TEXAS VETERANS NEEDS ASSESSMENT

COMPREHENSIVE STUDY FINDINGS

Presented to: Texas Veterans Commission
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February 11, 2021

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TEXAS A&M UNIVERSITY
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**Methodology**

**SURVEYS:** 15,664 veteran participants and 407 organizations

**ASSET MAPPING:** all available resources and 389 veteran serving organizations

**(VIRTUAL) FOCUS GROUPS:** 201 diverse participants across all 8 FVA Regions

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**Data Triangulation**

- Confirmation
- Convergence
- Divergence
- Cross-checking
- Verification
- Validation

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**Most important needs in the region**

- Statewide top needs
- Top FVA Grant needs
- Unmet needs
- Barriers
- Sources of information
- Outreach strategies
Across Texas

FVA Grant Needs

Veterans Survey (N=15,664)
1. Clinical Counseling
2. Employment Support
3. Short-Term Financial Assistance

Focus Group (N=201)
- Significant Agreement with Survey Findings

Unmet Needs

Veterans Survey
1. Healthcare Support
2. Clinical Counseling
3. Short-Term Financial Assistance

Focus Group
- Healthcare Support as Topmost
- Some Variability across Regions

Organizational Survey (N=407)
1. Healthcare Support
2. Housing Assistance
3. Financial Assistance

Service Barriers

Veterans Survey
1. Inadequate Understanding of Benefits
2. Not Knowing Where to Get Help

Focus Group
- Agreement with Survey Findings
- Slight Variability across Regions

Organizational Survey
1. Lack of Awareness
2. Transportation Assistance

Healthcare Support Context: assistance in navigating the VA healthcare system as well as education on where and how to find and use health-related resources and services
FVA Region 1 – Panhandle

FVA Grant Needs

Veterans Survey (N=577)
1. Clinical Counseling (55%)
2. Employment Support (53%)
3. Short-Term Financial Assistance (34%)

Focus Group (N=21)
1. Two categories of needs:
   - Emotional/Psychological and Financial
2. Prioritize Emotional Needs

Unmet Regional Needs

Veterans Survey
1. Healthcare Support (5%)
2. Clinical Counseling (3%)
3. Short-Term Financial Assistance (2%)

Focus Group
- Lack of Awareness about service availability
- Difficulty in Obtaining Specialty Care

Organizational Survey (N=25)
1. Healthcare Support (23%)
2. Financial Assistance (21%)
3. Housing Assistance (16%)

Service Barriers

Veterans Survey
1. Understanding of Benefits (30%)
2. Lack of Services in Area (27%)
3. Getting Appointments (26%)

Focus Group
- Understanding of Coverage
- Availability of Financial Assistance

Organizational Survey
1. Transportation Assistance (34%)
2. Lack of Awareness (14%)
3. Availability of Resources (14%)

Healthcare Support Context: case management, care coordination, and access to services and resources in addition to appropriate education and information about available services.
Healthcare Support Context: overall access to health services and resources, knowledge of benefits, and help navigating hurdles to obtaining health services.
FVA Region 3 – Alamo

FVA Grant Needs

Veterans Survey (N=2,832)
1. Clinical Counseling (57%)
2. Employment Support (52%)
3. Integrative Therapies (35%)

Focus Group (N=31)
• Agreement with Survey
• Mental Health and Integrative Therapies are Interconnected

Unmet Regional Needs

Veterans Survey
1. Clinical Counseling (2%)
2. Healthcare Support (2%)
3. VA Disability Claims Assistance (2%)

Focus Group
• VA Disability Claims
• Housing Assistance for Homeless Veterans

Organizational Survey (N=39)
1. Healthcare Support (23%)
2. Housing Assistance (21%)
3. Financial Assistance (15%)

Service Barriers

Veterans Survey
1. Understanding Benefits (30%)
2. Knowing Where to Get Help (28%)

Focus Group
• Getting Timely Appointments
• Anxiety
• Pride and Frustration

Organizational Survey
1. Availability of Resources (26%)
2. Transportation Assistance (19%)

Healthcare Support Context: assistance navigating the VA, finding services, transportation to appointments, and having a person to help with navigating services and understanding individual levels of support based on an individual’s status.
FVA Region 4 – South Texas

FVA Grant Needs

Veterans Survey (N=751)
1. Clinical Counseling (55%)
2. Employment (47%)
3. Short-Term Financial Assistance (34%)

Focus Group (N=23)
• Disagreement w/ Order of Needs
• Assistance Navigating Existing services

Unmet Regional Needs

Veterans Survey
1. Healthcare Support (4%)
2. Short-Term Financial Assistance (2%)
3. Clinical Counseling (2%)

Focus Group
• Healthcare Support
• Awareness of Benefits and Assistance with Filing Claims

Organizational Survey (N=31)
1. Healthcare Support (25%)
2. Housing Assistance (24%)
3. Employment Assistance (17%)

Service Barriers

Veterans Survey
1. Understanding Benefits (37%)
2. Knowing Where to Get Help (34%)

Focus Group
• Barriers are Interconnected
• Advocacy and Marketing are Key

Organizational Survey
1. Availability of Resources (21%)
2. Lack of Awareness (19%)
3. Transportation Assistance (19%)

Healthcare Support Context: assisting with the difficulty of obtaining VA healthcare and educating veterans on how to navigate the VA health care system.
FVA Region 5 – Gulf Coast

FVA Grant Needs

Veterans Survey (N=2,798)
1. Clinical Counseling (56%)
2. Employment Support (54%)
3. Short-Term Financial (38%)

Focus Group (N=26)
• Agreed with Survey Results
• Employment Support higher need (COVID-19)
• Transitioning to Civilian Life

Unmet Regional Needs

Veterans Survey
1. Clinical Counseling (2%)
2. Healthcare Support (2%)
3. Employment Support (2%)

Focus Group
• Agreed with Veterans Survey
• Knowledge of Where to Find and Access Services

Organizational Survey (N=47)
1. Healthcare Support (30%)
2. Housing Assistance (21%)
3. Financial Assistance (17%)

Service Barriers

Veterans Survey
1. Understanding of Benefits (35%)
2. Knowing Where to Get Help (32%)

Focus Group
• Agreed with Veterans Survey
• Access to Information
• Pride in Not Reaching Out for Help

Organizational Survey
1. Lack of Awareness (29%)
2. Transportation Assistance (25%)

Healthcare Support Context: easy access to information including where and how to access services and assistance with navigating the health care system and having services localized and available in every community.
FVA Region 6 – Central Texas

FVA Grant Needs

Veterans Survey (N=2,686)
1. Clinical Counseling (61%)
2. Employment Support (55%)
3. Short-Term Financial Assistance (35%)

Focus Group (N=25)
• Tie: Clinical Counseling, Employment, and Short-Term Financial Assistance

Unmet Regional Needs

Veterans Survey
1. Healthcare Support (3%)
2. Clinical Counseling (3%)
3. VA Disability Claims Assistance (3%)

Focus Group
• Short-Term Financial (COVID-19)
• VA Disability Claims Assistance
• Clinical Counseling
• Healthcare Support

Organizational Survey (N=84)
1. Healthcare Support (27%)
2. Financial Assistance (20%)
3. Housing Assistance (18%)

Service Barriers

Veterans Survey
1. Understanding of Benefits (32%)
2. Knowing where to Get Help (30%)

Focus Group
• Largely Agreed with Survey
• Anxiety
• Taking Time off from Work

Organizational Survey
1. Availability of Resources (24%)
2. Transportation Assistance (22%)

Healthcare Support Context: access to timely care, patient advocacy, assistance making appointments, an understanding of the healthcare options available, holistic care, and transportation assistance.
FVA Region 7 – East Texas

FVA Grant Needs

Veterans Survey (N=963)
1. Clinical Counseling (53%)
2. Employment Support (49%)
3. Short-Term Financial Assistance (31%)

Focus Group (N=21)
- Services for Self-Employed Veterans
- Outreach Often Overlooked

Unmet Regional Needs

Veterans Survey
1. Healthcare Support (4%)
2. Clinical Counseling Services (3%)
3. Employment Services (2%)

Focus Group
- Knowledge and Awareness of Support Services
- Short-term Financial Assistance (due to COVID-19)

Organizational Survey (N=25)
1. Healthcare Support (27%)
2. Housing Assistance (17%)
3. Transportation Assistance (15%)

Service Barriers

Veterans Survey
1. Few Providers (37%)
2. Lack of Services (37%)

Focus Group
- Agreed with Veterans Survey
- Lack of Information
- Understanding of Benefits

Organizational Survey
1. Lack of Awareness (30%)
2. Availability of Resources (26%)

Healthcare Support Context: access to services, resources, knowledge about services and eligibility; there needs to be a better, more systematic way of communicating information about support resources to veterans
FVA Region 8 – North Texas

FVA Grant Needs

Veterans Survey (N=4,328)
1. Clinical Counseling (56%)
2. Employment Support (53%)
3. Short-Term Financial Assistance (35%)

Focus Group (N=25)
• Agreement with Veterans Survey
• Housing and Food Assistance
• Clinical Counseling
• Assistance for Homeless Veterans

Unmet Regional Needs

Veterans Survey
1. Healthcare Support (3%)
2. Clinical Counseling (2%)
3. Short-Term Financial Assistance (2%)

Focus Group
• Agreed with Veterans Survey
• Healthcare Support
• Military Sexual Trauma Services
• Homeless Veterans Outreach

Organizational Survey (N=80)
1. Healthcare Support (25%)
2. Housing Assistance (22%)
3. Financial Assistance (15%)

Service Barriers

Veterans Survey
1. Understanding of Benefits (33%)
2. Knowing Where to Get Help (31%)

Focus Group
• Agreed with Veterans Survey
• Transportation Assistance
• Understanding of Benefits

Organizational Survey
1. Lack of Awareness (31%)
2. Transportation Assistance (19%)

Healthcare Support Context: the entire process of accessing health care resources; support should remove barriers to obtain care from specialists and decrease wait time for care.
Recommendations

- Connect Top Barriers & Needs to Lack of Knowledge
- Recognize Healthcare Support as Priority
- Strategize Marketing & Outreach
- Leverage Future Scope with Additional Approaches
- Conduct Systematic Evaluation of FVA Grants Program
THANK YOU!

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