROR

MILITARY SERVICE STATUS

74.2%  RETIRED, SEPARATED OR DISCHARGED

11.4%  ACTIVE DUTY

14.4%  NATIONAL GUARD/
RESERVE

NUMBER OF YEARS SERVED STATISTICS

AVERAGE:
13 YEARS

STANDARD DEVIATION:
10 YEARS

MINIMUM:
<1 YEAR

MAXIMUM:
59 YEARS

NUMBER OF YEARS SINCE ACTIVE DUTY STATISTICS

AVERAGE:
19 YEARS

STANDARD DEVIATION:
15 YEARS

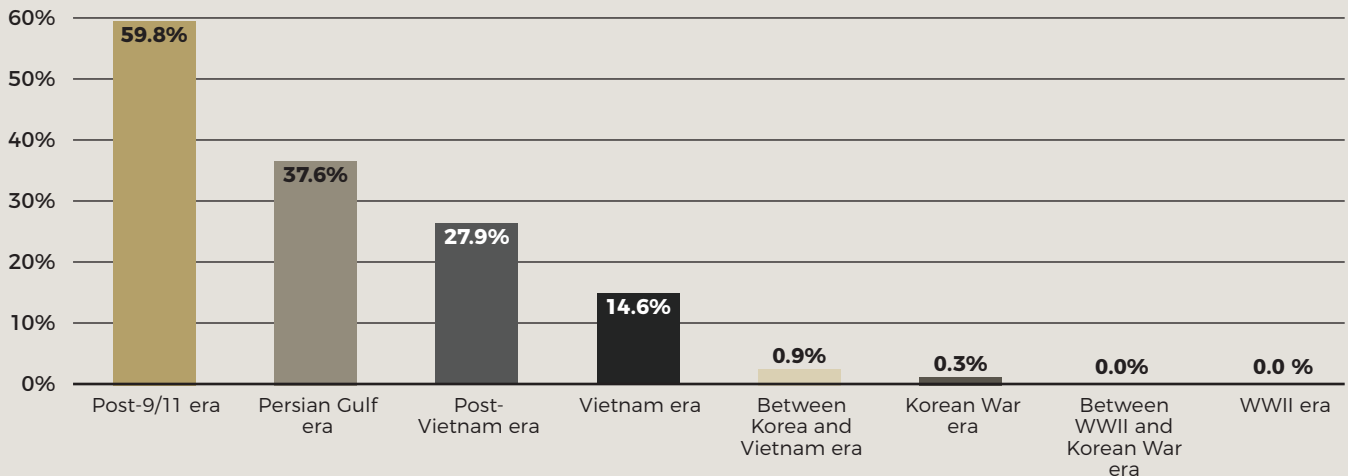
MINIMUM:
<1 YEAR

MAXIMUM:
65 YEARS

GENDER

70.0% MALE 29.9% FEMALE 0.1% OTHER

ERA OF SERVICE



More than half of warriors (59%) engaged by community organizations have served during the Post-9/11 era and nearly a one-third of warriors (37%) engaged by community organizations have served during the Persian Gulf era. Only 15% identified as having served during the Vietnam era or before. The number of Vietnam era veterans increased this year, but the number of pre-Korean War veterans were not represented in this population. Nearly 41% of warriors engaged served during more than one era.

Footnote: ¹https://www.va.gov/vetdata/docs/Demographics/New_Vetpop_Model/Vetpop_Infographic_Final31.pdf

AMERICA'S WARRIOR PARTNERSHIP APPROACH

INTEGRATION STATUS

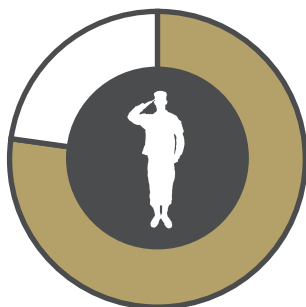


NEEDS ASSESSMENT

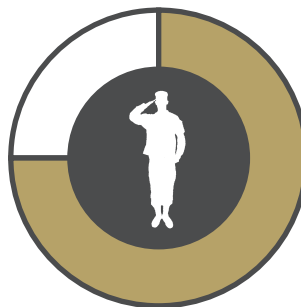


40.7%
expressed a need to be connected to a resource within their communities to help them overcome barriers or challenges they are currently experiencing.

COMMUNITY QUALITY OF LIFE*



77.4%
of warriors feel they are able to adapt when changes occur



75.2%
of warriors tend to bounce back after illness, injury, or hardships

SATISFACTION WITH COMMUNITY ORGANIZATIONS



93%
Satisfied, Extremely Satisfied or Neutral

Footnote:

*America's Warrior Partnership measures quality of life by a veteran's perception of their ability to adapt when changes occur and their ability to bounce back from injury, illness, and hardship. Those who agree and strongly agree are categorized as a able to adapt and bounce back. The questions are based on the Quality of Life Index. <http://www.isoqol.org/about-isoqol/what-is-health-related-quality-of-life-research>"

AMERICA'S WARRIOR PARTNERSHIP APPROACH



OUTREACH
67%

VS.

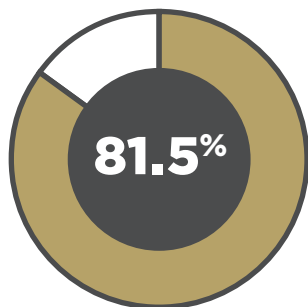
WALK-INS
33%



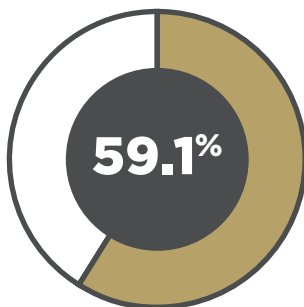
On average, a ratio of **2 to 1** warriors engaged and seeking resources are found through outreach efforts as opposed to walk-ins.

Women are more likely to be referred to a community organization by a veteran/active duty military member, whereas men are more likely to be referred by a representative from an organization.

PERCEIVED COMMUNITY SUPPORT TO BEING AN ACTIVE PARTICIPANT IN THE COMMUNITY



of warriors that regularly participate in community events feel supported by the community



of warriors that do not participate in community events feel supported by the community

Warriors that participate in community events regularly are

1.4 times

more likely to feel supported by their community.

HOW MUCH SUPPORT DO WARRIORS NEED TO HAVE A SENSE OF WELLBEING?



0-3 Months

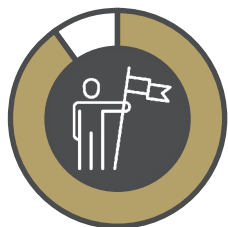


3+ Months

On average, nearly **25%** feel a sense of wellbeing within the first 3 months of engagement with a community organization. Warriors' sense of wellbeing increased to **75%** after 3 months of engagement and having established a trusting relationship with the community organization.

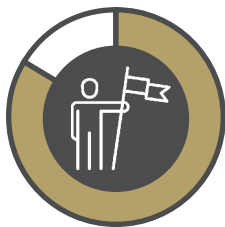
AMERICA'S WARRIOR PARTNERSHIP APPROACH

FREQUENCY OF ENGAGEMENT TO FEELING OF EMPOWERMENT*



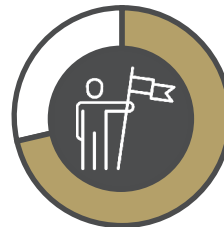
90.0%

of warriors engaged **once a week/a few times a week** feel empowered



83.8%

of warriors engaged **once a month/a few times a month** feel empowered



71.5%

of warriors engaged **a few times a year** feel empowered

Veterans who were engaged once a week or a few times a week are **25%** more likely to feel empowered by their community than ones who were engaged just a few times a year.

Women are more likely than men to feel empowered by the support they receive from community organizations.

*Empowerment is defined as actions community organization has taken to empower the veteran.

FREQUENCY OF ENGAGEMENT TO FEELING CONNECTED*



90.8%

of warriors engaged **once a week/a few times a week** feel connected



79.5%

of warriors engaged **once a month/a few times a month** feel connected



75.0%

of warriors engaged **a few times a year** feel connected

Veterans who were engaged once a week or a few times a week are **21%** more likely to feel connected to their community than ones who were engaged just a few times a year.

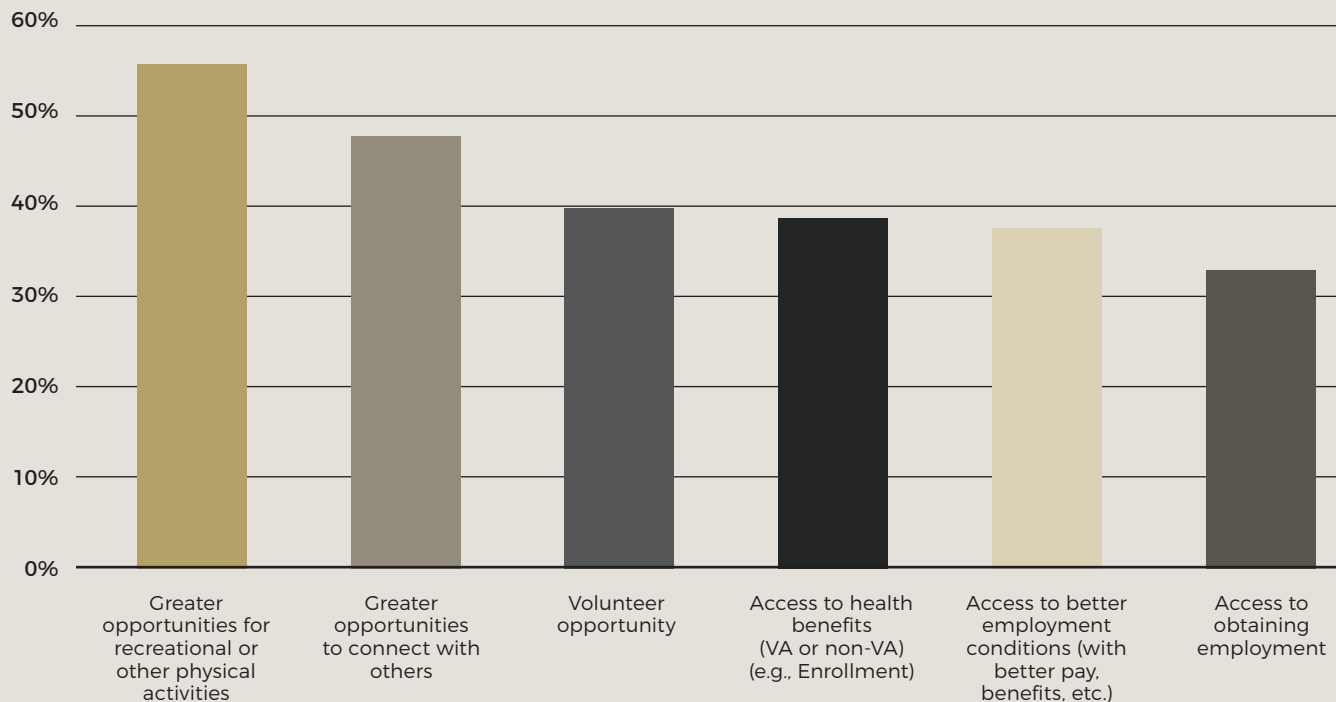
*Connected is defined as actions the community organization has taken to improve warrior connection.

COMMUNITY PROGRESS REPORT

| | 2018 STATISTICS: | | 2017 STATISTICS: |
|---------------------------------------|------------------|------------|------------------|
| Believe there are resources available | 80.9% | | 75.4% |
| Believe veterans can thrive | 79.7% | VS. | 71.5% |
| Believe there are opportunities | 75.2% | | 67.0% |

COMMUNITY INTEGRATION HOLISTIC SERVICES

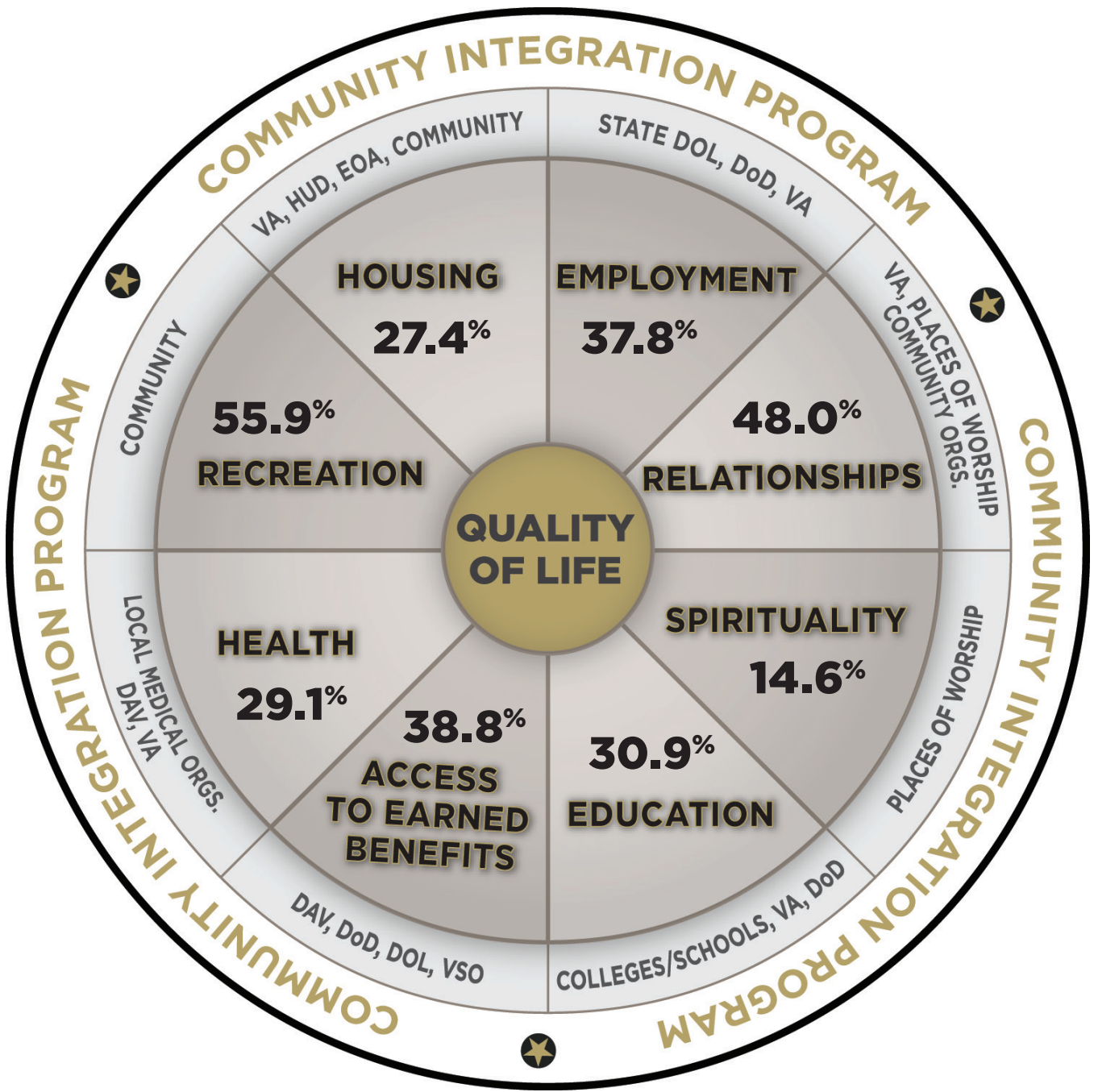
TOP 6 RESOURCES VETERANS ARE SEEKING



Veterans are mostly seeking access to networking opportunities, employment, and healthcare.

COMMUNITY INTEGRATION HOLISTIC SERVICES

% OF VETERANS SEEKING ACCESS TO EACH SERVICE PILLAR



RECREATION, STRONG RELATIONSHIPS, AND SPIRITUALITY

RECREATION, STRONG RELATIONSHIPS, AND SPIRITUALITY OVERVIEW

- 55.9%** are seeking opportunities for recreational activities,
- 48.0%** are seeking opportunities to connect with others,
- 39.8%** are seeking volunteer opportunities, and
- 14.6%** are seeking spirituality resources.

RECREATIONAL ACTIVITY STATUS



42.1% have injuries or disabilities preventing them from engaging in moderate physical activity

57.9% do not have any injuries or disabilities preventing them from engaging in moderate physical activity

EXERCISE ROUTINE

Of those that do not have any injuries or disabilities,



65.4% of warriors indicate they exercise regularly.

Of those warriors,

- 60.5%** exercise 2 hours or less a week
- 13.7%** exercise between 2 and 2.5 hours a week
- 25.8%** exercise more than 2.5 hours a week

NOT ALL HAVE HIGH NEEDS



1 in 5 warriors (20%) engaged were only looking for either a connection to other military members, family members, recreational activities or simply ways to continue serving in a civilian capacity through volunteerism.

PARTICIPATION IN COMMUNITY EVENTS



35.8% of veterans are currently active participants in their community whereas **64.2%** are not.

Families are more likely than singles to participate in community events.

AVERAGE HOPE SCALE** OF COMMUNITY PARTICIPANTS VS. UNINVOLVED



Average Hope Scale of Those Who Participate in Events:

54.6 OUT OF **64**

vs.

Average Hope Scale of Those Who Do Not Participate:

48.3 OUT OF **64**

Those who regularly participate in community events are **13%** more hopeful on average than those who do not.

Footnote:

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

EMPLOYMENT

EMPLOYMENT OVERVIEW



37.8%

OF VETERANS ARE SEEKING ACCESS TO BETTER EMPLOYMENT CONDITIONS AND

33.1%

OF VETERANS ARE SEEKING ACCESS TO OBTAINING EMPLOYMENT.

EMPLOYMENT STATUS

- 43.8%** Employed Full-time
- 12.3%** Retired
- 13.4%** Unable to work due to injury or illness
- 11.3%** Unemployed
- 9.9%** Employed Part-time
- 8.3%** Full-time Student
- 1.0%** Able to work but choose not to



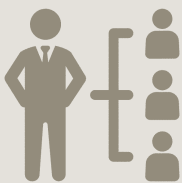
LENGTH OF EMPLOYMENT SEARCH



Of those actively seeking employment:

- 23.1%** have been searching for 1-4 weeks,
- 17.2%** have been searching for 1-2 months and
- 59.7%** have been searching for more than 3 months.

DO YOU CONSIDER YOUR JOB A CAREER?



64.1% of those who have a job consider their current job a career whereas **35.9%** do not consider it a career.

AVERAGE HOPE SCALE** OF CAREER VS. NOT CAREER

Average Hope Scale of Those With A Career:

54.2 OUT OF **64**

vs.

Average Hope Scale of Those Without A Career:

49.5 OUT OF **64**

Those who have a career are **9%** more hopeful on average than those who do not.

Footnote:

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

HEALTHCARE AND BENEFITS

HEALTHCARE AND BENEFITS OVERVIEW

38.8%

of veterans are seeking access to health and benefits,

29.1%

of veterans are seeking support in filing a VA claim, and

28.8%

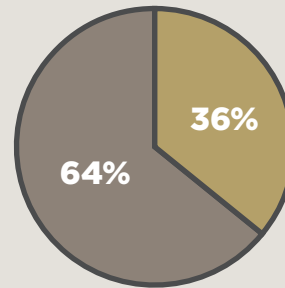
of veterans are seeking better access to physical health treatment resources and support

SLEEP HABITS



20.6% less than 5 hours
43.8% between 5-6 hours
33.0% between 7-8 hours
2.6% 9 or more hours

Veteran Sleep Habits



● Achieving Recommendation
 ● Achieving Less than Recommended

Less than 40% of veterans are receiving the recommended hours of sleep each night.²

INSURANCE COVERAGE STATUS



84.8% have health insurance coverage
15.2% do not have health insurance coverage

AVERAGE HOPE SCALE** OF INSURED VS. UNINSURED

Average Hope Scale of Those With Insurance:

51.3 OUT OF **64**

vs.

Average Hope Scale of Those Without Insurance:

46.2 OUT OF **64**

Those who have health insurance are **11%** more hopeful on average than those who do not.

Footnote:

²<https://www.mayoclinic.org/healthy-lifestyle/adult-health/expert-answers/how-many-hours-of-sleep-are-enough/faq-20057898>

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

EDUCATION

EDUCATION OVERVIEW



33.1%
of veterans are seeking access to education benefits and

23.9%
of veterans are seeking help enrolling in school whereas

15.2%
are seeking support to stay in school

EDUCATION STATUS

- 26.5%** High School Diploma or GED
- 13.9%** Business, Technical or Vocational School with Certificate or Diploma
- 19.0%** Associate's Degree
- 22.8%** Bachelor's Degree
- 14.8%** Master's Degree
- 2.3%** Professional or Doctorate Degree

*Less than 1% have not completed any of these levels of school

AVERAGE HOPE SCALE** OF BACHELOR'S DEGREE OR HIGHER VS. NO BACHELOR'S DEGREE

Average Hope Scale of Those With A Bachelor's Degree or Higher:

53.6 OUT OF **64**

vs.

Average Hope Scale of Those Without:

48.6 OUT OF **64**

Those who have a Bachelor's degree or higher are **10%** more hopeful on average than those who do not.

DEGREE PURSUIT



29.5% are pursuing a degree where as

70.5% are not pursuing any degree

EDUCATION BENEFITS USAGE

Of those that have a degree or are pursuing a degree,

74.1% have used education benefits from the VA

24.6% have not used benefits from the VA, and

1.3% are unsure

Footnote:

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

HOUSING

HOUSING OVERVIEW



27.4%

OF VETERANS ARE SEEKING ACCESS TO NEW HOUSING AND

22.4%

OF VETERANS ARE SEEKING BETTER HOUSING CONDITIONS

HOUSING STATUS

48.4% Own

35.8% Rent

7.8% Living with Family or Friends

4.7% Transitional Housing or Housing Assistance Program

3.3% Homeless or At Risk

HOUSEHOLD



53.0% support 1 or 2 people in their household

18.4% support 3 people in their household

26.6% support 4-6 people in their household

2.0% support more than 6 people in their household

AVERAGE HOPE SCALE⁺⁺ OF SELF-SUSTAINED VS. ASSISTED/UNSTABLE HOUSING

Average Hope Scale of Those With Self-sustained Housing:

51.3 OUT OF **64**

vs.

Average Hope Scale of Those With Assisted/Unstable Housing:

46.9 OUT OF **64**

Those who have self-sustained housing are **9%** more hopeful on average than those who have assisted/unstable housing.

Footnote:

⁺⁺Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

LIFESTYLE

FINANCIAL COUNSELING



26.7% OF VETERANS ARE SEEKING FINANCIAL COUNSELING CLASSES

MONEY MANAGEMENT

69.9% of warriors indicate that they have a budget. Of those, **81.2%** regularly follow their budget.

49.2% of warriors have an emergency savings fund. Of those, **38.7%** have 1-3 months saved and **48.8%** have more than 3 months of expenses saved while **12.5%** indicated they have less than 1 month of emergency savings.

TRANSPORTATION

86.9% of veterans have a reliable mode of transportation, whereas **13.1%** do not have a reliable mode of transportation.



AVERAGE HOPE SCALE** OF RELIABLE VS. UNRELIABLE MODE OF TRANSPORTATION

Average Hope Scale of Those With Reliable Transportation:

51.6 OUT OF **64**

vs.

Average Hope Scale of Those Without:

45.0 OUT OF **64**

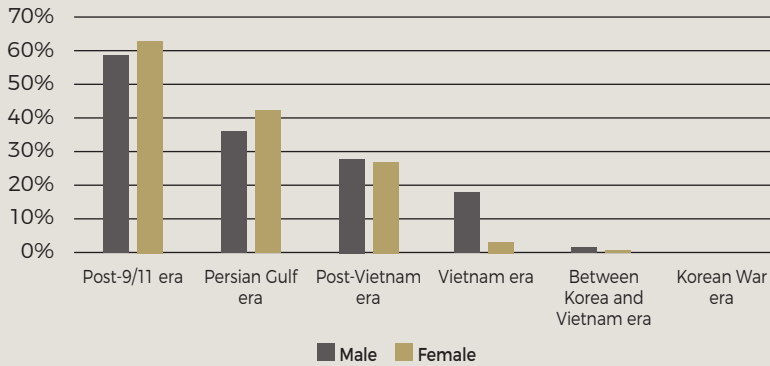
Those who have reliable transportation are **14%** more hopeful on average than those who do not.

Footnote:

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

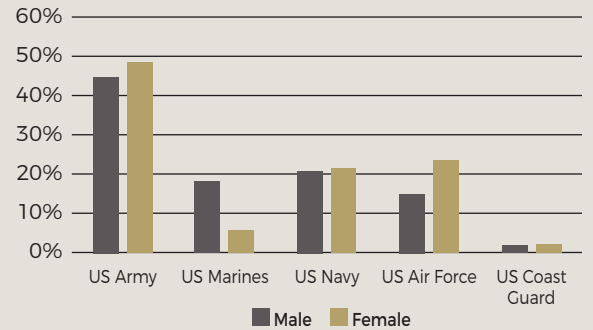
FEMALE VS. MALE

SERVICE AREA



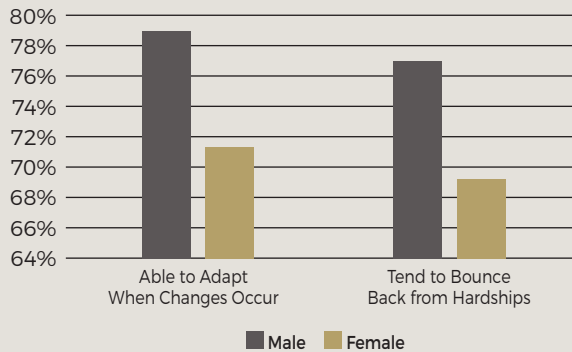
Women more likely served during post-9/11 era, Persian Gulf era, and post-Vietnam era.

BRANCH OF SERVICE



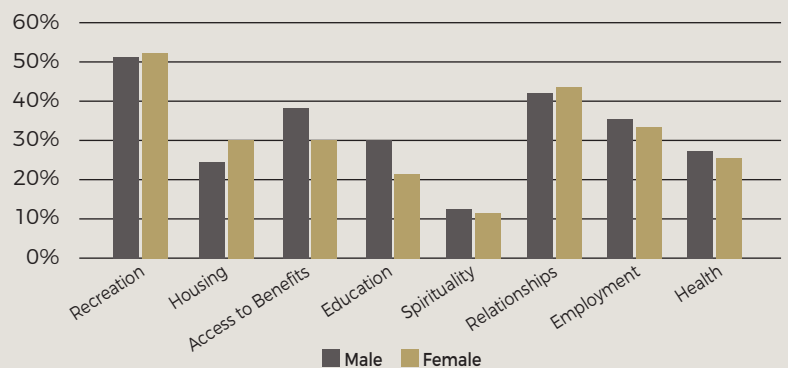
There was a higher female participation % than male for Army, Navy, and Air Force branches whereas there was a higher male participation % than female for the Marines.

QUALITY OF LIFE



Men are more likely than women to feel they are able to adapt when changes occur and tend to bounce back from illness, injury, or hardships.

SEEKING



Women are more likely than men to be seeking access to new or better housing. Men are more likely than women to be seeking access to education and benefits.

WEIGHT



Male

Mean- **208.4 lbs.**
Standard Deviation- **36.1 lbs.**
Mode- **200 lbs.**



Female

Mean- **172.1 lbs.**
Standard Deviation- **36.2 lbs.**
Mode- **160 lbs.**

HEIGHT



Male

Mean- **5'10"**
Standard Deviation- **3.8"**
Mode- **5'10"**

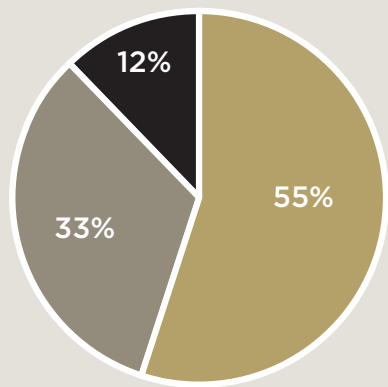


Female

Mean- **5'4"**
Standard Deviation- **2.5"**
Mode- **5'4"**

ADULT HOPE SCALE

VETERAN HOPE SCALE SCORE**

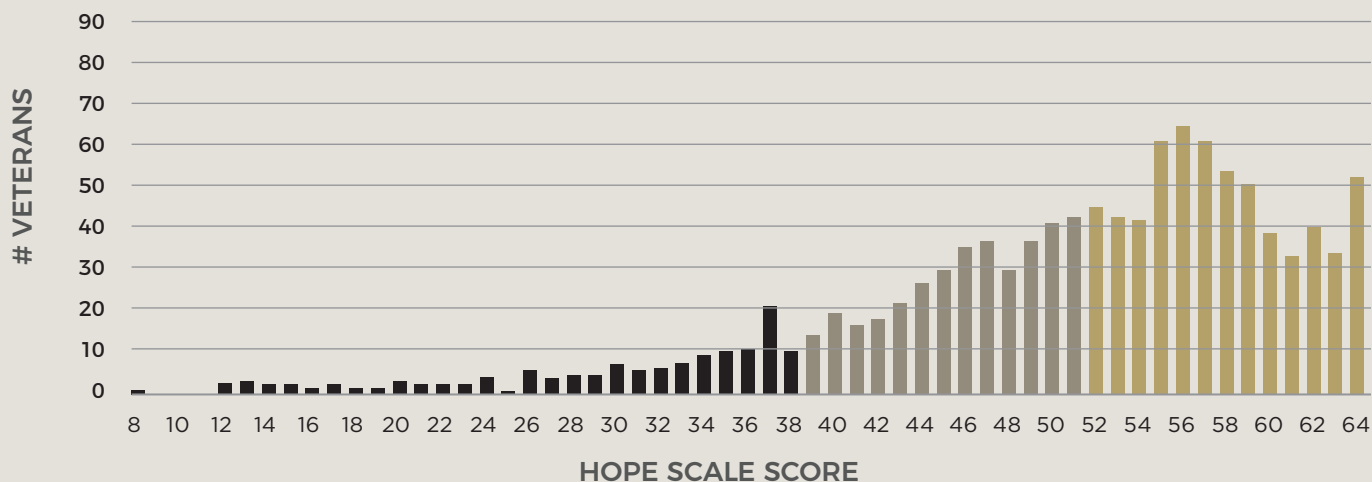


- Thriving
- In Transition
- Stuck

Statistics:

Average Score: 50
 Max Score: 64
 Minimum Score: 8
 Standard Deviation: 10
 Mode: 56

VETERAN HOPE SCALE SCORE**



PARTICIPATION IN COMMUNITY EVENTS

47.0% of those thriving participate in community events regularly whereas **27.0%** of those in transition participate and only **10.1%** of those stuck participate.

AVERAGE NUMBER OF RESOURCES VETERANS ARE SEEKING

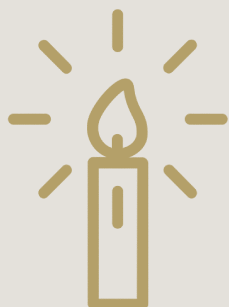
4 Resources- **Thriving**
 6 Resource- **In Transition**
 7 Resources- **Stuck**

Footnote:

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

ADULT HOPE SCALE

HOPE SCALE** VS. QUALITY OF LIFE*

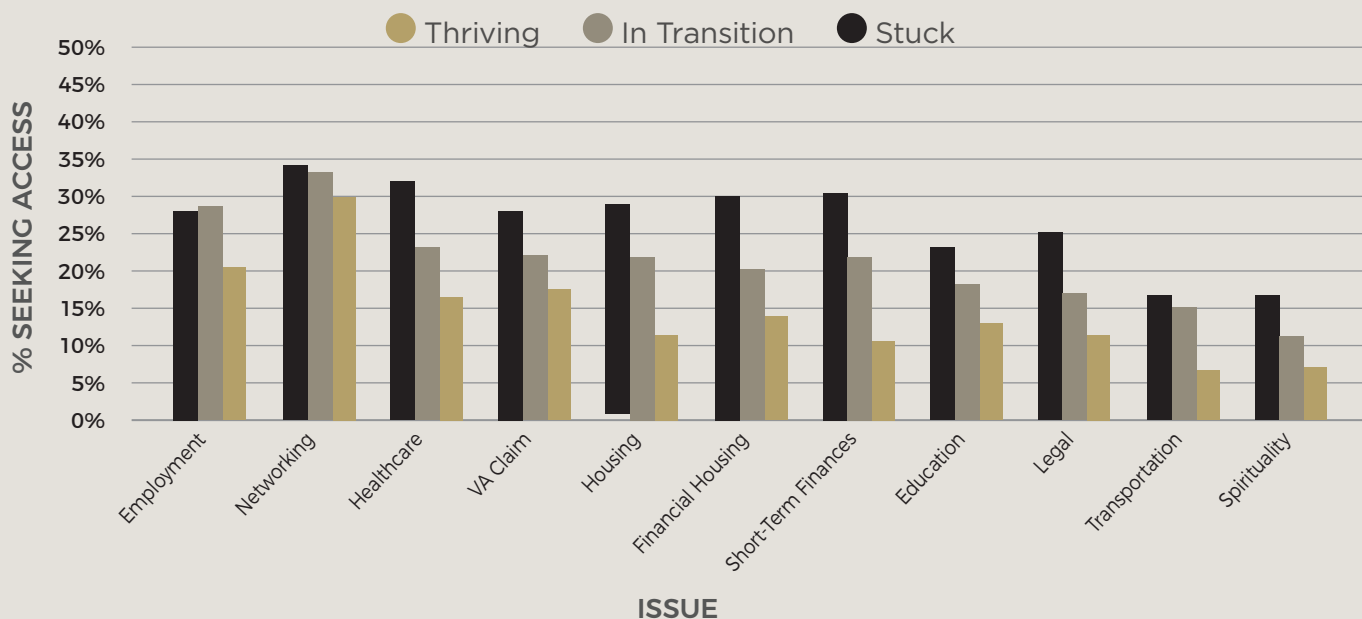


75% of those that are stuck feel they cannot adapt when changes occur, **33%** of those in transition feel they cannot adapt, whereas **14%** of those thriving feel they cannot adapt.

75% of those that are stuck feel they tend to not bounce back after illness, injury, or hardships, **36%** of those in transition feel they do not bounce back, whereas **17%** of those thriving feel they do not bounce back.

Those that feel they cannot adapt or tend to not bounce back after illness, injury, or hardships are more likely than those that can to be seeking mental health treatment, access to new/better housing, and short-term financial assistance.

RELATION OF STUCK, IN TRANSITION, AND THRIVING TO ISSUE



On the Adult Hope Scale**, veterans who are thriving, in transition, and stuck are almost equally seeking networking opportunities. Veterans who are stuck and in transition are seeking employment and transportation similarly.

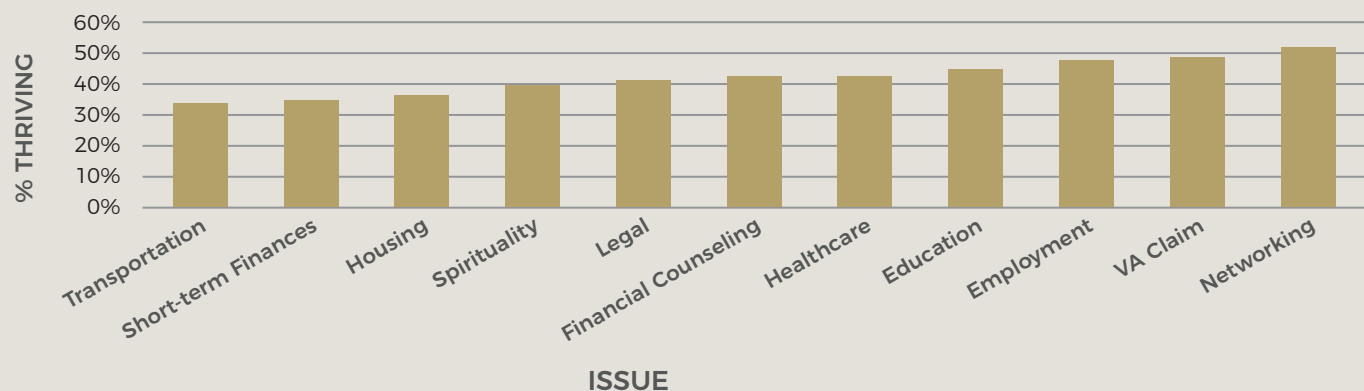
Footnote:

*America's Warrior Partnership measures quality of life by a veteran's perception of their ability to adapt when changes occur and their ability to bounce back from injury, illness, and hardship. Those who agree and strongly agree are categorized as a able to adapt and bounce back. The questions are based on the Quality of Life Index. <http://www.isoqol.org/about-isoqol/what-is-health-related-quality-of-life-research>

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. *Journal of Personality and Social Psychology*, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

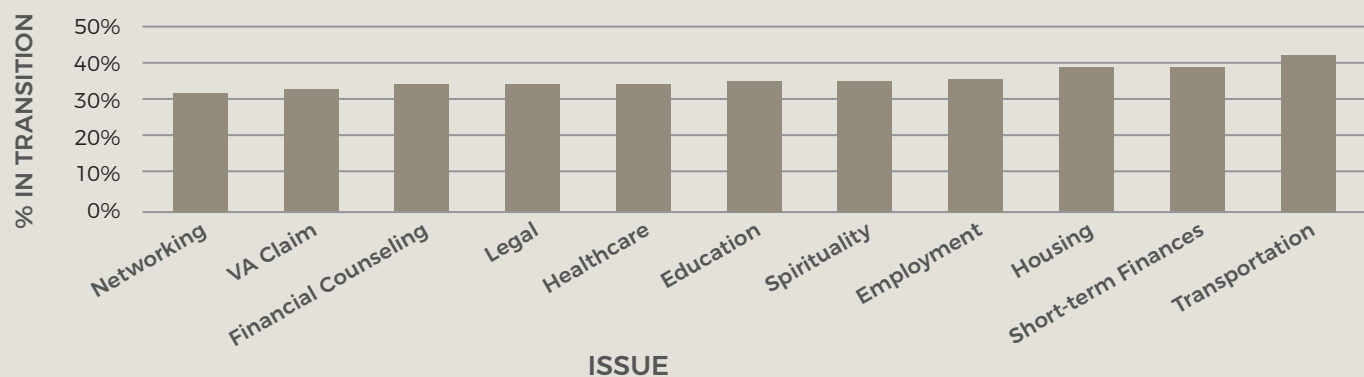
ADULT HOPE SCALE

% THRIVING VS. SEEKING SUPPORT WITH ISSUE



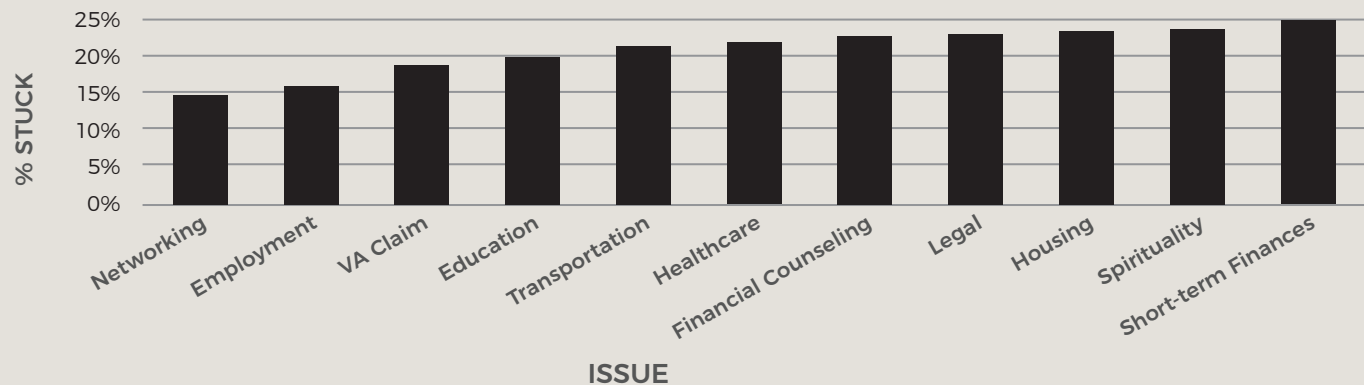
On the Adult Hope Scale**, more veterans who are seeking assistance filing a VA claim, networking, and employment are thriving than those seeking housing and transportation.

% IN TRANSITION VS. SEEKING SUPPORT WITH ISSUE



On the Adult Hope Scale**, more veterans who are seeking transportation, housing and employment are in transition than those seeking networking and a VA claim assistance.

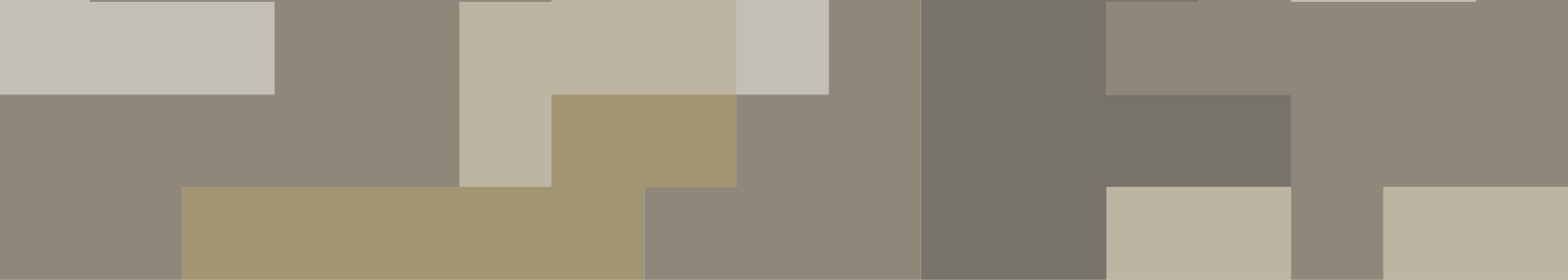
% STUCK VS. SEEKING SUPPORT WITH ISSUE



On the Adult Hope Scale**, more veterans who are seeking short-term financial assistance and housing are stuck than those seeking education benefits, employment, and networking.

Footnote:

** Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., et al. (1991). The will and the ways: Development and validation of an individual-differences measure of hope. *Journal of Personality and Social Psychology*, 60, 570-585. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.



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APPENDIX A

2018 ANNUAL SURVEY SHELL

Q1. Have you ever received information or assistance from COMMUNITY NAME?*

- Yes
- No

Q2. Are you, or were you ever, an active member of the military or member of the National Guard or Reserve?*

- Yes
- No - I am a military family member
- No - I am a military caregiver (Not a family member)
- No - I have not served in the military nor am I a military family member/caregiver

Q3. What is your gender?*

- Male
- Female
- Other

Q4. Service era (Select all that apply)*

- Post-9/11 era (September 11, 2001 - Present)
- Persian Gulf era (August 1991 - September 2001)
- Post-Vietnam era (May 1975 - July 1991)
- Vietnam era (August 1964 - April 1975)
- Between Korea and Vietnam era (February 1955 - July 1964)
- Korean War era (June 1950 - January 1955)
- Between WWII and Korean War era (August 1947- May 1950)
- WWII era (September 1940 - July 1947)

Q4. Branch of service*

- US Army
- US Marines
- US Navy
- US Air Force
- US Coast Guard

Q5. Service status (Most recent or current status)*

- Active Duty
- Reserve
- National Guard
- Retired
- Medically Discharged
- Discharged

Q6. Discharge status*

- Honorable
- General
- Other than Honorable
- Bad Conduct
- Dishonorable

Q7. Please read the following statements and indicate which answer best describes your current status:

**Seeking - Defined as you seeking information or resources
(Select all that apply to you) ***

| | Seeking | Not Seeking |
|---|-----------------------|-----------------------|
| Access to education benefits (e.g., Montgomery, Post-9/11, GI Bill) - for my family or myself | <input type="radio"/> | <input type="radio"/> |
| Access to legal assistance | <input type="radio"/> | <input type="radio"/> |
| Access to obtaining employment | <input type="radio"/> | <input type="radio"/> |
| Access to better employment conditions (with better pay, benefits, etc.) | <input type="radio"/> | <input type="radio"/> |
| Access to new housing | <input type="radio"/> | <input type="radio"/> |
| Access to better housing conditions (safer, more secure) | <input type="radio"/> | <input type="radio"/> |
| Better access to transportation | <input type="radio"/> | <input type="radio"/> |
| Greater opportunities for me to connect with other military/veteran service members and families/caregivers | <input type="radio"/> | <input type="radio"/> |
| Greater opportunities for recreational or other physical activities | <input type="radio"/> | <input type="radio"/> |

| | | |
|---|-----------------------|-----------------------|
| Help enrolling in school (e.g., an education program/ vocational program) | <input type="radio"/> | <input type="radio"/> |
| Access to health and benefits (VA or non-VA) (e.g., Enrollment) | <input type="radio"/> | <input type="radio"/> |
| Physical health treatment and/or resources and support (e.g., Better access to scheduled appointments) | <input type="radio"/> | <input type="radio"/> |
| Resources/classes on financial counseling (e.g., how to maintain strong finances) | <input type="radio"/> | <input type="radio"/> |
| Short-term financial assistance (e.g., to address utility bills, etc.) | <input type="radio"/> | <input type="radio"/> |
| Spirituality resources and support | <input type="radio"/> | <input type="radio"/> |
| Mental health treatment and/or resources and support | <input type="radio"/> | <input type="radio"/> |
| Support to stay in school (e.g., remain on track to graduate) | <input type="radio"/> | <input type="radio"/> |
| Filing a VA Claim | <input type="radio"/> | <input type="radio"/> |
| Volunteer opportunity | <input type="radio"/> | <input type="radio"/> |

Q8. Please read each statement carefully. Using the scale shown below, please rate each statement by how you are feeling.

*Note: This survey question is taken from a national survey tool (the Fetzer Institute Adult Hope Scale). We are using their standard answer options to help us consistently measure Warrior status across the country.**

| | Definitely False | Mostly False | Somewhat False | Slightly False | Slightly True | Somewhat True | Mostly True | Definitely True |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| I can think of many ways to get out of a jam | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I energetically pursue my goals | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel tired most of the time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There are lots of ways around any problem | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I am easily downed in an argument | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I can think of many ways to get the things in life that are important to me | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I worry about my health | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| | | | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Even when others get discouraged, I know I can find a way to solve the problem | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My past experiences have prepared me well for my future | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I've been pretty successful in life | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I usually find myself worrying about something | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I meet the goals that I set for myself | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q9. Employment status:*

- Full-time
- Part-time
- Unemployed
- Retired
- Full-time student
- Unable to work due to injury or illness
- Able to work but choose not to work

Q10. Education status:

What is the highest degree or level of school you have completed?*

- Regular high school diploma or GED
- Business, technical or vocational school training leading to a certificate or diploma
- Associate's degree
- Bachelor's degree
- Master's degree
- Professional or doctorate degree beyond a bachelor's degree
- None of the above

Q11. Are you currently pursuing any of the following degrees or certifications?*

- Regular high school diploma or GED
- Business, technical or vocational school training leading to a certificate or diploma
- Associate's degree
- Bachelor's degree
- Master's degree
- Professional or doctorate degree beyond a bachelor's degree
- Not currently pursuing any higher education

Q12. Where are you currently enrolled?

Q13. What is your degree/certification field of study?

Q14. Housing status*

- Own
- Rent
- Living with family or friends
- Temporary or transitional housing
- Participating in a VA Housing Program (e.g., HUD VASH, SSVF)
- At risk of becoming homeless
- Homeless

Q15. Are you actively seeking housing assistance?*

- Yes
- No

Q16. Do you have health insurance coverage?*

- Yes
- No

Q17. What type of health insurance coverage do you currently have for yourself? Please check all that apply.*

- Private health insurance, HMO, PPO (e.g., employer-sponsored health plan)
- Medicare
- Medicaid
- Veterans Affairs (VA)
- Other government health plan (includes TRICARE or CHAMPUS or ChampVA)
- Other -Please describe: _____

Q18. Do you receive VA disability?*

- Yes
- No

Q19. Do you have a VA disability claim pending?*

- Yes
- No

Q20. What is your primary mode of transportation?*

- Privately Owned Vehicle
- Shared Transportation
- Bicycle/Walk
- Taxi
- Uber/Lyft
- Low Fare Public Transit
- Free Fare Public Transit
- Prefer not to respond

Q21. Do you consider this a reliable mode of transportation for your lifestyle?*

- Yes
- No

Q22. Currently, how truthful is each of the next two statements in describing you:*

| | Not at all true | Rarely true | Sometimes true | Often true | True nearly all of the time |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|
| I am able to adapt when changes occur | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I tend to bounce back after illness, injury, or other hardships | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q23. Please check all that apply to indicate if you participate in your community in any of the following ways:*

- I regularly participate in community events
- I regularly help organize community events
- I'm not currently an active participant in community events

Q24. To what extent do you agree or disagree with the following statements:*

| | Strongly Disagree | Disagree | Agree | Strongly Agree | Not Applicable |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| My community is invested in active military/veterans | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Active military members/veterans can thrive in my community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There are opportunities for active military members/veterans in my community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There is a strong network of support for active military/veterans in my community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Organizations in my community provide active military/veterans with the services they need | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There are people I can depend on to help me if I really need it | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There are opportunities for my family/caregiver to connect with fellow military/veteran families/caregivers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I have the resources I need for my care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q25. To what extent do you agree or disagree with the following statements regarding COMMUNITY NAME?*

| | Strongly Disagree | Disagree | Agree | Strongly Agree | Not Applicable |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Is highly responsive | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cares deeply about my well being | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has improved my community's understanding of active military/veterans issues | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has connected me to other veterans | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has connected my family/caregiver to other active military/veteran family members or their caregivers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has helped me feel more connected to my community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has helped me navigate complex bureaucracies | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has helped me find a better job that can support me/my family | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has helped me stay in my current job | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has helped me become healthier overall | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has helped me improve my level of physical fitness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has helped me improve my eating habits | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has reduced my level of daily stress | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Has helped me feel more fulfilled in my daily life | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has empowered me | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Has helped me improve my financial habits | | | | | |

Q26. What is your zip code?*

Q27. How did you first hear about COMMUNITY NAME?*

- I was approached by a staff member/volunteer
- I was referred by someone
- I saw a public advertisement or notice

Q28. Who referred you?*

- A veteran/active military member
- A family member, caregiver or friend
- A representative from another organization

Q29. Which organization referred you?

Q30. Where did COMMUNITY NAME first engage you?*

- At an event
- At the Veteran's Affairs (VA) hospital/office
- At an educational institution
- In another public or private location - please describe:

- Walk-In

Q31. At what educational institute did they engage you?

Q32. To date, COMMUNITY NAME provided me with information or resources in the following ways. Please check all that apply.*

- I have engaged with them regarding volunteer opportunities.
- I have engaged with them regarding recreational opportunities.
- They connected me with other military/veteran service members or their family/caregiver.
- I have engaged with their staff/volunteers about obstacles and challenges I'm facing (e.g., benefits, enrollment, resume assistance, , education enrollment, support groups).
- None of the Above

Q33. Do staff members at COMMUNITY NAME still communicate with you to include in-person meetings, newsletters, emails, phone calls, or social media campaigns?*

- Yes
- No

Q34. About how long have you been receiving information or resources from COMMUNITY NAME?*

- Less than 1 month
- 1-3 months
- 3-6 months
- 6-12 months
- 1-2 years
- Over 2 years

Q35. On average, how often do you speak with/communicate with or receive information from COMMUNITY NAME staff?*

- A few times a year
- Once a month
- A few times a month
- Once a week
- More than once a week

Q36. Which best describes your relationship with COMMUNITY NAME?*

- I am currently receiving support
- I received the support I need
- I have not requested support

Q37. Which best describes your relationship with COMMUNITY NAME?*

- I receive newsletters or follow them on social media
- I have never received their newsletter nor followed them on social media
- I unsubscribed from their newsletter and social media

Q38. Which best describes your relationship with COMMUNITY NAME?*

- I have donated to them
- I have volunteered with them
- I have participated in their events
- None of the above

Q39. Overall, how satisfied are you with COMMUNITY NAME's ability to provide information and resources? Please use the scale below to indicate your level of satisfaction.*

- Extremely Dissatisfied Dissatisfied Neutral Satisfied Extremely Satisfied

Q40. How likely is it that you would recommend COMMUNITY NAME to a veteran or friend? Please use the scale below to indicate your likelihood to recommend COMMUNITY NAME?*

- Extremely Unlikely Unlikely Neutral Likely Extremely Likely

Q41. Which of the following could be used to identify your current status? (Check all that apply)

- Homeless
- Unemployed
- Part-time Employee
- Full-time Hourly Employee
- Full-time Salary Employee
- Student (e.g., In Training/Education)
- Fully Disabled
- Military/Veteran Family Member
- Military/Veteran Caregiver
- Active Duty Military
- Veteran
- Permanently Retired
- Business Executive
- Business Owner
- Political Leader
- Community Volunteer
- Community Leader
- Philanthropist

Q42. Attestation

- By clicking here, you are agreeing that the information you provided in this survey is valid and true to your identity. Also you are agreeing that this information has only been completed once.

Q43. Where are you currently employed?

Q44. How long have you been at your current job?*

- Less than 3 months
- 3 - 6 months
- 7 months - 1 year
- Over 1 year

Q45. Do you consider your current job a career?*

- Yes
- No

Q46. Are you actively seeking employment?*

- Yes
- No

Q47. How long have you been actively seeking employment?*

- 1-4 weeks
- 1-2 months
- More than 3 months

Q48. Did COMMUNITY NAME or a community partner help you secure your current job?*

- Yes
- No

Q49. Including yourself, how many people do you support and consider to be part of your household?*

- 1 - Just me
- 2
- 3
- 4
- 5
- 6
- Over 6

Q50. Approximately how much was your household annual income for the previous year?*

- \$0 (none)
- \$1-\$25,000
- \$25,000-\$40,000
- \$40,000-\$55,000
- \$55,000-\$70,000
- \$70,000 or above
- Don't know or prefer not to respond

Q51. Approximately how much was your individual annual income for the previous year?*

- \$0 (none)
- \$1-\$25,000
- \$25,000-\$40,000
- \$40,000-\$55,000
- \$55,000-\$70,000
- \$70,000 or above
- Don't know or prefer not to respond

Q52. Have you ever used education benefits from the VA to pursue a degree or certification? (e.g., Montgomery, Post-9/11, GI Bill)*

- Yes
- No
- I don't know/unsure

Q53. At educational institutions/programs that you are currently enrolled in, have you had more than one "withdrawal" or "incomplete" course per semester or academic/course/training term?*

- Yes
- No
- I don't know

Q54. Did **COMMUNITY NAME or an organization they referred you to, help you enroll in school/an educational program that you are attending or have attended? ***

- Yes - helped me enroll at a school/in a program I am currently attending
- Yes - helped me enroll at a school/in a program I no longer attend
- Yes - helped me enroll at a school/in a program for a degree or certification I completed
- No- did not help me enroll in a school/in a program

Q55. DWhat degree or level of school did you complete after COMMUNITY NAME/their Partner helped you enroll?*

- Regular high school diploma or GED
- Business, technical or vocational school training leading to a certificate or diploma
- Associate's degree
- Bachelor's degree
- Master's degree
- Professional or doctorate degree beyond a bachelor's degree

Q56. Where did you complete your degree or certificate at?

Q57. Do you have a budget?*

- Yes
- No

Q58. Do you regularly follow your budget?*

- Yes
- No

Q59. Do you have any emergency savings?*

- Yes
- No

Q60. Approximately how many months of expenses would your emergency savings cover?*

- Less than 1 month of expenses
- 1 - 3 months of expenses
- 3 or more months of expenses

Q61. Do you know your credit score?*

- Yes
- No

Q62. Approximately what is your credit score?*

- Less than 600
- 600 - 659
- 660 - 699
- 700 - 740
- 741 and higher
- Prefer not to answer

Q63. Do you currently have any untreated medical conditions?

Note: Medical conditions may include any short or long-term physical or mental issues (e.g., neck pain, traumatic brain injury (TBI), post-traumatic stress disorder (PTSD), sleep problems, diabetes, heart conditions etc.)*

- Yes
- No

Q64. Please check all that apply to indicate which type of medical conditions you are not currently receiving treatment for:*

- Chronic diseases or conditions including heart and circulatory conditions, cancers, respiratory disease (e.g., asthma), diabetes, allergies, arthritis, anemia, bronchitis, emphysema, epilepsy, HIV/AIDS, kidney disease, osteoporosis and thyroid conditions
- Disabilities including sight or hearing problems, speech problems, limited use of legs or feet, and limited use of arms or fingers
- Bodily pain including burns, ankle/feet injuries, back, neck or shoulder problems, fractured bones, hand injuries, hip injuries, knee injuries or problems and nerve injuries
- Mental health conditions include anxiety, depression, post-traumatic stress disorder (PTSD), traumatic brain injury (TBI), migraines / severe headaches, military sexual trauma, and sleep problems
- Other:: _____
- Prefer not to disclose

Q65. You have indicated that you have a form of healthcare coverage as well as you have untreated medical conditions. What prevents you from receiving treatment for your medical conditions?

- Unable to access healthcare provider (location or distance to provider is over 100 miles)
- Work/personal schedule doesn't allow for time off
- Unable to find healthcare provider that I like
- Fear of doctors
- Other - Write In: _____

Q66. Do you currently have any medical conditions that are being or have been treated?

- Yes
- No

Q67. Please check all that apply to indicate which type of medical conditions you are currently receiving treatment for:

- Chronic diseases or conditions including heart and circulatory conditions, cancers, respiratory disease (e.g., asthma), diabetes, allergies, arthritis, anemia, bronchitis, emphysema, epilepsy, HIV/AIDS, kidney disease, osteoporosis and thyroid conditions
- Disabilities including sight or hearing problems, speech problems, limited use of legs or feet, and limited use of arms or fingers
- Bodily pain including burns, ankle/feet injuries, back, neck or shoulder problems, fractured bones, hand injuries, hip injuries, knee injuries or problems and nerve injuries
- Mental health conditions include anxiety, depression, post-traumatic stress disorder (PTSD), traumatic brain injury (TBI), migraines / severe headaches, military sexual trauma, and sleep problems
- Other:: _____
- Prefer not to disclose

Q68. Has COMMUNITY NAME or their Partners provided assistance in submitting or updating a healthcare/benefits claim?*

- Yes
- No

Q69. Which organization helped you file a healthcare/benefits claim?

Q70. Was the healthcare/benefits claim resolved?*

- Yes
- No

Q71. Please indicate how long it took to resolve your healthcare/benefits claim:*

- Less than a month
- 1 - 3 months
- 4 - 6 months
- 7 - 12 months
- Over 12 months

Q72. Please indicate how long you have been waiting for a resolution of your un-resolved claims.*

- Less than a month
- 1 - 3 months
- 4 - 6 months
- 7 - 12 months
- Over 12 months

Q73. On average, how many hours of sleep do you get each night?

- less than 5 hours
- 5-6 hours
- 7-8 hours
- 9 or more hours

Q74. Do you have any injuries or disabilities that prevent you from engaging in moderate physical activity?

*Moderate exercise includes: brisk walks, jogs, cycling, team sports etc. **

- Yes
- No

Q75. Do you regularly exercise (engage in physical activity)?

- Yes
- No

Q76. On a weekly basis how much moderate exercise / physical activity do you typically complete?

Moderate exercise includes: brisk walks, jogs, cycling, team sports etc. The table below provides a quick reference of total exercise time based on a 30 minute workout.

| # of workouts / week | Total Exercise Time |
|----------------------|---------------------|
| 1x / week | 30 min. |
| 2x / week | 1 hrs. |
| 3x / week | 1.5 hrs. |
| 4x / week | 2 hrs. |
| 5x / week | 2.5 hrs. |
| 6x / week | Over 2.5 hrs. |

- Under 1 hour
- 1 - 1.5 hours
- 1.5 - 2 hours
- 2 - 2.5 hours
- Over 2.5 hours

Q77. About how tall are you without shoes? Please estimate to the best of your ability.

Feet: _____

Inches: _____

Q78. What is your current weight? (in pounds)

Q79. Please select the organization (s) that you have worked with or reached out to most frequently. You may select up to but not more than five (5) partners. We will ask you a few additional questions about your interaction and satisfaction with these partners.*

- Partner #1: _____
- Partner #2: _____
- Partner #3: _____
- Partner #4: _____
- Partner #5: _____
- The United Way: _____
- Goodwill Industries: _____
- Wounded Warrior Project
- Department of Veterans Affairs
- The American Red Cross
- None of the Above

Q80. When COMMUNITY NAME referred you to [Page('Piped Title')], did they ask [Page('Piped Title')] staff to reach out to you - or did they encourage you to reach out to [Page('Piped Title')]?*

- Asked [Page("Piped Title")] to reach out to me for an initial or follow-up conversation
- Encouraged me to reach out to [Page("Piped Titled")] for an initial conversation
- Both encouraged me to reach out to [Page("Piped Title")] and asked [Page("Piped Title")] to reach out to me
- Don't know/not sure

Q81. How long did it take [Page('Piped Title')] staff member to reach out to you after you discussed your needs with COMMUNITY NAME?*

- 1-7 days
- 2-3 weeks
- 4 weeks or more
- [Page("Piped Title")] staff member has not responded

Q82. After you had your initial conversation with a staff member at [Page("Piped Title")], how long did it take for them to follow-up with you to provide assistance or resources after your initial conversations?*

- 1-7 days
- 2-3 weeks
- 4 weeks or more
- [Page("Piped Title")] staff member has not responded

Q83. Optional: Please feel free to share any additional information about the services and support you have received from COMMUNITY NAME or its Partners.

APPENDIX B

AFTER ACTION REVIEW

2018 ANNUAL SURVEY

Overview

Annual Survey Name(s) - 2018 Annual Survey

Duration- January 2, 2018- February 11, 2018

Participating Affiliate Organizations- Palmetto Warrior Connection (PWC), Panhandle Warrior Partnership (PWP), Tierney Center for Veterans Resources at Goodwill of Orange County (TCVS), Upstate Warrior Solution (UWS), and Veterans One-stop Center of Western NY (VOCWNY).

Participating Partner Organizations- Clear Path for Veterans (ClearPath), North Eastern Ohio Foundation for Patriotism (NEOPAT), and The Warrior Alliance (TWA).

The link to the 2018 Annual Warrior Survey was sent to the veteran population in each of the eight (8) service areas and shared through social media by the Affiliate Organizations, Partner Organizations, and America's Warrior Partnership. 1,623 individuals completed the survey. Of the total 21,369,602 veterans in the United States according to the 2015 census.gov data, 1,432 veterans completed the survey

It is all too important that providers like the eight (8) communities really know the need of our nation's veterans and their families. Feedback from surveys such as this one will tell us what those real needs are. The survey was sent to all warriors that had a valid email address on file in an effort to ensure Community Integration is helping in every way possible and in ways that are meaningful to the veteran and their family. The survey was completely anonymous and veterans were given an option (upon completion of the survey) to provide contact information for a chance to win a \$100 gift card. 5 random winners were chosen from each community. Additionally, the veterans were able to provide information to be contacted in regards to requested additional assistance or information regarding benefits or resources. All contact information was kept separate from Annual Survey results ensuring responses were kept completely confidential.

The five (5) affiliate organizations were interviewed for this after action report.

Findings

1. What was expected to happen?

a. What was the purpose and objectives?

Discussion: Communities agreed the purpose and objective of the Annual Survey was to gain insight and understanding from warriors into the effectiveness of their programs and to the impact they are having on their communities. Additionally, the survey was meant to provide better understanding of community/warrior needs and overall impression of the Community Integration organization e.g. usefulness, availability, satisfaction, etc. The Community Integration organization's also mentioned it was an opportunity to follow-up with their warrior population. The Community Integration organization's did not mention the purpose and objective is to also gain insight and understanding from warrior family members, caregiver, and community members. Objectives included for each community to have a response rate of 15% of their known population. The communities did not reach this goal but surpassed last years numbers significantly providing a sample population with a confident level of 95% with an interval of 3.

Recommendation: Ensure the survey questions and structure matches the purpose and objective of the survey without unnecessary question. Ensure the purpose and objective is clear to the Community Integration organization's. Additionally, create a clear, unified survey implementation plan at least 90 days prior to start of Annual Survey to increase overall completion rate.

b. Who was the audience?

Discussion: Several Community Integration organizations (affiliates) indicated that the target audience was all veterans. The Community Integration organization's did not mention the target audience also includes warrior family members, caregivers, and community members. There didn't appear to be any confusion this year on which warriors are to be included in the survey.

Recommendation: Provide clear guidance and outline target audience on monthly Battle Rhythm call at least 90 days prior to start of Annual Survey with an emphasis on both warriors, their families, caregivers, and community members. Ensure there are questions that would create value for the families, caregivers, and community members to take the survey.

c. What was the initial timeline?

Discussion: All Community Integration organizations were clear that the initial timeline for the survey was 30 days. The timeline extended for another week and a half which the Community Integration organizations appreciated. There was a recommendation for the survey to start in mid-January as opposed to early January. They feel the response rate would be higher since individuals are out over the holiday.

Recommendation: Continue streamlining messaging similar to last year by ensuring that timeline and expectations are outlined on monthly Battle Rhythm call at least 90 days prior to start of Annual Survey. Investigate the idea of moving the timeline to start January 15th.

d. Who was involved?

Discussion: America's Warrior Partnership was involved with developing the questions and the structure of the survey with feedback from the communities. America's Warrior Partnership was responsible for the conducted broad analysis of the results. Community Integration organizations indicated they were responsible for disseminating the survey to the warriors through their email lists and social media pages. There was some confusion about who was responsible for picking the random gift recipients and who was responsible for distributing the gift cards. The Community Integration organizations stated the following staff were responsible for distributing the survey: Outreach team/Advocates; Case Coordinators; Social Media & Marketing team; and those responsible for follow-up.

Recommendation: Continue to provide a clear list of responsibilities for America's Warrior Partnership and the Community Integration organizations with timeline on monthly Battle Rhythm call at least 90 days prior to start of Annual Survey. Detail in the plan who is responsible for picking the random gift recipients and who is responsible for delivering the gift cards to the random gift recipients.

e. What outcomes and outputs were intended?

Discussion: Overall, Community Integration organizations responses above in the first question indicate they understood the outcome and outputs of the 2018 Annual Survey. The Community Integration organizations believed it was to gain a thermometer reading on the experience and level of service warriors were provided. Additionally the Community Integration organizations agreed the intended outcomes were strong data points to analyze warriors needs. Also, the purpose was to identify warriors who required additional assistance and to contact them in order to connect them to the assistance they are seeking. The intended outcomes was for communities and America's Warrior Partnership to gain an understanding of the perception veterans have of their community, as well as demographic information on warriors to get a snapshot of the community. Also, the outcome was to make the organization's presence known within the community.

Recommendation: Continue to provide intended outcomes and outputs on monthly Battle Rhythm call at least 90 days prior to start of Annual Survey.

f. What products were to be produced?

Discussion: Community Integration organizations believed they were going to be provided an Annual Survey (with skip logic), a marketing toolkit to help assist them with sharing the survey, \$500 to buy 5 gift cards, 5 randomly selected gift card recipients, raw survey data, a standard survey report and an overall assessment on the survey aggregate findings.

Recommendation: Provide clear guidance on products during monthly Battle Rhythm call at least 90 days prior to start of Annual Survey. Additionally America's Warrior Partnership will provide timeline for analysis and products.

g. What barriers were expected?

Discussion: Most Community Integration organizations stated the barriers they expected were survey length, frequency of reminders, and lack of participation which can cause survey fatigue. One respondent stated the survey was not very long and the process was easy whereas another respondent said the survey took longer than the information page said it would take.

Recommendation: Provide more recommendations on marketing and talking points to the community early in the Annual Survey process. Since each database is different and each community has a different audience, they ultimately know how to market to their audience best and how often. By providing recommendation and tips next year on how often you should ask participants to take the survey America's Warrior Partnership can help the community organizations create a media and messaging plan that is efficient. Additionally, America's Warrior Partnership should encourage Community Integration organizations to perform contact information clean-up during the monthly Battle Rhythm call at least 90 days prior to start of Annual Survey. Lastly, America's Warrior Partnership should review the time it actually takes to complete the survey and the time it states in the initial description.

2. What actually happened?

Discussion: Survey was disseminated to warriors via individual community links and was active approximately 47 days from January 2, 2018 to February 11, 2018. There was a total response of 1,623 that provided good insight on how the Community Integration organizations are doing which allowed for America's Warrior Partnership to authenticate the Community Integration model. Overall, anticipated response rate varied throughout the communities but there was an average 42% increase in participation from last year. Overall, the Community Integration organizations felt the process went very smoothly this year. The Community Integration organizations agreed the marketing toolkit provided by America's Warrior Partnership was helpful.

Recommendation: Identify one point of contact within America's Warrior Partnership to develop, implement, deploy and monitor the 2018 Annual Survey. This will ensure that messaging remains consistent and timelines are met. America's Warrior Partnership should update the marketing toolkit to include a timeline for emailing so people are not overly contacted. We should consider starting the survey in mid-January. The survey for 2018 should be advertised for 4 weeks, with a last minute extension period to get last minute participants. America's Warrior Partnership has seen a last minute push is effective in increasing the total number of participants.

3. What went well and why? Key strengths identified during this exercise include the following:

Discussion: Community Integration organizations indicated that key strengths included the opportunity for warriors to provide information to receive additional assistance. This allowed the organizations to connect with new warriors. They appreciated receiving the information on a weekly basis to provide quick service to those requesting assistance.

Recommendation: Maintain key strengths throughout the 2019 Annual Survey as well as find ways to improve the usefulness of the survey for warriors and Community Integration organizations.

4. Areas for Improvement: What can be improved and how?

Discussion: Community Integration organizations agreed the survey timing should be different, but were worried about surveying the same warriors too many times. They did not agree on a new plan for implementing the survey. They did agree however that media and messaging should be communicated directly to the warrior and that a best practice is to personally email each warrior in order to get a higher participation rate.

Recommendation: Identify community POC's and America's Warrior Partnership POC at Battle Rhythm event at least 180 days prior to start of survey. The community POC will be the project manager for their organization. Conduct In-Progress Review's (IPR) at Battle Rhythm events leading up to Annual Survey beginning 180 days prior to start date. Lastly, include one large prize (per Community Integration organization) paid for by America's Warrior Partnership.