



U.S. Department  
of Veterans Affairs

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 988 (Press 1), or 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: 5 minutes

## Help us serve you better.

We want to hear about your experience with the Community Care Medicine Social Work Program. By responding to this survey, you will help us improve the program and provide better support to community care facilities like yours. Getting Veterans the help they need is essential to us!

This survey should take you approximately 5 minutes to complete.

Please respond to the following statements about the Community Care Medicine Social Workers with whom you've worked.

The Social Workers follow through on commitments made to me and my facility.

Never

Rarely

Sometimes

Generally

Always

1

2

3

4

5

The guidance that the Social Workers provide to me is accurate.

Never	Rarely	Sometimes	Generally	Always
1	2	3	4	5

The Social Workers demonstrate a willingness to help me.

Never	Rarely	Sometimes	Generally	Always
1	2	3	4	5

The Social Workers respond within 24-48 hours when I need help.

Never	Rarely	Sometimes	Generally	Always
1	2	3	4	5

The Social Workers seem to be knowledgeable about the VA healthcare system.

Never	Rarely	Sometimes	Generally	Always
1	2	3	4	5

The Social Workers speak with me politely.

Never	Rarely	Sometimes	Generally	Always
1	2	3	4	5

The Social Workers treat me with respect.

Never

Rarely

Sometimes

Generally

Always

1

2

3

4

5

The Social Workers show consideration that I may not understand VA processes.

Never

Rarely

Sometimes

Generally

Always

1

2

3

4

5

The Social Workers are good at listening and understanding my needs.

Never

Rarely

Sometimes

Generally

Always

1

2

3

4

5

It is easy to reach the right person at Community Care Medicine Social Work.

Never

Rarely

Sometimes

Generally

Always

1

2

3

4

5

Please respond to the following statements about the Community Care Medicine Social Work Program.

The general information email does an excellent job explaining which of the following?  
[select all that apply]

<input type="checkbox"/> What documents are needed when requesting assistance
<input type="checkbox"/> How to request care coordination and services
<input type="checkbox"/> How long each service takes to process

The Community Care Medicine Social Work Correspondence Form is very easy to use.

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

The Community Care Medicine Social Work Correspondence Form is very useful to me.

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

I trust the Community Care Medicine Social Work Program to assist me with care coordination and discharge planning for my facility's Veterans.

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

Overall, I believe the Community Care Medicine Social Work Program helps us reduce the time it takes to get Veterans the help they need.

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

Finish

VA may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans. This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 5 minutes to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services which you may currently be receiving. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>. Information gathered will be kept private to the extent provided by law.

[Privacy Policy](#)



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# Thank you for choosing VA.

The U.S. Department of Veterans Affairs uses these surveys to collect your feedback in order to continuously improve your experience with VA Services.

Please visit [VA.gov](https://www.va.gov) to explore benefits, resources, and information at VA.

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