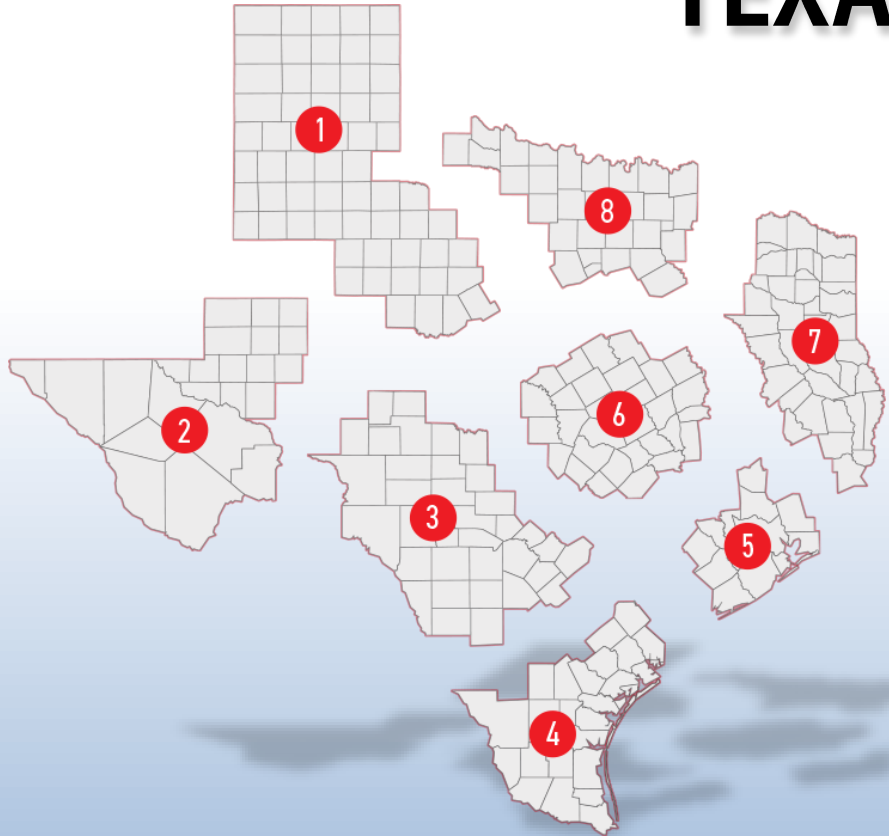


TEXAS VETERANS NEEDS ASSESSMENT

:COMPREHENSIVE STUDY FINDINGS



Presented to: Texas Veterans Commission
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Research Institute, Texas A&M

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Methodology

Most important needs in the region

Statewide top needs

Top FVA Grant needs

Unmet needs

Barriers

Sources of information

Outreach strategies

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

Data Triangulation

Confirmation

Convergence

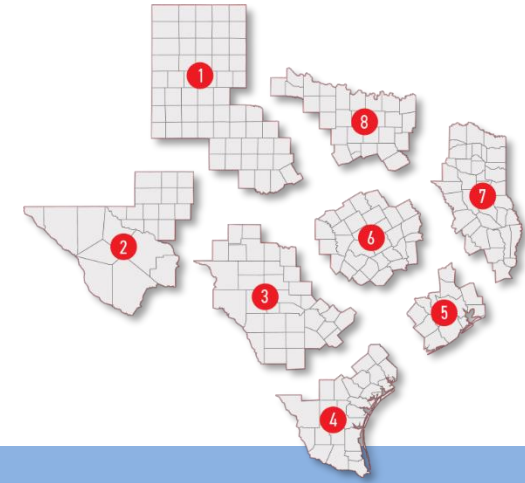
Divergence

Cross-checking

Verification

Validation

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

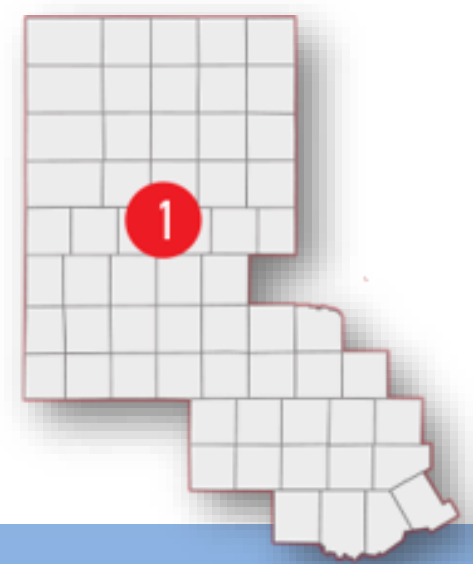
- Agreement with Survey Findings
- Slight Variability across Regions

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.

FVA Region 2 – West Texas



FVA Grant Needs

Veterans Survey (N=524)

1. Clinical Counseling (55%)
2. Employment (53%)
3. **Integrative Therapies (40%)**

Focus Group (N=18)

- Top Needs Interconnected
- **Clinical Counseling is important due to Fort Bliss & recently deployed veterans**

Unmet Regional Needs

Veterans Survey

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

Focus Group

- Agreed with Veterans Survey
- **Housing for Homeless Veterans**
- Educational and Legal Services

Organizational Survey (N=25)

1. Healthcare Support (28%)
2. Financial Assistance (16%)
3. Housing Assistance (16%)

Service Barriers

Veterans Survey

1. Inadequate Understanding of Benefits (33%)
2. **Anxiety (31%)**

Focus Group

- Barriers should be linked together (e.g., few providers and lack of services)

Organizational Survey

1. Lack of Awareness (32%)
2. Transportation Assistance (24%)

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

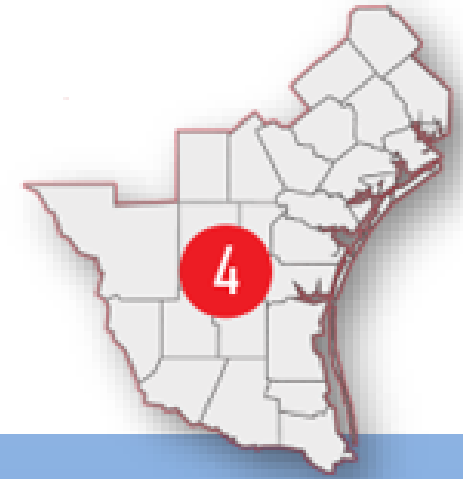
- Getting Timely Appointments
- **Anxiety**
- **Pride and Frustration**

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

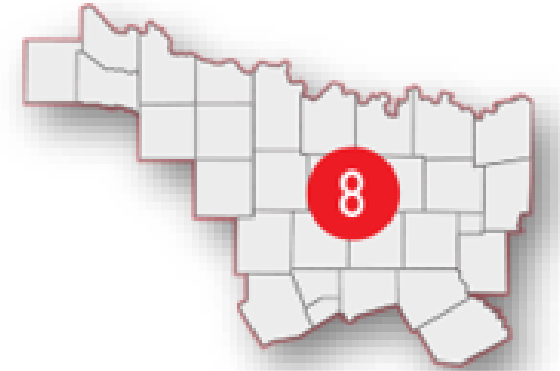
- Agreed with Veterans Survey
- Lack of Information
- Understanding of Benefits

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

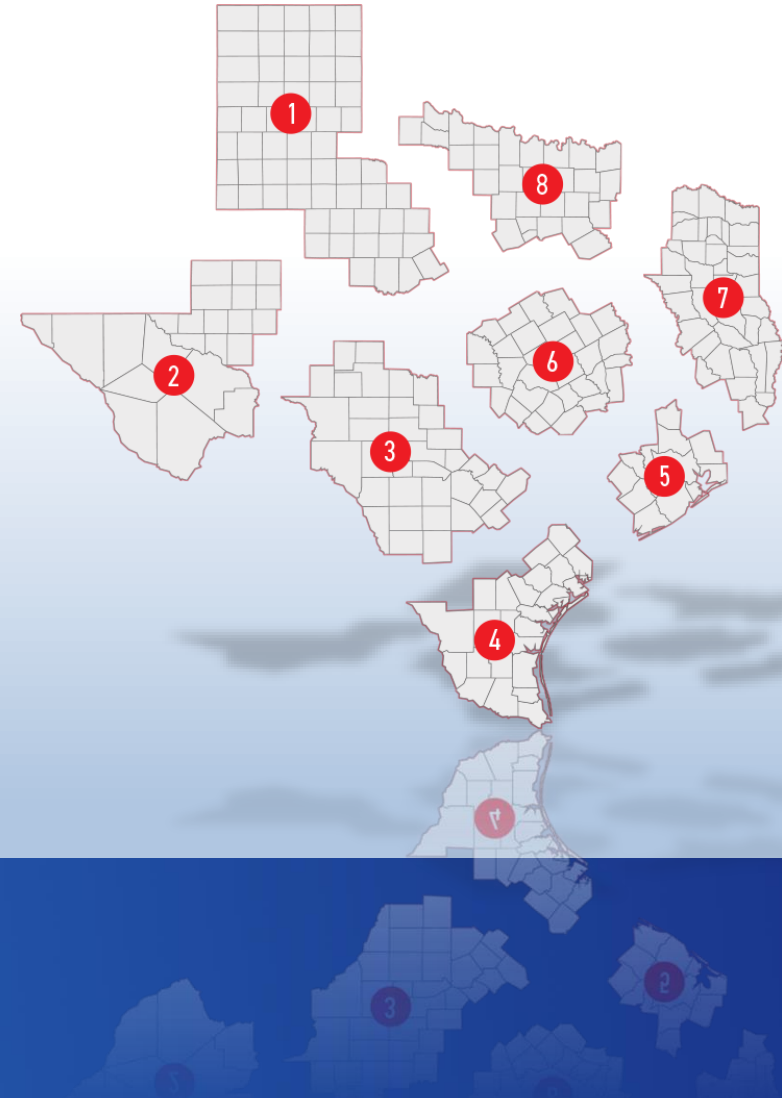
Connect Top Barriers & Needs to Lack of Knowledge

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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