

## Veteran Transition Screener



## Training Manual

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## Introduction

Welcome to the training manual for the Veteran Transition Screener (VTS). This document will provide an overview of the VTS and instructions for the screener's administration. If you have questions about the screener, technical issues, or feedback, please contact [VETERANetwork@psu.edu](mailto:VETERANetwork@psu.edu).

In 2016, The Veterans Metrics Initiative (TVMI)<sup>1</sup> longitudinal study gathered well-being and program-utilization data from approximately 10,000 newly separated post-9/11 veterans. The study took place over 3 years and included six waves of data collection that examined life domains (i.e., employment, education, financial, health, and social relationships) for this target population. A key takeaway from these data was that a screening tool needed to be created that could assess risk factors and program-component needs for veterans who are transitioning from the military to civilian life. The VTS was created in response to this need and can be used by veteran-serving providers as a guide to help them make informed decisions regarding which effective program components they invest in to support a specific veteran and their family members.

The VTS was developed by the Clearinghouse for Military Family Readiness at Penn State's (Clearinghouse) VETERANetwork with funding from the May and Stanley Smith Charitable Trust. The screener items were selected based on their predictability of outcomes and attention was given to minimizing the number of items. The VTS has been programmed into an online format, and it automatically generates a client-specific report for providers that includes practical recommendations.

The VTS can be used by any type or size of service or program provider that has veteran clients. The screener and client-report recommendations are best suited for U.S. post-9/11 veterans who separated/discharged from military service within the last 3 to 4 years. Caution is recommended in interpreting the recommendations for veterans who have been transitioned over 4 years or who have served a different country's military as the screener has not been tested in these circumstances. In addition, some items in the screener may not be appropriate for non-veterans or veterans from different countries. If you are employing the screener for these different populations, please contact Clearinghouse professionals ([VETERANetwork@psu.edu](mailto:VETERANetwork@psu.edu)), so we may establish a way to assess the screener's relevance for your population.

To comprehensively address well-being, the VTS has seven sections: background information, specific experiences, employment, education, finance, health, and social relationships. Except for the background information and the specific experiences sections, service providers can choose to use the sections they deem important and relevant to their clients. The background and specific experiences sections are required for all service providers as they contain items predictive of risk factors. In some sections, certain items are only displayed to clients based on their response(s) to prior items. Therefore, the number of items a participant answers may vary depending on how they answer certain questions. The next section, Section Overview, provides an in-depth summary of each section of the VTS.

## Section Overview

Of the seven sections, the background and specific experiences sections should be used by all types of service providers. The other five sections of the VTS are optional, and organizations can select the sections they want to use. Each section takes between 1 and 4 minutes to complete. The time to complete the entire tool will vary between 5 and 18 minutes depending on the number of sections selected and the responses to certain items. Table 1 shows a summary of the items and estimated completion time for each section.

**Table 1**  
*Summary of the VTS Sections*

Section	Basic Items	Program-Utilization Items	Total Screener Items
<b>Required Sections</b>			
<b>Background</b> (~2 minute)	20	–	20
<b>Specific Experiences</b> (~2 minutes)	14	–	14
<b>Optional Sections</b>			
<b>Employment</b> (~4 minutes)	4 to 13	8	4 to 21
<b>Education</b> (~2 minutes)	2 to 5	4	2 to 9
<b>Financial</b> (~4 minutes)	14 to 17	6	20 to 23
<b>Health</b> (~3 minutes)	16	–	16
<b>Social Relationships</b> (~1 minutes)	3	5	8
<b>Total</b> (~5 to ~18 minutes)	73 to 88	23	84 to 111

The **background section** contains 20 demographic items, such as paygrade, gender, ethnicity, and race. The **specific experiences section** contains 14 items that delve into the topics of adverse childhood experiences (ACEs; 7 items), combat experiences (1 item), traumatic brain injury symptoms (1 item), moral injury (2 items), military sexual trauma (MST; 2 items), and VA (Department of Veterans Affairs) disability rating (1 item). The items in these sections are used to identify risk factors and barriers that a client may experience during their transition. The more risk factors a veteran has, the more likely the veteran will face difficulties.

The **employment section** contains 4 to 13 basic items and 8 program-utilization items. These 8 items are only given to clients who are seeking paid work. The number of items varies depending on responses to certain items, particularly employment status and job-search status responses. The basic items of this section include the following topics: job benefits, industry, underemployment, and job search desires.

The **education section** contains 2 to 5 basic items and four program-utilization items. These 4 items are only given to clients who are pursuing or are interested in pursuing further education. As with the employment section, the number of items depends on prior responses. The basic items of this section cover current education level and desire to pursue further education.

The **financial section** contains 14 to 17 basic items and 6 program-utilization items. As with the employment and education sections, the number of items depends on prior responses. The basic items in this section cover topics including the ability to pay expenses (e.g., mortgage/rent, food, car loan) and debt issues.

The **health section** contains 16 basic items but does not ask items about health-program utilization. The basic items in this section examine topics involving physical health issues (i.e., ongoing physical health problems, alcohol misuse, and sleep problems) and mental health issues (i.e., anxiety, depression, PTSD [post-traumatic stress disorder], suicidal ideation, and stress).

The **social relationships** section contains 3 basic items and 5 program-utilization items. The basic items in this section explore topics including social support and marital status.

Lastly, clients can leave comments and additional information at the end of the screener for their provider. These comments are transcribed verbatim from a client's response into the client-specific report that is sent to the provider.

The next section, Client Report Overview, provides a summary of the recommendations generated from the screener in client reports.

## Client Report Overview

Automatically generated personalized client reports that contain evidence-informed recommendations are created using data that have been collected by the screener. Client-specific reports are sent directly to the provider who can use the report as a guide while working with their veteran client. Client-specific reports are divided into the same sections as the screener; however, the number of sections included in a report will vary depending on the sections of the screener that have been given to the client. Each section of a client-specific report can be between one and two pages, depending on the extent of the recommendations.

### Background Information

The background information section of the report summarizes the risks, identified from TVMI data, that are associated with the client’s reported demographic characteristics. In addition, this section provides information on a client’s general adjustment to civilian life and adjustment difficulties by life categories (i.e., employment, higher education/job training, financially, physically, healthcare costs, mentally, spiritually, marriage/dating relationships, parenting, and making/keeping friends). A summary of risks by demographic characteristics is shown in Table 2.

**Table 2**  
*Background Information Risk Summary*

Demographic	Risks
<b>Paygrade</b>	
E1-E3	<ul style="list-style-type: none"> <li>• More likely to meet criteria for probable anxiety, meet criteria for probable depression, and report thoughts of self-harm<sup>2,3</sup></li> <li>• More likely to be persistently looking for work and less likely to utilize employment programs<sup>2,3</sup></li> <li>• More likely to report persistent, problematic financial status<sup>2,3</sup></li> </ul>
E4	<ul style="list-style-type: none"> <li>• More likely to be looking for work and less likely to use employment programs<sup>2,3</sup></li> <li>• More likely to have an at-risk financial status<sup>2,3</sup></li> </ul>
E5	<ul style="list-style-type: none"> <li>• More likely to have traumatic brain injury symptoms, meet criteria for probable PTSD, and have higher VA disability ratings<sup>2,3</sup></li> </ul>
E6	<ul style="list-style-type: none"> <li>• More likely to have traumatic brain injury symptoms, meet criteria for probable PTSD, and have higher VA disability ratings<sup>2,3</sup></li> <li>• More likely to have greater social isolations<sup>2,3</sup></li> </ul>
<b>Separation/Discharge Status</b>	
Medical separation	<ul style="list-style-type: none"> <li>• More likely to experience persistent unemployment<sup>4</sup></li> <li>• More likely to experience persistent financial problems<sup>4</sup></li> </ul>
<b>Gender</b>	
Female	<ul style="list-style-type: none"> <li>• More likely to experience greater declines in overall well-being<sup>5</sup></li> <li>• Less likely to use VA home loans, tangible supports of non-VA scholarships, and housing programs<sup>5</sup></li> <li>• Increased risks when in combination ethnicity and race, ACEs, and MST (see Specific Experiences recommendations for more information)</li> </ul>

Demographic	Risks
<b>Ethnicity and Race</b>	
Non-Hispanic Black	<ul style="list-style-type: none"> <li>• More likely to experience persistent unemployment<sup>6</sup></li> <li>• More likely to experience underemployment<sup>7</sup></li> <li>• More likely to experience persistent financial problems<sup>6</sup></li> <li>• Less likely to use VA home loans<sup>7</sup></li> </ul>
Hispanic Black	<ul style="list-style-type: none"> <li>• More likely to experience persistent unemployment<sup>6</sup></li> <li>• More likely to experience underemployment<sup>7</sup></li> <li>• More likely to experience persistent financial problems<sup>6</sup></li> <li>• Less likely to use VA home loans<sup>7</sup></li> </ul>
Non-Hispanic (Other Races besides Black and White)	<ul style="list-style-type: none"> <li>• More likely to experience persistent unemployment<sup>8</sup></li> <li>• More likely to experience underemployment<sup>7</sup></li> </ul>
Hispanic (Other Races besides Black)	<ul style="list-style-type: none"> <li>• More likely to experience persistent unemployment<sup>6</sup></li> <li>• More likely to experience persistent financial problems<sup>6</sup></li> <li>• Less likely to use VA home loans<sup>7</sup></li> </ul>
<b>Zip Code</b>	
Metro county with a population under 250,000	<ul style="list-style-type: none"> <li>• Less likely to be successful financially<sup>8</sup></li> </ul>
Non-metro area with a population under 50,000 adjacent to a metro area	<ul style="list-style-type: none"> <li>• Less likely to be successful in the areas of employment, physical health, and social relationships<sup>8</sup></li> </ul>

Note. Demographic characteristics that were not found to have associated risks in the analyses of data from TVMI are excluded from this table.

### Specific Experiences

The specific experiences section of the report summarizes the risks, identified from TVMI data, that are associated with experiences a client has reported. Providers are recommended to address challenges that stem from these experiences and to discuss options for mental health counseling. In addition, providers are recommended to assist clients with obtaining a VA disability rating, when applicable. A summary of risks by specific experiences is shown in Table 3.

**Table 3**  
*Specific Experiences Risk Summary*

Demographic	Risks
<b>ACEs</b>	
1 to 2	<ul style="list-style-type: none"> <li>• More likely to experience mental health problems, such as probable anxiety, probable depression, and probable PTSD, and these problems vary by gender and increase when combined with combat exposure<sup>9,10,11</sup></li> </ul>
3 or more	<ul style="list-style-type: none"> <li>• More likely to experience mental health problems, such as probable anxiety, probable depression, and probable PTSD, and these problems vary by gender and increase when combined with combat exposure<sup>9,10,11</sup></li> </ul>

Demographic	Risks
<b>Combat Exposure</b>	
Deployed to a combat zone	<ul style="list-style-type: none"> <li>More likely to experience mental health problems, such as probable anxiety, probable depression, and probable PTSD, and these problems vary by gender and increase when combined with ACEs<sup>9,10,11</sup></li> </ul>
<b>Moral Injury</b>	
Self-directed	<ul style="list-style-type: none"> <li>More likely to meet criteria for probable depression, meet criteria for probable anxiety, and meet criteria for probable PTSD<sup>12</sup></li> <li>More likely to experience declines in social functioning over time<sup>13</sup></li> </ul>
Other-directed	<ul style="list-style-type: none"> <li>More likely to meet criteria for probable depression, meet criteria for probable anxiety, and meet criteria for probable PTSD<sup>12</sup></li> <li>More likely to experience declines in social well-being and declines in social functioning and social satisfaction over time<sup>13</sup></li> </ul>
<b>Traumatic Brain Injury</b>	
Symptoms experienced	<ul style="list-style-type: none"> <li>More likely to experience a lack of social support<sup>7</sup></li> </ul>
<b>VA Disability Rating</b>	
10% to 80%	<ul style="list-style-type: none"> <li>More likely to lack full-time employment and to experience persistent unemployment<sup>4</sup></li> <li>More likely to have a problematic financial status<sup>4</sup></li> </ul>
90% to 100%	<ul style="list-style-type: none"> <li>More likely to lack full-time employment and to experience persistent unemployment<sup>4</sup></li> <li>More likely to experience underemployment<sup>14</sup></li> <li>More likely to have a problematic financial status<sup>4</sup></li> </ul>
<b>MST</b>	
Experienced unwanted sexual contact, sexual assault, or rape	<ul style="list-style-type: none"> <li>More likely to experience mental health problems, especially probable anxiety, probable depression, and probable PTSD, and these problems vary by gender<sup>4</sup></li> <li>Less likely to be working full-time (females only)<sup>4</sup></li> <li>More likely to have a problematic financial status, and this varies by gender<sup>4</sup></li> <li>More likely to report being socially isolated, and this varies by gender<sup>4</sup></li> </ul>

*Note.* Specific experiences that were not found to have associated risks in the analyses of data from TVMI are excluded from this table. ACEs are counted based on the number of “yes” responses to the following experiences of a client prior to 17 years of age: physical neglect, emotional neglect, physical abuse, emotional abuse, sexual abuse, domestic violence, family history of mental illness or alcohol abuse. Self-directed moral injury is based on agreement responses (i.e., slightly, moderately, or strongly) to the following statement: “I am troubled by having acted in ways that violated my own moral code or values.” Other-directed moral injury is based on agreement responses (i.e., slightly, moderately, or strongly) to the following statement: “I am troubled by having witnessed others’ immoral acts.” MST is based on any “yes” response to experiencing either unwanted sexual contact (e.g., touching, oral, non-penetrative sex) or being physically forced or coerced into sexual intercourse during military service.

## Employment

In the employment section of the report, recommendations are made based on three variables: employment status, job-search status, and underemployment. Providers can use the information about a client’s current job and target job, as applicable, to aid in offering services. A summary of employment recommendations by employment issues is shown in Table 4.



**Table 4****Employment Recommendations Summary**

Issue	Recommendation
Experiencing perceived underemployment	<ul style="list-style-type: none"> <li>Investigate the client's feelings of underemployment<sup>14,15,16</sup></li> </ul>
Looking for a full-time or part-time job	<ul style="list-style-type: none"> <li>Investigate the client's desire for a job, and help the client explore their job target</li> </ul>
Looking for a part-time job	<ul style="list-style-type: none"> <li>Investigate the client's desire to get a part-time job instead of a full-time job</li> </ul>
Working part-time and not looking for a job	<ul style="list-style-type: none"> <li>Investigate the client's part-time employment status</li> </ul>
Unemployed and not looking for a job	<ul style="list-style-type: none"> <li>Investigate the client's unemployment status</li> </ul>
Unemployed or working part-time and not receiving unemployment benefits	<ul style="list-style-type: none"> <li>Provide assistance related to unemployment benefits, such as a referral to employment-related legal assistance</li> </ul>
Working full-time and not looking for a new job but experiencing perceived underemployment or working part-time and not looking for a job	<ul style="list-style-type: none"> <li>Recommend components that are significantly related to receiving a promotion</li> <li>Recommend components that are significantly related to leaving a job for a better opportunity</li> </ul>
Working full-time and looking for a new full-time or part-time job	<ul style="list-style-type: none"> <li>Recommend components that are significantly related to leaving a job for a better opportunity</li> </ul>
Working part-time or unemployed and looking for a new full-time or part-time job	<ul style="list-style-type: none"> <li>Recommend components that are significantly related to obtaining full-time employment</li> </ul>

*Note.* Clients who report working full-time, not looking for a new job, and not being underemployed receive no recommendations. Underemployment is based on responses of “strongly agree” or “agree” to being overqualified based on education, being overqualified based on work experience, or being underpaid at a current job.

For clients who are looking for a job, the report also summarizes a client's utilization of employment program components and their benefits. A summary of the benefits of the recommended employment program components can be found in Table 5.

**Table 5****Employment Program Component Benefits**

Program Component	Benefits
Interviewing	Obtaining full-time employment, leaving a job for a new opportunity, receiving a higher starting salary, receiving a promotion <sup>17,18,19</sup>
Career fair	Obtaining full-time employment, receiving a higher starting salary, receiving a promotion <sup>17,18,19</sup>
Resume writing	Obtaining full-time employment, leaving a job for a new opportunity, receiving a higher starting salary, receiving a promotion <sup>17,18,19</sup>
Military-to-civilian skills translator	Obtaining full-time employment, leaving a job for a new opportunity, receiving a higher starting salary, receiving a promotion <sup>17,18,19</sup>
Job placement	Receiving a higher starting salary, receiving a promotion <sup>17,18</sup>
Career counseling	Leaving a job for a new opportunity, receiving a higher starting salary, receiving a promotion <sup>17,18</sup>
Networking conference	Receiving a higher starting salary, receiving a promotion
Entrepreneurship training/ education	Obtaining full-time employment, leaving a job for a new opportunity, receiving a higher starting salary, receiving a promotion <sup>17,18,19</sup>

*Note.* The benefits of using these employment program components were found to be significantly related to positive outcomes in the analyses of data from TVMI.

## Education

In the education section of the report, recommendations for education program components are made for those who are pursuing or are interested in pursuing additional education. The following education components are significantly related to education attainment and are recommended for the client:

- Assistance with educational expenses (e.g., Pat Tillman Foundation, Student Veterans of America)<sup>20,21</sup>;
- Transfer of military training and skills to academic credit (e.g., Joint Services Transcript; Verification of Military Experience and Training; and Defense Activity for Non-Traditional Education Support)<sup>20,21</sup>; and
- Academic social support (e.g., Student Veterans of America, Peer Advisor for Veteran Education)<sup>20,21,22</sup>.

Recommendations to use the following program components outside of the education domain could be made to a client who is pursuing or is interested in pursuing additional education:

- Career planning and exploration through self-paced online reading<sup>23</sup>;
- Education degree financing through self-paced online reading or interactive online tools<sup>23</sup>; and
- Leadership and teamwork skills opportunities<sup>23</sup>.

In addition, a client who has not used any education benefits should be reminded that some education benefits e.g., Post-9/11 GI Bill) can be transferred to a family member.

## Financial

In the financial section of the report, recommendations are made based on two variables: trouble paying household expenses and issues with household debt. The report notes which expenses a client is having trouble paying as either occasional (i.e., able to pay “most of the time”) or frequent (i.e., able to pay “sometimes” or “never”). The report also notes if a client is behind on debt payments or is experiencing any stress related to their level of debt. Providers can use information in the report about a client’s household income and composition (i.e., number of people supported by the household income including dependent children) and recent major financial events (e.g., significant financial lose, significant financial gain) to aid in offering services. The provider can also recommend that the client use the VA home loan program.

If a client is having problems with expenses or debt, the provider should connect the client to financial programs that assist with financial planning and protection (e.g., USAA, First Command, VeteransPlus) and programs that assist with accessing VA benefits (e.g., Disabled American Veterans and Veterans of Foreign Wars). If a client is not having problems with expenses or debt, the provider should connect the client to financial programs that assist with financial planning and protection (e.g., USAA, First Command, VeteransPlus, and programs that assist with long-term financial decisions [e.g., investments]).

The report also summarizes a client’s utilization of financial program components and their benefits. A summary of these financial program components is shown in Table 6.

**Table 6**  
*Financial Program Component Benefits*

Program Component	Benefits
Home ownership education	Improve immediate financial needs, increase financial satisfaction, improve financial status <sup>24,25</sup>
Financial planning and protection	Improve immediate financial needs, increase financial satisfaction, improve financial status <sup>24,25</sup>
Assistance with accessing VA benefits	Improve immediate financial needs, increase financial satisfaction <sup>24,25</sup>
Access credit score	Increase financial satisfaction <sup>24,25</sup>
Financing education	Improve immediate financial needs, increase financial satisfaction, improve financial status <sup>24,25</sup>

*Note.* The benefits of using these financial program components were found to be significantly related to positive outcomes in the analyses of data from TVMI.

## Health

In the health section of the report, recommendations are made based on two variables: being at risk for mental health issues and being at risk for physical health issues. The mental health issues considered by the report include anxiety, depression, PTSD, suicidal ideation, and stress. The physical health issues considered by the report include ongoing physical health problems, alcohol misuse, and sleep problems. A summary of the criteria used to determine if a client is at risk for these health problems is shown in Table 7.

For a client who is experiencing any mental health problems, providers should connect the client to mental health counseling and other mental health resources (e.g., VA mental health clinics, preventative/diagnostic/treatment mental health services, crisis hotline information, safety planning tools, wellness programs)<sup>20</sup>. For a client who is experiencing any physical health problems, providers should connect the client to physical health resources (e.g., VA clinics, preventative/diagnostic/treatment health services, wellness programs)<sup>20</sup>. Even if a client is not currently experiencing mental or physical health problems, providers should check in with the client to see how daily life is going, especially related to stress and coping<sup>26</sup>.

**Table 7**  
**Health Issues Criteria Summary**

Health Problem	At Risk Criteria
Probable anxiety	<p>A summed score of 3 or more (i.e., response values of “Not at all” = 0, “Several days” = 1, “More than half of the days” = 2, “Nearly every day” = 3) for the following items:</p> <ul style="list-style-type: none"> <li>• Over the last 2 weeks, how often have you been bothered by any of the following problems?               <ul style="list-style-type: none"> <li>○ Feeling nervous, anxious, or on edge</li> <li>○ Not being able to stop or control worrying</li> </ul> </li> </ul>
Probable depression	<p>A summed score of 3 or more (i.e., response values of “Not at all” = 0, “Several days” = 1, “More than half of the days” = 2, “Nearly every day” = 3) for the following items:</p> <ul style="list-style-type: none"> <li>• Over the last 2 weeks, how often have you been bothered by any of the following problems?               <ul style="list-style-type: none"> <li>○ Little interest or pleasure in doing things</li> <li>○ Feeling down, depressed, or hopeless</li> </ul> </li> </ul>
Probable PTSD	<p>A summed score of 3 or more “Yes” responses to the following items:</p> <ul style="list-style-type: none"> <li>• Over the last month, have you...               <ul style="list-style-type: none"> <li>○ Had nightmares about the event(s) or thought about the event(s) when you did not want to</li> <li>○ Tried hard not to think about the event(s) or went out of your way to avoid situations that reminded you of the event(s)</li> <li>○ Been constantly on guard, watchful, or easily startled</li> <li>○ Felt numb or detached from people, activities, or your surroundings</li> <li>○ Felt guilty or unable to stop blaming yourself or others for the event(s) or any problems the event(s) may have caused</li> </ul> </li> </ul>
Suicidal ideation	<p>A “yes” response to either of the following items indicates low risk:</p> <ul style="list-style-type: none"> <li>• In the past month,               <ul style="list-style-type: none"> <li>○ Have you wished you were dead or wished you could go to sleep and not wake up?</li> <li>○ Have you actually had any thoughts of killing yourself?</li> </ul> </li> </ul> <p>A “yes” response to the following item indicates high risk:</p> <ul style="list-style-type: none"> <li>• Within the past 3 months, have you done anything, started to do anything, or prepared to do anything to end your life?</li> </ul>
Ongoing physical health problems	<p>A “yes” response to the following item:</p> <ul style="list-style-type: none"> <li>• Do you have an ongoing, physical health condition, illness, or disability that interferes with your functioning (e.g., relationships, employment, school)?</li> </ul>
Alcohol misuse	<p>For males, a response of “Daily or almost daily” to the following item:</p> <ul style="list-style-type: none"> <li>• In the last 6 months, on average, how often did you have 5 or more drinks on one occasion?</li> </ul> <p>For females, a response of “Weekly” or “Daily or almost daily” to the following item:</p> <ul style="list-style-type: none"> <li>• In the last 6 months, on average, how often did you have 4 or more drinks on one occasion?</li> </ul>
Sleep problems	<p>A response of “Poor” or “Very poor” to the following item:</p> <ul style="list-style-type: none"> <li>• In the past 7 days, my sleep quality was...</li> </ul>
Stress	<p>A response of “Stress often eats away at me.” or “Stress always eats away at me.” to the following item:</p> <ul style="list-style-type: none"> <li>• In the past year, on a scale of 1 (Stress always eats away at me.) to 5 (I can always easily shake off stress.), how would you rate your ability to handle stress?</li> </ul>

Note. Responses that fall outside of the above criteria are considered to be having “No issues” for that health problem.

## Social Relationships

In the social relationships section of the report, recommendations are made based on a client's available social support. A client is considered to be at risk for social isolation if the average of responses (i.e., "None of the time" = 0, "A little of the time" = 1, "Some of the time" = 2, "Most of the time" =3, "All of the time" =4) to the following items is one or lower:

- How often would someone be available...
  - To turn to for suggestions about how to deal with a personal problem?
  - To love and make you feel wanted?

For clients who are experiencing social isolation, providers should connect the client to social activities and organizations and mental health counseling<sup>20</sup>. For clients with adequate feelings of social support, providers should encourage the client to continue participating in social activities<sup>20</sup>.

Providers can use information in the report about a client's marital status and frequency of participation in social activities and organizations to aid in offering services. Participation frequency is reported regarding the following social activities and organizations:

- Connected with other Veterans (e.g., The Mission Continues, Veterans of Foreign Wars, Iraq and Afghanistan Veterans of America);
- Engaged with family-support programs (e.g., USO Stronger Families, Blue Star Families);
- Participated in a religious, spiritual, or community group;
- Volunteered for a non-profit organization, political group, or other local organization (e.g., a service organization, a political campaign); and
- Spent time with close friends or with relatives other than your significant other or children (e.g., getting together, catching up by telephone or email).

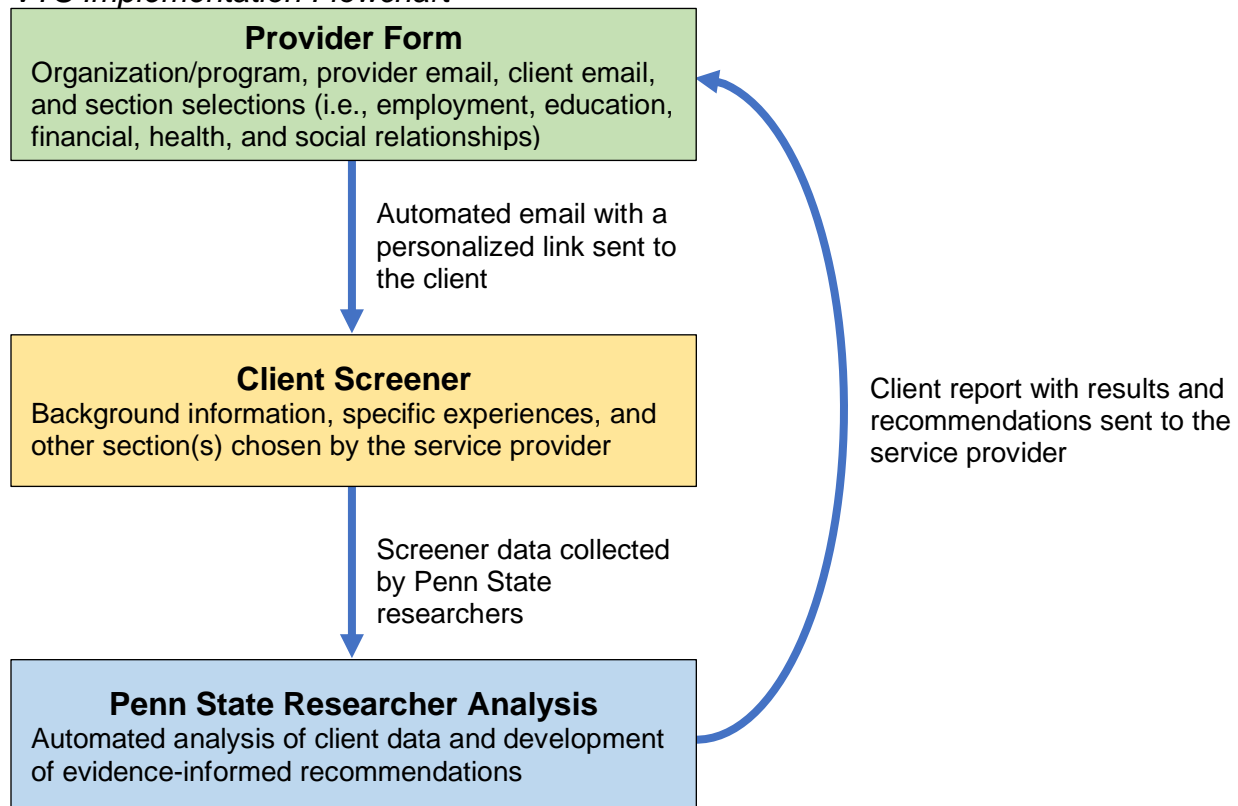
The next section, Implementation Overview, provides a summary of the implementation process for the VTS.

## Implementation Overview

The VTS implementation process involves three steps, which are summarized in Figure 1. The provider form and client screener are hosted online through the Qualtrics survey software. Data from the provider form and client screener are stored by Qualtrics in a secure data file, and screener data are sent to a secure Pennsylvania State University (Penn State) server for automated generation of the client-specific report.

First, the service provider fills out the brief provider form (Appendix A), which collects the provider's organization/program, the provider's email address, the client's email address, and the section selections for the screener. Upon submission of the provider form, an email (Appendix B) is automatically generated and sent to the client email address that has been provided. Second, the client completes the screener, which is accessed through a personalized link in the email. The VTS items can be found in Appendix C. Third, the screener data are analyzed by an automated system that has been developed by Clearinghouse researchers. Next, the findings and evidence-informed recommendations are sent back to the service provider as part of a personalized client-specific report. An example of a client-specific report can be found in Appendix D. The next section, Administration Instructions and Recommendations, will provide detailed instructions and tips for administering the screener to clients.

**Figure 1**  
*VTS Implementation Flowchart*



## Administration Instructions and Recommendations

Use the following steps to administer the screener to a client.

1. Inform the client about the screening tool before administration and that they will be receiving a personalized link to the tool in their email.
  - a. The client should be informed of the following:
    - i. The screener was developed and is maintained by the VETERANetwork at Penn State.
    - ii. The screener is administered online through Qualtrics, so it can be completed on a desktop computer, tablet, or smartphone.
    - iii. The screener automatically saves the client's progress and can be resumed at a later time by returning to the personalized link provided.
    - iv. Clients do not have to answer any questions they are uncomfortable with; however, missing data may result in less accurate recommendations.
2. Click the following provider form link or copy and paste the URL into your web browser: [https://pennstate.qualtrics.com/jfe/form/SV\\_eG8xu4Zw4gPeyN0](https://pennstate.qualtrics.com/jfe/form/SV_eG8xu4Zw4gPeyN0).
3. Fill out the four provider form questions.
  - a. Double-check to ensure the email addresses entered for the service provider and the client are correct.
4. Click the "Submit" at the bottom of the provider form to complete the process.
  - a. The client email will not be distributed until the process is complete.
  - b. A notification email will be sent to the service provider's email address when the client completes the screener.
5. After the client completes the screener, the automatically generated report will be received by the service provider at the email address that was listed in the provider form.
  - a. The client report can take up to 15 minutes to generate and be received by the service provider.

The following are some tips and recommendations regarding the use of the screener.

- If the client does not receive the email after submitting the provider form, ask them to check their junk mail.
  - If the email was not received, contact [VETERANetwork@psu.edu](mailto:VETERANetwork@psu.edu) for further assistance.
- If issues are encountered with opening or using the provider form or client screener, ensure that a compatible web browser is being used and the browser is up to date.
  - The compatible web browsers are Apple Safari, Google Chrome, Microsoft Edge (Chromium version), and Mozilla Firefox.
  - Issues with functionality may be encountered with out-of-date or unsupported browsers.
  - Please contact [VETERANetwork@psu.edu](mailto:VETERANetwork@psu.edu) for technical assistance regarding the provider form or client screener.
- The client screener can be tested by entering your email as the client email and the provider email.

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## Appendix A: Provider Form

Welcome to the Veteran Transition Screener (VTS) provider form! Please complete the following items to administer the screener to a client. Upon submission of this form, an email with a personalized link to the screener will be sent to the client's email address. Once the client completes the screener, a client report will be generated and emailed to you at the address provided.

Please enter the name of your organization or program. Text entered here will appear in the subject line of the email sent to the client. \_\_\_\_\_

Please enter your email address. The client report generated from the results of the screener will be sent to this email address. \_\_\_\_\_

We are interested in tailoring the screener to your specific program needs. The entire screener takes approximately 15 minutes for a veteran to complete. However, as a provider, you may choose to only select specific sections which will impact the length of time for completion. Please select the topic option(s) that best works for your organization's type of services. (Select all that apply.)

- Employment
- Education
- Financial
- Health
- Social Relationships

Please enter the client's email address for where to send a personalized link to the screener. The client's email address will also be needed to match the resulting client report to your records. \_\_\_\_\_

## Appendix B: Client Email

From Address: [QUALTRICS EMAIL]  
From Name: [ORGANIZATION/PROGRAM]  
Subject: [ORGANIZATION/PROGRAM] Veteran Transition Screener

Hello,

This email is being sent to request that you complete our brief Veteran Transition Screener. This tool is designed to help us tailor our programming and services to address your specific needs. We encourage you to complete all of the questions, so we can get the information needed to support you with our program. The information collected by the tool will be translated into specific recommendations by specialists at Pennsylvania State University.

### **Follow this link to the screener**

Take the tool [HYPERLINKED TO THE SCREENER]

Or copy and paste the URL below into your internet browser:  
[SURVEY URL]

Follow the link to opt out of future emails:  
[OPT-OUT LINK]

## Appendix C: Screener Items by Section

Welcome to the Veteran Transition Screener (VTS). This tool is designed to help us ensure we address your specific needs. You may skip any questions you do not feel comfortable answering, but full recommendations cannot be made with incomplete information.

### Background Information

How long has it been since your most recent discharge or deactivation from Active Status?

- Less than a year
- Between 1 to 2 years
- Between 3 to 4 years
- More than 4 years
- Not applicable, I am currently on active duty

Are you continuing to serve in the military as a member of the National Guard or Reserves?

- Yes, serving in the National Guard
- Yes, serving in the Reserves
- No

What was your pay grade on your last day of military service? If you are still in the National Guard or Reserves, provide your current pay grade.

Enlisted

- E1
- E2
- E3
- E4
- E5
- E6
- E7-E9

Warrant Officer

- W1 to W5

Officer

- O1 to O3
- O4 or higher

Which of the following describes your separation from military service? (Select all that apply.)

- Honorable discharge
- General discharge under honorable conditions
- Discharge under another category besides honorable (e.g., Other Than Honorable (OTH), Bad Conduct Discharge (BCD), Dishonorable)
- Medical separation
- Medical retirement
- Retirement (non-medical)
- I have never separated from military service.

What is your gender?

- Male
- Female
- Prefer not to answer

What is your age in years? \_\_\_\_\_

Are you of Hispanic, Latino/a, or Spanish origin?

- Yes
- No

How do you describe your race? Please be as specific as possible and select all that apply.

- Native American or Alaska Native
- Black
- Asian (Central, East, Southeast, South)
- West Asian, Middle Eastern, or North African
- Native Hawaiian
- Other Pacific Islander
- White/European
- Other (please describe): \_\_\_\_\_

What is the ZIP Code of your primary residence? If not applicable or living outside the United States, enter 99999. \_\_\_\_\_

How much do you agree or disagree with the following statement?

**I am having difficulty adjusting to civilian life.**

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

Since your most recent discharge or deactivation from Active Status, how much difficulty are you experiencing in the following areas while adjusting to civilian life?	None	Some	A lot	Not applicable
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Higher education/job training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financially	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health care costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mentally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spiritually	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marriage/dating relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parenting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making/keeping friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Specific Experiences

In this section, you will be asked about specific experiences.

Reflecting on your experiences prior to 17 years of age, did you experience...	Yes	No
Physical neglect (e.g., lack of care and protection)?	<input type="radio"/>	<input type="radio"/>
Emotional neglect (e.g., not feeling loved)?	<input type="radio"/>	<input type="radio"/>
Physical abuse (e.g., pushed, grabbed, shoved, slapped)?	<input type="radio"/>	<input type="radio"/>
Emotional abuse (e.g., verbally sworn at, insulted, or put down)?	<input type="radio"/>	<input type="radio"/>
Sexual abuse?	<input type="radio"/>	<input type="radio"/>
Domestic violence?	<input type="radio"/>	<input type="radio"/>
Family history of mental illness or alcohol abuse?	<input type="radio"/>	<input type="radio"/>

Have you ever deployed to a combat zone during your military service (during which you received hazardous duty pay and/or combat zone tax exclusion benefits)?

- Yes
- No

Are you currently experiencing headaches, memory problems, ringing in the ears and/or other symptoms that you think might be related to a possible head injury or concussion received while you were **in the military**?

- Yes
- No

Indicate how much you agree or disagree with each of the following statements regarding your experiences at any time while you were in the military.	Strongly disagree	Moderately disagree	Slightly disagree	Slightly agree	Moderately agree	Strongly agree
I am troubled by having witnessed others' immoral acts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am troubled by having acted in ways that violated my own moral code or values.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When you were in the military, did you receive or have sexual contact (e.g., touching, oral, non-penetrative sex) against your will or when you were unable to say no (e.g., after being forced or threatened; to avoid other consequences)?

- Yes
- No

When you were serving in the military, were you physically forced or coerced by someone to have sexual intercourse against your will? (Select one option.)

- Yes, physically forced
- Yes, coerced
- Yes, both
- No

It seems that you have experienced military sexual trauma. If you are distressed or want support, help is available. We recommend that you contact your primary care provider or one of the resources below.

**National Sexual Assault Hotline**

Website: <https://rainn.org/get-help/national-sexual-assault-hotline>

Phone: 800-656-HOPE (4673)

Online hotline: <https://ohl.rainn.org/online/>

**Department of Defense (DoD) Safe Helpline**

Website: <https://www.safehelpline.org/>

Phone: 877-995-5247

Live, Online Help: <https://hotline.rainn.org/>

Safe HelpRoom: <https://www.safehelpline.org/safe-helproom>

Text: LOCATION or REFERRAL to 55-247 (inside the U.S.) or 001-202-470-5546 (outside the U.S.)

*Note. This message is only displayed if respondents select any "yes" response to either of the military sexual trauma items.*



What is your overall Veterans Affairs (VA) service-connected disability rating?

- I have never applied for a VA or DoD service-connected disability.
- I have not yet received a rating.
- I was not approved for a rating.
- 0%
- 10%
- 20%
- 30%
- 40%
- 50%
- 60%
- 70%
- 80%
- 90%
- 100%
- I do not know.

## Employment

In this section, you will be asked about your work experiences.

What is your current work status?

- Working for pay full-time (30 hours or more per week)
- Working for pay part-time (less than 30 hours per week)
- Not working for pay

How much does your or your spouse's current job provide you with sufficient benefits (e.g., health insurance, retirement savings, paid time off) to meet your needs?

- Completely meets my needs
- Mostly meets my needs
- Partially meets my needs
- Does not meet my needs

*Note. This item is only displayed if respondents select "working for pay full-time" or "working for pay part-time" in the work status item.*

Which best describes your position within your field?

- Entry-level
- Mid-level
- Upper-level

*Note. This item is only displayed if respondents select "working for pay full-time" or "working for pay part-time" in the work status item.*

How much do you agree or disagree with the following statements?	Strongly Disagree	Disagree	Neither Strongly Disagree or Strongly Agree	Agree	Strongly Agree
Given my formal <u>education</u> , I am overqualified for my present job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Given my <u>work experience</u> , I am overqualified for my present job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Given my current <u>salary</u> , I am underpaid.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Note. These items are only displayed if respondents select “working for pay full-time” or “working for pay part-time” in the work status item.*

Which best describes your primary current field of work? Please select one.

- Farming, fishing, forestry
- Construction, extraction
- Installation, repairs, maintenance, and cleaning
- Manufacturing
- Transportation, moving materials
- Police, fire, or other protective service
- Sales or sales-related work
- Food preparation, food service
- Office and administrative support
- Personal care
- Education, training-related work
- Community and social service
- Arts, entertainment, media
- Computer, technical work
- Health care practitioner, therapist, or support
- Architecture, engineering, science
- Law or other legal work
- Business and financial operations
- Other (please describe): \_\_\_\_\_

*Note. This item is only displayed if respondents select “working for pay full-time” or “working for pay part-time” in the work status item.*

Are you looking for a new job?

- Yes, I am actively looking for a full-time position (30 hours or more per week).
- Yes, I am actively looking for a part-time position (less than 30 hours per week).
- I am not looking for a new job.

Would you like your **next** civilian job to generally match your **existing** field of work?

- Yes
- No

*Note. This item is only displayed if respondents select “working for pay full-time” or “working for pay part-time” in the work status item and “looking for a full-time position” or “looking for a part-time position” in the looking for a new job item.*

Would you like your **next** civilian job to generally match your military occupation(s) and/or training?

- Yes
- No
- I am not sure.

*Note. This item is only displayed if respondents select “not working for pay” in the work status item and “looking for a full-time position” or “looking for a part-time position” in the looking for a new job item or if respondents select “no” in the next civilian job item.*

In what field are you **looking** to work? (Select all that apply.)

- Farming, fishing, forestry
- Construction, extraction
- Installation, repairs, maintenance, and cleaning
- Manufacturing
- Transportation, moving materials
- Police, fire, or other protective service
- Sales or sales-related work
- Food preparation, food service
- Office and administrative support
- Personal care
- Education, training-related work
- Community and social service
- Arts, entertainment, media
- Computer, technical work
- Health care practitioner, therapist, or support
- Architecture, engineering, science
- Law or other legal work
- Business and financial operations
- Other (please describe): \_\_\_\_\_

*Note. This item is only displayed if respondents select “not working for pay” in the work status item and “looking for a full-time position” or “looking for a part-time position” in the looking for a new job item or if respondents select “no” in the next civilian job item.*

Are there any special certifications, licenses, and/or accreditations that are required for the position in which you are looking to work?

- No licensure, certification, or accreditation are required for this position.
- Licensure, certification, or accreditation are required. Please provide detail:

\_\_\_\_\_  
 I do not know.

*Note. This item is only displayed if respondents select “not working for pay” in the work status item and “looking for a full-time position” or “looking for a part-time position” in the looking for a new job item or if respondents select “no” in the next civilian job item.*

Are you currently qualified to work in your desired position?

- Yes, I am currently qualified.
- Not yet, but I am actively working on my qualifications.
- I do not know.
- No

*Note. This item is only displayed if respondents select “not working for pay” in the work status item and “looking for a full-time position” or “looking for a part-time position” in the looking for a new job item or if respondents select “no” in the next civilian job item.*

Which of the following best describes the reason you are currently unemployed?

- Fired from a job
- Laid off from a job
- Quit job
- Unable to find a job
- School or training (e.g., planning to start, in school, just finished)
- Unable to work because of an injury or illness
- Caregiver responsibilities
- Voluntary or temporary break from working (e.g., retirement)
- Other (please describe): \_\_\_\_\_

*Note. This item is only displayed if respondents select “not working for pay” in the work status item.*

Are you currently receiving any unemployment benefits from your state?

- Yes, I am receiving unemployment benefits from my state.
- No, my unemployment benefits have expired.
- No, I applied for unemployment benefits, but my application is still pending approval.
- No, I have not applied for unemployment benefits.
- No, I was denied or disqualified from unemployment benefits.

*Note. This item is only displayed if respondents select “working for pay part-time” or “not working for pay” in the work status item.*

## Veteran-Utilized Employment Programs

*Note. This section is only displayed if respondents select “looking for a full-time position” or “looking for a part-time position” in the looking for a new job item.*

In this section, you will be asked about employment programs that you have used. When you are answering the next set of questions, think of a “program” as any activity designed to meet your specific needs. A “program” could be offered by any organization, including community, government, private, or faith-based organizations. It could be self-paced, presented online, delivered live in a group setting, or provided by a qualified program leader, such as a facilitator, counselor, or social worker.

Have you used a program that offered interviewing tips (e.g., Hire Heroes USA, CareerOneStop)? (Select all that apply.)

- Yes, someone taught me one-on-one (i.e., mentor/coach).
- Yes, someone taught a class in person.
- Yes, someone taught me online (e.g., webinars, how-to videos).
- Yes, I was taught by some other method of delivery (please describe): \_\_\_\_\_
- I have not participated in any type of these programs.

Have you used a program that offered a career fair (e.g., Veteran Recruiting Services, NCOA Career Expo)? (Select all that apply.)

- Yes, I attended a career fair in person.
- Yes, I attended a career fair virtually.
- Yes, I attended a career fair by some other method of delivery (please describe): \_\_\_\_\_
- I have not participated in any type of these programs.

Have you used a program that assisted you with writing a resume (e.g., Resume Engine, Indeed)? (Select all that apply.)

- Yes, someone taught me one-on-one (i.e., mentor/coach).
- Yes, someone taught a class in person.
- Yes, someone taught me online (e.g., webinars, how-to videos).
- Yes, I used an online interactive tool.
- Yes, I was taught with some other method of delivery (please describe): \_\_\_\_\_
- I have not participated in any type of these programs.

Have you used a program that provided a military skills translator (e.g., Resume Engine, My Next Move for Veterans)? (Select all that apply.)

- Yes, someone taught me one-on-one (i.e., mentor/coach).
- Yes, someone taught a class in person.
- Yes, someone taught me online (e.g., webinars, how-to videos).
- Yes, I used an online interactive tool.
- Yes, I was taught with some other method of delivery (please describe): \_\_\_\_\_
- I have not participated in any type of these programs.

Have you used a program that offered a job placement component (e.g., Hiring Our Heroes, VetJobs.com, Hire Heroes USA)?

- Yes
- No

Have you used a program that offered any career counseling, career advice, career exploration, or career mentoring (e.g., American Corporate Partners, Veteran Gold Card, Veterans Business Outreach Program)? (Select all that apply.)

- Yes, someone taught me one-on-one (e.g., mentor/coach, career counselor).
- Yes, someone taught a class in person.
- Yes, someone taught me online (e.g., webinars, how-to videos).
- Yes, I used an online interactive tool to explore possible careers.
- Yes, I used a program that offered networking groups.
- Yes, I was taught with some other method of delivery (please describe): \_\_\_\_\_
- I have not participated in any type of these programs.

Have you used a program that offered a networking conference?

- Yes
- No

Have you used a program that offered entrepreneurship training/education? (Select all that apply.)

- Yes, someone taught me one-on-one (e.g., mentor/coach).
- Yes, someone taught a class in person.
- Yes, someone taught me online (e.g., webinars, how-to videos).
- Yes, I used a program that offered networking groups.
- Yes, I was taught with some other method of delivery (please describe): \_\_\_\_\_
- I have not participated in any type of these programs.

## Education

In this section, you will be asked about your educational experiences.

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

- High school diploma/GED
- Post-high school vocational or technical training (excluding military training)
- Some college credit, no degree
- Associates degree (e.g., AA, AS)
- Bachelor's degree (e.g., BA, BS)
- Master's degree (e.g., MA, MS, MEng, MEd, MSW, MBA)
- Doctorate degree (e.g., PhD, EdD)
- Professional degree beyond a bachelor's degree (e.g., MD, DDS, DVM, LLB, JD)

Are you **currently pursuing or interested in pursuing** additional education or training?

- Yes, I am **currently pursuing** additional education or training.
- Yes, I am **interested in pursuing** additional education or training, but I am not currently.
- No, I am **not pursuing or interested in pursuing** additional education or training.

What type of additional education or training **are you pursuing or interested in pursuing**? (Select all that apply.)

- Credentialed certification (online only)
- Credentialed certification (in person)
- Continuing education credits
- On-the-job-training (OJT) or apprenticeship program
- Technical/vocational training (e.g., carpentry, computer programming, medical technician training)
- Taking undergraduate courses but not enrolled in an undergraduate program
- Associates degree (e.g., AA, AS)
- Bachelor's degree (e.g., BA, BS)
- Taking graduate courses but not enrolled in a graduate program
- Master's degree (e.g., MA, MS, MEng, MEd, MSW, MBA)
- Doctorate degree (e.g., PhD, EdD)
- Professional degree beyond a bachelor's degree (e.g., MD, DDS, DVM, LLB, JD)

*Note. This item is only displayed if respondents select either "yes" response in the currently pursuing or interested in pursuing additional education or training item.*

Which of the following best describes the field or fields of study that **you are pursuing or interested in pursuing**? (Select all that apply.)

- Arts and humanities (e.g., English, art, history, journalism)
- Biological sciences (e.g., biology, environmental science)
- Business (e.g., accounting, finance)
- Education (e.g., elementary education, special education)
- Computer-related (e.g., computer science, information technology)
- Engineering (e.g., chemical, mechanical)
- Physical science (e.g., chemistry, statistics)
- Health science (e.g., nursing, veterinary, health technology)
- Social science (e.g., social work, psychology)
- Other (please describe): \_\_\_\_\_

*Note. This item is only displayed if respondents select "taking undergraduate courses but not enrolled in an undergraduate program," "associates degree," "bachelor's degree," "taking graduate courses but not enrolled in a graduate program," "master's degree," "doctorate degree," or "professional degree beyond a bachelor's degree" in the type of additional education or training item.*

What field of technical or vocational training **are you pursuing or interested in pursuing?** (Select all that apply.)

- Business (e.g., accounting, finance)
- Culinary arts
- Computer-related (e.g., computer science, information technology)
- Health science (e.g., nursing, veterinary, dental hygiene, health technology)
- Cosmetology
- Aircraft maintenance
- Aircraft management
- Pilot
- Other (please describe): \_\_\_\_\_

*Note. This item is only displayed if respondents select “technical/vocational training” in the type of additional education or training item.*

What is the industry of the certification **you are pursuing or interested in pursuing?** (Select all that apply.)

- Data science
- Project management
- Human resources
- Information technology (e.g., information security, cloud services, networking)
- Health sciences
- Other (please describe): \_\_\_\_\_

*Note. This item is only displayed if respondents select “credentialed certification (online only)” or “credentialed certification (in-person)” in the type of additional education or training item.*

Choose the option that best describes how closely your current job relates to your existing degree or certificate.

- Directly related
- Partially related
- Not related
- Not applicable

*Note. This item is only displayed if respondents select anything higher than “High school diploma/GED” in the highest degree or level of education completed item.*

Which education benefits have you used? (Select all that apply.)

- None
- Post-9/11 GI Bill (Chapter 33)
- Veterans’ Educational Assistance Program (VEAP, Chapter 32)
- Vocational Rehabilitation (Chapter 31)
- Montgomery GI Bill (Chapter 30)
- Reserve Educational Assistance Program (REAP)
- VA Yellow Ribbon Program



## Veteran-Utilized Education Programs

*Note. This section is only displayed if respondents select a “yes” response in the currently pursuing or interested in pursuing additional education or training item.*

In this section, you will be asked about education programs that you have used. When you are answering the next set of questions, think of a “program” as any activity designed to meet your specific needs. A “program” could be offered by any organization, including community, government, private, or faith-based organizations. It could be self-paced, presented online, delivered live in a group setting, or provided by a qualified program leader, such as a facilitator, counselor, or social worker.

Aside from educational benefits, like the GI Bill, have you used a program(s), state benefit(s), grant(s), or scholarship(s) that assisted with educational expenses (e.g., the Pat Tillman Foundation, Student Veterans of America)?

- Yes (please describe): \_\_\_\_\_
- No

Have you used a program that transferred military training and skills to academic credit (e.g., Joint Services Transcript, Verification of Military Experience and Training, Defense Activity for Non-Traditional Education Support [DANTES])?

- Yes (please describe): \_\_\_\_\_
- No

Have you used a program to increase academic social support (e.g., Student Veterans of America (SVA), Peer Advisors for Veteran Education [PAVE])?

- Yes (please describe): \_\_\_\_\_
- No

## Financial

In this section, you will be asked about your **current** financial well-being.

Please provide an estimate of your **HOUSEHOLD'S yearly income** before taxes are taken out. Include all sources of income from **all earners** in your household including salary, as well as any VA disability payments, real estate income, and any other sources of income. If you are the only earner in your household, and you do not have other sources of income, your household's yearly income may be the same as your salary. If you do not know the answer, please make your best guess.

- No household income
- Less than \$15,000 per year
- \$15,000 – \$24,999
- \$25,000 – \$34,999
- \$35,000 – \$44,999
- \$45,000 – \$54,999
- \$55,000 – \$74,999
- \$75,000 – \$99,999
- \$100,000 – \$149,999
- \$150,000 or more per year

How **many people** are supported by your **HOUSEHOLD income**? Include yourself, your significant other (if you have one), and anyone else partially or fully supported by this income whether or not they live with you (e.g., child support payments).

*Note. This item uses a drop-down menu ranging from "1 – I only support myself on my income." to "15 or more".*

Of the [imputed number of people supported by the household income] people supported by your household income, how many are dependent children whether or not they live with you?

*Note. This item is only displayed if respondents select anything higher than "1 – I only support myself on my income" in the number of people supported by the household income item. This item uses a drop menu ranging from "0" to "5 or more".*

In the **last 3 months**, have you or anyone in your household experienced any of the following events related to your finances? (Select all that apply.)

- Significant financial loss (e.g., decrease in household income, lost money on investment)
- Significant financial gain (e.g., receiving an inheritance, bonds mature)
- A period when there was a financial impact due to a lack of medical insurance
- A period when there was a financial impact due to a lack of other insurance coverage (e.g., auto, home/rental, life)
- Declaration of bankruptcy
- None of these

Are you able to pay your expenses for:	Never	Sometimes	Most of the time	All the time	Not applicable
mortgage/rent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
groceries?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
credit card(s)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
car loan?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
utilities (e.g., electric, water, heat, trash)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
transportation (e.g., gas, car repair, public transit)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
communications (e.g., phone, internet, cable)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
college/university tuition/board?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
childcare or educational fees for dependents not in college?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
health care (e.g., prescriptions, co-pays, bills)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How much total credit card, educational, automobile, and/or health care **debt** do you owe?

- None
- \$1 to less than \$2,500
- \$2,500 – \$4,999
- \$5,000 – \$7,499
- \$7,500 – \$9,999
- \$10,000 – \$14,999
- \$15,000 – \$19,999
- \$20,000 – \$24,999
- \$25,000 or more
- I do not know.

Is your household behind on your debt payments (e.g., mortgage or credit card)?

- No, my household is not behind in debt payments.
- Yes, my household is one month behind in debt payments.
- Yes, my household is more than one month behind in debt payments.

*Note. This item is only displayed if respondents select anything higher than “none” including “I do not know.” in the total debt owed item.*

As of **today**, how stressful is your **total debt load** (the total amount of all forms of debt)?

- Not a source of stress
- An occasional source of stress
- A constant source of stress
- An overwhelming source of stress

*Note. This item is only displayed if respondents select anything higher than “none” including “I do not know.” in the total debt owed item.*

## Veteran-Utilized Financial and Housing Programs

In this section, you will be asked about financial and housing programs that you have used. When you are answering the next set of questions, think of a “program” as any activity designed to meet your specific needs. A “program” could be offered by any organization, including community, government, private, or faith-based organizations. It could be self-paced, presented online, delivered live in a group setting, or provided by a qualified program leader, such as a facilitator, counselor, or social worker.

Have you used the Veterans Affairs’ (VA) home loan program?

- Yes
- No

Have you used a program to receive housing counseling, buy a house, or adapt your home (e.g., VA Supportive Services for Veteran Families (SSVF), Building Homes for Heroes)?

- Yes, someone taught me one-on-one (e.g., mentor/coach).
- Yes, I used an online interactive tool.
- Yes, I was taught with some other method of delivery (please describe): \_\_\_\_\_
- I have not participated in any type of these programs.

Have you used a program to assist you with financial planning and protection (e.g., USAA, First Command, VeteransPlus)?

- Yes, someone taught me one-on-one (e.g., mentor/coach/financial advisor).
- Yes, I used an online, interactive tool.
- Yes, I learned by reading online/books.
- Yes, I was taught with some other method of delivery (please describe): \_\_\_\_\_
- I have not participated in any type of these programs.

Have you used a program to assist you in accessing VA Benefits (e.g., Disabled American Veterans [DAV], Veterans of Foreign Wars [VFW])?

- Yes, someone taught me one-on-one (e.g., mentor/coach).
- Yes, someone taught a class in person.
- Yes, I used a navigation support program (e.g., AmericaServes, Combined Arms).
- Yes, I was taught with some other method of delivery (please describe): \_\_\_\_\_
- I have not participated in any type of these programs.

Have you used a program to access your credit scores?

- Yes, I used an online, interactive tool.
- Yes, I was able to access it with some other method of delivery (please describe): \_\_\_\_\_
- I have not participated in any type of these programs.

Have you used a program to assist you in financing your education?

- Yes, I learned by reading online/books.
- Yes, I used an online, interactive tool.
- Yes, someone taught me one-on-one (i.e., mentor/coach).
- Yes, I was taught with some other method of delivery (please describe): \_\_\_\_\_
- I have not participated in any type of these programs.

## Health

In this section, you will be asked about your **current** physical, emotional, and mental health.

Do you have an ongoing, physical health condition, illness, or disability that interferes with your functioning (*e.g., relationships, employment, school*)?

- Yes
- No

Over the last <b>2 weeks</b> , how often have you been bothered by any of the following problems?	Not at all	Several days	More than half of the days	Nearly every day
Feeling nervous, anxious, or on edge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not being able to stop or control worrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Over the last <b>2 weeks</b> , how often have you been bothered by any of the following problems?	Not at all	Several days	More than half of the days	Nearly every day
Little interest or pleasure in doing things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling down, depressed, or hopeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The following questions ask more specific details about suicide. If you become distressed while answering the questions, please **call the Veterans Crisis Line (988 then press 1 or text 838255) or National Mental Health Crisis Line at 988, or visit <https://www.veteranscrisisline.net/>**

As of January 17, 2023, Veterans in a suicidal crisis can go to any VA or non-VA health care facility for free emergency health care.

In the past <b>month</b> ,	Yes	No
have you wished you were dead or wished you could go to sleep and not wake up?	<input type="radio"/>	<input type="radio"/>
have you <u>actually had</u> any thoughts of killing yourself?	<input type="radio"/>	<input type="radio"/>

Within the **past three months**, have you done anything, started to do anything, or prepared to do anything to end your life?

Examples: collected pills, obtained a gun, gave away valuables, wrote a will or suicide note, took out pills but didn't swallow any, held a gun but changed your mind or it was grabbed from your hand, went to the roof but didn't jump; or actually took pills, tried to shoot yourself, cut yourself, tried to hang yourself.

- Yes
- No

It seems as though you may be having some thoughts of hurting yourself. This can be a common response to feeling distressed. We want you to know that your life matters and help is available. If you are distressed or experiencing suicidal thoughts, we recommend that you contact your primary care provider, call the **Veterans Crisis Line (988 then press 1 or text 838255) or National Mental Health Crisis Line at 988, or visit <https://www.veteranscrisisline.net/>**

As of January 17, 2023, Veterans in a suicidal crisis can go to any VA or non-VA health care facility for free emergency health care.

*Note. This message is only displayed if respondents select any "yes" response to any of the suicidal ideation items.*

Sometimes things happen to people that are unusually or especially frightening, horrible, or traumatic. For example:

- a serious accident or fire
- physical or sexual assault or abuse
- an earthquake or flood
- exposure to a war zone
- seeing someone killed or seriously injured
- having a loved one die through homicide or suicide

Over the last month, have you...	Yes	No
had nightmares about the event(s) or thought about the event(s) when you did not want to?	<input type="radio"/>	<input type="radio"/>
tried hard not to think about the event(s) or went out of your way to avoid situations that reminded you of the event(s)?	<input type="radio"/>	<input type="radio"/>
been constantly on guard, watchful, or easily startled?	<input type="radio"/>	<input type="radio"/>
felt numb or detached from people, activities, or your surroundings?	<input type="radio"/>	<input type="radio"/>
felt guilty or unable to stop blaming yourself or others for the event(s) or any problems the event(s) may have caused?	<input type="radio"/>	<input type="radio"/>

**In the last 6 months**, on average, how often did you have **5 or more drinks** on one occasion?

- Never
- Less than monthly
- Monthly
- Weekly
- Daily or almost daily

*Note. This item is only displayed if respondents select "male" in the gender item.*

**In the last 6 months**, on average, how often did you have **4 or more drinks** on one occasion?

- Never
- Less than monthly
- Monthly
- Weekly
- Daily or almost daily

*Note. This item is only displayed if respondents select "female" in the gender item.*

In the past 7 days, my sleep quality was...

- Very poor
- Poor
- Fair
- Good
- Very good

**In the past year**, on a scale of 1 (Stress always eats away at me.) to 5 (I can always easily shake off stress.), how would you rate your ability to handle stress?

- 1 - Stress always eats away at me.
- 2 - Stress often eats away at me.
- 3 - Stress sometimes eats away at me and sometimes I can easily shake it off.
- 4 - I can often easily shake off stress.
- 5 - I can always easily shake off stress.

## Social Relationships

In this section, you will be asked about your social relationships.

How often would someone be available...	None of the time	A little of the time	Some of the time	Most of the time	All of the time
to turn to for suggestions about how to deal with a personal problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
to love and make you feel wanted?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you regularly done the following:	Never	Rarely	Occasionally	Often	Frequently
connected with other Veterans (e.g., The Mission Continues, Veterans of Foreign Wars, Iraq and Afghanistan Veterans of America)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
engaged with family support programs (e.g., USO Stronger Families, Blue Star Families)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
participated in a religious, spiritual, or community group?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
volunteered for a non-profit, political group, or other local organization (e.g., a service organization, a political campaign)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
spent time with close friends or with relatives other than your significant other or children (e.g., getting together, catching up by telephone or email)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



What is your current marital status?

- Never married
- Not married but in a serious romantic relationship - **not** living together
- Not married but in a serious romantic relationship - **living** together
- Married - first and only marriage
- Married - second or later marriage
- Separated
- Divorced
- Widowed

### **Closing**

Is there anything else you would like to share with your provider, especially regarding any challenges you may be facing in your transition to civilian life? Please do not include any personally identifiable information. \_\_\_\_\_

## Appendix D: Example Client-Specific Report



# Veteran Transition Screener



## Client Report

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Organization Name: Example

Provider Email: [providera@example.com](mailto:providera@example.com)

Client ID: VTS\_Example\_1

Sections: Employment, Education, Financial, Health, Social Relationships

Date: August 19, 2024

## Background Information

The Veteran Transition Screener (VTS) was developed based on data from The Veterans Metrics Initiative (TVMI). TVMI was a longitudinal study, conducted through a collaboration between the Clearinghouse for Military Family Readiness (Clearinghouse) and other partners, that examined the well-being and program utilization of post-9/11 veterans for 3 years after transition from military service. This personalized report presents a summary of the client's responses to the VTS, which were compared to risk factors and effective program components (i.e., content and processes) identified by TVMI.

The client indicated that their most recent discharge or deactivation from Active Status was between 1 and 2 years ago, which falls within the timeframe of the TVMI study.

The client is a 33 year-old Hispanic White/European female. Military paygrade, gender, and ethnicity and race were noted as being potential risk factors related to physical health, mental health, well-being, employment, and financial based on the findings of TVMI. Note, the more risk factors a veteran has the more likely the veteran will face difficulty.

Based on TVMI paygrade data, E5 veterans were more likely to have traumatic brain injury symptoms, probable PTSD, and higher VA disability ratings.

Based on TVMI gender data, female veterans experienced greater declines than male veterans in overall well-being for 3 years after the transition from service. Female veterans were less likely to use VA home loans, tangible supports of non-VA scholarships, and housing programs.

Based on TVMI ethnicity and race data, Hispanic female veterans were 3.2 times more likely to experience persistent unemployment. A majority (70%) of veterans who were people of color reported perceived underemployment at their jobs. Hispanic veterans had lower utilization of VA home loans.

The client agreed with the statement "I am having difficulty adjusting to civilian life." Thus, checking in with the client regarding specific struggles and identifying any unique challenges is recommended. Since the client's most recent separation from Active status, they indicated having a lot of difficulty in the following areas during their transition to civilian life: employment. The client also indicated having some difficulty in the following areas during their transition to civilian life: financially. A summary of the client's background information is in Table 1.

Table 1  
*Background Information Summary*

<b>Category</b>	<b>Demographic</b>	<b>Risks</b>
Military Paygrade	E5	Physical health, mental health
Discharge Status	Honorable discharge	No associated risks
Gender	Female	Well-being, employment, financial
Ethnicity and Race	Hispanic White/European	Employment, Financial
ZIP Code	15061	No associated risks

## Specific Experiences

The client has experienced the following potential risk factors: adverse childhood experiences, combat zone deployments, and VA disability rating.

Based on TVMI data, female veterans exposed to three or more adverse childhood experiences and corollaries of combat were more likely to report criteria for probable PTSD (5x), probable depression (3x), probable anxiety (3x), and probable suicidality (5x).

Female veterans exposed to three or more adverse childhood experiences, combat patrols, and corollaries of combat were more likely to report criteria for probable PTSD (6x), probable depression (6x), probable anxiety (3x), alcohol misuse (4x), anger outbursts (4x), and probable suicidality (8x).

TVMI findings indicate that veterans who had a disability rating were more likely to lack full-time employment and to experience persistent unemployment and problematic financial status. The probability of these outcomes increased with higher disability ratings.

The provider should address challenges that stem from these experiences and discuss mental health counseling options. A summary of the client's specific experiences is in Table 2.

Table 2  
*Specific Experiences Summary*

<b>Category</b>	<b>Experience</b>	<b>Risks</b>
Adverse childhood experiences	3 or more	Mental health
Combat zone deployments	Yes	Mental health
Moral injury	No	No associated risks
Traumatic brain injury	No	No associated risks
VA disability rating	60%	Employment, financial
Military sexual trauma	No	No associated risks

## Employment

The client reported working for pay full-time (30 hours or more per week) at a mid-level job in the computer, technical work industry. The client indicated that the benefits they receive from their or their spouse's employer mostly meets their needs. The client is looking for a full-time position (30 hours or more per week).

The client reported feeling underemployed based on prior work experience and salary. Based on TVMI data, underemployed veterans experienced lower salaries compared to veterans who were satisfied with their employment. Veterans who were dissatisfied with their jobs were more likely to leave for a better opportunity, which resulted in higher salaries and greater work satisfaction.

The client indicated wanting their next job to be in the same field of work.

The provider should investigate the client's feelings of underemployment and why they want a new job. The provider should help the client explore the client's job target.

TVMI has determined that certain program components may increase the likelihood that a veteran will leave a job for a better employment opportunity. A summary of the client's utilization of effective employment program components is in Table 3.

The components that were significantly related to leaving a job for a new job:

- Teaching interviewing with direct instruction, rehearsal/role-play, or a mentor/coach;
- Teaching resume writing by online reading, direct instruction, online tools, or a mentor/coach;
- Translating military job and experience to civilian work with direct instruction or a mentor/coach;
- Using career planning with direct instruction or with online tools.

Table 3  
*Employment Programs Summary*

<b>Program Component</b>	<b>Participation</b>	<b>Additional Benefits</b>
Interviewing	Yes, with online webinars/videos	Receiving a higher starting salary, receiving a promotion
Career fair	No	Receiving a higher starting salary, receiving a promotion
Resume writing	Yes, with online webinars/videos	Receiving a higher starting salary, receiving a promotion
Military-to-civilian skills translator	Yes, with an interactive online tool	Receiving a higher starting salary, receiving a promotion
Job placement	No	Receiving a higher starting salary, receiving a promotion
Career counseling	No	Receiving a higher starting salary, receiving a promotion
Networking conference	Yes	Receiving a higher starting salary, receiving a promotion
Entrepreneurship training/education	No	Receiving a higher starting salary, receiving a promotion

## Education

The client's current level of education is some college credit, no degree. The client's current job and education are partially related. The client reported not using any of the listed education benefits and should be reminded that some education benefits (e.g., Post-9/11 GI Bill) can be transferred to a family member. The client is currently pursuing the following: bachelor's degree (e.g., BA, BS) in health science (e.g., nursing, veterinary, health technology).

TVMI research indicates that the provider should recommend programs that assist with educational expenses, such as the Pat Tillman Foundation and Student Veterans of America. Veterans who used other scholarships/grants were found to be 72% more likely to attain their degree 4 years after discharge.

TVMI research indicates that the provider should recommend programs that are used to transfer military training to academic credits, such as Joint Services Transcript; Verification of Military Experience and Training; and Defense Activity for Non-Traditional Education Support (DANTES). TVMI findings indicate that veterans who used a program to transfer military training to academic credits were 42% more likely to attain their degree 4 years after discharge.

TVMI research indicates that the provider should recommend programs that increase academic social support, such as Student Veterans of America (SVA) and Peer Advisor for Veteran Education (PAVE). Veterans who used a program to increase academic social support were found to be 2.26 times more likely to attain their degree 4 years after discharge. Veterans who attended a veteran student center and veteran group were less likely to leave school.

Program components outside of the education domain were also found to be related to educational attainment. Veterans were more likely to attain their degree if their school offered the following:

- Career planning and exploration through self-paced online reading;
- Education degree financing through self-paced online reading or interactive online tools; and
- Leadership and teamwork skills opportunities.

A summary of the client's education program utilization can be found in Table 4.

Table 4  
Education Programs Summary

<b>Program Component</b>	<b>Participation</b>	<b>Benefits</b>
Assistance with educational expenses	No	Educational attainment
Transfer of military training and skills to academic credit	No	Educational attainment
Academic social support	No	Educational attainment

## Financial

The client indicated having a yearly household income of \$55,000 – \$74,999 to support 3 people including 1 dependent child. There were no major financial events in the last 3 months for anyone in the household. The client reported frequent trouble paying the following expense(s): credit card(s). In addition, the client reported occasional trouble paying the following expense(s): mortgage/rent and car loan. The client reported having a total household debt load of \$15,000 – \$19,999 and is not behind on debt payments. The client reported that their total debt load is a constant source of stress.

The client has not used the VA home loan program. TVMI findings indicate that veterans who used home ownership education and counseling programs, such as VA Supportive Services for Veteran Families (SSVF) and Building Homes for Heroes, improved their immediate financial needs and increased their financial satisfaction and their financial status.

Given the client's immediate financial needs, programs that assist with financial planning and protection, such as USAA, First Command, and VeteransPlus, and programs that assist with accessing VA benefits, such as Disabled American Veterans (DAV) and Veterans of Foreign Wars (VFW), should be recommended. TVMI findings indicate that veterans who used these types of programs showed improvement in their immediate financial needs.

A summary of the client's financial program utilization is in Table 5.

Table 5

*Financial Programs Summary*

<b>Program Component</b>	<b>Participation</b>	<b>Benefits</b>
Home ownership education	No	Improve immediate financial needs, increase financial satisfaction, improve financial status
Financial planning and protection	No	Improve immediate financial needs, increase financial satisfaction, improve financial status
Assistance with accessing VA benefits	No	Improve immediate financial needs, increase financial satisfaction
Access credit score	Yes, with an interactive online tool	Increase financial satisfaction
Financing education	No	Improve immediate financial needs, increase financial satisfaction, improve financial status

## Health

The client's responses indicated probable criteria for the following mental health issue(s): anxiety, depression and PTSD. Regarding physical health, the client's responses did not indicate any issues. The client reported that stress is a major issue.

TVMI findings indicate that veterans with ongoing mental health problems were nearly 10 times more likely to have difficulty adjusting to civilian life. Veterans with mental health symptoms were more likely to have a persistent problematic financial status and experience underemployment. Veterans often underrecognize their mental health problems and may need help identifying and addressing their mental health needs and encouragement in connecting with mental health supports. Mental health counseling could be beneficial for addressing these health issues. In addition, the client should be connected with other mental health resources (e.g., VA mental health clinics, preventative/diagnostic/treatment mental health services, crisis hotline information, safety planning tools, wellness programs).

A summary of the client's current health is in Table 6.

Table 6  
Current Health Summary

<b>Category</b>	<b>Symptoms and Issues</b>
Probable anxiety	At risk
Probable depression	At risk
Probable PTSD	At risk
Suicidal ideation	No issues
Ongoing physical health problems	No issues
Alcohol misuse	No issues
Sleep problems	No issues
Stress	At risk



## Social Relationships

The client indicated being separated and reported lacking the social supports needed to get help with problems and feel loved/wanted. TVMI findings indicate that providers should recommend social activities and organizations to help their client decrease their social isolation. Mental health counseling could help to address these and other challenges that the client is experiencing. A summary of the client's social activities can be found in Table 7.

TVMI findings indicate that veterans who participated in religious, spiritual, or community groups had higher social support and were 37% less likely to screen positive for depression. Other beneficial social activities include connecting with other veterans through organizations, such as The Mission Continues; Veterans of Foreign Wars; and Iraq and Afghanistan Veterans of America, and engaging with family support programs, such as USO Stronger Families and Blue Star Families.

TVMI findings indicate that veterans who volunteered, such as with service organizations or political campaigns, had higher social support and were 40% less likely to screen positive for depression. Veterans who spent time with close friends or relatives (excluding significant other or children), such as getting together or catching up by telephone or email, had higher social support and were 64% less likely to screen positive for depression.

Table 7  
Social Activity Summary

Activity	Participation Frequency
Connecting with other veterans through organizations	Rarely
Engaging with family support programs	Never
Participating in a religious, spiritual, or community group	Rarely
Volunteering for a non-profit, political group, or other local organization	Never
Spending time with close friends or with relatives	Rarely

## Closing

The client had no further comments to add besides the information covered by the screener.