

VA



U.S. Department  
of Veterans Affairs

# Vet Centers Services Taxonomy

Research kickoff - August 2020

# Vet Center Services Taxonomy

## **What constitutes a Vet Center?**

- Are they free standing? In an office within another building?
- Can there be multiple centers in a city?
- How many are there?

# Vet Center Services Taxonomy

## **What services do Vet Centers offer?**

- Individual and group counseling for Veterans, service members, and their families
- Family counseling for military related issues
- Bereavement (grief) counseling
- Military sexual trauma counseling and referral
- Community outreach and education
- Substance abuse assessment and referral
- Employment referral
- Referral of other VA services

# Vet Center Services Taxonomy

## **Who uses the services?**

- Veterans
- Caretakers
- Family of Veterans?

## **How do services get accessed?**

- Are Veterans assigned a Vet Center? Can they choose?
- Can they have relationships with multiple Vet Centers?
- Are services underutilized?

# Vet Center Services Taxonomy

## Awareness of Vet Centers

- Is it really the “first touchpoint”, the first interaction with the VA?
- What does the first interaction look like?
- Do the interactions look different at different parts of an individual’s journey?
  - e.g. Active service, preparing to separate, newly separated
- How else do do Veterans learn of Vet Centers or services?
- How can the facility locator enable how Vet centers can be found?

# Vet Center Services Taxonomy

## Data Collection

- Who does this work?
- How is it done today? i.e. what does the process look like?
- How often is this updated?
- What tech tools and applications are used by Vet Center employees?

**What did we forget to ask that you think that we should know?**