

EMAIL SUBJECT LINE: Coaching Into Care Experience Survey (2 minutes).

EMAIL PREHEADER: Tell us about your interaction with the Coaching Into Care.



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 by dialing 1 (800) 273-8255 (Press 1), or texting 838255, or visiting <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://www.va.gov/HOMELESS/>.

OMB Number: 2900-0876
Expiration: 03/31/2023
Estimated Burden: 2 minutes

Your opinion matters.

Dear <First Name>,

We care about your experience with VA. Please take this 2 minute survey to let us know about your interaction with Coaching Into Care, the call center you contacted regarding a Veteran you were concerned about. The more information you share with us, the better we can serve you.

Take Our Survey

Thank you,

Veterans Experience Office

Department of Veterans Affairs

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 2 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.

EMAIL SUBJECT LINE: Coaching Into Care Experience Survey (2 minutes).
EMAIL PREHEADER: We still want to hear about your interaction with the Coaching Into Care.



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Your feedback is important to us.

Dear <First Name>,

VA still wants to hear about your interaction with Coaching Into Care, the call center you contacted regarding a Veteran you were concerned about. Please let us know how we are doing by taking a 2 minute survey regarding your experience.

Take Our Survey

Thank you,

Veterans Experience Office
Department of Veterans Affairs

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Help us serve you better.

We want to hear about your interaction with Coaching Into Care, the call center you contacted regarding a Veteran you were concerned about. Your answers to these questions directly help us improve our services.

This survey should take approximately 2 minutes to complete. Please respond to all questions to complete the survey.

What is the status of your Coaching Into Care conversations? Required

- ☐ I have started speaking with Coaching Into Care (one call)
- ☐ I am actively speaking with Coaching Into Care (multiple calls)
- ☐ I have concluded my conversations with Coaching Into Care

My conversations with Coaching Into Care were informative. Required

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

The Coaching Into Care staff was helpful to me. Required

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

I am satisfied with the service I received from Coaching Into Care. Required

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

How did the Coaching Into Care staff help you support the Veteran? Please select all that apply.

- ☐ Communicate better with my Veteran
- ☐ Develop a plan to find mental health care treatment for my Veteran
- ☐ Feel supported
- ☐ Know what to do in a crisis
- ☐ Set limits or boundaries
- ☐ Understand mental health problems
- ☐ Understand the VA system
- ☐ Other

Please specify how the Coaching Into Care staff helped you support the Veteran.
Logic: only display if answer is "Other" for "How did the Coaching Into Care staff help you support the Veteran? Please select all that apply."

When you first spoke with Coaching Into Care, was the Veteran receiving mental health care?

- ☐ Yes
- ☐ No
- ☐ I don't know

The Coaching Into Care staff helped me support the Veteran in seeking mental health care. Required

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

Is the Veteran currently receiving mental health care?

- ☐ Yes
- ☐ No
- ☐ I don't know

What type of mental health care is the Veteran currently receiving? Please select all that apply. Logic: only display if answer is "Yes" for "Is the Veteran currently receiving mental health care?"

- ☐ Medication
- ☐ Individual therapy
- ☐ Couples therapy
- ☐ Group therapy
- ☐ Inpatient/hospital stay
- ☐ Residential treatment
- ☐ Alcohol abuse counseling
- ☐ Substance abuse counseling
- ☐ PTSD counseling
- ☐ Acupuncture
- ☐ Meditation
- ☐ Telephone counseling
- ☐ Other

Please specify what type of mental health care the Veteran is currently receiving.
Logic: only display if answer is "Other" for "What type of mental health care is the Veteran currently receiving? Please select all that apply."

Where is the Veteran currently receiving the mental health care that you selected above?

- ☐ VA care (including medical facility and Vet Center) Logic: only display if answer is "Yes" for "Is the Veteran currently receiving mental health care?"
- ☐ Non-VA care

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

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

Finish

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Thank you for participating in the survey.

Your feedback is very important to us. If you would like to provide additional comments around your experience with Coaching Into Care, please email us at coachingintocare@va.gov.

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