

VA



U.S. Department
of Veterans Affairs

Vet Centers - Services Taxonomy Study

Research Readout

Background & Goals

Background

The Facilities team ran a taxonomy study to test new service taxons and validate existing ones that will be offered by Vet Centers.

Intimate partner violence support

Community outreach

Marriage and family counseling

Grief and bereavement counseling

Mental health care

Suicide prevention

Workshops and Classes

Homeless Veteran care

Vocational rehabilitation and employment programs

LGBT Veteran care (Lesbian, gay, bisexual and transgender)

Addiction and substance abuse care

Minority Veteran care

PTSD care

Recreational therapy

Telehealth (Video visits, remote care, care by telephone)

Military sexual trauma treatment

Women Veteran care

The screenshot shows the Atlanta Vet Center website. At the top, it says 'Atlanta Vet Center' and 'VA Department of Veterans Affairs'. Below this, there's a section 'On this page' with links to 'Home', 'About Us', 'Services', 'Contact Us', and 'FAQ'. There's also a 'Locations and contact information' section with a map and address. A 'Prepare for your visit' section is also visible. At the bottom, there's a 'Services offered here' section with a list of services and their descriptions.

Service	Description
Acute Care	For Veterans with acute mental health needs, including crisis intervention, hospitalization, and intensive outpatient treatment.
Admission	For Veterans with mental health conditions who are admitted to the center for treatment.
Aftercare	For Veterans who are discharged from the center and need ongoing support and services.
Behavioral Health	For Veterans with mental health conditions who need ongoing support and services.
Case Management	For Veterans who need help with housing, employment, and other social needs.
Crisis Intervention	For Veterans in crisis who need immediate help and support.
Discharge Planning	For Veterans who are being discharged from the center and need help with transition.
Emergency Services	For Veterans who need immediate help and support for mental health issues.
Group Therapy	For Veterans who benefit from group support and treatment.
Individual Therapy	For Veterans who need one-on-one support and treatment.
Intensive Outpatient Treatment	For Veterans who need more intensive treatment than standard outpatient care.
Medication Management	For Veterans who need help with their mental health medications.
Mental Health Services	For Veterans with mental health conditions who need ongoing support and services.
Outpatient Services	For Veterans who need ongoing support and services for their mental health.
Peer Support	For Veterans who benefit from the support of others who have similar experiences.
Prevention Services	For Veterans who need help preventing mental health problems.
Recreational Therapy	For Veterans who benefit from recreational activities and programs.
Respite Services	For Veterans who need temporary relief from their caregiving responsibilities.
Self-Help	For Veterans who need help with self-management of their mental health.
Supportive Services	For Veterans who need help with housing, employment, and other social needs.
Telehealth	For Veterans who need remote care and support for their mental health.
Therapeutic Services	For Veterans who need ongoing support and services for their mental health.
Wound Care	For Veterans who need help with their physical health and injuries.

Research goals

Primary goal: Understand how Veterans and their families understand and interpret new and existing service taxons that will be used by Vet Centers facilities, with a focus on the following:

- Education and training [new taxon]
- Transition counseling [new taxon]
- Veteran connections [new taxon]
- Whole health [existing taxon]

Secondary goals:

- Validate the existing categorization of services.
- Follow up on a previous finding that Veterans want to see services labeled and described with symptoms rather than by clinical diagnosis.
- Understand the language Veterans would use to label and describe services.

Research questions

- Do the proposed taxon (service names) make sense to Veterans and their families?
- Do participants' interpretations of the taxons match their intended meaning?
- How would participants define and/or describe the taxons in their own words?
- What vocabulary do participants use when naming and categorizing the service taxons?
- How would Veterans group and categorize the taxons?
- How should taxons and their descriptions evolve for Veterans to immediately understand them?
- Will participants, who have not participated in mental health care, use the term "Mental health care" when grouping counseling services?

Hypotheses to be tested

1. Participants will interpret "Education and training" to mean services like workshops and classes in a non-therapeutic setting.
2. Participants will interpret "Transition counseling" to mean a broad range of services that help Veterans transition to civilian life, like helping them connect with mental health services and education and career counseling.
3. Participants will interpret "Whole health" to mean a personalized health plan that focuses on an individual's values, needs and goals rather than their illnesses or conditions.
4. Participants will interpret "Veteran connections" to mean a service that includes helping Veterans navigate the VA, by helping them to connect to VA and community resources.

Methodology

Method

An unmoderated card sorting exercise was conducted; 17 services (cards) were asked to be sorted. This activity was accompanied by 7 fill-in-the-blank questions about some of the services.

The study was divided into 6 mini studies, segmented by distinct demographic cohorts.

To mitigate biasing the responses, two tests were created with a re-ordering of questions. The two tests were distributed among the 6 studies.

However, all questions were asked before the card sorting exercise.

Intimate partner violence support
Community outreach
Marriage and family counseling
Grief and bereavement counseling
Suicide prevention
Workshops and Classes
Homeless Veteran care
Vocational rehabilitation and employment programs
LGBT Veteran care (Lesbian, gay, bisexual and transgender)
Addiction and substance abuse care
Minority Veteran care
PTSD care
Recreational therapy
Telehealth (Video visits, remote by telephone)
Military sexual trauma treatment
Women Veteran care

Drop to create group

Mental health care

If you had to guess, what would a service labeled "Whole health" offer? Type your answer in the text box below.

What words or symptoms do you associate most with PTSD (post-traumatic stress disorder)?

Who participated?

RECRUITING COHORTS	41 Total
Veterans ages 65+	11
New soldier or Veterans ages 35-64	25
Spouse or family of a Veteran	9
Veterans with no college education	17
Reservists	3

TECHNOLOGY	
Windows OS	27
Mac OS	6
iOS	6
Android	1
Chrome OS	1

DEMOGRAPHICS	
Female	15
Participants of color	12
• White/Caucasian	25
• Black/African American	5
• American Indian/Alaska native	3
• Asian	3
• Hispanic/Latino	2
• Undisclosed	4
Cognitive Impairment (not captured for most)	2
Disability rating 50%+ (not captured for most)	4
Rural or remote (not captured for most)	5

Research Findings

Findings by hypothesis - 1.

Participants will interpret “**Education and training**” to mean *services like workshops and classes in a non-therapeutic setting*.

Somewhat true

Participants were asked to define “Education and training” [Q #4, 6]:

While no participant mentioned setting, nor used the term “non-therapeutic” in their in their descriptions, there was a high expectation of getting “assist(ance)”(7), with “benefits”(5), “resources”(5), “help”(4) to understand “how-to” acquire training and education. (6) mentioned help with GI Bill benefits. (5) mentioned “Voc Rehab” programs more frequently than those related to actual classes and workshops; “career”(3), “certifications”(3), “courses”(3), “programs”(3), “skills”(3), “trade”(3).

1	training	11
2	education	9
3	assist, assistance	7
4	GI BILL	6
5	benefits	5
6	educational	5
7	[VOC REHAB]	5
8	resources	5
9	assistance	5
10	available	4
11	help	4
12	learning	3
13	trade	3
14	VA	3
15	offer, offers, offered	3
16	HOW-TO	3
17	certification(s)	3
18	courses	3
19	career	3
20	programs	3
21	skills	3
22	academic	3
23	trade schools	2

Hypothesis 1 - recommendations

“Education and training” - OK to use

- Communicating “non-therapeutic” and the setting is not important. This is a description of Vet Center facilities and not specifically of this service.
- Setting the right expectations about the type of classes, workshops, and certification(s) Veterans would be able to learn about is more important.
- Many participants mentioned assessment of skills to help them navigate career paths. If this is available, include it. Veterans don’t know what they don’t know and would like to know the best options for them.
- “apprenticeships” and on-the-job training opportunities were mentioned multiple times.
- Veterans have an expectation of “assistance”, “help”, with “how-to” with everything from how to dress for an interview, how to write a resume to navigating GI Bill benefits.

Findings by hypothesis - 2.

Participants will interpret “**Transition counseling**” to mean *a broad range of services that help Veterans transition to civilian life, like helping them connect with mental health services and education and career counseling.*

Mostly true

Participants were asked to define “Transition counseling” [Q #4, 6]:

Most participants’ descriptions included concepts that echoed the current working description and understood that this service could span many areas of a person’s life. However, only (1) participant specified “Mental health care” type of counseling. When other participants used the word “counseling”(10), they used it more broadly to encompass career, educational and benefit counseling.

1	civilian life	15
2	transition	12
3	counseling	10
4	assist, assistance	10
5	military	8
6	transitioning	7
7	active duty	6
8	help	6
9	job	5
10	transition from... to...	5
11	assistance	4
12	services	4
13	how-to	4
14	assist	3
15	resume	3
16	resources	3
17	retirement	3
18	counselor	3
19	family support	3
20	one on one	3
21	family	3
22	to ask questions	2
23	veteran status	2
24	life after	2
25	leaving	2
26	preparing for	2
27	transition assistance	2
28	interview	2

Hypothesis 2 - recommendations

“Transition counseling” - OK to use

- Participants’ ideas of what Transition counseling would offer closely matched the working definition and of what Vet Centers offers more generally. Since responses were generally positive and hopeful descriptions, there is an opportunity for the phrase, or a variation of it, e.g. “Transition counseling center” to be emphasized and used to clarify the purpose and objective of Vet Centers. This could help reduce the expectation of medical care to be offered, which has been a consistent misconception uncovered in previous research studies.

Findings by hypothesis - 3.

Participants will interpret “**Whole health**” to mean *a personalized health plan that focuses on an individual's values, needs and goals rather than their illnesses or conditions.*

Mostly true, but beware

Participants were asked to define “Whole health” [Q #5]:

(29) participants understood the term to mean **beyond but inclusive of physical health care**. For Vet Centers this could mean reinforcing the misconception that a Veteran could obtain primary care in the realm weight loss or nutritional health care if this is not made more obvious. Participants used words like “holistic” and gave activity examples like many of those offered by Vet Centers. Participants did not describe the concept of “individualized care” or used the words “values”, “needs” and “goals” in their descriptions.

1	mental	20
2	physical, physical health	19
3	emotional	8
4	nutrition	7
5	mental health	6
6	exercise	5
7	every, everything	5
8	spiritual	4
9	holistic	4
10	mind	3
11	activities	3
12	resouces	3
13	mental health resources	2
14	meditation	2
15	[SOCIAL]	2
16	counseling	2
17	well being	2
18	health	2
19	groups	2
20	financial health	2
21	stress management / relief	2
22	holistic approach	2
23	lifestyle	2
24	integrated/integrative heal...	2

Findings by hypothesis - 3. (con't)

Testing “Whole health”

Participants were asked to define “Whole health” [Q #5]:

- (29) participants (69%) incorporated some form of social/emotional or mental health care descriptor. 20 used the word “**mental**”.
- (19) used words like “**holistic**”, “every”, “**integrative**”, “**total**” to explain care beyond traditional, physical medical care
- (14) responses included fitness concepts like “**diet**”, “**exercise**” and “**nutrition**”
- (4) included “**spiritual**”, 1 “**soul**”
- (2) mentioned social concepts “**groups**”, “**recreation**”, “**volunteer**”
- (2) included career or financial concepts, “**financial health**”, “**job**”

Findings by hypothesis - 3. (con't)

Testing “Whole health”

Words used most in user generated labels:

1. 8 - “activities”
2. 7 - “relax”, “relaxation”, or “relaxing”
3. 7 - “health” or “healthy”,
4. 6 - “stress”
5. 5 - “relief”
6. 4 - “therapy”
7. 3 - “self”
8. 3 - “care”
9. 3 - “coping”
10. 3 - “recreation”

[Question 2: Participants asked to label the list below]

- Gardening
- Crossfit
- Narrative therapy
- Trauma-sensitive yoga
- Mindfulness
- Guided meditation

Hypothesis 3 - recommendations

“Whole health” - Use with caution

- Avoid or use with very clear messaging that this does not include primary care. It would be advisable for this service name to be used only after the website can better differentiate itself from medical facilities.
- However, since the term was well understood by participants, it could instead be used in a description to label classes and activity examples that crossover between clear cut categories. Another option is to create a new label from words that Veterans used and understood, “recreational activities”, or “relaxation programs”.

Findings by hypothesis - 4.

Participants will interpret “**Veteran connections**” to mean *a service that includes helping Veterans navigate the VA, by helping them to connect to VA and community resources.*

False

In a preceding study participants were asked to define “Veteran connections” which participants struggled to do. To understand how participants might label the service themselves, they were presented with the current working description and asked to form a one to two word label for it.

Participant generated labels did not contain “connect” or “connection”, “community”.

1	benefit, benefits	18
2	benefits	14
3	VA	14
4	navigating, navigation	6
5	assistance	5
6	help	5
7	benefit	3
8	information	3
9	navigation	3
10	navigating	3
11	navigating VA	2
12	support	2
13	access	2
14	VA help	2
15	resources	2
16	"how-to"	1
17	help desk	1
18	claims	1
19	VA benefits	1
20	VA "how-to" assistance	1
21	benefits team	1
22	newcomer overview	1
23	directory	1
24	VA representative	1
25	overview	1
26	VA navigation	1
27	VA 360	1
28	representative	1

Findings by hypothesis - 4. (con't)

Testing “Veteran connections”

Participants used words found in the description to come up with a label, fixating mostly on those relating to getting help with obtaining and navigating VA Benefits.

Words most used in user generated labels:

1. 18 - “benefit” or “benefits”
2. 14 - “VA”
3. 6 - “navigation” or “navigating”
4. 5 - “assistance”
5. 5 - “help”
6. 3 - “information”
7. 2 - “support”
8. 2 - “access”

[Question 1, 3: Participants asked to label the description below]

We know that navigating VA can be challenging and we’re here to help. We can help you connect directly to the VA and community resources who will be able to help you. We can help you know where to go and how to register for VA services, such as

- How to get VA medical benefits and register for care
- Where to go to file claims and other forms
- Understanding your VA education benefits
- Education and referral for VA burial benefits
- Housing and home loans

Hypothesis 4 - recommendations

“**Veteran connections**” - Rename

- Change label to “Navigating VA benefits”, “Veteran services help”, or something similar.
- Participants value this service but the label should focus on what Veterans will be connected to instead of conveying that the service is about “connecting”. What mattered most was learning about the benefits and services are available to them and how to get them.
- Explain the “community” aspect in the description.

Secondary Findings

Testing “Mental health care”

This label tested well in previous studies with Veterans who’d been screened for having participated in Mental health care. In this study, we wanted to know if “Mental health care” would resonate with a broader audience.

VERDICT: HIGH CONFIDENCE

Words most used in user generated labels:

1. (21) included “mental”
2. (19) included “health”
3. (16) used “mental health”
4. (6) included “emotions”, “emotional”
5. (4) included “support”
6. (3) included “therapy”

[Question 1, 3: Participants asked to label the description below]

Here is a description of a service VA offers. What one or two word label would you suggest for it?

We are here to help address any mental or emotional barriers getting in the way of your personal goals. We work with you to identify and offer personalized support to overcome challenges associated with PTSD, depression, grief, anger, anxiety or trauma.

Recommendation

“**Mental health care**” - OK to use

- Repeat high priority symptoms from PTSD (see PTSD recommendation)

Secondary Findings

Testing “PTSD care”

In a previous study, Veterans told us that they want to see services labeled and described with symptoms rather than by clinical diagnosis, this came up most often in the context of PTSD.

Participants explained that, early in their mental health care journey, they wouldn’t have yet had the vocabulary to connect their lived experience with the words presented in the current VA service; they would not have assumed they had PTSD.

In this study, we wanted to know from a broader audience, what words and symptoms were most associated with PTSD.

[Current description]

If you have symptoms of PTSD after a traumatic event, we can help. We offer assessment and support such as private counseling, group therapy, and referral to VA or community counseling for treatment and therapy resources. It's never too late to get help.

Secondary Findings

Testing “PTSD care” (con’t)

Participants were asked what words or symptoms they associate most with PTSD” [Q #7]:

Responses were analyzed by word frequency and by theme. Anxiety was the #1 symptom. “inability to control or cope” and “sleep” were top themes.

Rank	Top Words	Rank	Top themes
1	“anxiety” (16)	1	anxiety, fear
2	“depression” (14)	2	inability to control or cope
3	“anger” (9)	3	sleep
4	“fear” (8)	4	feeling alone, lost, detached
5	“isolation” (7)	5	issues with mental function

1	anxiety	16
2	depression	14
3	[sleep related]	9
4	anger	9
5	fear	8
6	isolation	7
7	stress	6
8	[detachment / dissociation]	5
9	trauma	5
10	nightmares	5
11	[uncontrollable]	5
12	flashbacks	4
13	loneliness	4
14	[easily triggered]	4
15	[hypervigilance / paranoia]	4
16	mental health	3
17	inability to focus	3
18	counseling	3
19	memory loss	3
20	substance use/abuse	2
21	crying	2
22	inability to control or cope	2
23	mood swings	2
24	can't let go	2
25	violence	2
26	insomnia	2
27	yelling / screaming	2
28	uncontrollable emotion	2

inability to control or cope

belligerence coping_with_events friction inability inability_to_control_emotions inability_to_cope_conform intolerance irrational_behavior overreaction_to_stressors screaming swearing uncontrollable unwanted_memories_of_the_trauma violence yelling

feeling lost or alone

alone detached_from_humans disorientation dissociation isolation lack_of_affection loneliness lost recluse social_distancing solitude trouble_reintegrating withdrawal

issues with mental function

dysfunctional flashbacks inability_to_focus memory_loss mental mental_impairment mind_games not_able_to_concentrate Special_Needs TBI trauma war

Anxiety

anxiety doubtfulness excessive_worry fear hypervigilance panic_attacks paranoid stress

sleep related

insomnia nightmares sleep_disorders sleep_disturbances sleep_issues sleepless_nights sleeplessness trouble_sleeping

depressed

blue challenges_you_carry_with_you_after_military_life darkness depression despair suicide trapped

physical problems

deployment_injury elevated_heart_rate light_sound_sensitivity nausea pain substance_use_abuse trembling

overwhelmed with emotions

anger crying emotional emotional_distress irritable mood_swings triggers

breaking down

breakdown broken irreparable struck uncontrollable_mental_breakdown

getting help

Assistance counseling Medication mental_health

Unedited responses grouped by theme

Recommendations

“PTSD care”:

- **Use symptoms in plain language.** Work with a clinician to incorporate more symptoms but translate them into plain language, and in verb form, whenever possible.
- **Add common PTSD symptoms to “Mental health care”.**
- **Incorporate and emphasize anxiety-mitigating words** and concepts from [previous research](#): “small”, “safe”, “intimate”, “confidential”, etc. to combat: “big”, “intimidating”, “bureaucratic” in describing how it’s delivered at a Vet Center.

Card Sort Analysis

VA current official taxonomy		Vet Center	Words most used in user generated category labels				
VA service	VA category	Working category	#1	#2	#3	#4	#5
Addiction and substance abuse care	Mental health care	Referral services	care	health	mental	veterans	counseling
Community outreach*	*	Other services	care	community	veterans	support	outreach
Grief and bereavement counseling*	*	Counseling services	mental	care	counseling	health	support
Homeless Veteran care	Social programs and services	Referral services	care	veteran(s)	resources	service(s)	community
Intimate partner violence support	Social programs and services	Counseling services	care	support	family	veteran(s)	service(s)
LGBT Veteran care	Social programs and services	Counseling services	care	veteran(s)	service(s)	resources	special
Marriage and family counseling*	*	Counseling services	support	care	counseling	family	veteran(s)
Mental health care	Mental health care	Counseling services	health	mental	care	veteran(s)	counseling
Military sexual trauma care	Mental health care	Counseling services	care	health	veteran(s)	mental	support
Minority Veteran care	Social programs and services	Counseling services	care	veteran(s)	minority	service(s)	resources
PTSD care	Mental health care	Counseling services	health	mental	care	veteran(s)	counseling
Recreational therapy	Social programs and services	Counseling services	mental	care	health	veteran(s)	counseling
Suicide prevention	Mental health care	Counseling services	mental	health	care	veteran(s)	counseling
Telehealth	Other services	Other services	care	health	veteran(s)	mental	help
Vocational rehabilitation and employment programs	Other services	Referral services	veteran(s)	care	education	assistance	service(s)
Women Veteran care	Social programs and services	Counseling services	care	veteran(s)	women	service(s)	resources
Workshops and classes*	*	*	veteran(s)	education	care	service(s)	assistance
[New taxon]							

Card Sort Analysis - word used in category names

Overall, services categorization varied widely but themes centered around care and support services. “Care” was the most repeated word used in category labels. However, 8 of 17 cards presented in the activity also included “care” in the label, likely biasing responses.

“Mental” was the second most popular word used which reinforces confidence in “Mental health care” as a service label.

1. “Care” - 195 times (Note: 8 of 17 cards presented included “care” in the label). Outperformed with participants 25-64. used slightly more than “mental” by those without college education
2. “Mental” - 87 times (Note: 1 card presented included “mental” in the label). Used by 5/10 Veterans 65+ cohort. Not used in 35-64 Veteran cohort
3. “Support” - 80 times
4. “Service(s)” - 78 times
5. “Counseling” - 53 times (Note: 2 of 17 cards presented included “counseling” in the label)
6. 10 participants created categories that included “mental health” word pairing

Categorization and naming recommendations

- Name services and categories according to
 - what Veterans want help with
 - what they are likely to search for
 - what Vet Centers can provide, regardless of delivery mechanism
 - e.g. Is communicating “Referral services” important to a Veteran
 - Consider collapsing category groupings so that long lists can be easily scanned
- Use well-understood terms as category labels to help Veterans understand the overall type of care available at a Vet center, e.g.
 - “Transition counseling services” vs “Counseling services”
- Consider “Underrepresented Veterans we serve” or “We help all Veterans” to include minority, LGBTQ, women and homeless as well as a high level explanation of eligibility.

Categorization and naming recommendations

Counseling services

- Grief and bereavement counseling
- Intimate partner violence support
- LGBT Veteran care (Lesbian, gay, bisexual and transgender)
- Marriage and family counseling
- Mental health care
- Military sexual trauma treatment
- Minority Veteran care
- PTSD care
- Recreational therapy
- Suicide prevention
- Women Veteran care

Referral services

- Addiction and substance abuse care
- Homeless Veteran care
- Vocational rehabilitation and employment programs
- VA connections

Other services

- Community outreach
- Telehealth (Video visits, remote care, care by telephone)

← Current categorization emphasizes diagnoses and forces odd groupings to form based on business priority and organizational structure.

Categorization should start to shift to a Veteran centered approach that prioritizes services based on what Veterans want help with, what they are likely to search for and what Vet Centers can provide regardless of delivery mechanism →

Transition care services

- Navigating VA benefits +
- Education & career counseling +
- Mental health counseling +
 - Individual counseling +
 - Grief and bereavement counseling
 - Military sexual trauma treatment +*
 - Group counseling +
 - Family & couples counseling +
 - Individual counseling +
 - Group counseling +
 - Intimate partner violence support +
 - Suicide prevention +
- Military sexual trauma treatment +*
 - Telehealth available
- PTSD care +
 - EMDR etc
- Social & recreational activities +
 - Recreational therapy
 - Recreational activities

[Underrepresented Veteran] services:

- Minority Veteran care +
- Homeless Veteran care +
- Women Veteran care +
 - Military sexual trauma treatment +
- LGBT Veteran care (Lesbian, gay, bisexual and transgender) +

Comments from participants

Anything else that you think that the VA should know about how services are labeled or described?

- *“I tried to label them as close to how I feel, having experienced most of the listed issues encountered by all Veterans.” A-13*
- *“I think the LGBT label should be updated to LGBTQ, and I think that there should be a label for Domestic Violence/Abuse” –B1*
- *“Yes. The VA should know about Veterans who are Elderly and to set up a program to have someone check on them and to make sure that they are receiving all of their benefits.” –D2*
- *“do not have so much on the page that it takes a while to load. I have limited connectivity and most times the pages will not load correctly, or at all, because there is too much on the page such as illustrations, messages, scroll bars, etc... Have a link or something to just a simple page.” –D6*
- *“Simple yet focused. I think fewer groups is better.” –D7*

Comments from participants (con't)

Anything else that you think that the VA should know about how services are labeled or described?

- *“Please have all VA BS on one web site. VA.gov” –D8*
- *“services for spouses and families of veterans , especially veterans transitioning back from deployments..i am a viet nam vet.. WE GOT NOTHING” –E10*
- *“I did not care to separate women, minority, and LGBT veterans into different groups but had a hard time coming up with a a category that encompassed all.” –E12*
- *“I think making a clinic a carbon copy of a DOD clinic could help veterans better understand what some things are.” –F3*

Recommendations summary

Recommendations summary

“Education and training” - OK to use

- Eliminate “non-therapeutic” and “setting” mentions.
- Set expectations about the specific resources that a Veteran can get connected to:
 - type of classes, workshops; e.g. resume writing, how to dress for an interview
 - education types: trade certification(s), college
 - assessment of skills
 - apprenticeships and on-the-job training
 - “how-to” navigate GI Bill benefits

“Transition counseling” - OK to use

- Capitalize on this term to clarify the purpose and objective of Vet Centers

“Whole health” - Use with caution

- Avoid or use with very clear messaging that this does not include primary care.

Recommendations summary (con't)

“Veteran connections” - Rename

- Change label to “Navigating VA benefits”, “Veteran services help”, or something similar.
- Explain the “community” aspect in the description.

“Mental health care” - OK to use

- Incorporate lowest common denominator symptoms from PTSD (see PTSD recommendation)

“PTSD care” - OK to use

- **Incorporate symptoms in plain language.** Work with a clinician to include more symptoms.
- **Add common PTSD symptoms to “Mental health care”.**
- **Incorporate and emphasize anxiety-mitigating words** and concepts from [previous research](#).

Categorization: Name services and categories according to 1) what Veterans want help with, 2) what they are likely to search for, 3) what Vet Centers can provide, regardless of delivery mechanism.

Next Steps

Next Steps

Next step

- Share findings with stakeholders and discuss with team:
 - Recommendations
 - Highest priority needs for MVP
 - Next steps
- Work with stakeholders and content team to refine and iterate on Vet Center website copy and services taxonomy.

Appendix

Appendix

[Research Plan](#)

[Study layout](#)

[Cohort tracker](#)

[Card Sort Synthesis Spreadsheet](#)

[Question responses synthesis](#)

[Research Findings on GitHub](#)