




# EL PASO, TEXAS

## VETERAN NEEDS ASSESSMENT

## SURVEY RESULTS REPORT

 The University of Texas at Austin  
Institute for Military  
and Veteran Family Wellness  
*Dell Medical School & Steve Hicks School of Social Work*



**ENDEAVORS**

  
The Steven A. Cohen  
Military Family Clinic  
at Endeavors, El Paso

# **El Paso Area Veteran Needs Assessment Survey Results Report**

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## Acknowledgements

Combined Arms would like to thank El Paso County County Judge Richardo Samaniego, City of El Paso Mayor Donald “Dee” Margo, El Paso County Commissioners, El Paso City Council, El Paso Chamber of Commerce, and the Steven A. Cohen Clinic at Endeavors in El Paso for the financial contribution to make this report possible.

Combined Arms would like to especially thank Dr. Elisa Borah, Director from the University of Texas at Austin Institute Military and Veteran Family Wellness, for the development of the survey and the writing of this report.

Combined Arms would like to provide a special acknowledgement to the following partners that supported the El Paso Veterans Community Needs Assessment: Benjamin Miranda, Ismael Lopez, and Justin Rotti from the Steven A. Cohen Military Family Clinic at Endeavors in El Paso; Paul Albright, Chief Military Officer from the City of El Paso; Efren Montelongo and Carl Dwyer from the El Paso County Veterans Service Office; Nicholette Ruiz, Public Policy Analyst for El Paso County Judge Ricardo Samaniego; and the 151st Community Veterans Engagement Board.

Combined Arms would like to also acknowledge the community volunteers that participated in the following committees who helped to develop the questions on the survey: Employment, Essential Services, Education, Healthcare, Housing and Homelessness, Justice Involved and Legal Assistance, Benefits, Mental Health & Substance Abuse, Small Business Development, and Volunteering.

Combined Arms would also like to express appreciation to the following two corporations for their donations which supported the outreach efforts to the community: Big Media Signs in El Paso for their donation of 20 single sided coroplast signs including the design and Townsquare Media of El Paso for their donation of twelve 15 second radio ads that were aired on two local radio stations during the last two weeks of the survey.

## Introduction

Combined Arms is honored to have been selected by El Paso County and the many incredible stakeholders and leaders who are involved in serving the resilient Paso Del Norte and Borderplex region to lead this Needs Assessment. After conducting similar Needs Assessments in other parts of Texas, the El Paso community's response has been overwhelmingly the highest and most successful - a true reflection of the resilience and connectedness of the region's leaders and people.

As a backbone organization for the military and veteran-serving community in Texas, Combined Arms is combating the fragmented and highly populated VSO landscape to overcome the challenges transitioning veterans are facing. We assess and customize resources based on individual veteran needs, simplifying how veterans connect to the resources they need. Combined Arms brings a data-driven approach together with a collaborative, connected model of service delivery so that veterans and the community are united after the uniform. By deploying these attributes of our model, we were incredibly proud to be able to help the El Paso community build and complete this comprehensive Needs Assessment.

However successful this project has been, we have a lot of work ahead of us in order to solve some of the problems identified, help fill gaps in services identified, and accomplish all of the objectives we share to make El Paso and Texas the greatest community and state for military, veterans, and their families in the world. I am encouraged and excited to continue to work with you all - the elected officials, public sector leaders, nonprofit leaders, and volunteers - who made this Needs Assessment a success.

Thank you all for your continued service to our military and veteran community and please reach out to our team anytime we can be of assistance.

Very Respectfully,

A handwritten signature in black ink, appearing to read 'John Boerstler', with a stylized, cursive script.

John Boerstler  
CEO, Combined Arms  
United States Marine Corps Veteran

## Executive Summary

1,460 individuals completed the survey. Respondents included veterans, service members, family members of veterans, community members, healthcare providers and others. The majority of respondents were veterans (n=1125), followed by family members of veterans (n=241) and volunteers or employees of veteran serving organizations (n=157). Respondents represent a range of racial/ethnic, economic, years of age and levels of education and household income.

Veteran and family members identified the following services where there was the highest reported need:

1. Claims assistance
2. Employment assistance
3. Mental Health services assistance
4. Legal assistance
5. Locating veteran-centric social groups
6. Peer support
7. Financial Assistance (paying rent, mortgage, or utilities)

Pre 911 and Post 911 Veterans both need the most support in filing claims. A larger percentage of post 911 Veterans need support with mental health care, employment and child care services. Despite the level of need across all service areas, very small percentages of Pre 911 and Post 911 Veterans are currently receiving services.

Likewise, the areas where Veteran and family members reported the most difficulty accessing services were:

1. Finding employment
2. Claims assistance
3. Mental health treatment
4. Legal services

The top five most common barriers reported among all service areas were:

1. Lack of availability
2. Lack of accessibility (to resources and/or support)
3. Systematic barriers to receiving care  
(VA, insurance, long wait times, transportation, priority given, etc.)
4. Lack of information on available resources
5. Lack of veteran-specific support
6. Financial barriers

## **Survey Methodology**

Marketing was extensively used to encourage survey responses. The survey was open for six weeks. A variety of outreach activities were conducted. These included:

### **Marketing Committee**

The El Paso Marketing Committee consisted of Felicia Nino, Ismael Lopez, and Justin Rotti from Endeavors, Alecia Blair, an active duty spouse who specializes in marketing, Hannah O'Brien from the Institute of Military & Veteran Wellness, Brooke Ashley and Monique Rodriguez from Combined Arms. The Marketing Committee met virtually multiple times during the project to discuss the planning and implementation of the marketing efforts in the community to ensure a successful response.

The messaging focused on the following three themes: (1) encouragement of the completion of the survey, (2) empowering the military/ veteran community to have input into distribution of resources, and (3) importance of information. The target audience was Active Duty, veterans, spouses, caregivers, and family members over the age of 18. A marketing plan was developed and divided up into three phases.

- Phase A: January 27, 2020 to January 31, 2020, which focused on pre-education of the upcoming survey.
- Phase B: February 5, 2020 to March 18, 2020, which focused on the encouragement of the military/ veteran community to complete the survey immediately.
- Phase C: March 7, 2020 to March 18, 2020, which focused on the reminders that it was currently the last opportunity to complete the survey.

### **Town Halls**

Three town halls were hosted throughout the community in order to reach as many community members as possible during the month of February.

On February 1, 2020, a town hall was hosted at the Veterans One Stop, located at 9565 Diana Drive, El Paso, TX from 10-1130AM. This town hall covered the area west and northeast within El Paso. Approximately 40 veterans attended with coffee provided.

On February 15, 2020, a town hall was hosted at Vista College, located at 6101 Montana Avenue, El Paso, TX from 12-130PM. This town hall covered the area central El Paso. Approximately 25 veterans attended with lunch provided.

On February 29, 2020, a town hall was hosted at Eduardo M. Pedregon Veterans Museum, located at 1501 Main Street, San Elizario, TX from 10-1130AM. This town hall covered the area south and far east El Paso. Approximately 40 veterans attended with breakfast provided. El Paso's County Judge Ricardo Samaniego attended the town hall.

The town halls were facilitated by the City of El Paso's Chief Military Officer, Paul Albright and Benjamin Mirada from the Steven A. Cohen Military Family Clinic at Endeavors El Paso. Facilitation support was also provided by Nicholette Ruiz from El Paso County Judge's Office, Efren Montelongo, El Paso Veterans County Officer, and Monique Rodriguez from Combined Arms.

### **Radio Ads**

Radio ads were used to reach more community members in the last two weeks of the survey from March 9, 2020 to March 18, 2020. Six 15 second radio ads were each purchased from Townsquare Media of El Paso, who manage 95.5 KLAQ FM and 93.1 KISS FM. Townsquare Media of El Paso provided a match donation with six radio ads as public service announcements. In total, twenty-four 15 second radio ads were aired to bring awareness to the survey. In addition, Townsquare Media of El Paso included internet banner ads on the radio stations' websites that were run during the same time period.

### **Media**

A press release was issued by the City of El Paso and Endeavors during Phase B, which helped to draw unpaid media attention to the survey. Several media outlets including ABC7 KVIA El Paso, El Paso Herald Post, CBS KFOX14, NBC9 KTSM, and Newsbreak.com reported on the survey to their audience. The City of El Paso posted the information on the Nextdoor app/ website to reach residents.

### **Communications Toolkit**

A Communications Toolkit was developed by the El Paso Marketing Committee. The toolkit was meant to provide partner veteran service organizations (VSOs) with the resources they needed to promote the El Paso County Veterans Needs Assessment Survey. The toolkit included a sample email to forward to stakeholders, social media posts to promote the survey on their social media channels, and a flyer to print or email for their distribution. The hashtags #EPVetSurvey, #ElPaso, and #Veterans were used with the social media marketing campaign. A QR code was created to help the community easily access the survey via mobile devices.

Physical coroplast 18" x 24" double sided signs were designed and purchased for VSOs and community members to display in front of buildings, hiking trails, parks, libraries, and other locations that received consistent foot traffic. Letter sized flyers and posters were designed, purchased, and posted in areas that received traffic. Big Media Signs designed and donated 20 single sided signs that were donated for use and distributed throughout the community.

### **Survey Development Process**

The survey was developed in collaboration with community stakeholder committees focused on each topical area (e.g., education, employment, mental health). An initial survey draft was shared with all committees who then reviewed and made suggested edits and added new questions for each topical area.

The survey was disseminated through many channels and communication methods to try to reach as many respondents as possible in the El Paso area. The survey was shared with the support of a marketing team that used newspaper ads, radio ads, television ads and roadside signs. Email distribution was also used. The

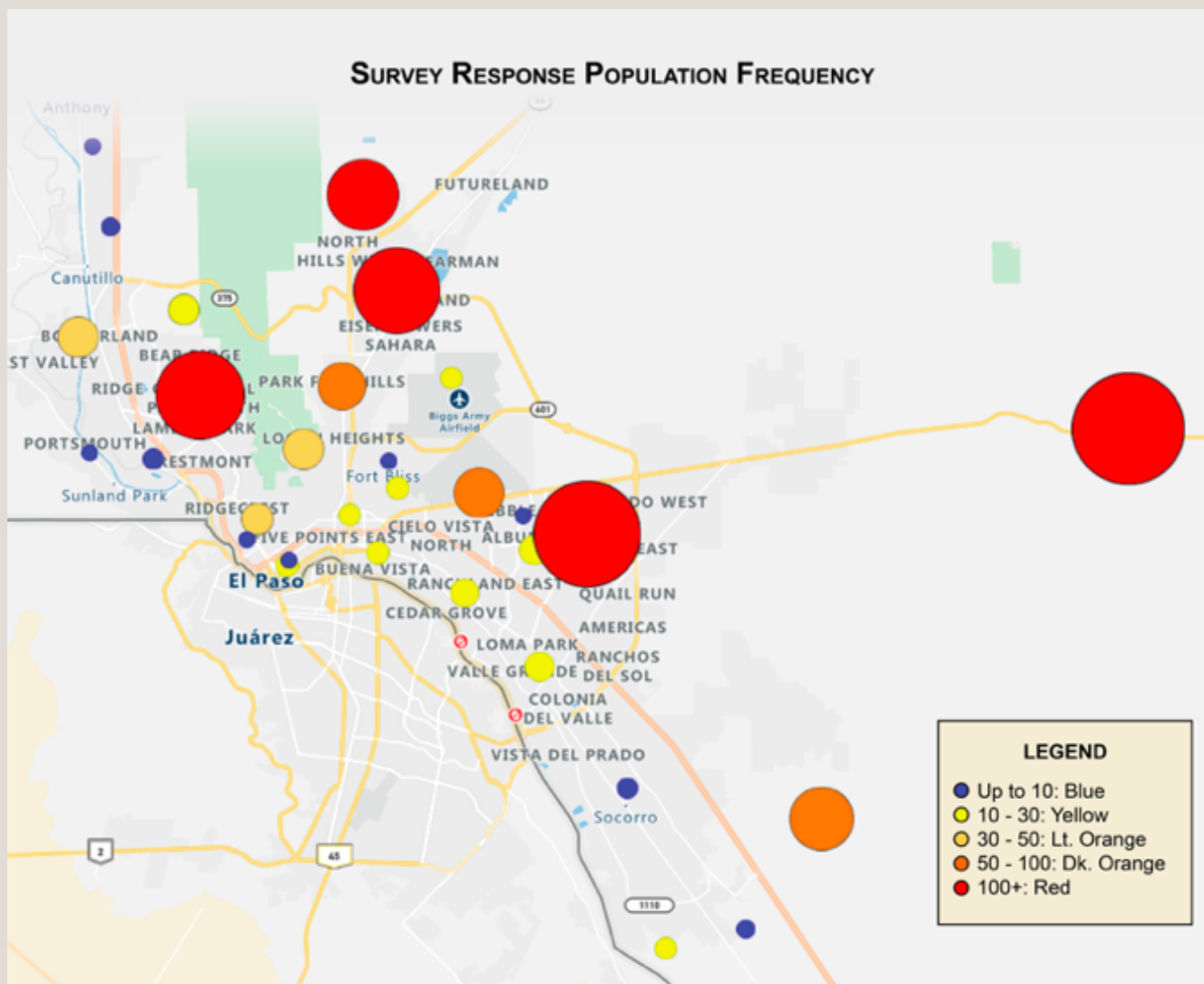


public was asked to share the survey with anyone interested or able to respond to questions related to the needs of veterans and their families.

### Survey Response

1,460 individuals completed the survey. An additional 231 respondents began the survey and completed a few initial questions but did not continue it. They were removed from the dataset. The heat map below illustrates where in the El Paso area respondents' indicated their residence. Mapping was based on each respondents' zip code. The larger size circles indicate larger numbers of respondents as indicated in the legend in the map.

Figure 1. Heat Map of Survey Respondents' Zip Codes

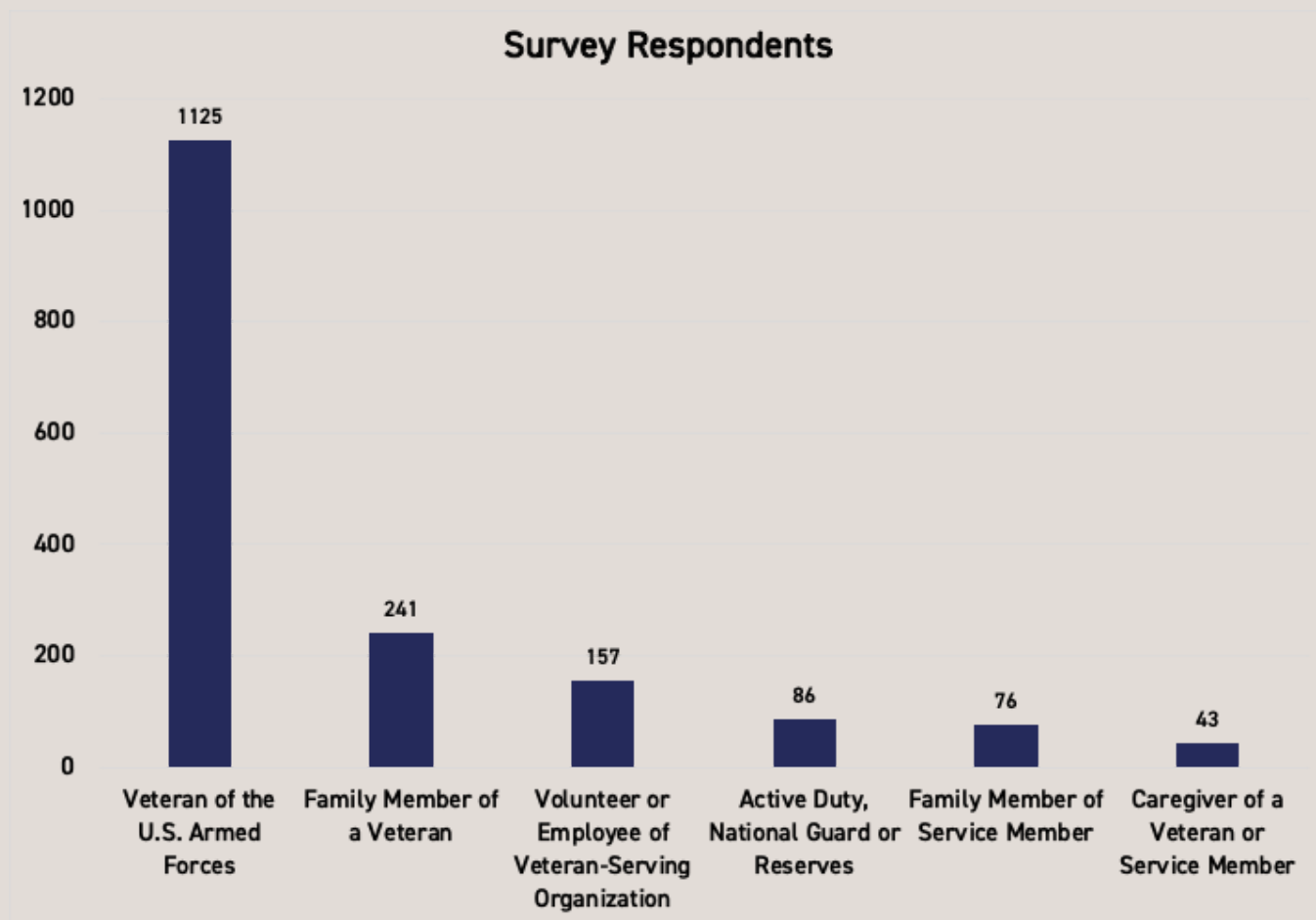




## Description of Survey Respondents (Demographics)

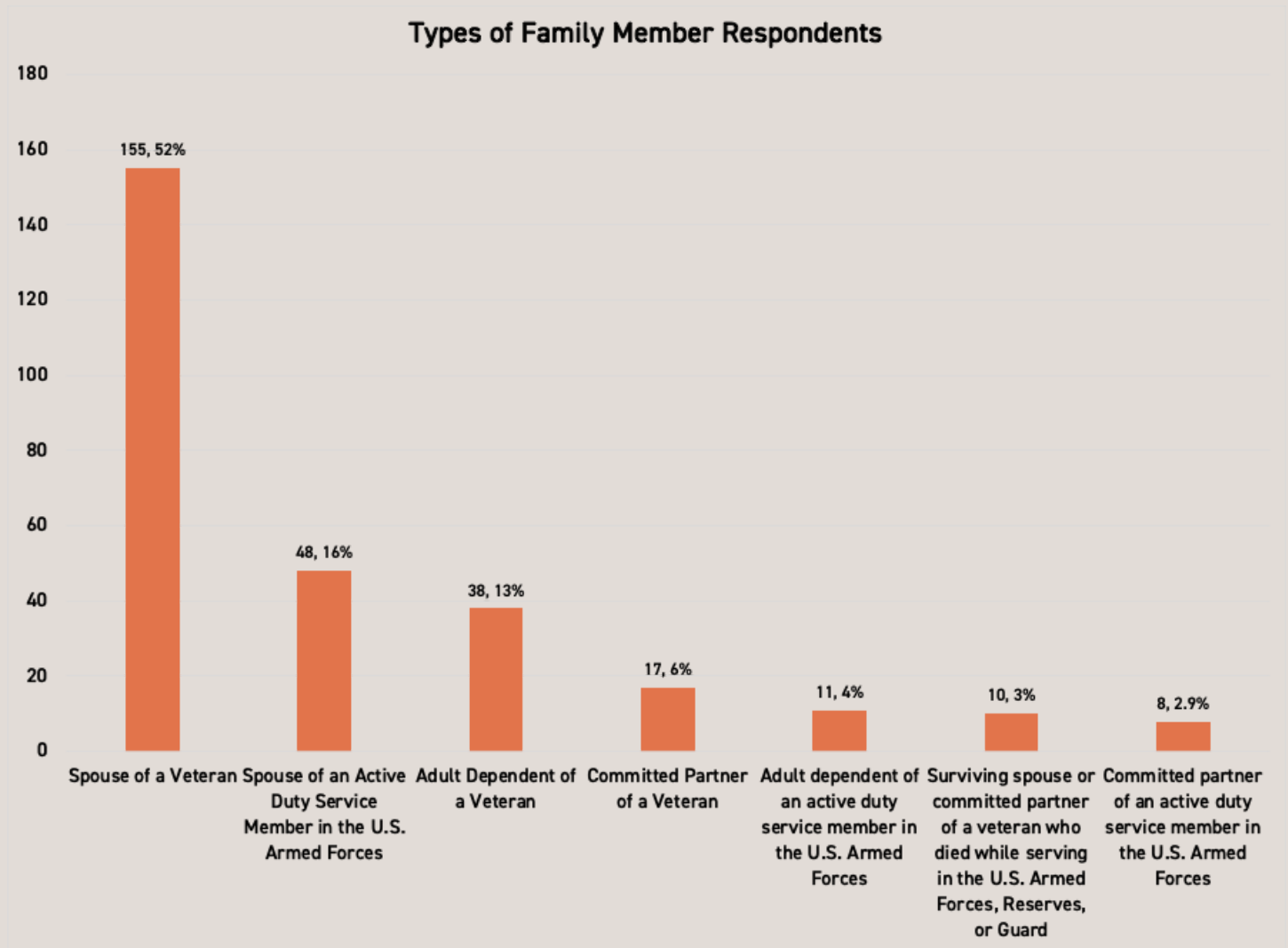
### *Survey Respondents*

Respondents included veterans, service members, family members of veterans, community members, healthcare providers and others. The figure below illustrates the number of each of these types of respondents. The majority of respondents were veterans (n=1125), followed by family members of veterans (n=241) and volunteers or employees of veteran serving organizations (n=157).



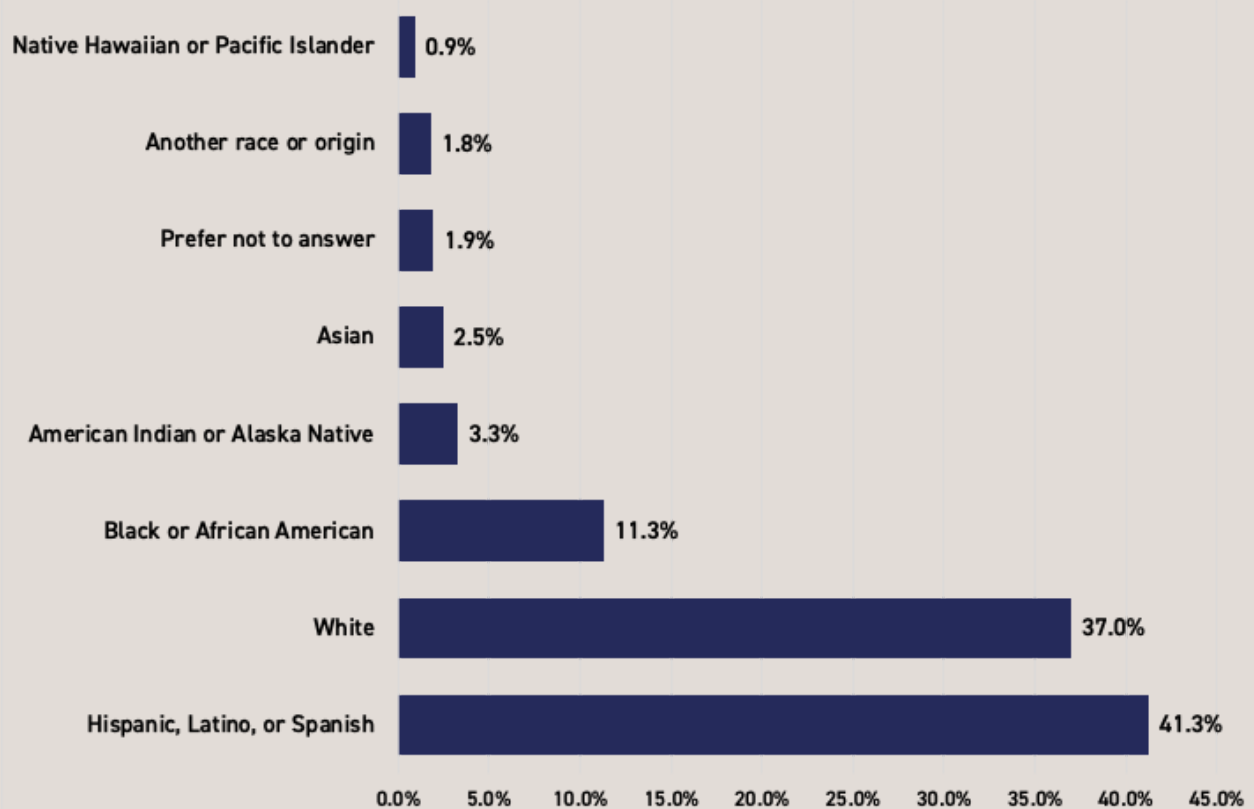
Note: Respondents were asked to select all respondent categories that they belong to, e.g., one respondent could mark that they are both a veteran and a family member of a veteran. Thus, percentages are not reported.

As shown in the figure below, a range of family member respondents responded to the survey.

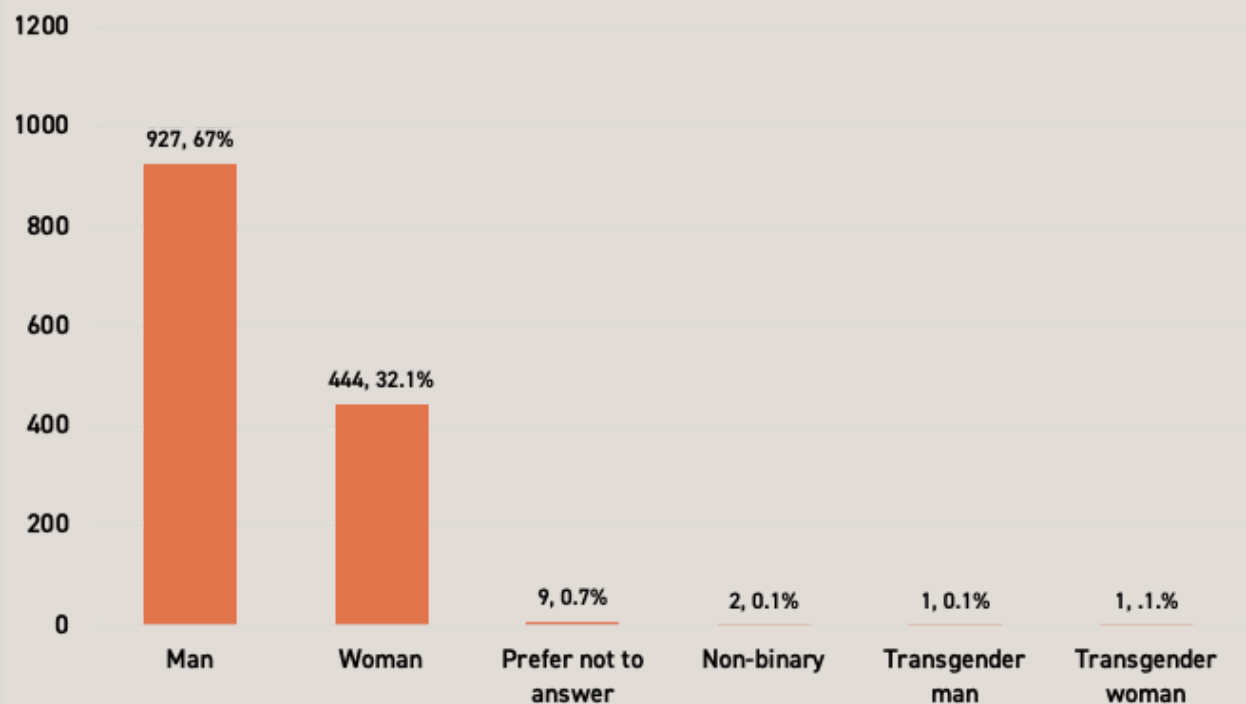


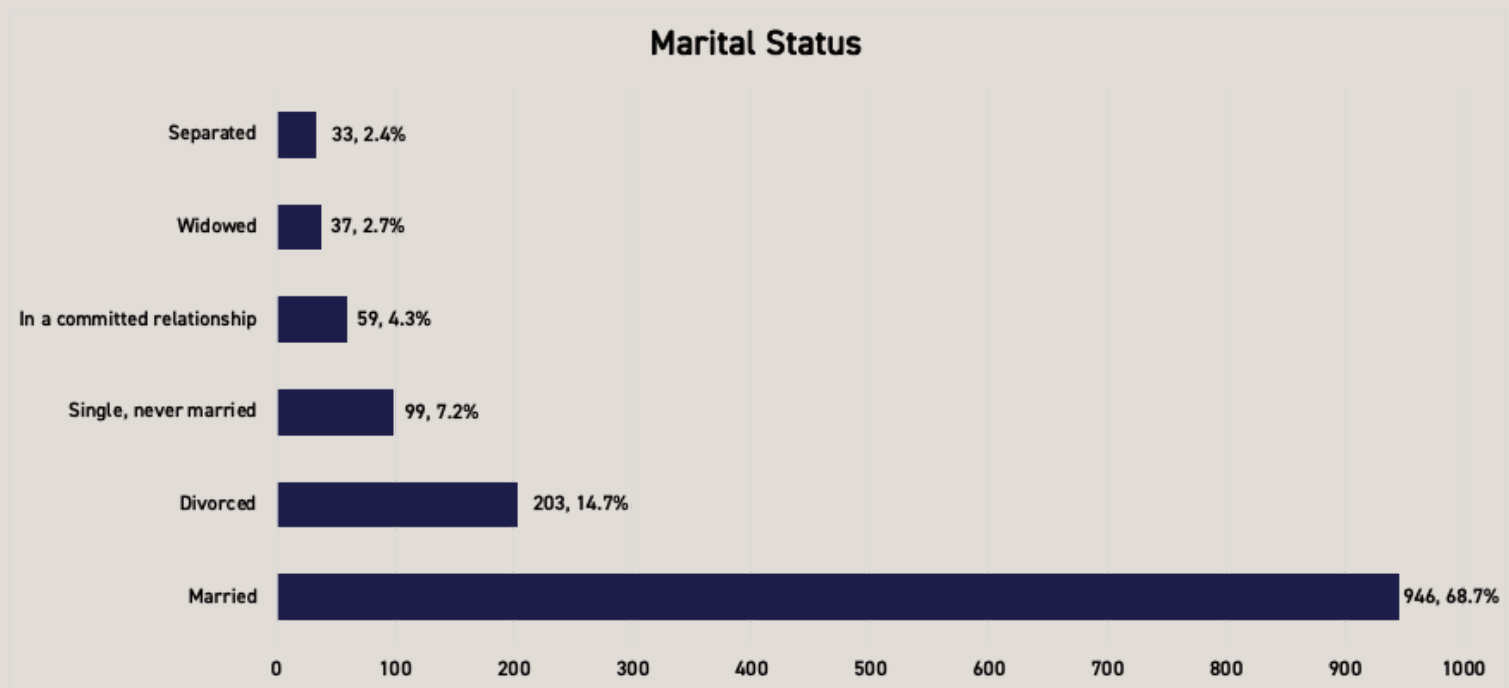
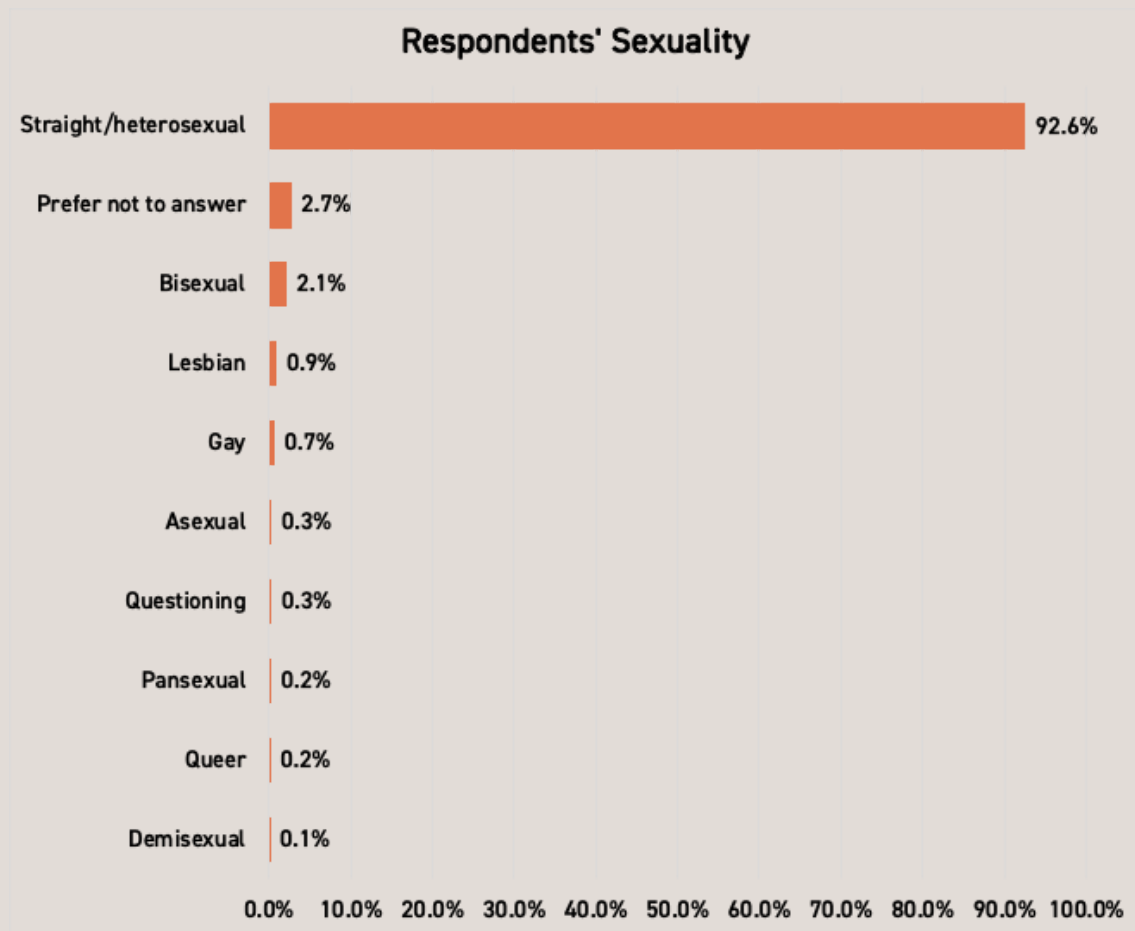
Note: Additional respondent types included widow or widower of a veteran (n=7), child dependent of a veteran (n=3), surviving spouse of an active duty service member (n=2), widow or widower of a service member (n=1) and child dependent of an active duty service member (n=1).

### Race/Ethnicity of Respondents



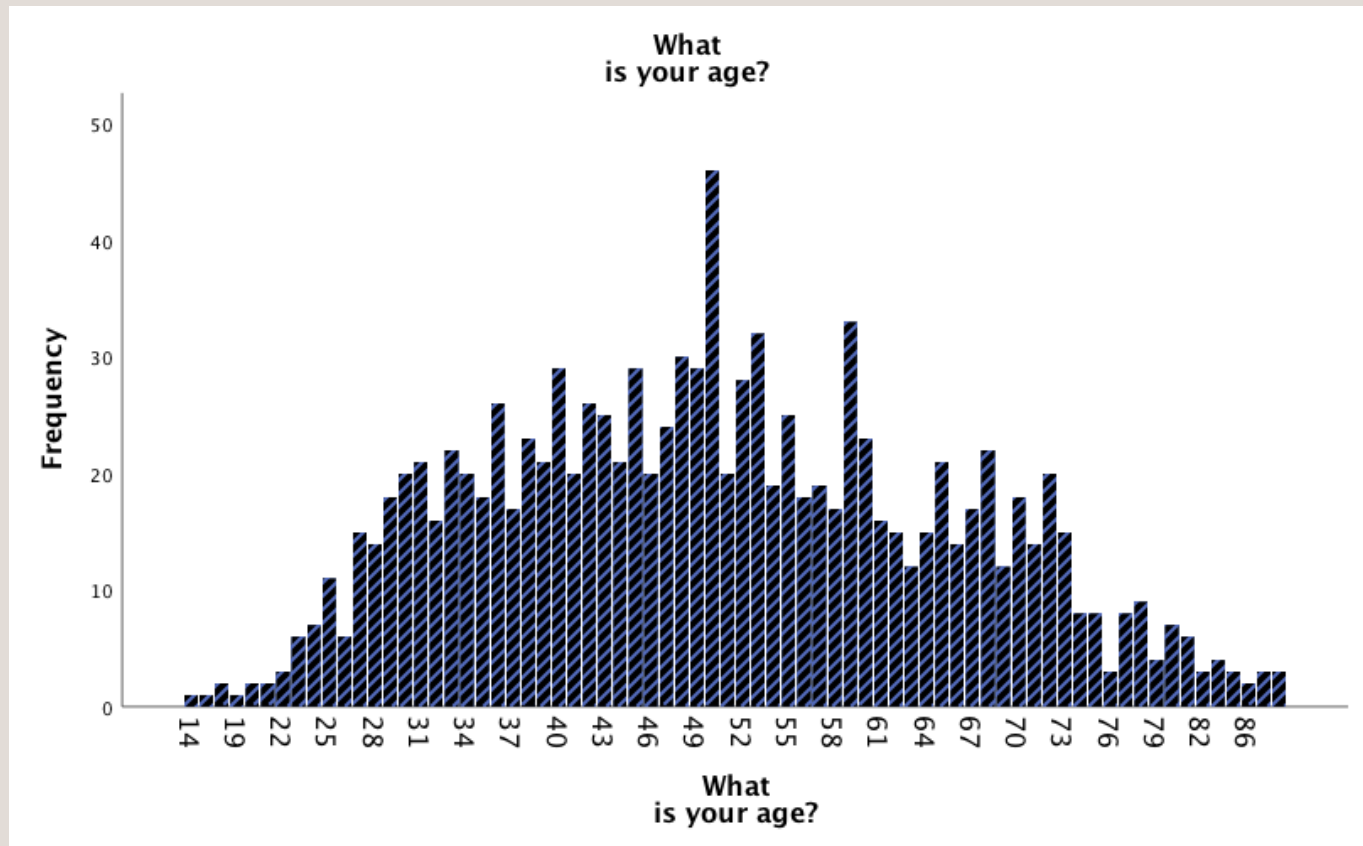
### Respondents' Gender Identity



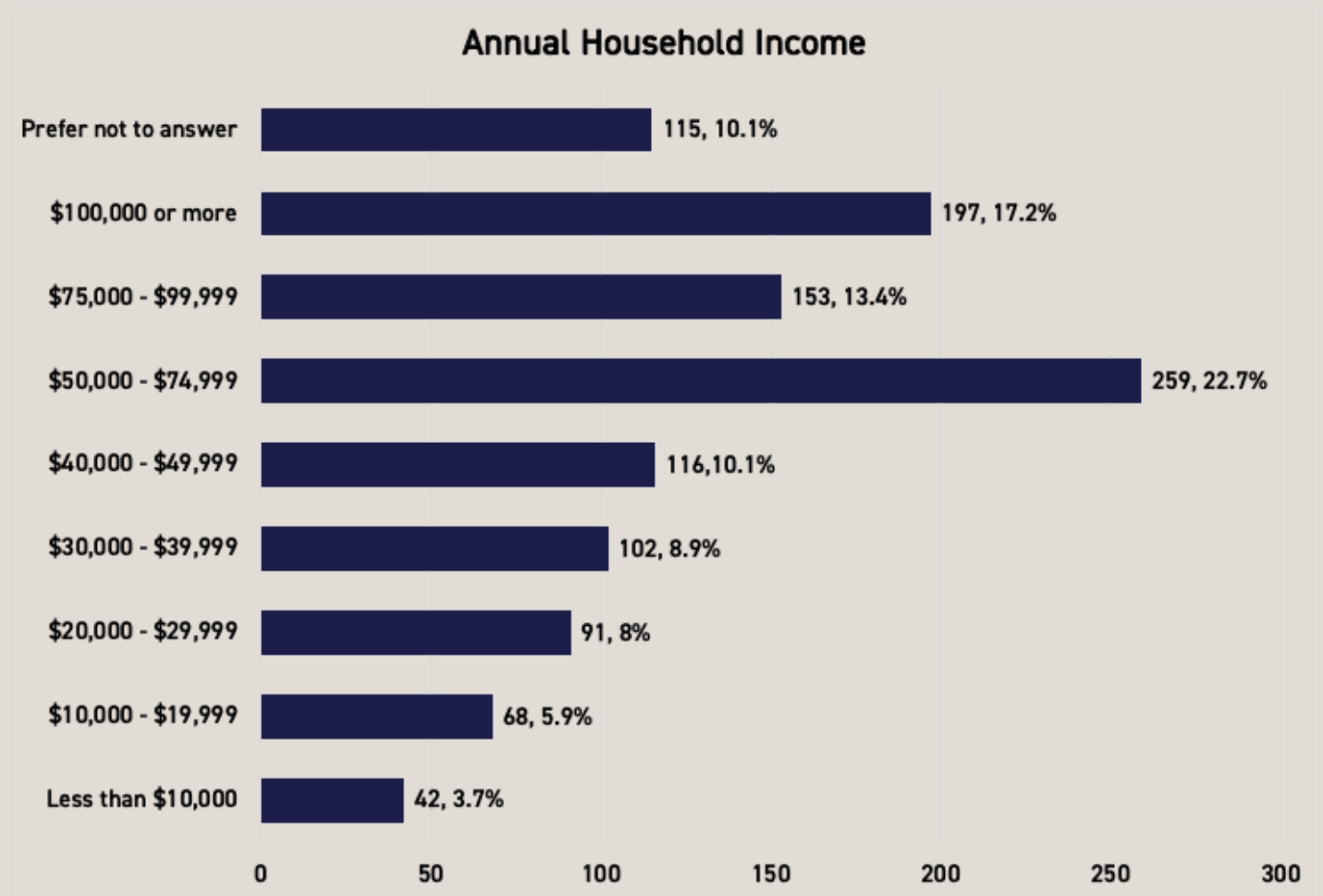


## Respondents' Age

Respondents' average age was 50.3 years old (SD=15.4). The median and mode age was 50 (50% of respondents were 50 years old or younger and the most common age was 50). The range in age was 14 years old to 79 years old. The figure below illustrates the range of ages of respondents.



### Respondents' Annual Household Income



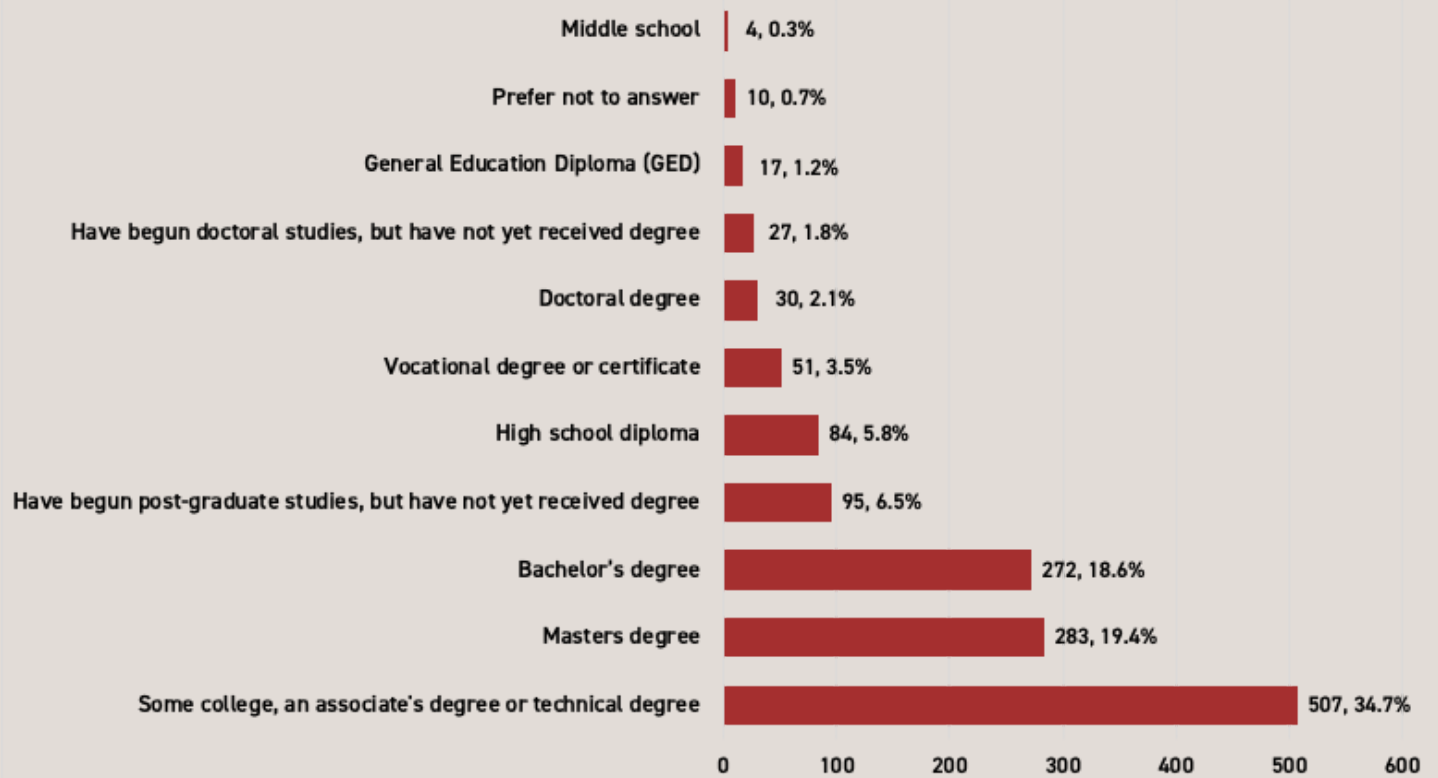
Note: The median household income of El Paso residents is \$42,037 based on the most recent US Census.

Source: U.S. Census Bureau, Quick Facts

<https://www.census.gov/quickfacts/fact/table/elpasocountytexas/PST040218>



## Respondents' Highest Level of Education

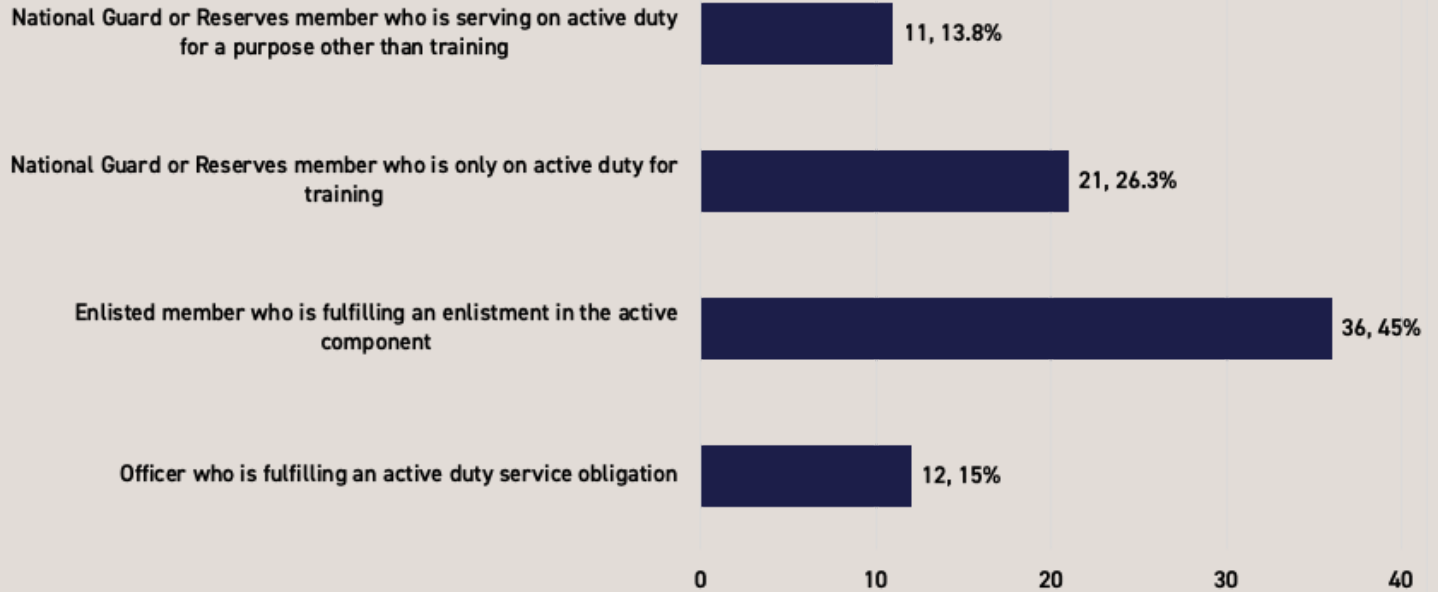


## Respondents' Military Experience

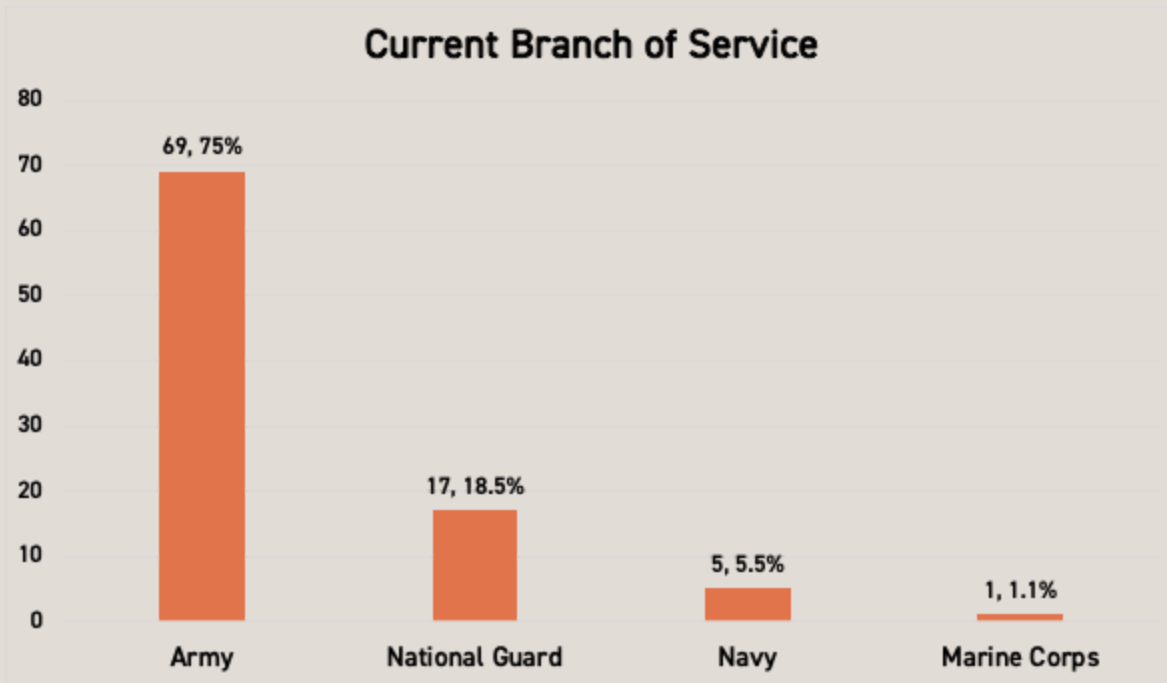
### Active Duty Respondents

Ninety-eight individuals responded who are either currently serving in an active duty status or are serving in the National Guard or Reserves. These include enlisted members (n=36), active duty officers (n=12), National Guard or Reserves on active duty for training only (n=21), and National Guard or Reserves, active for a purpose other than training (n=11).

### Active Duty Respondents' (n=80) Status

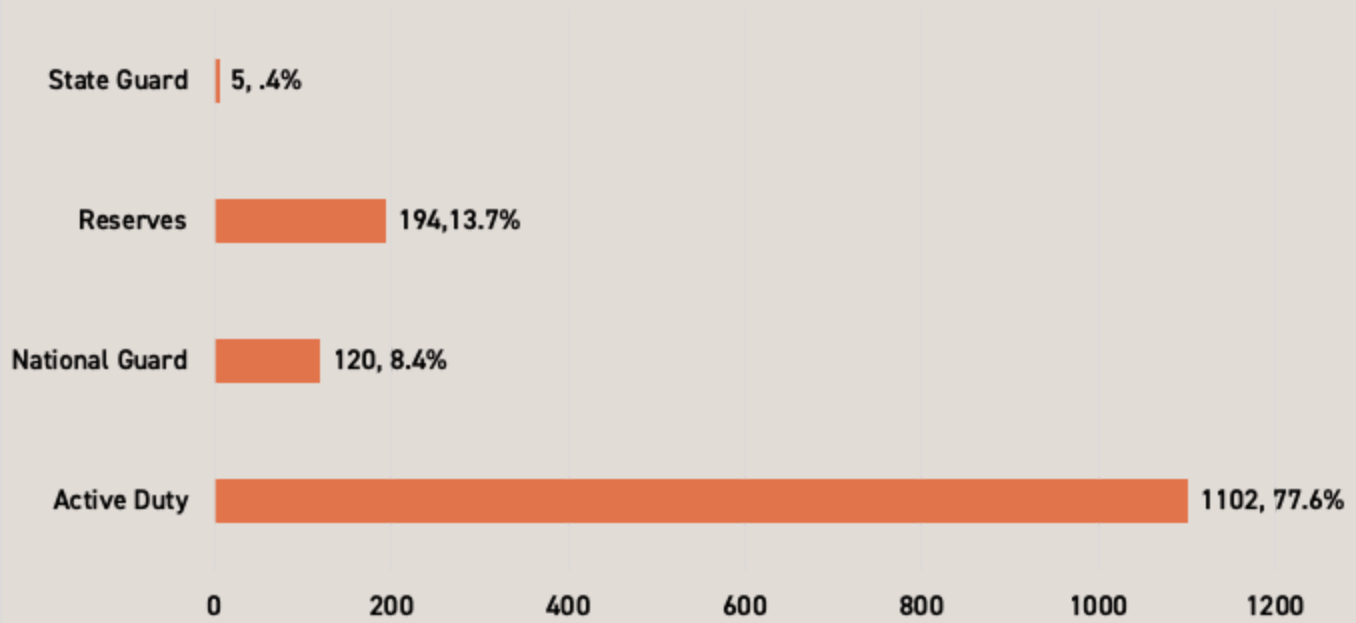


### Current Branch of Service



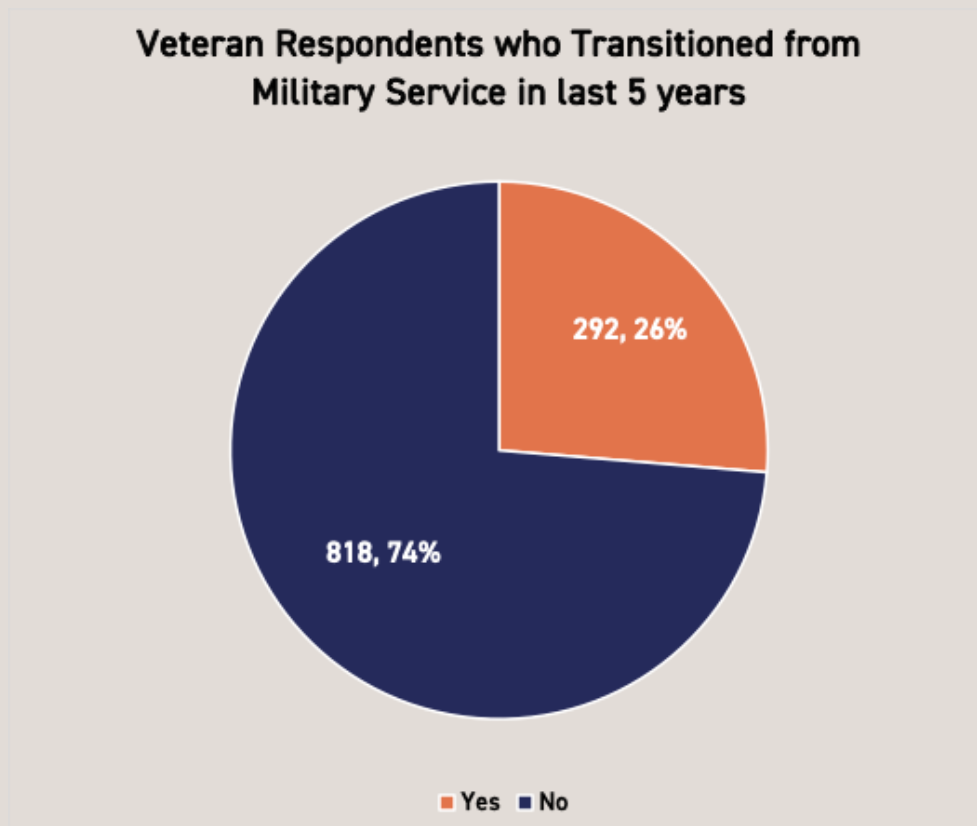
Among the active duty respondents, 51 (79.7%) reported they plan to stay in the El Paso area after leaving military service.

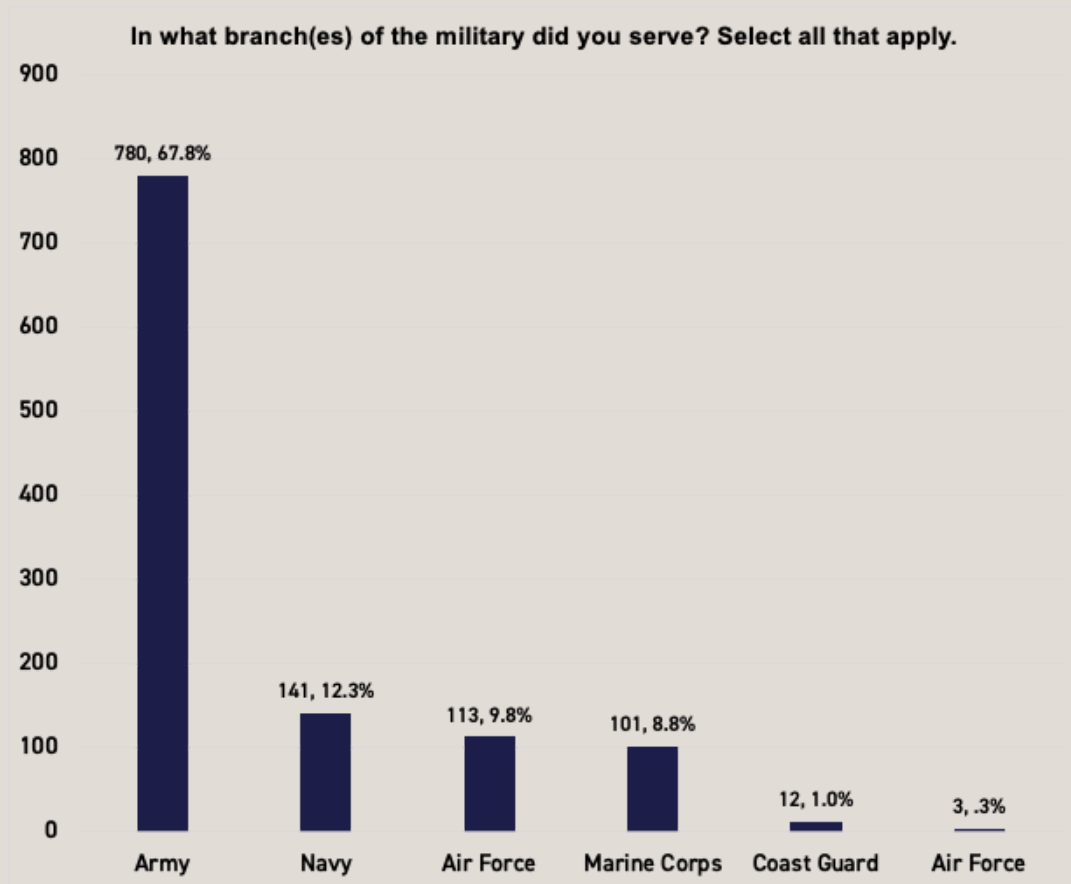
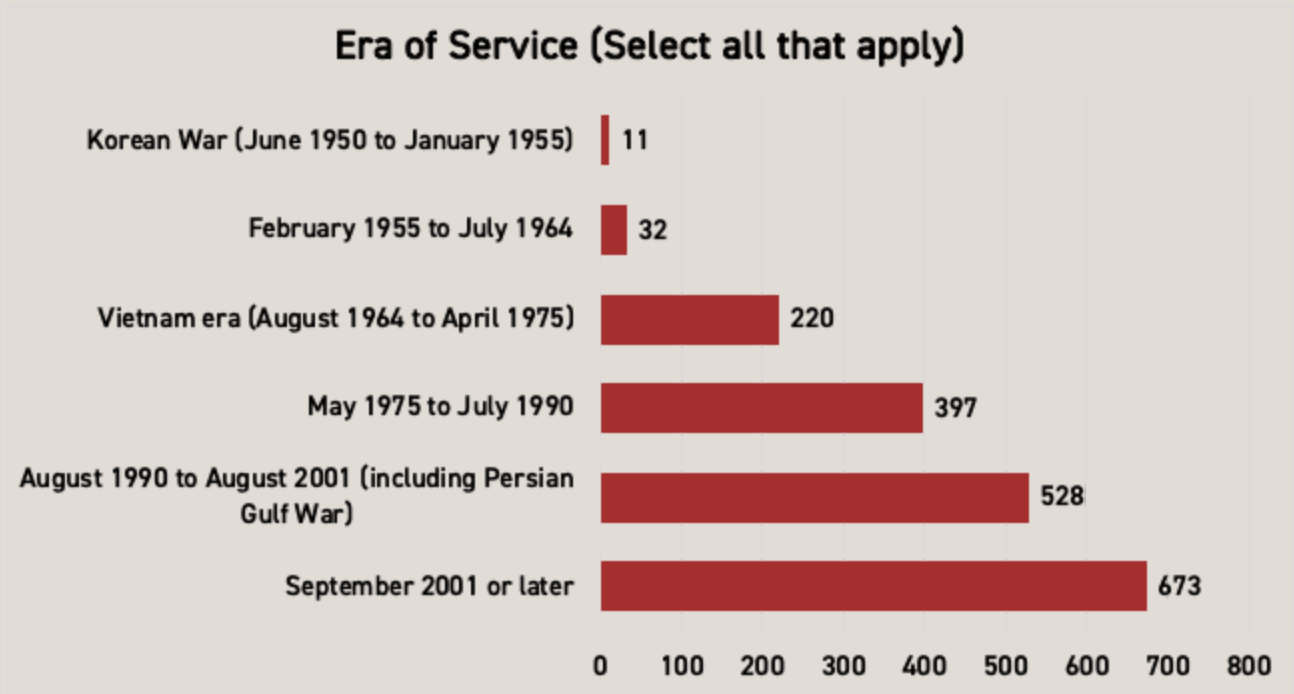
**Respondents' component(s) currently serving or served.  
(Selected all that applied.)**



**Veteran Respondents**

**Veteran Respondents who Transitioned from  
Military Service in last 5 years**





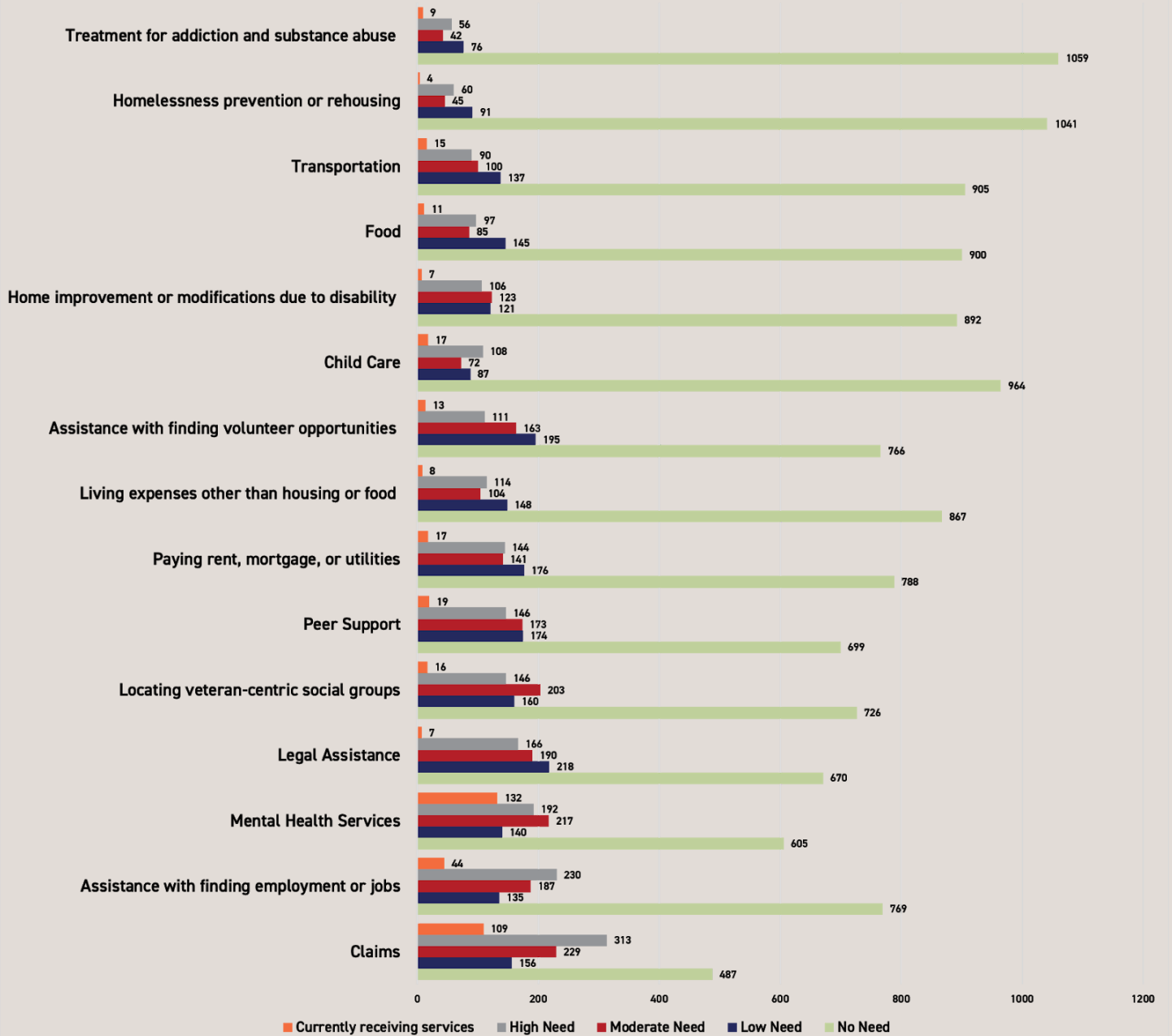
## Level of Need for Services

Respondents reported which service areas they have no need, low need, moderate need, high need, and whether they are currently receiving services in these areas. The figure below illustrates the level of need across all 15 service areas included in the survey. There are a large proportion of respondents shown by the green bars that indicated no need in each of the service areas.

The services where there was the highest reported need were:

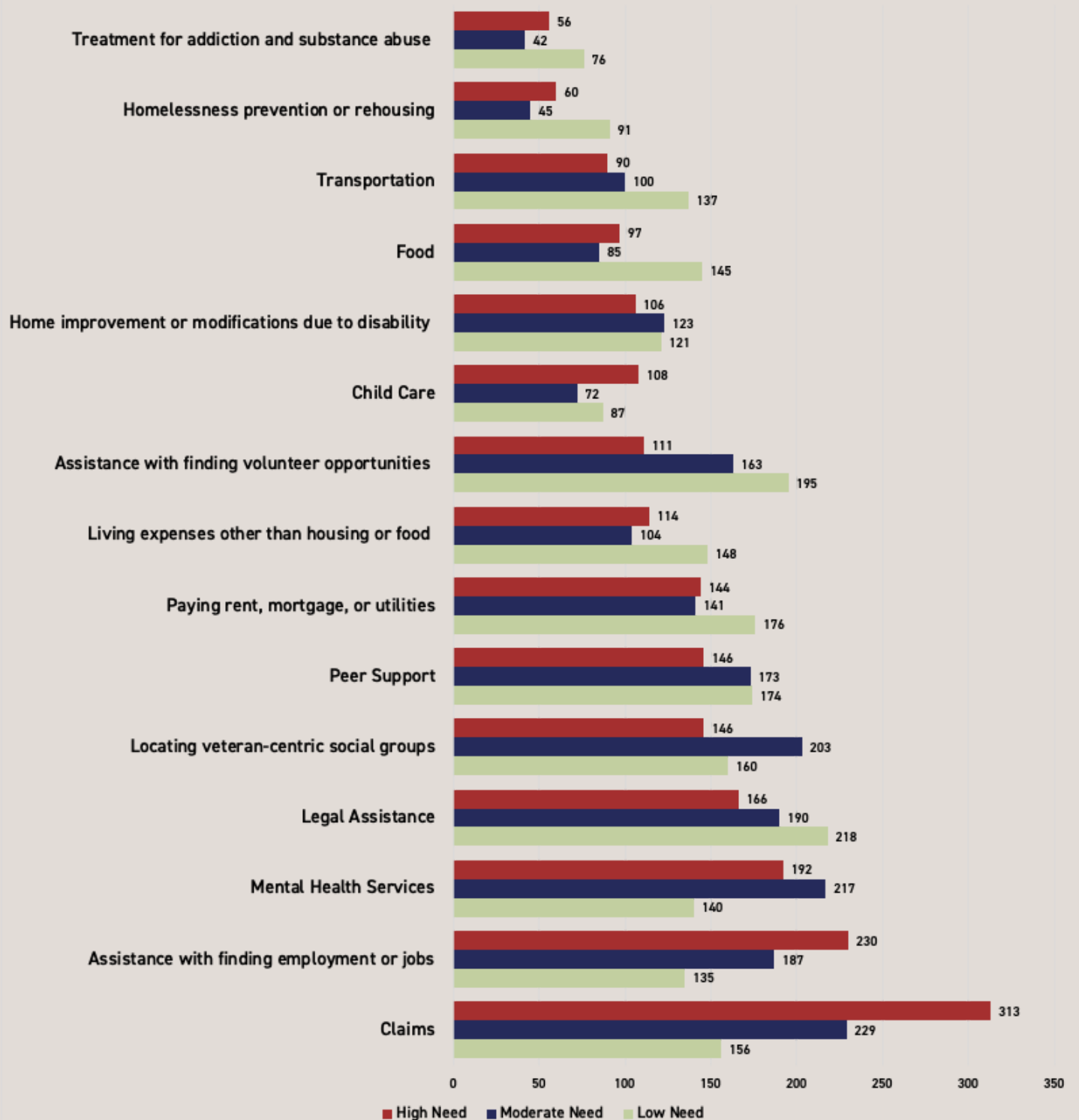
1. Claims assistance
2. Employment assistance
3. Mental Health services assistance
4. Legal assistance
5. And locating veteran-centric social groups

## Level of Need by Service Type

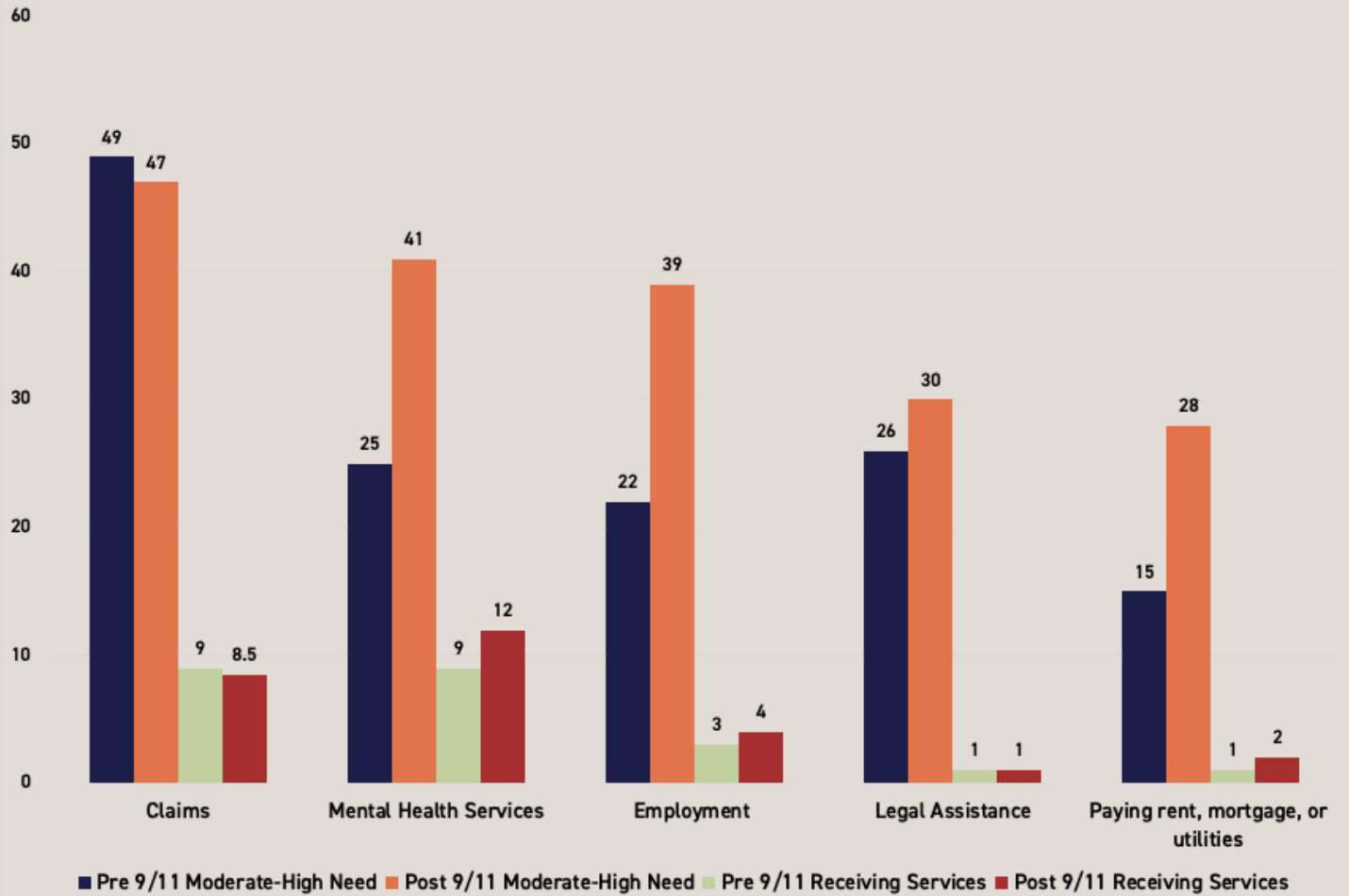




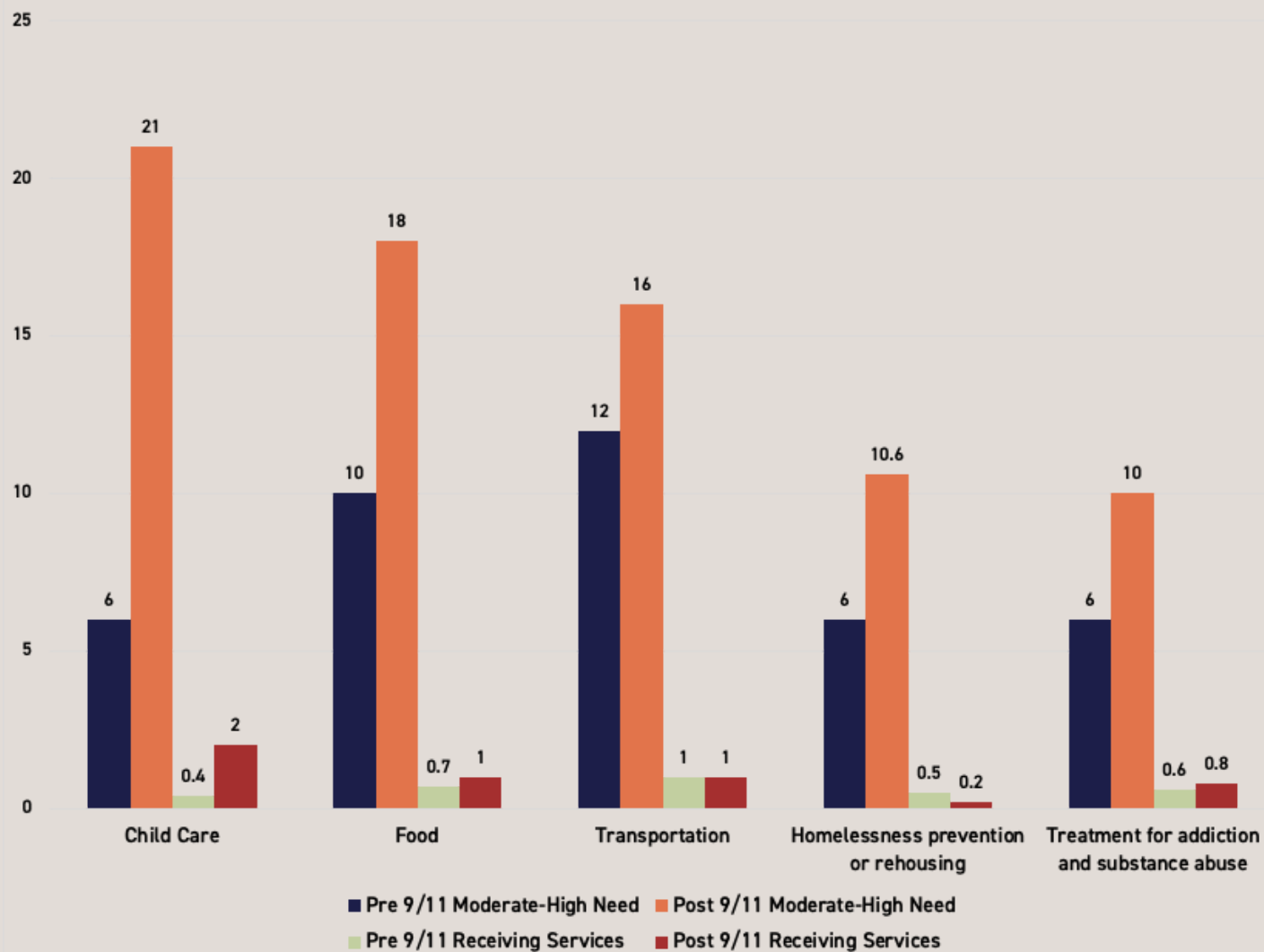
## Level of Need by Service Type (not including those with No Need)



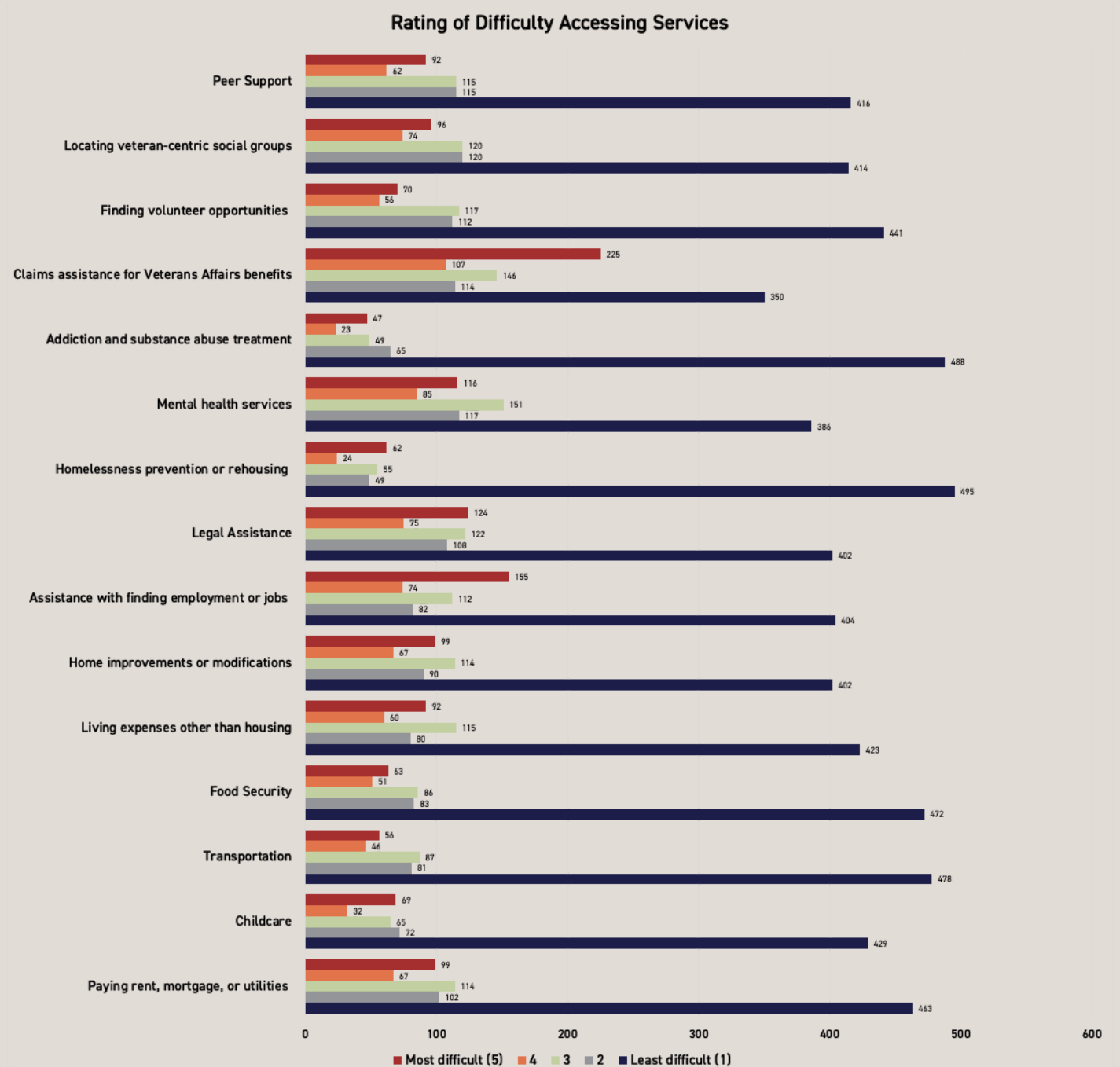
## Percent of Pre 9/11 and Post 9/11 Veterans in Moderate to High Need for Services and Currently Receiving Services



## Percent of Pre 9/11 and Post 9/11 Veterans in Moderate to High Need for Services and Currently Receiving Services



## Level of Difficulty Accessing Services



Note: The majority of respondents indicated that their experience accessing services was not difficult indicated by 'least difficult' with the dark blue rows in each service category. This indicates overall that most respondents did not have any difficulty accessing services.

**If you receive (or have received) any of the types of services included above, how did you learn about these services? Select all that apply.**

	Number	Percent
Texas 2-1-1	46	3.2
U.S. Department of Veterans Affairs	673	46.1
Veteran County Service Office	69	4.7
City of El Paso	110	7.5
Veteran Service Organization	298	20.4
Social Worker	57	3.9
Friend or Family member	309	21.2
Social Media	169	11.6
Internet Search Engine	202	13.8
Other - please specify	74	5.1
acs	1	0.1
Alcoholics Anonymous	1	0.1
Career fair western tech	1	0.1
Church	1	0.1
Co-workers	1	0.1
Cohen Clinic	1	0.1
College	1	0.1
Community involvement	1	0.1
DAV	2	0.1
DAV # 165	1	0.1
DAV Chapter 165	1	0.1
DAV SUNSHINE CHAPTER 165 El Paso, TX	1	0.1
DAV Sunshine Chapter:#165	1	0.1
El Paso County Emails	1	0.1
El Paso Library	1	0.1
El Paso veteran treatment court	1	0.1
El Paso Veterans Treatment Court	1	0.1
Emergency Family Assistance	1	0.1

Center at Fort Bliss TX		
Fellow service member	1	0.1
FRG	1	0.1
Friends	1	0.1
Ft.bliss National Cemetery	1	0.1
goes to outside doctors for everything	1	0.1
Hope institute	1	0.1
Indeed.com	1	0.1
Learned from peers	1	0.1
Local news	1	0.1
Medicare	1	0.1
Military Veteran Peer Network	3	0.2
Myself, researching, 211 is not helpful.	1	0.1
On Base	1	0.1
Online Veteran Blog/Newsletter, USO	1	0.1
Other Veterans	1	0.1
other vets	1	0.1
Park University	1	0.1
Personal research	3	0.3
PVA	1	0.1
Referred to VA after thoughts of suicide	1	0.1
Retirement Briefing	1	0.1
SFL office in fort bliss	1	0.1
SFL-TAP	1	0.1
SFL-TAP on Fort Bliss	1	0.1
SFL-TAP and USO	1	0.1
Social Security Admin website, Veteran's Court	1	0.1
some thru email but not all products	1	0.1
TAP	1	0.1



Texas Veterans Commission	2	0.2
There are no services listed above.	1	0.1
Through the YWCA	1	0.1
through transition	1	0.1
Transition Office	1	0.1
Transition services on Fort Bliss	1	0.1
Unemployment benefits	1	0.1
USO	1	0.1
VA, Endeavours, EPCC Veterans Resource Center	1	0.1
Vet Center	1	0.1
Veterans at Breakfast	1	0.1
Veterans Food Pantry	1	0.1
veterans health Fairs/FtBliss Que Pasa Fair	1	0.1
Veterans Non Profit	2	0.1
VVA844	1	0.1
Word of mouth	3	0.2
Workforce Solutions Borderplex	1	0.1
Wwp	1	0.1
YWCA	1	0.1
Total	N=1460	100

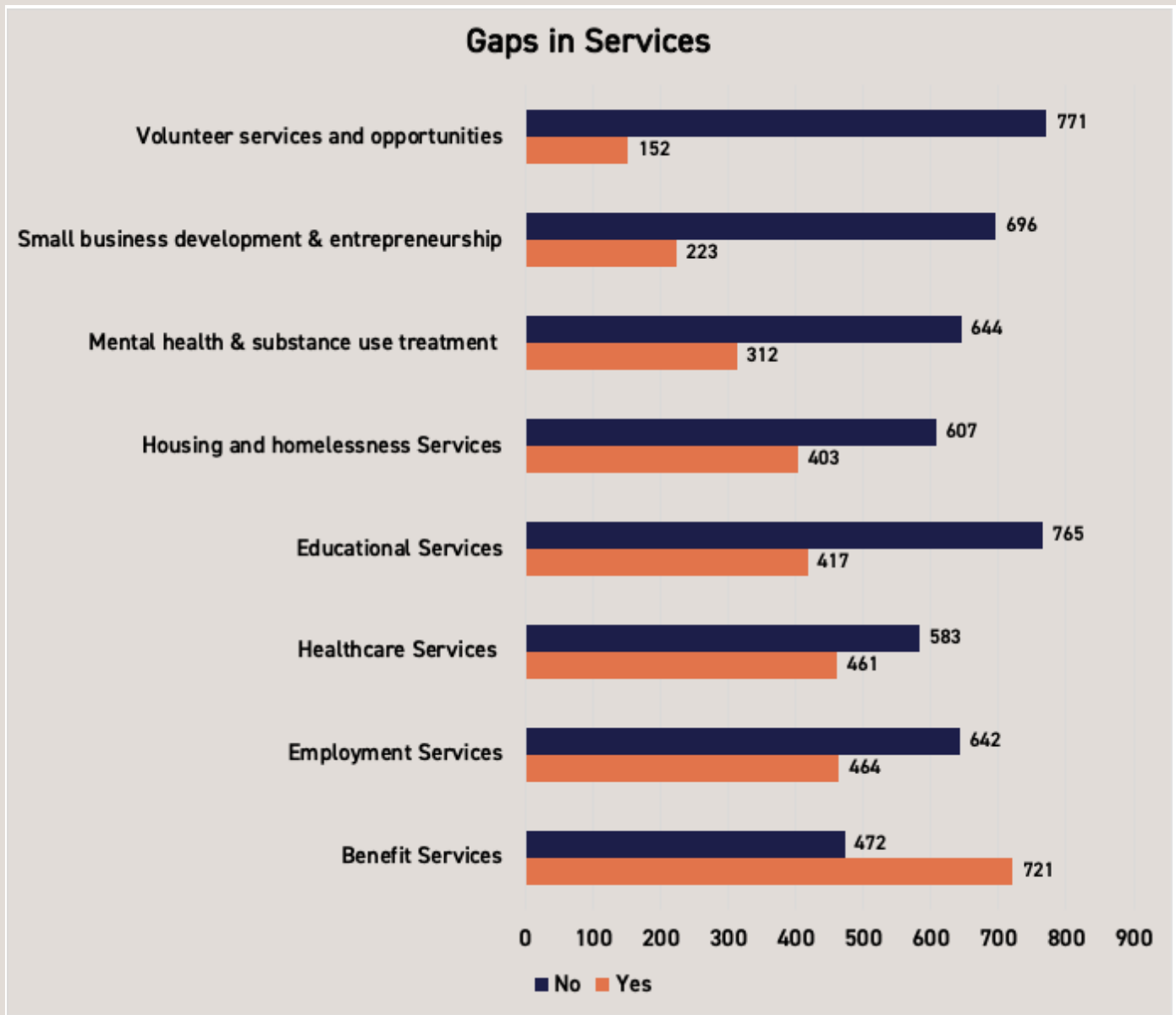
**If you were to need services in the future, where are you most likely to look? Select all that apply.**

	Number	Percent
Texas 2-1-1	98	6.7%
U.S. Department of Veterans Affairs	783	53.6%
Veteran County Service Office	234	16.0%
Veteran Service Organization	462	31.6%
Social Worker	99	6.8%
Friend or Family Member	382	26.2%
Social Media	222	15.2%
Internet Search Engine (Google)	517	35.3%
Other - Please specify:	59	4.0%
A wellness center	1	0.1%
ACS	1	0.1%
Alcoholics Anonymous	1	0.1%
Church	2	0.1%
Cohen Clinic	1	0.1%
Congresswoman's Office	1	0.1%
DAV	1	0.1%
DAV Sunshine Chapter:#165	1	0.1%
Don't know	5	0.3%
Emergency Family Assistance Centers on Fort Bliss TX	1	0.1%
Endeavours	1	0.1%
Fairs	1	0.1%
Family Doctor	2	0.1%
FRG	1	0.1%
Hope institute	1	0.1%
Military Veteran Peer Network	2	0.1%
My Unit	1	0.1%
On Base	1	0.1%
Other Veterans	2	0.1%
outside service	1	0.1%
Private organizations	1	0.1%

San Eli meeting	1	0.1%
SFL-TAP on Fort Bliss	1	0.1%
Texas Veterans Commission	3	0.2%
USO	1	0.1%
VA	1	0.1%
Vet Center	1	0.1%
Veterans Non Profit	2	0.1%
VFW	3	0.2%
Vietnam Veterans Organization	1	0.1%
WBAMC	1	0.1%
Work	1	0.1%
Total	N=1460	

## Gaps in Services in El Paso Area

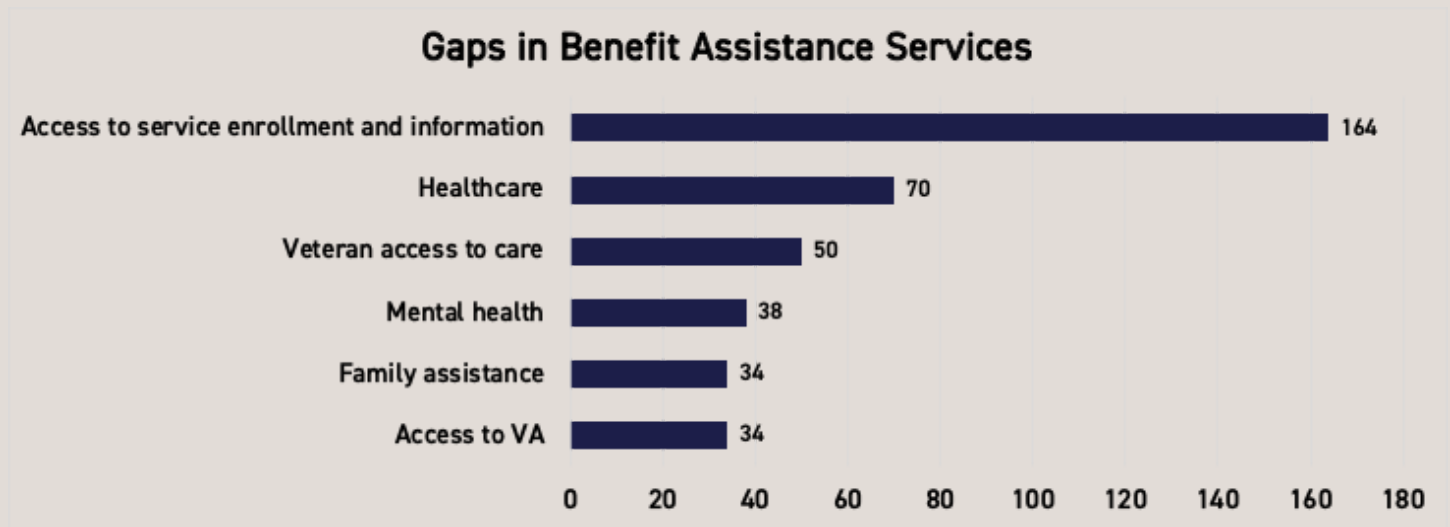
Respondents were asked to identify gaps in all service areas. The figure below shows the level of reported gaps for each service area. The bottom bar in each row represents the number of respondents who answered 'yes' to whether there are gaps in each service area, while the top bar in each row represents those who indicated there are no gaps in each area.



Respondents who responded yes to there being gaps were asked to describe these gaps. Text responses were coded into 5-6 categories for each service area. These lists of gaps are presented below. Appendix A includes all gaps.

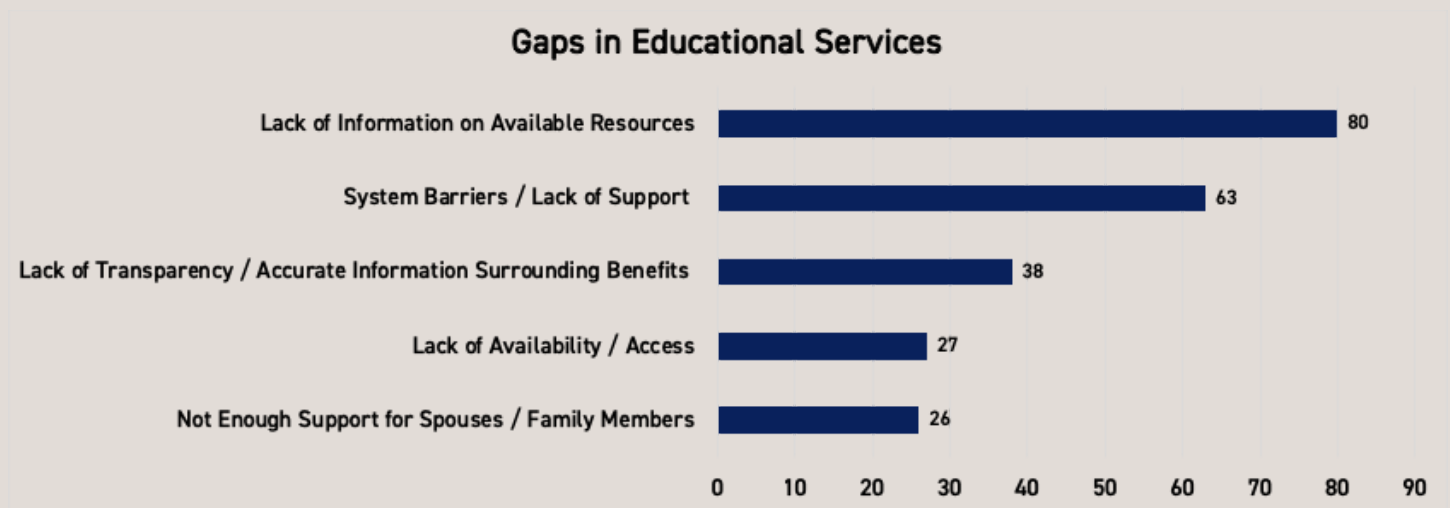
## MOST COMMON BENEFIT ASSISTANCE GAPS

1. Access to service enrollment and information
2. Healthcare
3. Veteran access to care
4. Mental health
5. Access to VA
6. Family assistance



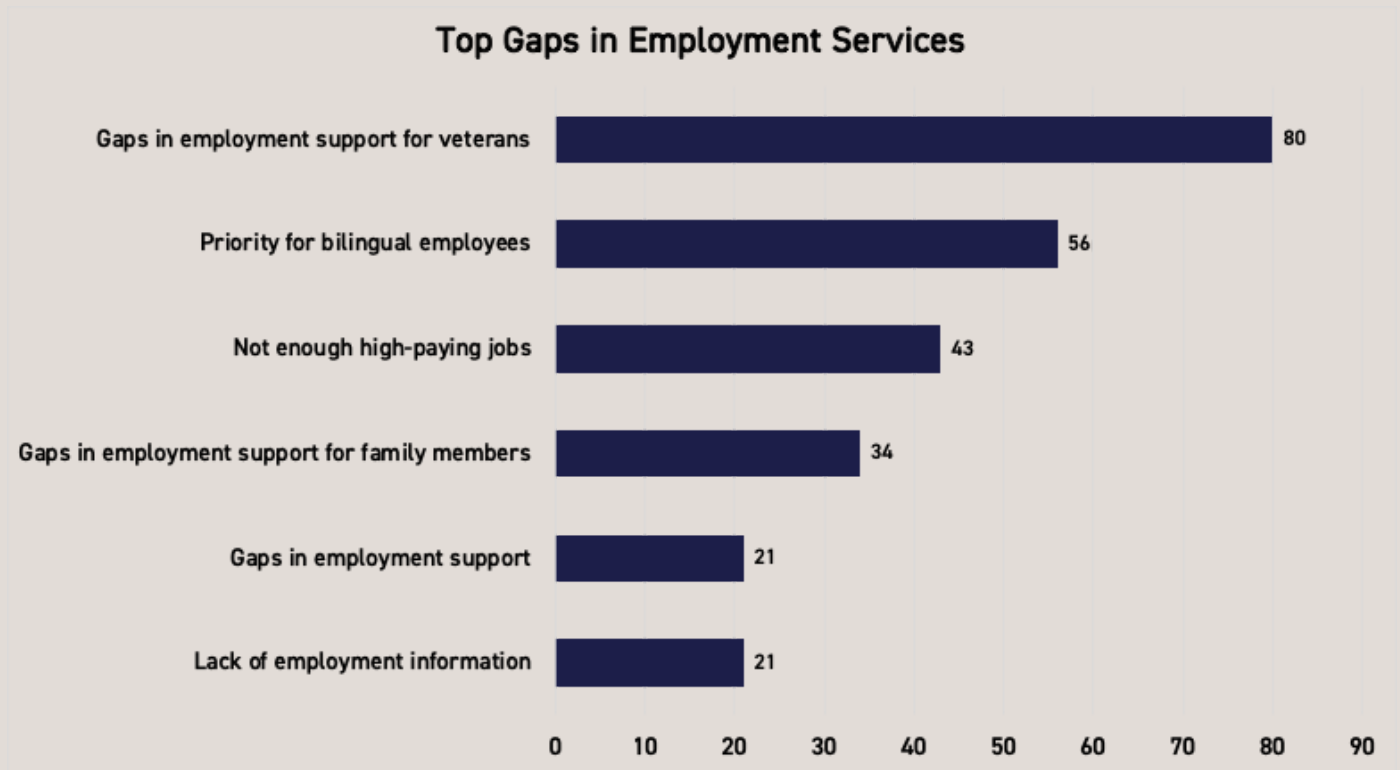
## MOST COMMON EDUCATIONAL GAPS

1. Lack of Information on Available Resources
2. System Barriers / Lack of Support
3. Lack of Transparency / Accurate Information Surrounding Benefits
4. Lack of Availability / Access
5. Not Enough Support for Spouses / Family Members



## MOST COMMON EMPLOYMENT SERVICES GAPS

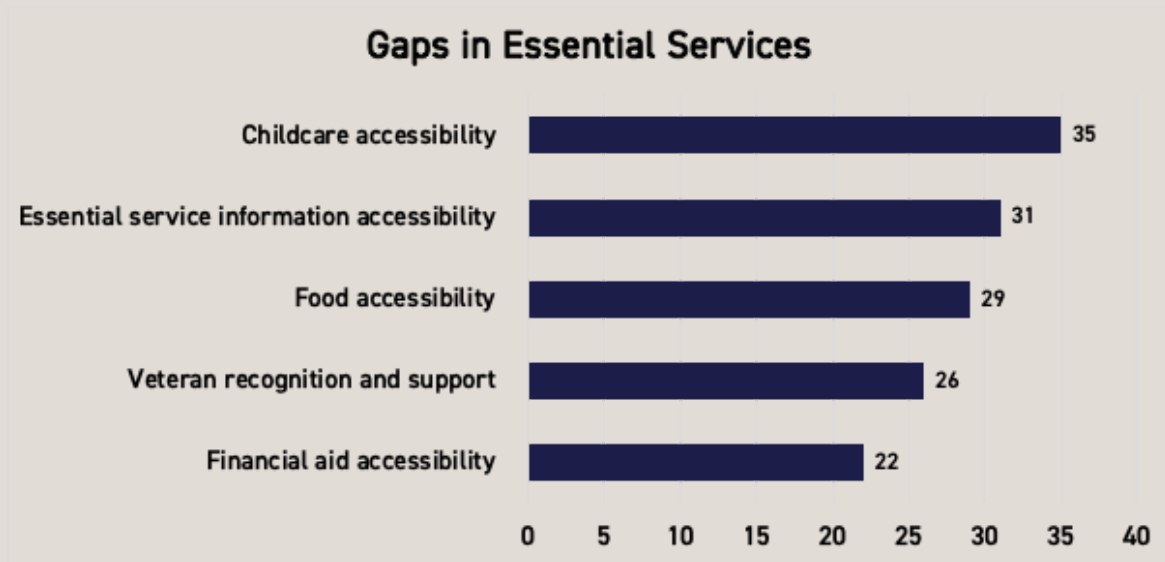
1. Gaps in employment support for veterans
2. Priority for bilingual employees
3. Not enough high-paying jobs
4. Gaps in employment support for family members
5. Gaps in employment support
6. Lack of employment information





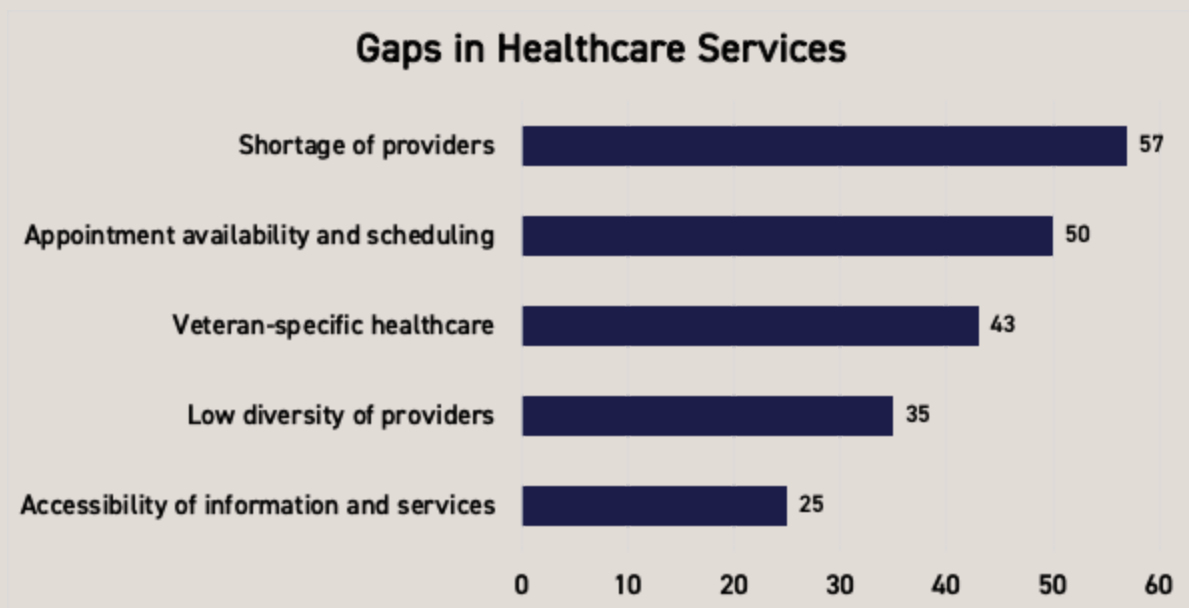
## MOST COMMON ESSENTIAL SERVICES GAPS

1. Childcare accessibility
2. Essential service information accessibility
3. Food accessibility
4. Veteran recognition and support
5. Financial aid accessibility



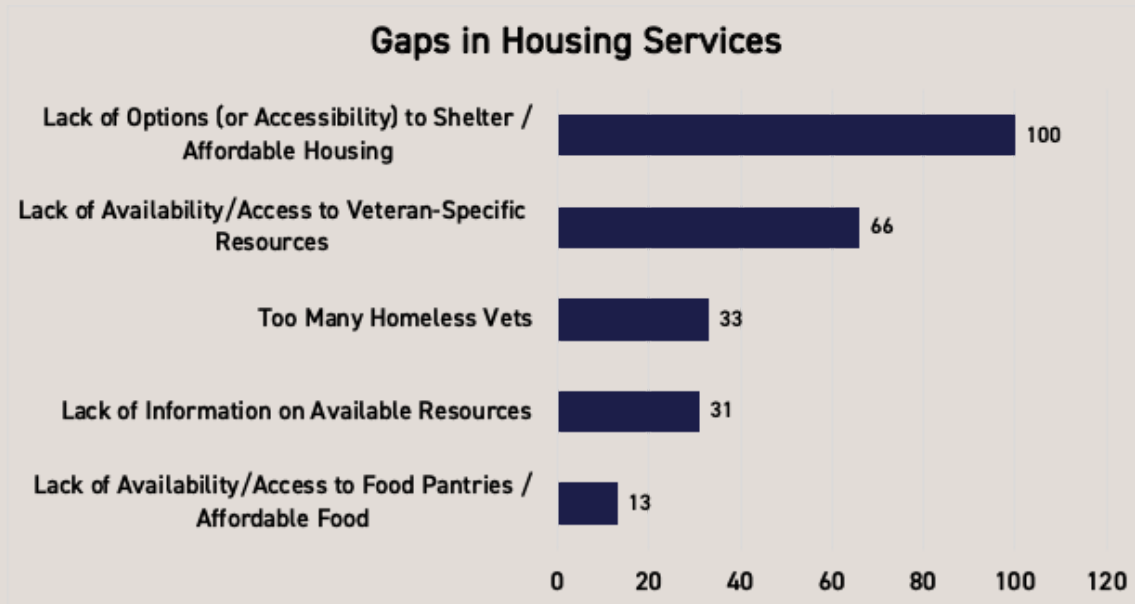
## MOST COMMON HEALTHCARE SERVICES GAPS

1. Shortage of providers
2. Appointment availability and scheduling
3. Veteran-specific healthcare
4. Low diversity of providers
5. Accessibility of healthcare service information and services



## MOST COMMON HOUSING SERVICES GAPS

1. Lack of Options (or Accessibility) to Shelter / Affordable Housing
2. Lack of Availability/Access to Veteran-Specific Resources
3. Too Many Homeless Vets
4. Lack of Information on Available Resources
5. Lack of Availability/Access to Food Pantries / Affordable Food



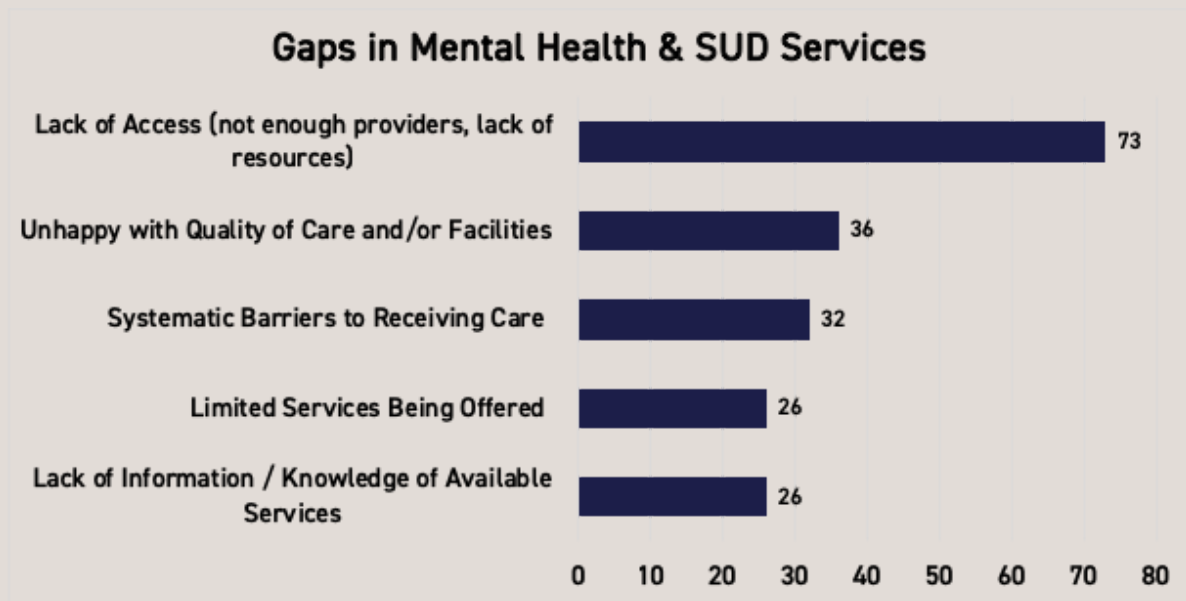
## MOST COMMON LEGAL SERVICES GAPS

1. No Information on / Knowledge of Available Services
2. Veteran-Specific Services
3. Affordable Access to Legal Services
4. Need More Access to Specific Types of Legal Services (support for a larger range of legal issues)
5. Difficult Gaining Access to / Navigating Existing Services



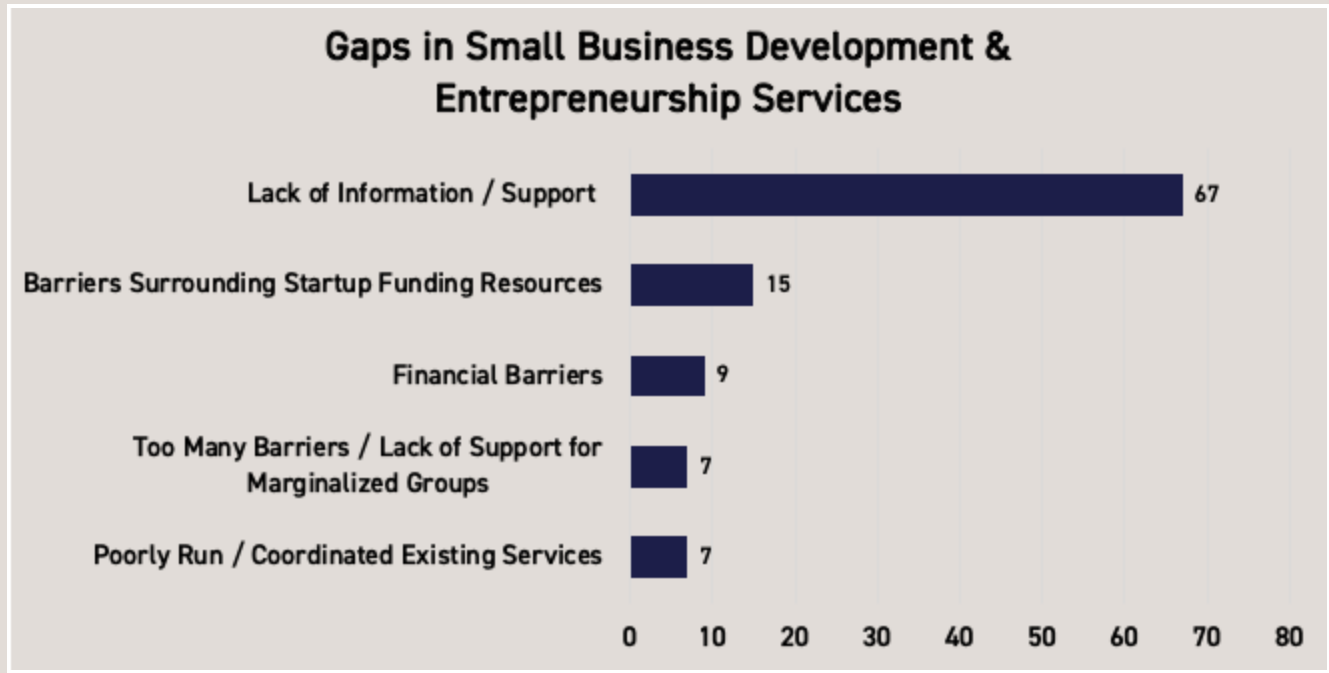
## **MOST COMMON MENTAL HEALTH & SUBSTANCE USE TREATMENT SERVICES GAPS**

1. Lack of Access (not enough providers, lack of resources)
2. Unhappy with Quality of Care and/or Facilities
3. Systematic Barriers to Receiving Care (VA, insurance, long wait times, etc.)
4. Lack of Information / Knowledge of Available Services
5. Limited Services Being Offered (not enough MH, peer support, holistic, etc.)



## **MOST COMMON SMALL BUSINESS DEVELOPMENT & ENTREPRENEURSHIP SERVICES GAPS**

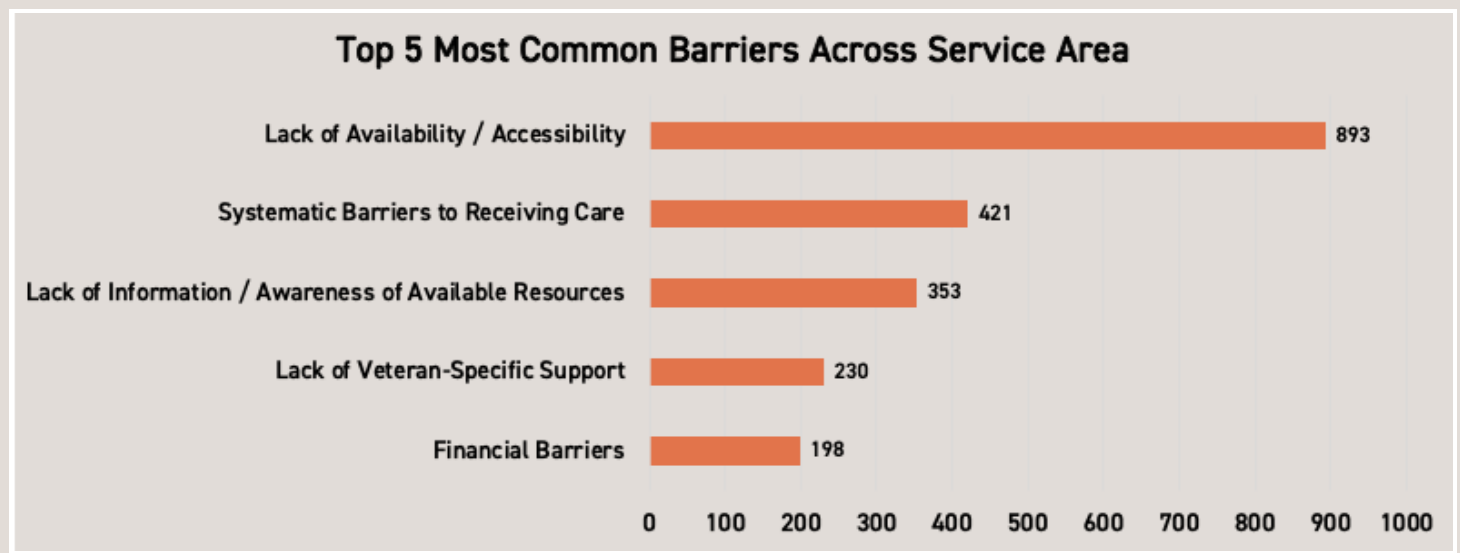
1. Lack of Information / Support
2. Barriers Surrounding Startup Funding Resources
3. Financial Barriers (Rent/Taxes Too High, poor credit, etc.)
4. Poorly Run / Coordinated Existing Services
5. Too Many Barriers / Lack of Support for Marginalized Groups  
(Elderly, People of Color, Disabled, etc.)



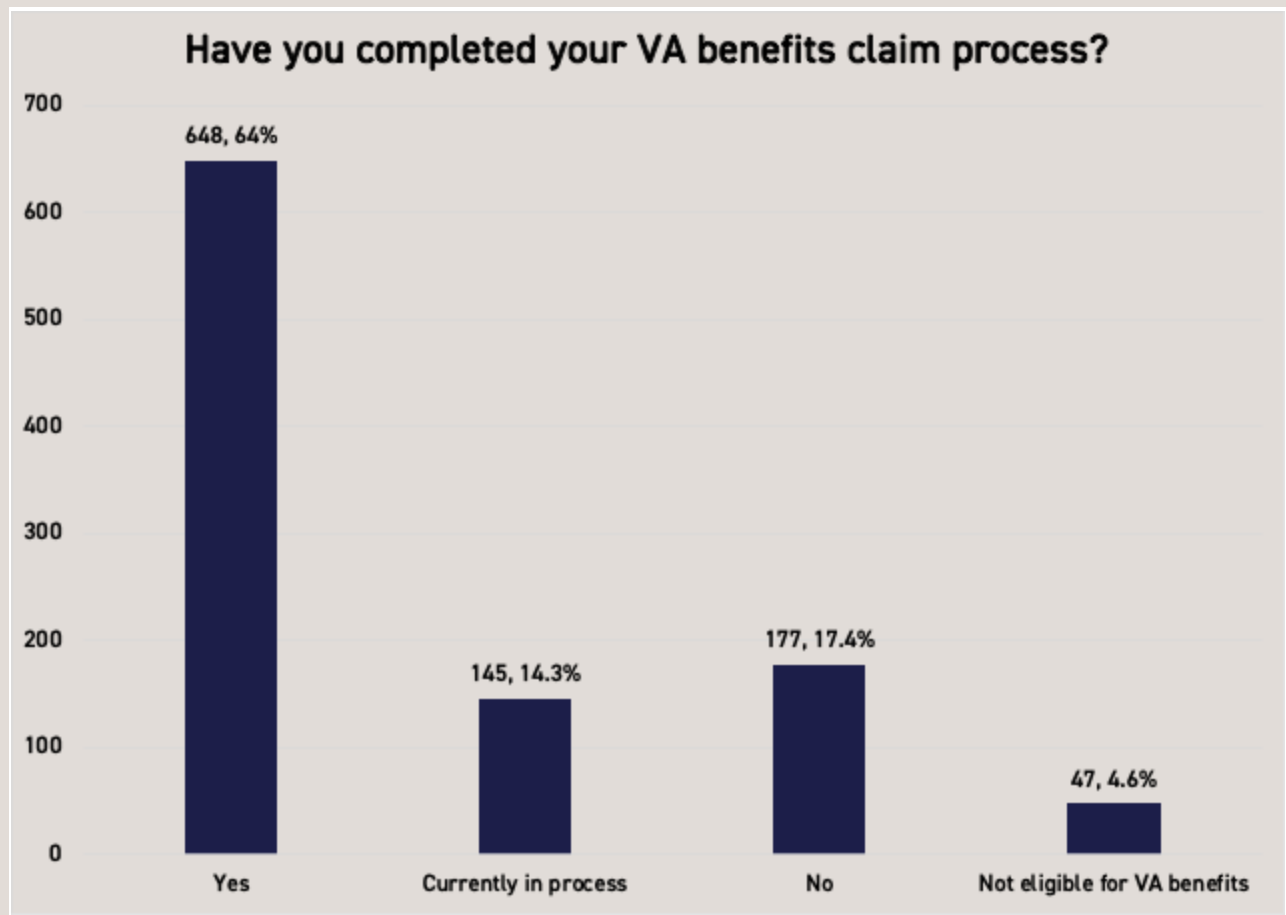
## Common Barriers Identified in Service Gaps

Barriers were identified in each of the codes that were created from the lists of gaps for each service area. The top five most common barriers found among all service areas:

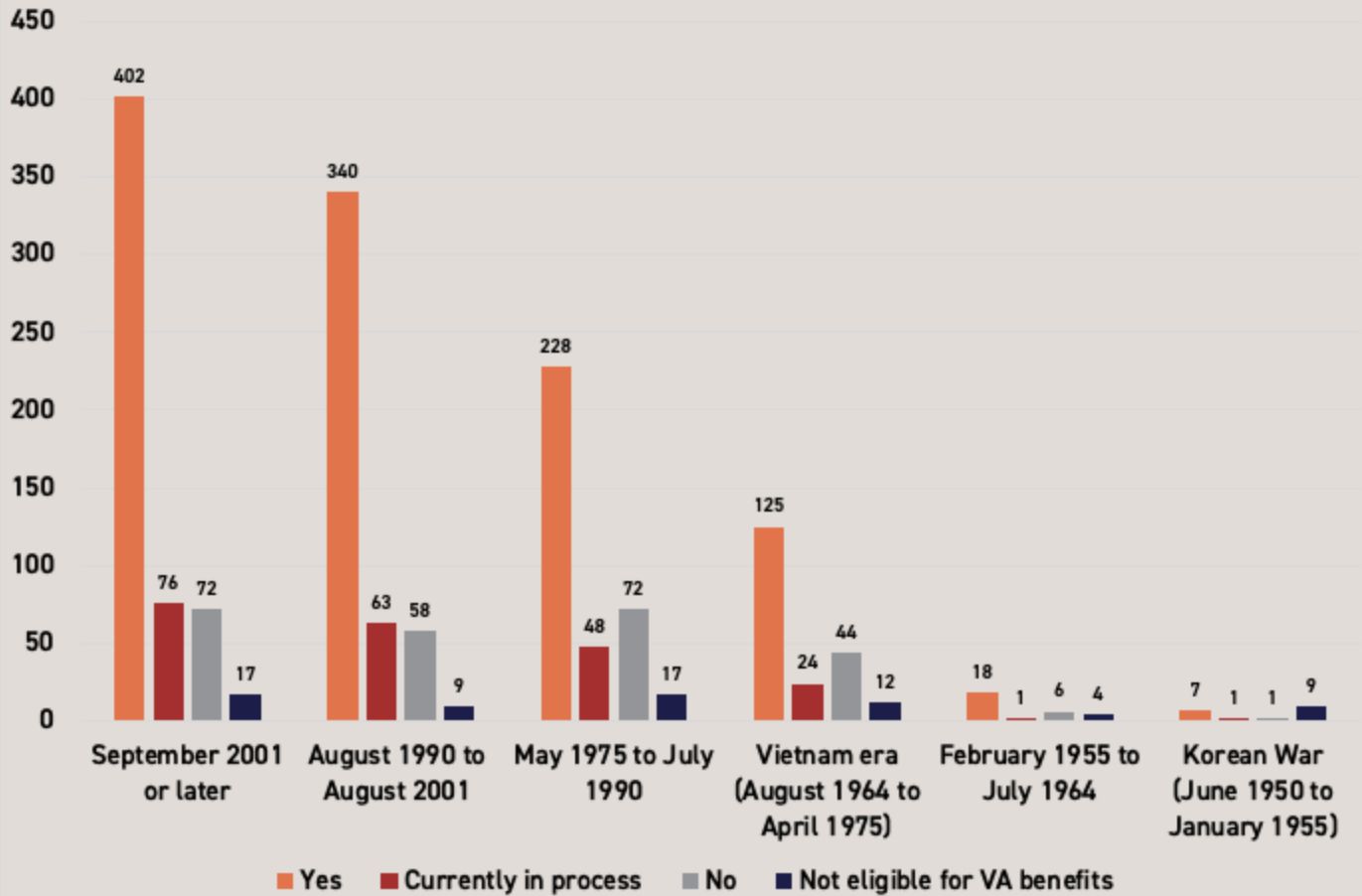
1. Lack of Availability / Accessibility (to resources and/or support)
2. Systematic Barriers to Receiving Care  
(VA, insurance, long wait times, transportation, priority given, etc.)
3. Lack of Information on Available Resources
4. Lack of Veteran-Specific Support
5. Financial Barriers



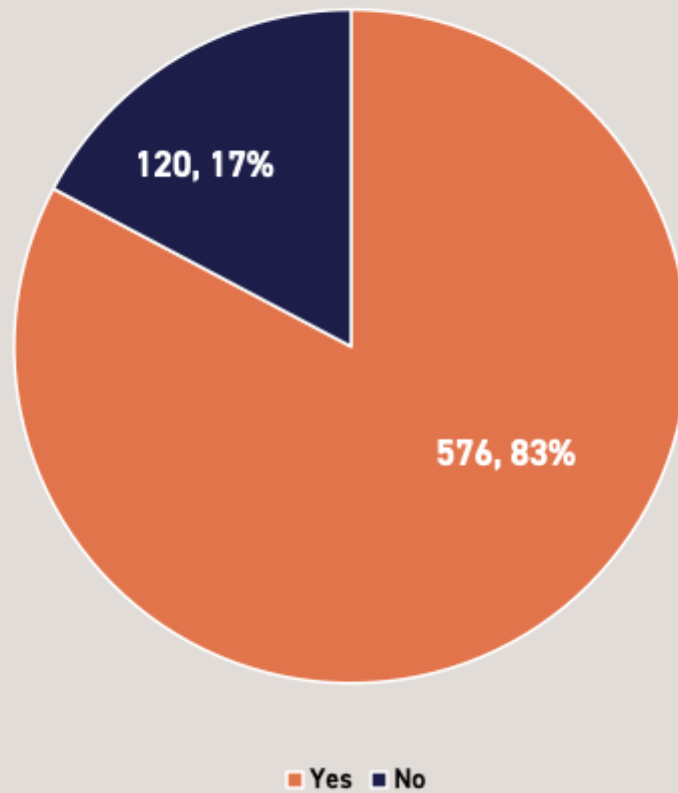
## VA Claims



## Veterans VA Claims Status by Era

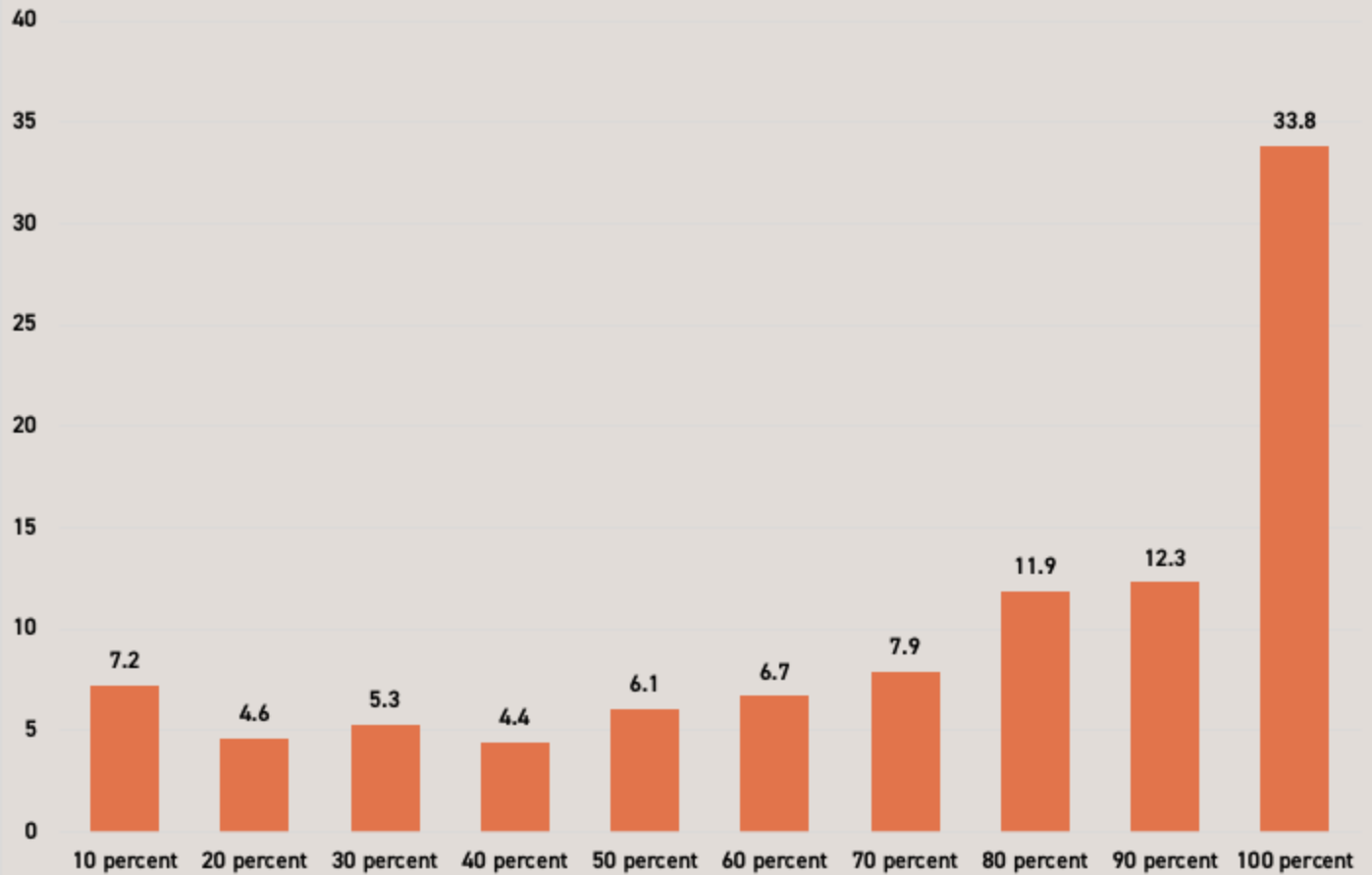


**Receive monthly compensation from the VA  
for a service-connected disability**

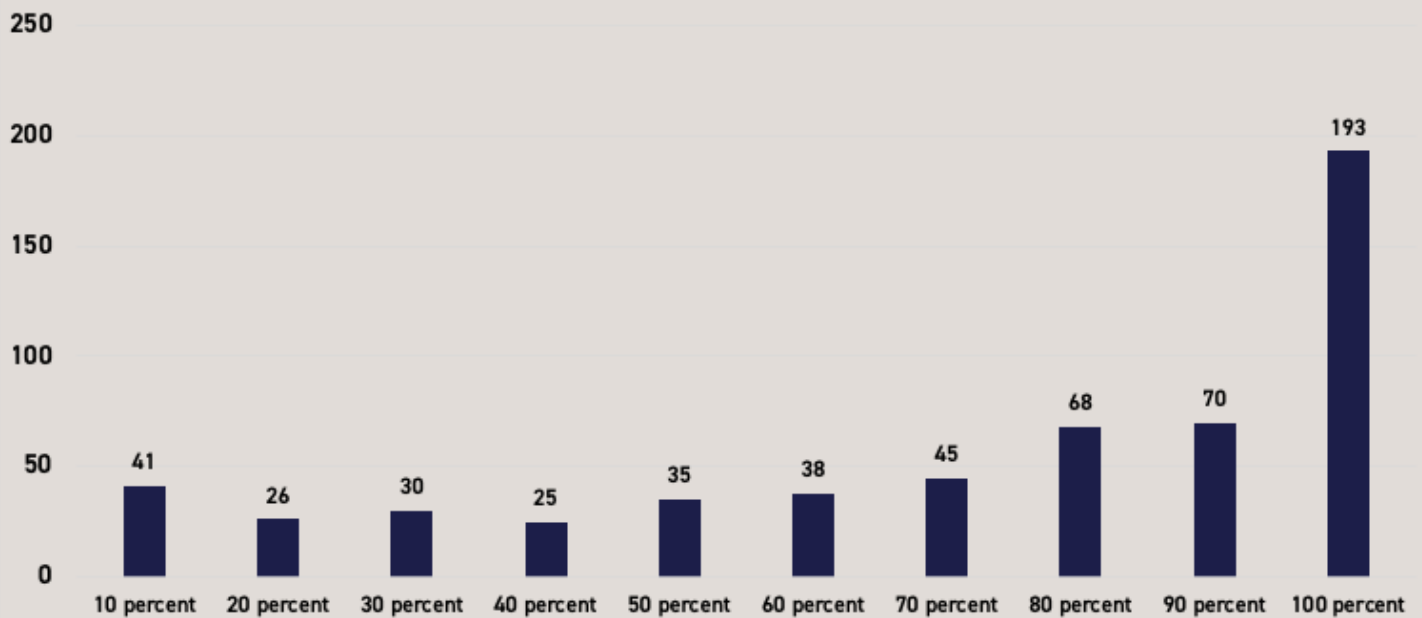




**Percent with service-connected disability rating levels**



**Number of Veterans with service-connected disability rating levels**



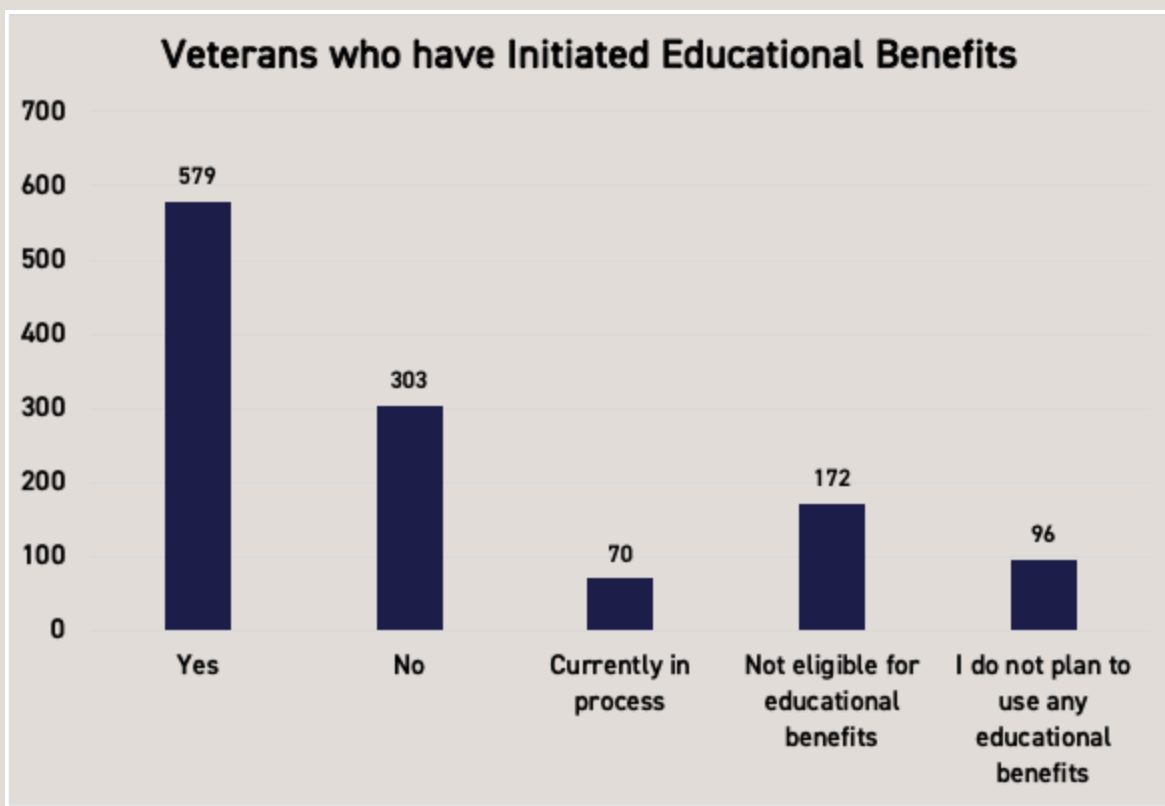
**Are you interested in obtaining support in the VA healthcare benefits claims process?**

	Number	Percent
Yes	16	64
No	9	36
Total	25	100

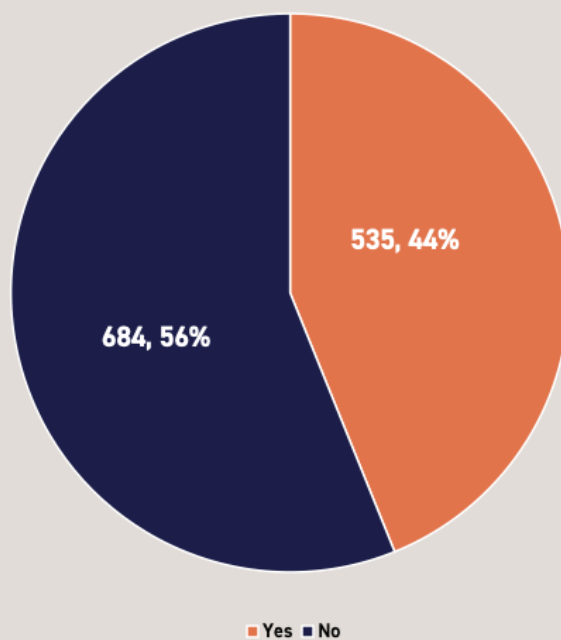
**Do you think there are any gaps in the El Paso area's benefit assistance services?**

	Number	Percent
Yes	721	60.4%
No	472	39.6%
Total	1193	100

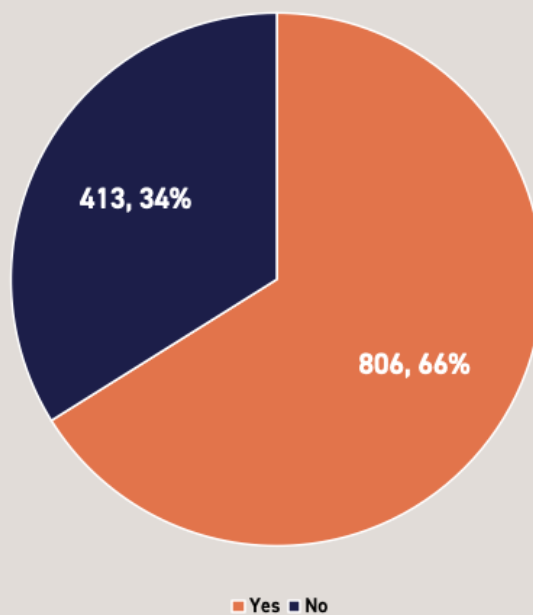
**Educational Benefits**



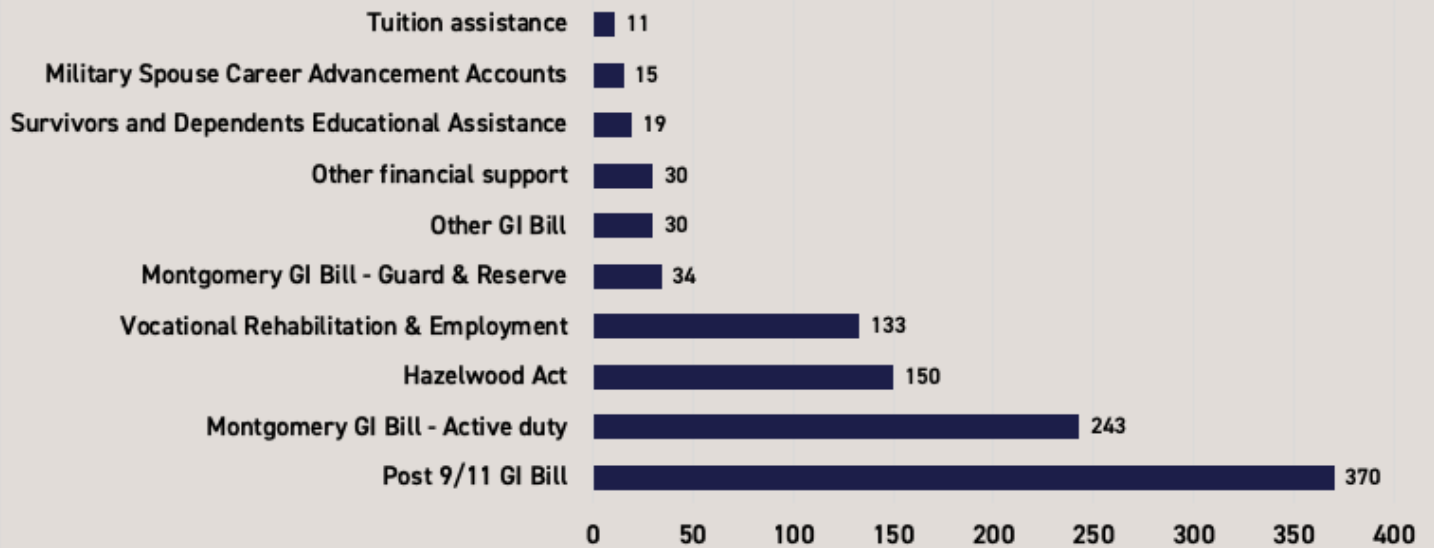
**Interested in obtaining support  
to use educational benefits**



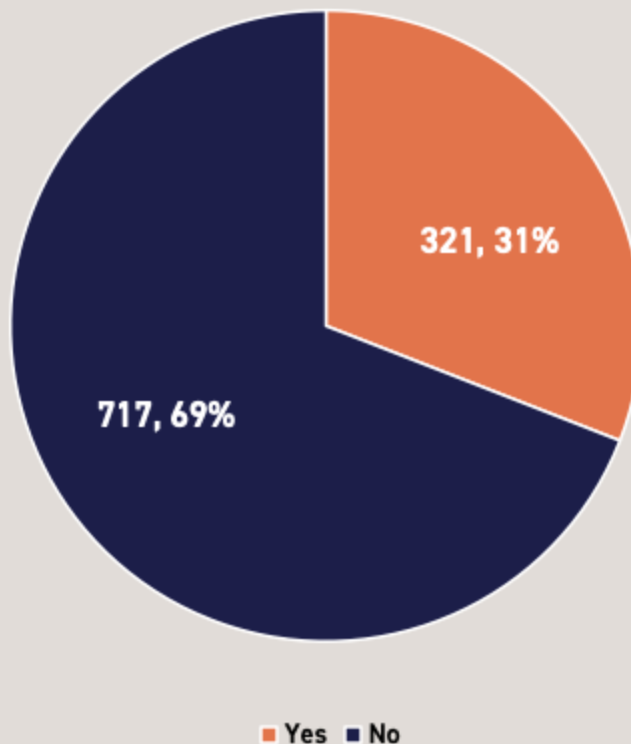
**Veterans who are currently using,  
or have used an educational benefits**



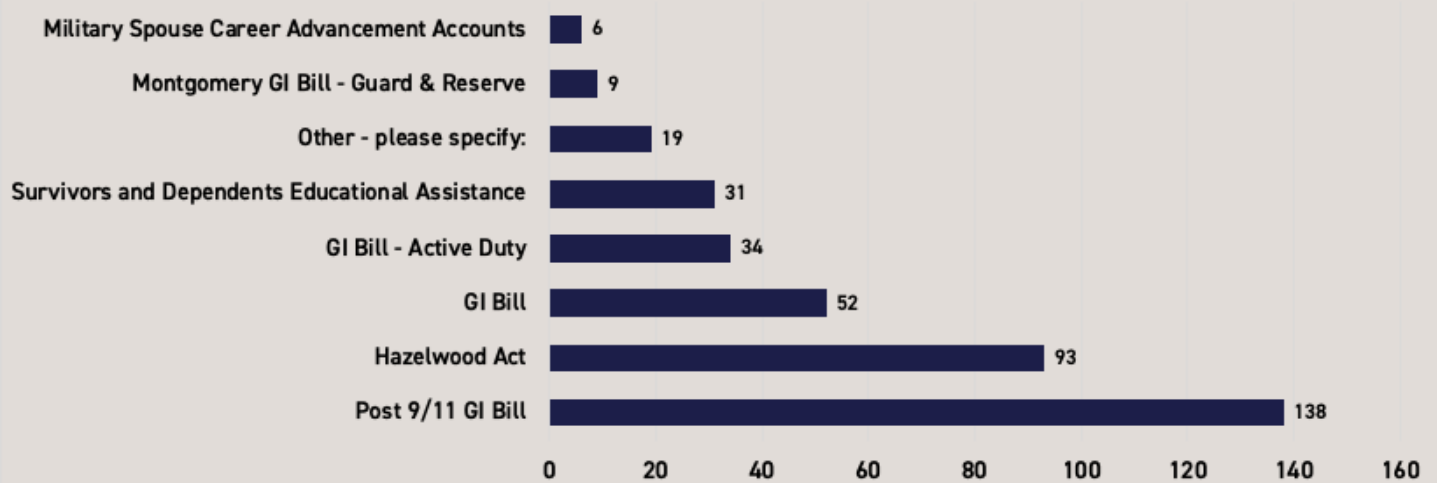
### Educational benefit Service Members and Veterans are using or have used



### Veterans who report one or more of their family members currently using, or have previously used any educational benefits



### Educational benefit family member is currently using or has used



## Education Services

### Do you know if you are eligible for Vocational Rehabilitation & Employment Benefits?

	Number	Percent
Yes, I am eligible	286	56.5
No, I am not eligible	220	43.5
Total	506	100

### Do you know how to apply for Vocational Rehabilitation & Employment Benefits?

	Number	Percent
Yes	327	34.3
No	627	65.7
Total	954	100

**Are you currently enrolled in a vocational program?**

	Number	Percent
No	1098	93.9%
Pursuing certificate	35	3.0%
Pursuing other option	25	2.1%
Other:	20	1.7%
Total	1169	100.0%

**Are you currently enrolled in a vocational program? - Other, Text Responses:**

1. Already used them
2. Completed B.S. Degree
3. counselor is denying services
4. Haven't had my interview yet
5. HOH
6. I completed my degree and I no longer qualify for VOCRehab from the VA. I would like to be able to use the Hazelwood Act to continue progressing in my career.
7. I enrolled but gave up the process because it took several weeks to confirm anything and I didn't have that kind of time to waste.
8. Pursuing degree
9. Pursuing Masters Degree
10. Taking a break from the program due to my injuries
11. They keep denying me
12. 2nd masters
13. already graduated
14. I already have a degree without military assistance
15. I was enrolled in Seminary School but trouble with expired Post 9-11
16. I was. But the Texas Legislature limited my ability to continue using Hazlewood. so no, not anymore.
17. Plan to earn MS
18. Pursuing another Masters Degree in education
19. Recently graduated from a professional Degree and currently studying to take the National Certification.
20. Waiting to be notified of acceptance into a masters program

**Please mark all areas of support you would pursue if offered in your community:**

	Number	Percent
Guidance on completing GED	25	2.0%
Guidance on completing bachelor's degree	226	18.4%
Guidance on pursuing graduate degree	248	20.2%
Guidance on pursuing licensure or certification in a specific field	356	29.0%
Guidance on educational benefits	373	30.4%
None	455	

**Ever received education or educational guidance from any of the following educational entities in the El Paso area. (Select all that apply)**

	Number	Percent
Ft Bliss SFL TAP	182	12%
Texas Veterans Commission	132	9%
Texas Workforce Commission	134	9%
El Paso VA	203	14%
University of Texas at El Paso	232	16%
El Paso Community College	265	18%
Vista College	29	2%
Western Tech	42	3%
Southwest University	48	3%
Park University	108	7%
National University	7	0%
Grand Canyon University	20	1%
I have not received assistance from any of these entities	370	25%
Other:	53	4%
Total	N=1460	

**Please indicate whether you have ever received education or educational guidance from any of the following educational entities in the El Paso area. Please check all that apply:**

**Other, Text Responses:**

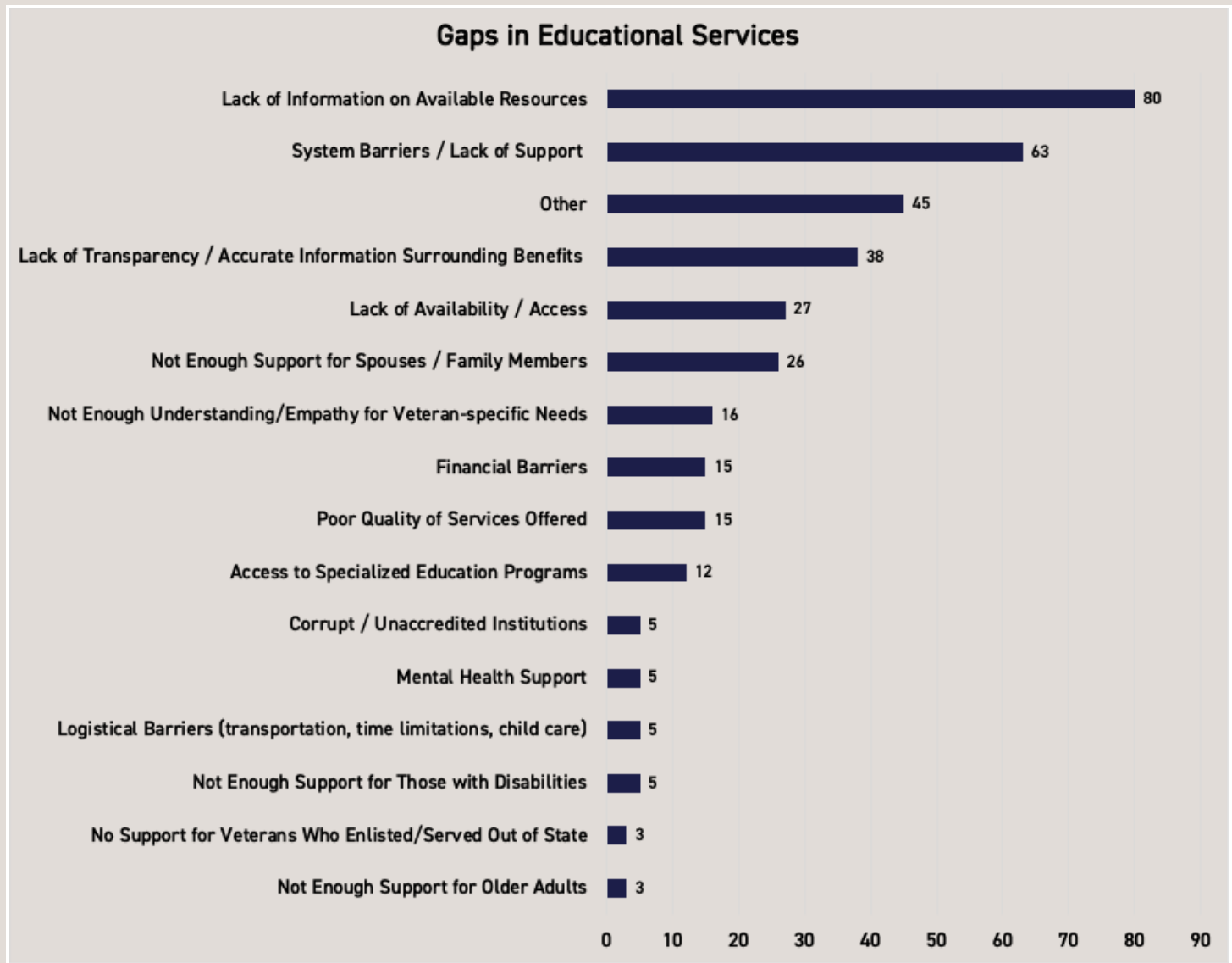
1. American Military University
2. Arizona Western College, Yuma AZ
3. Back in 1976 when i use my educational benefits
4. Colorado SFL-TAP
5. Dacc
6. El Paso City library continuing education
7. Fort Benning SFL-TAP
8. Ft. Bliss Education Center
9. High line community college Seattle washington
10. I last went through TAP over 10 years ago
11. International Business College
12. Maryland
13. Nathalia P. Rodrigues
14. New Horizons Computer Learning Center
15. New Mexico State University
16. NMSU
17. Other caregiver advocates
18. Phoenix University, Santa Teresa, NM
19. Pima
20. Region 19 teaching
21. Texas Tech University
22. U of P
23. UNM
24. UOP
25. USO
26. UTEP
27. Voc Rehab Office
28. VREP Counselor
29. Was forced to do sfl rap so early that when I had to move out of military housing, I lost all the paperwork. Unable to reach for further information due to sfl tap relocation
30. Wayland Baptist University
31. Webster College
32. Webster University
33. YWCA



## Do you feel there are any gaps in the El Paso area's current educational services?

	Number	Percent
Yes	417	35.3
No	765	64.7

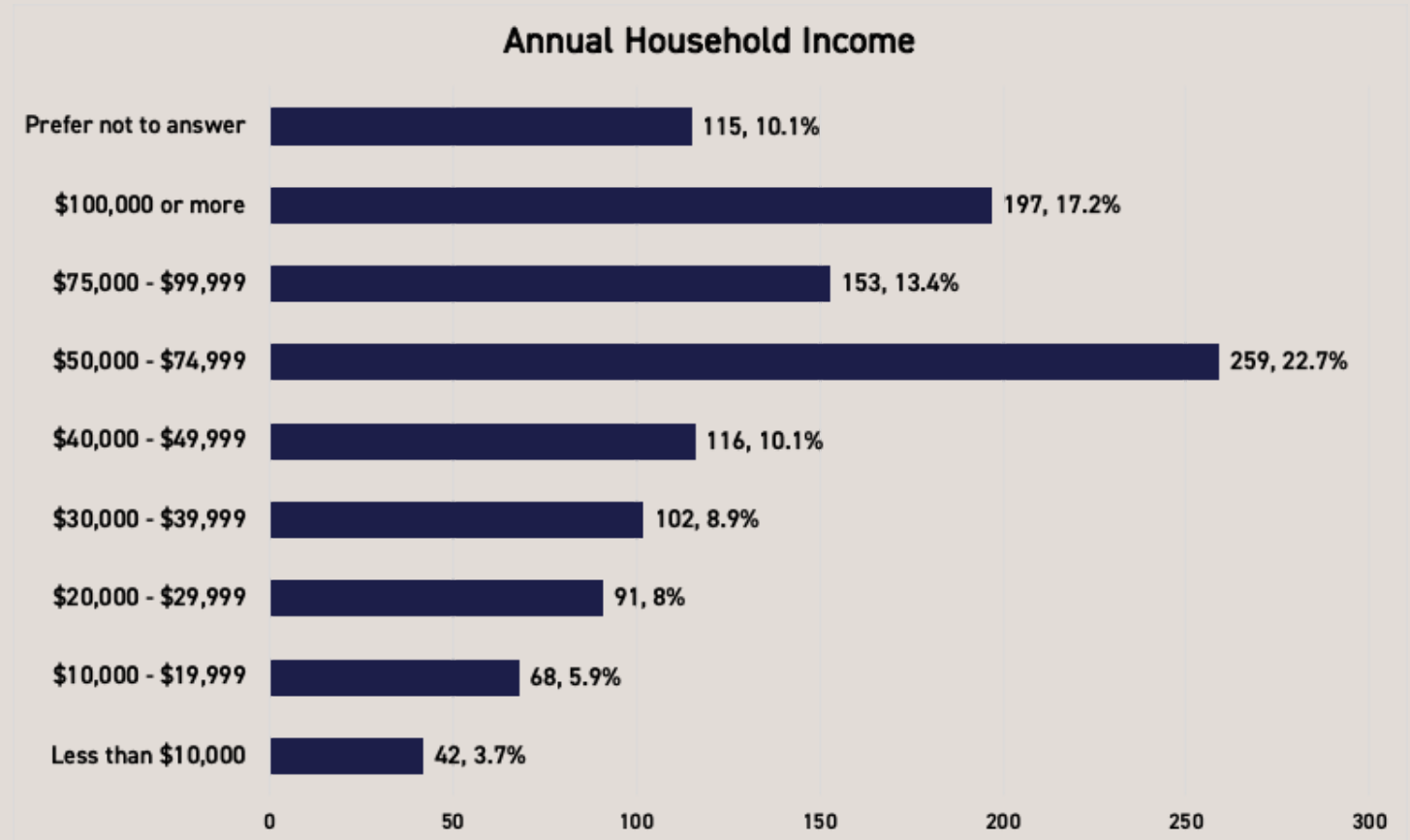
The following types of gaps were reported in text responses:



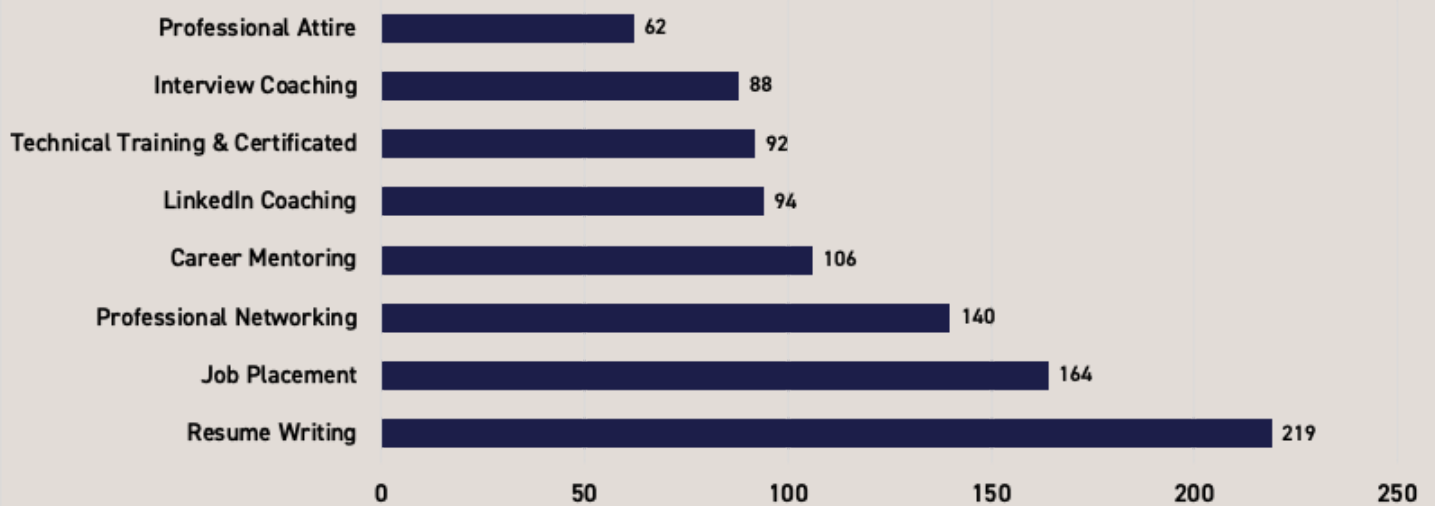
## Employment Services

**What is your current employment status? Please select one response.**

	Number	Percent
Employed full-time	565	49.3%
Retired	209	18.2%
Disabled, not able to work	112	9.8%
Unemployed and looking for work	75	6.5%
Student, not working or looking for work	51	4.4%
Other	33	2.9%
Self-employed	25	2.2%
Homemaker, not looking for work	23	2.0%
Unemployed, but not currently looking for work	10	0.9%
Student looking for work	2	0.2%
Total	1147	



### Employment Support Received in El Paso area



**Where have you received employment support from in the El Paso area? Select all that apply:**

	Number
None	568
Texas Workforce Commission - Workforce Solutions Borderplex	185
Veterans Affairs (VA)	125
Soldier for Life/Transition Assistance	117
Texas Veterans Commission	101
Veterans One-Stop	51
VSO (Veteran Service Organizations)	51
Municipalities (City, County, State)	30

**Did you receive job search assistance of any kind in the last three (3) years in the El Paso area?**

	Number	Percent
Yes	158	14%
No	970	86%
Total	1128	100%

**Did you feel that the DoD's transition assistance program was useful in helping employment?**

	Number	Percent
Extremely useful	36	15.7%
Somewhat useful	58	25.3%
Not as useful as I expected	80	34.9%
Not at all useful	55	24.0%
Total	229	100.0%

**Please describe why you felt that transition assistance was not useful in helping you find employment.**

1. All we received was "write your resume and apply to three jobs on USAJobs.gov" No assistance in writing a resume at all
2. As a reservist, I wanted more help in getting jobs in the El Paso area. The help that was needed did not come until my orders were ending. Assistance should begin asap especially to maintain talent in the El Paso area.
3. Because I have been unemployed for a year
4. Because I transitioned in Oklahoma not in Texas.
5. Because it was just about typing resume and how to do an interview not actually helping you find a job best suited for u
6. Didn't receive transition assistance
7. Didn't receive a call back or was not told of my status.
8. Didn't give necessary information about civilian life and jobs
9. Due to the time they are given, it's not as thorough as it should be. They don't tell you that it's next to impossible to get a job with the DOD unless you have a bachelor's degree or know someone in the system already.
10. Even though the briefings are mandated they don't cover nothing on Veteran organizations
11. Everything is rushed at TAP and no time is provided to implement what is briefed.
12. Front office not welcoming or helpful. They did not want families present during appointment scheduling, counseling, or benefits discussions. Equipment (computers and headphones) did not work and the staff said they had no idea why and solution for getting to working; just use it or move on.
13. Go more in depth with job finding. Resume writing, and interview skills

14. Great for preparation of entering the private sector but there wasn't much info on who was hiring in the area. Note: I was stationed in Georgia at the time I went through the DoD transitioning program.
15. How to use LinkedIn does not help you in a world that is run by nepotism. That's how government jobs work.
16. I did not use the assistance back in 1992 (Fort Bliss) because I didn't know how to use their computers and there was no one to really help me because there was only one person running the place. To many people and not enough workers. But I heard that it has improved since then.
17. I don't believe I utilized that program so I cannot give an answer.
18. I found that most of the jobs that were given out from them and the workforce committee was mostly very low paying call centers and various other jobs that most veterans would not accept. With a large population of experienced military veteran managers in El Paso there was no real link or support for City, County, or even State related jobs.
19. I think that the transition assistance is best suited for enlisted members that need guidance into their preferred employment field. For officers, it is expected that you care for your own transition. I would have liked more assistance into the Administrative fields instead of word of mouth.
20. I think we should have been registered with the VA during TAPS. My linkedin account hasn't done me any good and we spent almost a whole day on that. It just didn't seem to be very helpful for me.
21. I transitioned in California as a recruiter and did not get to attend a typical SFL-TAP Program so I can only base my answer off of what I experienced during my transition.
22. I transitioned overseas so most of their focus was for overseas
23. I tried to get help and I would get job placements at minimum wage that were part time. My wife had to help me look everywhere to find work.
24. I was kind of lost and didn't understand the system well
25. I was not able to find employment in El Paso, even with what I considered a strong resume: 22 years of leadership at various levels, Master's Degree in Management...
26. I'm currently unemployed.
27. In 2014, SFL-TAP had not yet built out a great network of local employers who regularly had contact with SMs going through SFL-TAP. I think we're better off now as SMs have greater access to employers. Too, available time during transition was a challenge.
28. In 2015 it was more of a check the block 5 day course.
29. Information was outdated to current corporate and business practice such as resume writing and the VA education brief was mediocre at best. Just a basic how to apply for education benefits, but not how they really work and which ones you can use after one is exhausted
30. It didn't do shit for me whatsoever. I looked for months on end for a job. I had to take the first job offered to me. While in the service I was denied the opportunity to get certificates that would have helped me secure civilian career and make much more money, but due to military politics that was denied to me. The transition assistance was complete shit back in 2014, the only thing I learned was that I could either go try out to be a police officer or border patrol agent. Due to my disabilities, neither are an opportunity for me.
31. It doesn't do anything for you if you ETS and take the SFL-TAP in a place you're not staying. It's horseshit and doesn't do anything. It's a waste of money and does absolutely nothing.
32. It is not designed for those who were a career Soldier, it seems more for those who were a one or two term Soldier.
33. It might be useful for low-paying/manual jobs; difficult to get assistance for folks with higher education and/or experience

34. It was death by powerpoint, at the end of the day even qualified for doing jobs in the Army I found myself competing for the same positions and told that I did not qualify either for education or experience. So, why bother.
35. It was Never offered to me when I was released from Service
36. It was okay if you are looking for a non-professional position. Extremely lacking for officers.
37. It was very brief, not very detailed. More of a "check the boxes and you're done" type of thing. My ACAP process was extremely rushed so I did not get a chance to utilize the resume builder or any other professional development information classes that might have been available. I was also transitioning from soldier to mil spouse and that is a very different ballgame and not much information is really out there to help with that type of transition. A lot of the courses provided was not as useful for that, as it seemed like they were more focused on set plans and stability which, clearly, is not in the near- future of a military spouse.
38. It wasn't geared toward professional degrees
39. It wasn't helpful. It streamlined the process by only providing very general information about how hard the job hunt really is.
40. It's more of a classroom environment where students interviewed each other and felt silly doing it.
41. Keep applying no calls use Indeed and zip recruiter
42. Lack of Army programs available. Little cooperation between VA and Army furthering guidance counselor.
43. Lack of care and/or personnel to cover the amount of veterans in El Paso
44. Lack of information
45. My resume that they helped me build got me little to no interviews. I then went to a professional service and got three interviews right away.
46. No follow up counseling on progress, including none qualified experience and age discrimination
47. No one has ever reached out to me as a vet to help with that transition
48. No one stuck with me and helped me remember to stay on track. Mental/emotional/spiritual darkness is difficult to balance with a normal life of productivity.
49. No one to go to. No specific resources outlined.
50. No outreach was applied to getting employment
51. No transition when I got out.
52. Once you retire, it is hard to find assistance in El Paso
53. Other than the resume review, I didn't feel SLF Tap helped finding a job.
54. Out dated
55. PNTA
56. Poor information availability. No central website with local events.
57. Program did not have connections with industry employers (law firms)
58. Resume writing was exceptional but they worked on that mainly. Did not mention any of the many options that are available when transitioning.
59. Service members need to start 2+ years out to develop a good plan but are still being told to attend SFL-TAP 6 months out.
60. Sfl tap you have to complete so early that all the current job information becomes irrelevant once you do transition out. I was also in a unit that wanted to give me an article 15 for attending certain sfl tap trainings. After that, I could not make any further appointments for sfl tap.
61. Some of the information was incorrect regarding unemployment
62. Thank you and goodbye
63. The class was too short

64. The classes that I attended had too much information in a short time but it was through the military. it would be better to have a more drawn out program.
65. The information was out there but there is no network to engage the Veteran with the employers.
66. The military doesn't teach how to use like recruiters for companies
67. The program assists with resume writing etc., however, it does not cater to upper ranking Enlisted and Officers that have advanced degrees. More time need to be given to ensure all resumes meet civilian standards
68. The program doesn't start with helping veterans identify purpose and opportunities well suited for them that will provide long term stability. Most veterans change jobs several times in the first few years after separating because they didn't have a good plan for the future or awareness of the options available at separation. The variety of career options, employers, and veterans separating requires a large database and career specific counselors, perhaps veteran volunteers, that will need to be managed at a federal or state level. Local familiarity with national tools combined with counseling help, personality testing, job suitability testing, and peer coaching would help improve this issue.
69. The program I used was not as robust as it seems to be now. From what I have read, there have been advancements in this area
70. The program is group focused with no attention put into helping soldiers with disabilities. The 5 day workshop is focused on classes that have little to nothing to do with transitioning and the classes focus on everyone equally. I believe that the program should be separated by a transition category such as medical, 20+ year retirement, UCMJ discharge and ETS. each group has their own individual needs and cannot be met in a group environment with people who may not be interested in finding a job or going to school because of their rank etc.
71. The program should include resume writing workshops, photographers onsite to take headshots for LinkedIn photos (free of charge), interview prep seminars, and assistance with Building a LinkedIn. They should also allow headhunters to come in and at least present opportunities. The most difficult part of transitioning is translating your skills and getting that in front of an employer. Service Members are job ready, they just need help crossing the bridge.
72. The programs are good by military standards but they are not thorough enough to ensure we are successful in the civilian world. There should also be an evaluation of standard of living and mental maturity to ensure people are ready to reintegrate into the civilian world. This is especially needed for people who spend so much time in the military and the military lifestyle is all they know. It can be a hard transition.
73. The resume made during active duty TAP week had to be completely redone after trying to apply for work.
74. The resume writing class was not relevant to what employers actually want to see/read. It appeared that SFL-TAP not in-tune with current trends/needs in the work-force.
75. The SFL- TAP were extremely unfriendly and acted as if I was an inconvenience. I was still on active duty at the time, explained the situation and was told that I needed to use my home station services. This is not true, we can use any services. There was also a lack of understanding between the SFL-TAPs, when I inquired about the services available from Fort Riley to here, I was told to wait until I arrived at Fort Bliss then inquire. That made it too late to submit for several Fellowships and internships.
76. The TAP courses helped, sort of, in resume writing, but most of the personnel in my TAP course ended up using a professional resume writer.
77. The TXANG missed the boat on transition assistance. Outprocessing should have been a required and paid event. My transition out was and continues to be a struggle.



78. The work is trade work and not applicable to those that have higher degrees
79. There is a huge gap in pay and the civilian side doesn't care what you accomplished in while serving and they do not understand what any of it means
80. There is a lot more information that needs to be put out, I learned more from other veterans that are going through what I did that have helped me more. and I am helping other vets the same way I was helped
81. They did not provide enough information
82. They didn't help me find one
83. They do not explain what to keep as far as behavior and ethics when you leave service and they do not teach you how to remove military jargon
84. They hand out forms and send you away.
85. They rush a mass amount of Soldiers through a small period of time.
86. Too much information packed in a short period, and a false sense of optimism about the job market and employers' level of interest in hiring veterans.
87. Transition services at SFL TAP only give you insight and general information. Is fast and overwhelming
88. Units are mismanaging Soldiers transitional time.
89. UNITS DON'T ALLOW THE FULL EXPOSURE TO THE PROGRAM WHEN I WAS TRANSITIONING AND WHILE THEY PROVIDED GUIDANCE ON HOW TO LOOK, THEY DIDN'T ACTIVELY PARTICIPATE WITH ME IN FINDING A JOB.
90. Very little was explained at the time I EAS'd regarding Civilian job market .
91. When I left the military I already had a medical disability was not able to work.
92. When i was medically retired i didn't know what to do. I was confused and misguided
93. When I was transitioning out I was dealing with extreme depression and a toxic environment at my company . The mechanical nature of the transition and a lack of support hindered my ability to take advantage of programs and materials.
94. When separated from active duty in 1979, no such assistance. Even after returning, I self translated into civilian employment with other Marines, we did it on our own Best Help Is Self Help. I still apply it.
95. While completing the transition assistance program, the counselors told me that my resume was "awesome" and that "you should have no issues finding a job". I wound up applying for jobs that I had the skills for but not the education. After applying to almost every job that I knew I was capable of performing, I received more no answers than answers "no". Applications that read "English required; Spanish preferred" basically disqualified me due to my extremely limited Spanish language ability.
96. While SFL TAP tries to help, they just scratch the surface of what is needed, most of what a Veteran needs is self discovered.
97. Workforce Solutions Borderplex & TVC
98. You can absorb all of the information in a traditional classroom setting. I felt like the presenters lacked information, did not have answers, and seemed confused at times.



**Do you think the cost of living in the El Paso area is reasonable?**

	Frequency	Percent
Yes	835	74.6%
No	285	25.4%
Total	1120	100

**Please describe why you do not think the cost of living in El Paso is reasonable.**

**Free text responses were coded into the following categories:**

Competition with other high-need communities	3
Cost of insurance is too high (car, health, etc.)	5
Difficult with single income / being a single parent	5
Food, utilities and commodities (such as gas), are too high	38
Rent/home prices too high	45
Wages too low / limited employment opportunities	67
Taxes are too high	83
Total	216

**What do you consider to be the minimum hourly rate to provide a "living wage" for the El Paso area?**

	Number	Percent
\$10.00-14.99	338	30.3%
\$15.00-17.99	432	38.8%
\$18.00-20.99	179	16.1%
\$21.00-24.99	95	8.5%
\$25.00-29.99	39	3.5%
\$30.00 or more	31	2.8%
Total	1114	100.0%

**Are you considering leaving the El Paso area to find better employment?**

	Number	Percent
Yes	352	31.2%
No	776	68.8%
Total	1128	100.0%

**Are you considering leaving the El Paso area to find better employment?**

	<u>Yes</u>		<u>No</u>		Total
	Number	Percent	Number	Percent	
Less than \$10,000	21	50.0%	21	50.0%	42
\$10,000 - \$19,999	40	60.6%	26	39.4%	66
\$20,000 - \$29,999	39	44.3%	49	55.7%	88
\$30,000 - \$39,999	30	29.7%	71	70.3%	101
\$40,000 - \$49,999	39	34.2%	75	65.8%	114
\$50,000 - \$74,999	78	30.8%	175	69.2%	253
\$75,000 - \$99,999	41	27.9%	106	72.1%	147
\$100,000 or more	35	17.8%	162	82.2%	197
Prefer not to answer	26	23.2%	86	76.8%	112
Total	349		771		1120

**Please explain why you are considering leaving the El Paso area to find better employment.  
Free text responses were coded into the following categories:**

Better Employment Opportunities (Higher Wages / More Growth)	192
Less Competition for Jobs for Non-Bilingual Workers	38
Other	37
Lower Taxes	24
More Employment / Support Opportunities for Veterans	13
More Affordable Communities	9
Less Much Nepotism in Job Market	9
Live Closer to Family	6
More Opportunities for People of Color	2
Total	328

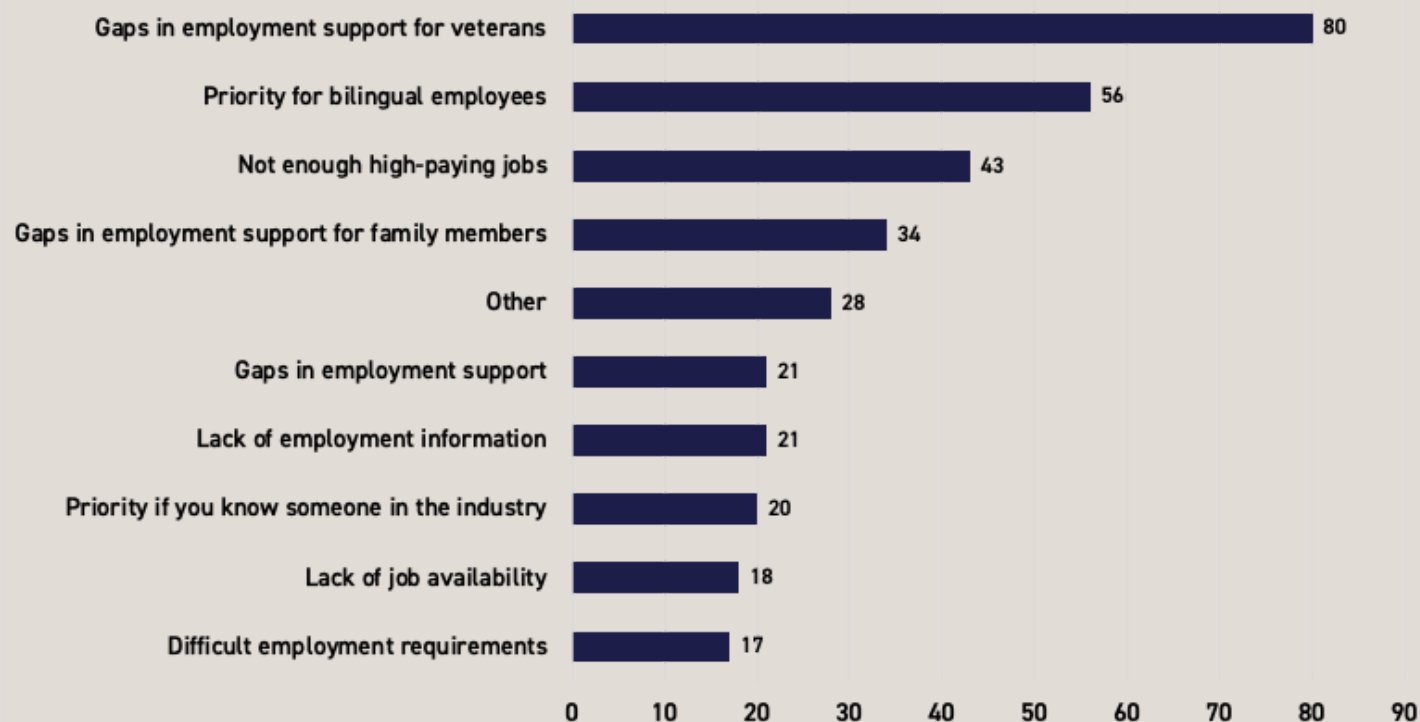
**Is availability of affordable childcare a barrier for either you or your spouse/partner in securing or maintaining employment?**

	Number	Percent
Yes	143	13.1%
No	947	86.9%
Total	1090	100.0%

**Please explain how availability of childcare is a barrier for you or your spouse in securing or maintaining employment. Free text responses were coded into the following categories:**

Cost of child-care too high	54
Low quality of child-care	15
Unable to access childcare due to barriers	12
Time (full-time job/student)	12
Other	8
Resources (job availability, veteran assistance, disability)	7
No preference for Veterans	3
Need more time	2
Total	113

### Top Gaps in Employment Services



**Do you feel there are any gaps in the El Paso area's current employment services?  
Free text responses were coded into the following categories:**

	Number
Difficult employment requirements	17
Lack of job availability	18
Priority if you know someone in the industry	20
Lack of employment information	21
Gaps in employment support	21
Other	28
Gaps in employment support for family members	34
Not enough high-paying jobs	43
Priority for bilingual employees	56
Gaps in employment support for veterans	80
Poor communication between employers and employees	15
Priority for younger and abled employees	14

Gaps in employment support for service members	10
El Paso's geographic isolation/location of jobs	4
Gaps in services for caregivers	3
Limited childcare services	3
Employment support for single parents	1
Limited medical services	1
Total	389

## Essential Services

**What is your primary form of transportation? Please select one option.**

	Number	Percent
Personally owned vehicle (A vehicle operated by you, a friend, or a family member)	997	96.3%
Public transportation (MetroBus, MetroAccess, MetroRail, MetroRapid, and/or MetroExpress)	20	1.9%
Ridesharing service (such as Uber, Lyft)	4	0.4%
Bicycle	2	0.2%
Walking	12	1.2%
Total	1035	100.0%

### Zip Codes of Respondents with Moderate and High Need for Transportation

<u>Moderate Need</u>		<u>High Need</u>	
Zip Code	Number	Zip Code	Number
79904	1	7736	1
79838	2	79838	1
79849	1	79901	5
79901	3	79902	2
79902	2	79904	3
79904	3	79905	2
79905	1	79907	3
79907	2	79912	7

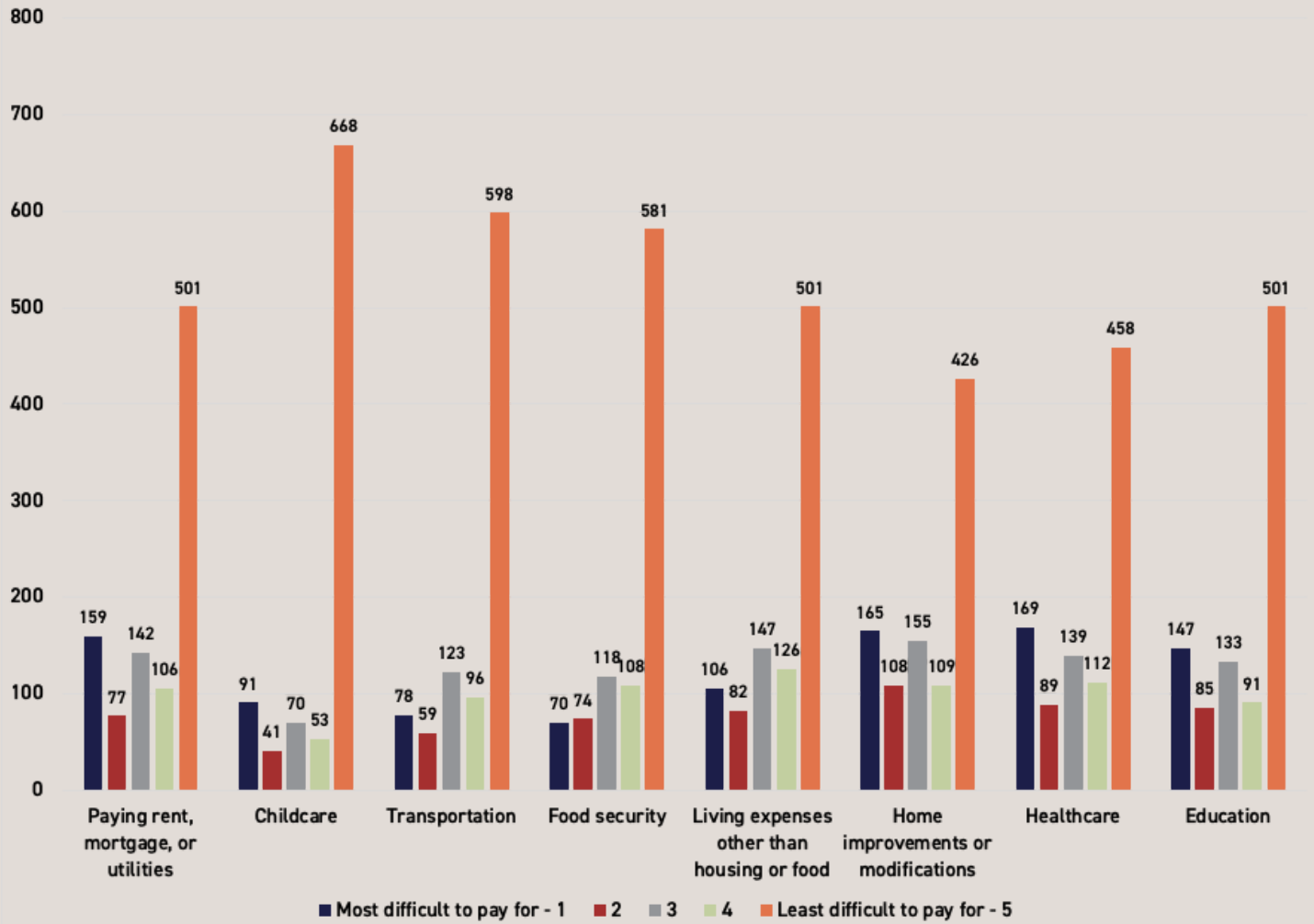
79912	5	79915	2
79912-7257	1	79924	12
79915	1	79925	5
79924	11	79928	7
79925	6	79930	3
79927	1	79932	6
79928	6	79934	5
79930	5	79935	1
79932	2	79936	10
79934	12	79938	11
79934-4116	1	79946	1
79935	3	88001	1
79936	10		
79938	18		
79938-9003	1		
88081	1		

**Please describe any current gaps in El Paso area's Essential Services (food, clothing, financial support, child care, etc.)**

Childcare accessibility	35
Essential service information accessibility	31
Food accessibility	29
Veteran recognition and support	26
Financial aid accessibility	22
Essential service accessibility	19
Support for military family members	18
Other	18
Support for people experiencing homelessness	11
Housing assistance accessibility	8
Transportation	8

Utility payment assistance	6
Support for disabled people	5
Healthcare accessibility	4
Employment support and accessibility	4
Caregiver accessibility and assistance	3
Clothing accessibility	3
Mental health help	3
Support for service members	3
Taxes are too high	3
Support for elderly people	1
Support for recently incarcerated people	1
	261
Total	

## Difficulty in Paying for Essential Services





## Health Care Services

**Has a licensed health care professional diagnosed you with a service-connected injury?**

	Number	Percent
Yes	619	68.7%
No	282	31.3%
Total	901	100.0%

**Have you been able to obtain treatment for your health condition(s)?**

	Number	Percent
Yes	580	89.2
No	70	10.8
Total	650	100

**Where have you obtained most of your health care for your health condition(s)?**

	Number	Percent
VA health care facility	351	60.6
Civilian health care facility	112	19.3
DoD health care facility	100	17.3
Other:	16	2.8
Total	579	100

**Where have you obtained most of your health care for your health condition(s)? - Other: Text entries**

	Number	Percent
All of the above	1	0.1
And the VA	1	0.1
Both DoD & Civilian care facility	1	0.1
Both equal	1	0.1
Both VA and outside healthcare	1	0.1
Cardiac and pulmonary all have been on the local economy.	1	0.1
Civilian drs on referral from the va	1	0.1
Community Care Program	1	0.1

DoD and VA	1	0.1
Private Healthcare professionals and being stubborn about VA admitting it. 5+ years in VA and they finally admit carpal tunnel on right wrist despite me bringing it up when stationed in Korea.	1	0.1
VA Community Choice	1	0.1
William Beaumont Army Medical Center	3	0.3
Total	14	2.4

**Have you been satisfied with your current health care support?**

	Number	Percent
Yes	438	76
No	141	24
Total	579	100

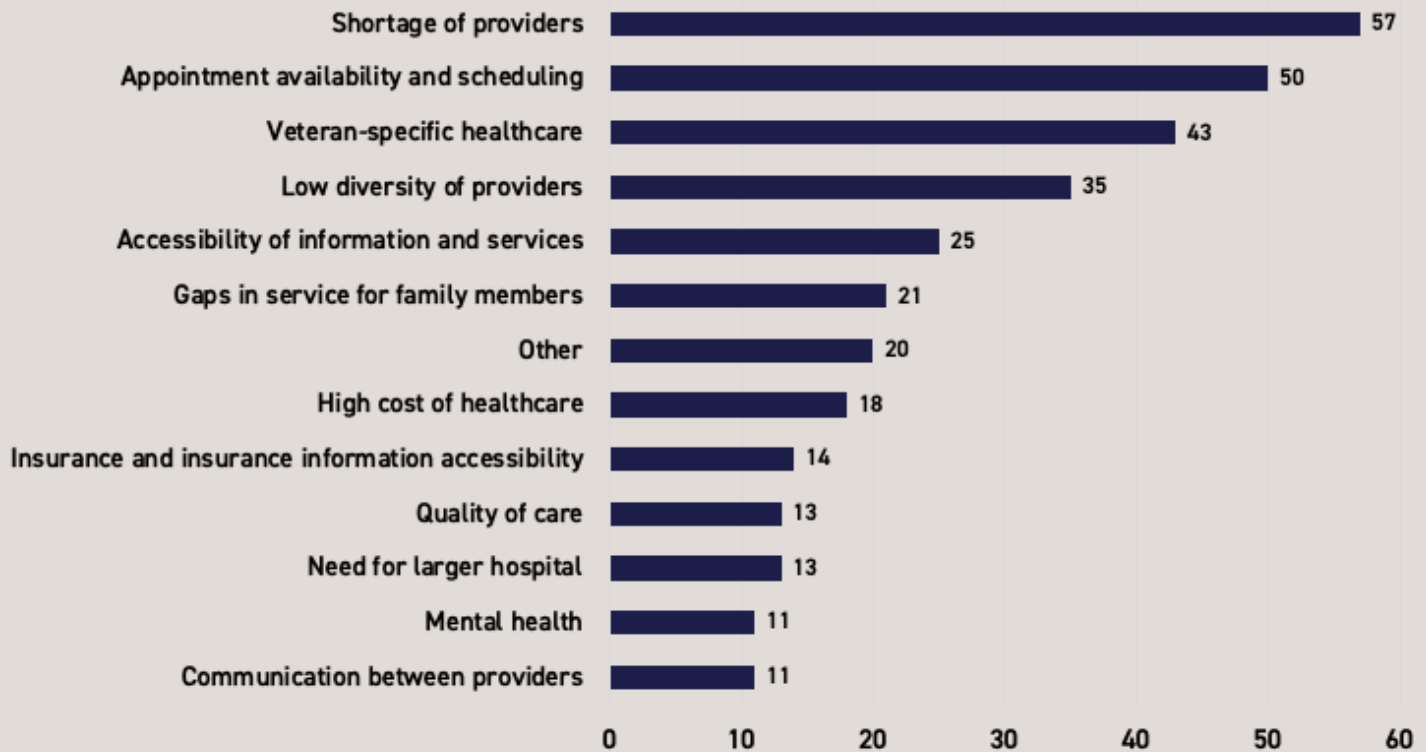
**Do you face any challenges getting to your appointments?**

	Number	Percent
Yes	156	27
No	419	73
Total	575	100

**Do you feel there are any gaps in the El Paso area's current health care services?**

	Number	Percent
Yes	462	44.2
No	583	55.8
Total	1045	100

## Gaps in Healthcare Services



**During the past 12 months, have you used women's health care services (for pap smears, prenatal care or other women's healthcare services) from VA or other providers?**

	Number	Percent
Yes	152	48.6
No	161	51.4
Total	313	100

**During the past 12 months, have you received women's health care services at any of the following?**

### **A primary care clinic at a VA facility**

	Number	Percent
Yes	70	23.4
No	229	76.6
Total	299	100

**A women's health clinic or gynecology clinic at a VA facility**

	Number	Percent
Yes	64	21.2
No	238	78.8
Total	302	100

**Any provider or facility outside VA, but paid for by VA**

	Number	Percent
Yes	56	18.7
No	244	81.3
Total	300	100

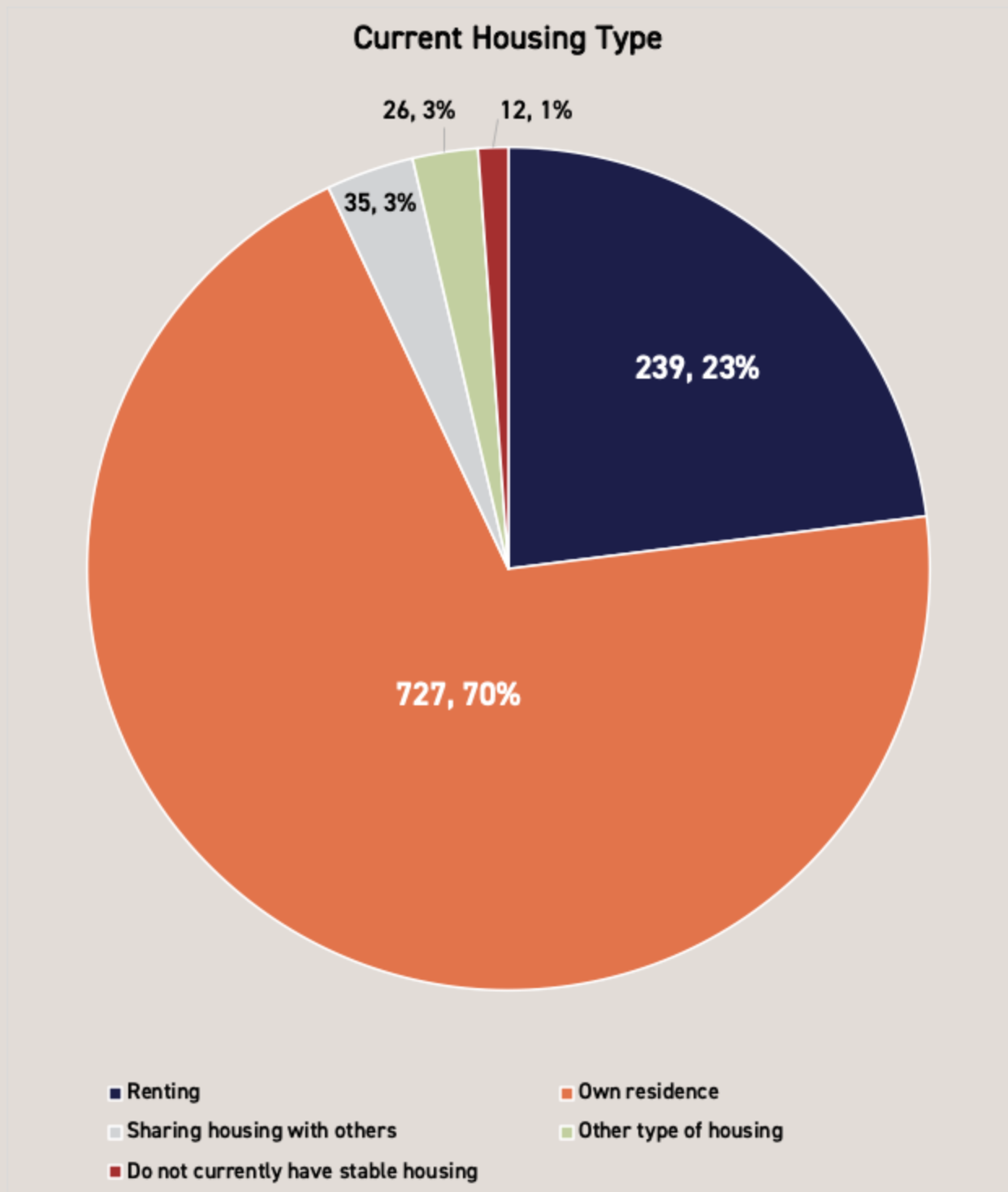
**Any provider or facility outside VA, not paid for by VA**

	Number	Percent
Yes	103	34.2
No	198	65.8
Total	301	100

**Any women's health care provider or gynecology clinic outside VA, not paid for by VA**

	Number	Percent
Yes	98	32.6
No	203	67.4
Total	301	100

# Housing and Homelessness



**Do you feel you are at risk of losing your current type of housing within the next 6 months?**

	Male	Female
Yes	77 (10.7%)	28 (8.9%)
No	640	244
Total	717	312

**Why do you feel you are at risk of losing your current type of housing within the next 6 months?**

	Number	Percent
Can't afford property taxes	10	9.6
Can't afford maintenance (i.e. plumbing, heating/cooling, etc.)	8	7.7
Can't afford utilities	7	6.7
Lack of stable income	50	48.1
Other - please specify:	29	27.9
Total	104	100

**Why do you feel you are at risk of losing your current type of housing within the next 6 months? - Other, Text Response:**

1. All of the above
2. Amount of costly monthly apartment payments
3. Business taxes and utilities are killing us.
4. can not do maintenance myself
5. Can't afford mortgage
6. Deed owner may have house foreclosed on; planning on moving
7. Every cent is accounted for. If an emergency were to happen and we had to shift money to fix the car, we would not have any left for rent.
8. Home owner solvency
9. I don't always like the attitude of one of the landlords.
10. I think my friend wants her guest room back after 3+ years....
11. If I miss one paycheck, I am in trouble
12. in laws are in the process of a divorce and will most likely sell their home
13. Issues with relative
14. Lack of stable income and property taxes are way to high
15. lost his pay, cannot afford payments and utilities on my own pay
16. Mental and spiritual states are in constant struggle to remain stable

17. My illness sometime makes me think I could lose my job
18. My landlord doesn't agree that my dog is a service dog
19. Oil is low so they might layoff people.
20. On Business property
21. RENT KEEPS GOING UP, UP, UP
22. Service animal
23. the mortgage is \$900 a month
24. Unemployment
25. Unemployment city wide
26. Will lose the availability of the room that I am renting

**If you do not have stable housing, please describe your current living situation.  
Please check all that apply:**

Living in a shared house/apartment (e.g., I have housemates/roommates)	2
Living with family	3
Living with extended family and/or friends (more than 1 year)	1
Living with partner, lover and/or spouse	2
Temporarily staying with friends and/or relatives (less than 1 year)	2
Homeless shelters (emergency or transitional)	3
Car, outside/street, abandoned/vacant building	2
Other (i.e. cooperatives, communes, etc.) - please describe:	1
Prefer not to answer	1

**Are you currently or have you ever experienced homelessness at any time? By homelessness, we mean were you living on the street, in a shelter, temporarily staying with friends/family or living in a care or abandoned/vacant building?**

	Number	Percent
Yes, currently	2	16.7
Yes, in the past	8	66.7
No	2	16.7
Total	12	100

**How long have you been experiencing homelessness?**

	Number	Percent
More than one year	1	50
Prefer not to answer	1	50
Total	2	100

**How many times have you experienced homelessness since you were separated from service?**

	Number	Percent
More than 5 times	4	40
2-5 times	6	60
Total	10	100

**What is the longest you have ever experienced homelessness in the past, in a single instance? Please list the number of months:**

	Number	Percent
List number of months:	6	75
Don't remember	2	25
Total	8	100

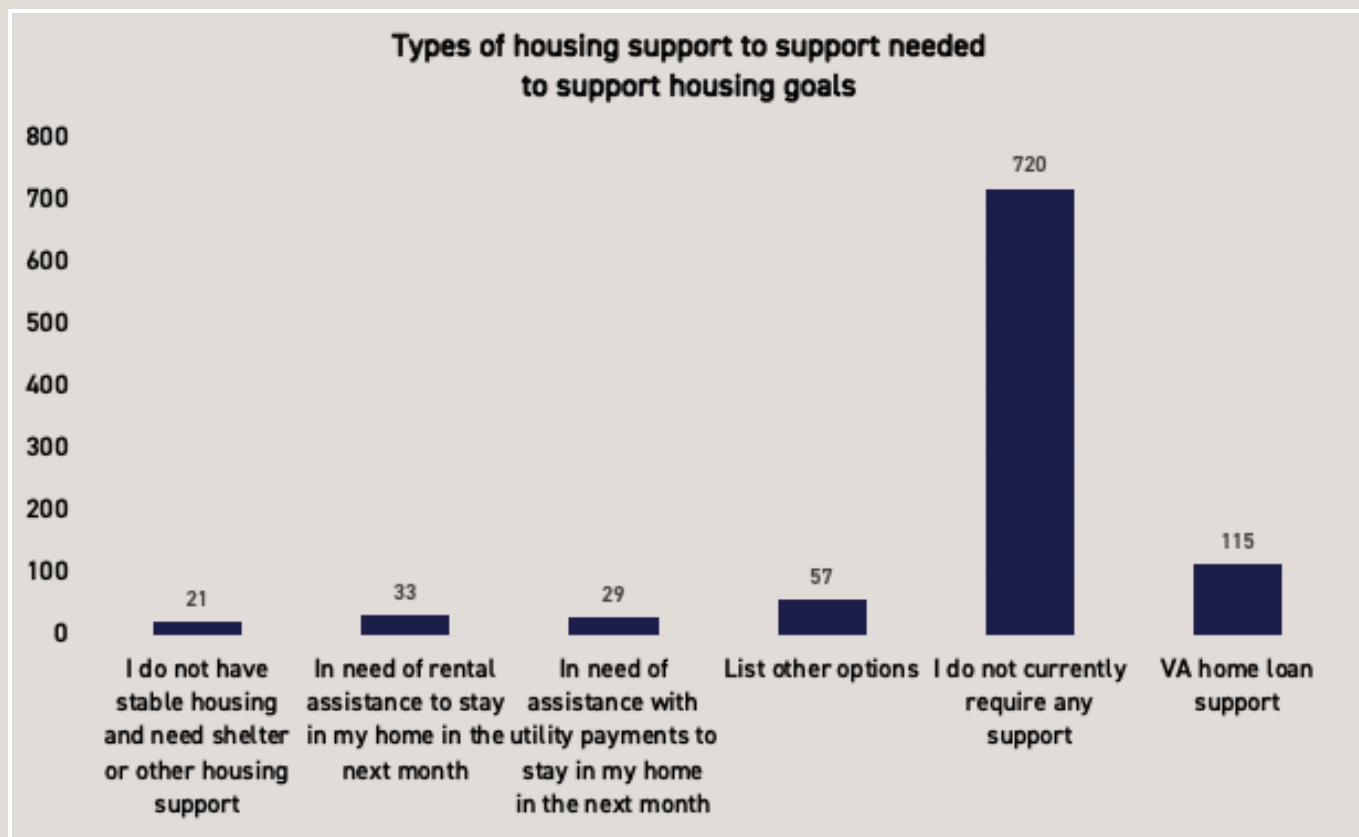
**What is the longest you have ever experienced homelessness in the past, in a single instance? Please list the number of months:**

Months	Number
15	1
6	2
6	1
7	1
24	1



**What is the total number of months you have ever experienced homelessness (if you have experienced homelessness more than once)?**

Months	Number
Don't remember	2
28	1
30	1
6	1
6	1
7	1
72	1
80	1
18	1



**What types of housing supports do you currently need to support your housing goals? - List other options:**

1. A caregiver that I can trust because I know they care about me without a paycheck.
2. A ramp into the house/ from baths to showers
3. Assistance in the modification of the bathrooms, windows and entrances in my home
4. Assistance with keeping up with maintenance inside and outside of the home
5. Assistance with utilities
6. Better pay
7. Debts
8. Employability
9. General repair help because of being 100% disabled
10. handicap access for my house
11. Help with payments
12. help with yard, house cleaning
13. Home improvement
14. home improvement loan but cant afford
15. Horse needs fixing
16. HUD VASH
17. I Need help
18. I also have a problem with utilities and getting them put in my own name due to a back bill
19. I am staying in military housing as a retiree
20. I need a paved driveway
21. I need employment
22. I want to purchase a house to live on my own instead with others
23. I'm Okay for now. thank God.
24. I've exhausted my options
25. increasing property taxes are getting out of hand, hurt investments, hurt owners, and renters
26. Job assistance
27. Job assistance so I can pay for my home and living expenses once my education stipends expire
28. Looking for long term assistance
29. Lower taxes
30. maintenance/repairs of home
31. Maintenance
32. money to pay my mortgage
33. N/A
34. Need funds for home repairs.
35. Need new roof, cannot afford due to paying for children out of state tuition
36. Options offered to veterans in general
37. Possible modifications due to my MS
38. Property tax
39. Property tax discounts for vets
40. Purchase of an as-is house and then funding to fix errors and bring it up to code.
41. Refinance
42. Refinancing my home
43. remodeling home costs

- 44. small maintenance
- 45. Sometimes with utilities
- 46. Va loan refinancing services
- 47. veteran based loan companies
- 48. Would like to get back home i.e NYC but can not afford to live in the area.

**What types of housing supports have you received in the El Paso area in the last year? Please select all that apply:**

None	814
First Time Home Buyer Program	21
Salvation Army Rental Assistance	3
Project Army Rental Assistance	1
Project Amistad Rental Assistance	7
Project Bravo	6
YWCA Rental Assistance	1
Elks Club	2
American GI Forum	6
Veteran Service Organization (VFW, DAV, etc.)	17
Down Payment Assistance Program	7
HUD VASH	4
Section 8	5
DV - Property Tax discounts	1
Habitat for humanity	1
homeless	1
I didn't know of 95% of these services.	1
I receive Section 8 through the hud-vash program at the VA	1
live with mom	1
My solar system is initially ineffective and inefficient	1
not in the last 14 months but I did get help from AMISTAD over a year ago and speaking w/ them now	1
Project ayuda	1
Reaching out to other states or other organizations for grants to help	1
Taxes reduction for 1st 2 years	1
Texas D.H.S	1

Tx veteran land board	1
VA home loan	3
VTLC	1
Zero property taxes on hundred percent disabled Veterans owned business in El Paso Texas	1

## Gaps in Housing

**Do you feel there are any gaps in the El Paso area's current housing and homelessness services?**

	Number	Percent
Yes	404	40
No	607	60
Total	1011	100

## Gaps Identified

Lack of Childcare	5
Lack of Sufficient Pay / Employment	6
Lack of Gender-Specific Housing	7
Lack of Healthcare Supports (mental/physical)	7
Limitations & Barriers to Existing Shelter / Affordable Housing (no access for families, service animals, or unsafe/unclean facilities)	9
Lack of Transportation	9
Taxes Too High	10
Threshold to Receive Support is too High / Too Many Hurdles for Those Seeking Support	12
Lack of Availability/Access to Food Pantries / Affordable Food	13
Other	28
Lack of Information on Available Resources	31
Too Many Homeless Vets	33
Lack of Availability/Access to Veteran-Specific Resources	66
Lack of Options (or Accessibility) to Shelter / Affordable Housing	100
Total	336

## Justice Involved and Legal Services

22.9% of respondents (n=992) reported they felt there was a gap in legal services available in El Paso.

27.9% of 1006 respondents indicated they had been involved in legal proceedings that required that they obtained legal counsel.

Only 15 (1.7%) of respondents have been involved with a veteran treatment court. Five of these completed the program, three did not complete and 4 were not selected for the program.

22 (2.6%) of 833 respondents had received veteran-focused legal services from the El Paso community. Of these, 11 reported that the outcome of the proceedings was 'very fair', four reported 'fair', four reported 'neutral', and three reported they were 'unfair.'

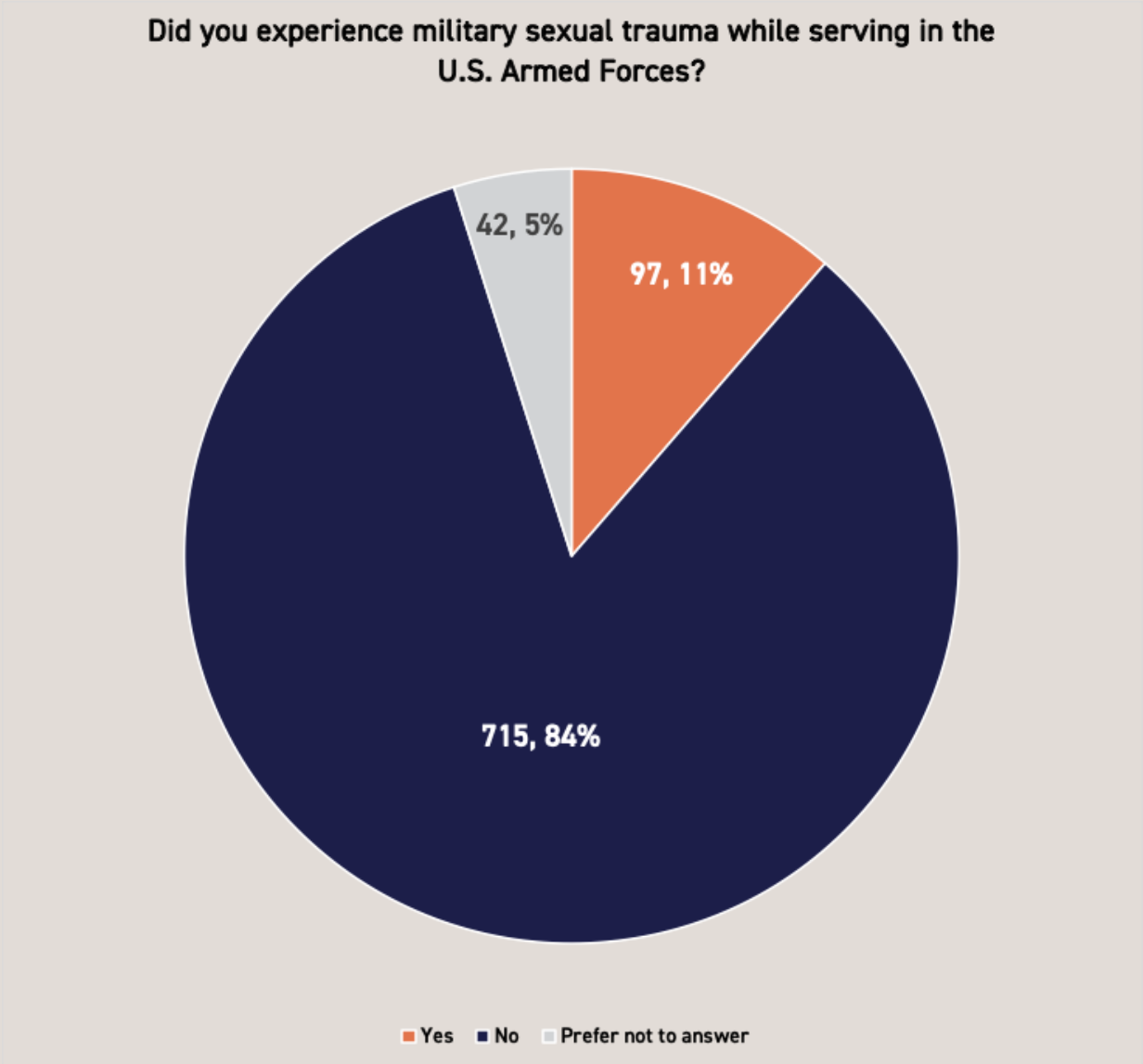
For those who had interacted with the El Paso legal system more than once, they were asked to describe their perception of the outcome of those proceedings:

- Due to making too much money, which is far from the case for me, I was unable to get free legal help
- FAMILY COURTS BIASED TOWARDS MEN/FATHERS. THE SYSTEM IS CORRUPT FROM ATTORNEYS TO JUDGES.
- Free Legal Assistance under the 346'th District Court Veterans Treatment Court.
- good
- I decline to answer.
- I was found innocent.
- It was stressful, but ultimately positive.
- Too harsh of penalties for substance abuse.

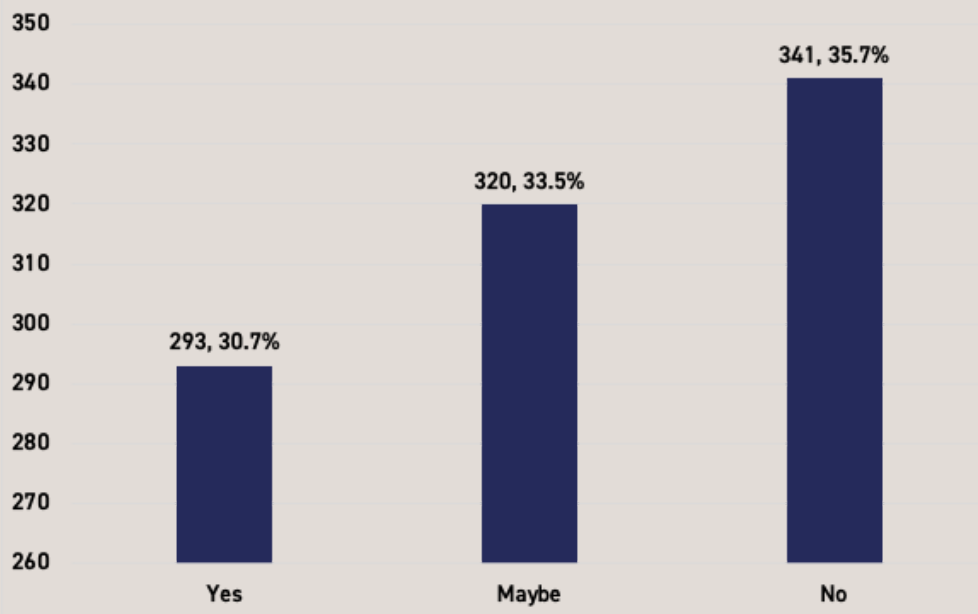
Mental Health

Level of need for assistance with Mental Health Services by Gender

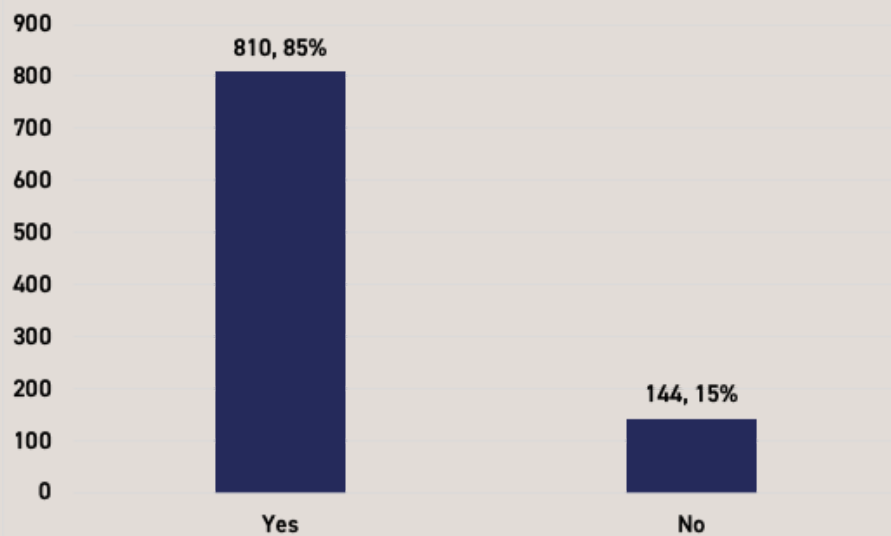
	No Need	Low Need	Moderate Need	High Need	Total	Percent of Total in Moderate to High Need
Male	411	88	152	124	775	35%
Female	191	52	64	67	374	35%



**Would you consider Telehealth and/or Telemedicine services (services via electronic information and telecommunication technologies) as a way to access treatment for your mental health needs?**



**Do you have access to the needed technology to receive care using Telehealth (such as smartphone/tablet/computer, internet, and headphones)?**



## Post-Traumatic Stress Disorder (PTSD)

**While serving in the U.S. Armed Forces, did a licensed health care professional diagnose you with Post-Traumatic Stress Disorder (PTSD)?**

	Number	Percent
Yes	229	26.7%
No	628	73.3%
Total	857	100.0%

**After discharge from the U.S. Armed Forces, did a licensed health care professional diagnose you with Post-Traumatic Stress Disorder (PTSD)?**

	Number	Percent
Yes	79	13.4%
No	510	86.6%
Total	589	100.0%

**Has a licensed healthcare professional diagnosed you with Post-Traumatic Stress Disorder (PTSD)?**

	Number	Percent
Yes	42	19.5%
No	173	80.5%
Total	215	100.0%

**Have you been able to obtain treatment for Post-Traumatic Stress Disorder (PTSD)?**

	Number	Percent
Yes	264	82.0%
No	58	18.0%
Total	322	100.0%



**What obstacles have you faced in seeking treatment for Post-Traumatic Stress Disorder (PTSD)? Please select all that apply:**

	Number	Percent
Feeling uncomfortable	35	14.0%
Fear of seeking services	28	11.2%
Transportation issues	6	2.4%
Long wait-list for services	28	11.2%
Inconsistent treatment	26	10.4%
Conflicting personal/work schedule	18	7.2%
Fear that treatment might bring up painful or traumatic memories	22	8.8%
Uncomfortable with existing resources	15	6.0%
Limited treatment options	20	8.0%
Not aware of treatment options	20	8.0%
Thoughts that you would be seen as weak for seeking services	19	7.6%
Childcare needs	6	2.4%
Language barrier	1	0.4%
Other - please describe:	6	2.4%
<ol style="list-style-type: none"> <li>1. After 1 year; still awaiting a confirmation appointment from the VA</li> <li>2. No concern from mental health</li> <li>3. Professionals with an online degree pretending to know how to fix without ever understanding experiences</li> <li>4. Registration stated I make too much money so i am ineligible</li> <li>5. Services offered did not provide sufficient means to heal me but rather would have further damaged me in other ways without anyone thinking it is wrong.</li> <li>6. These services were not offered between my service periods of 1988-1996</li> </ol>		

**Please list the services you have utilized for Post-Traumatic Stress Disorder (PTSD) treatment in the El Paso community:**

VA	66
Counseling	47
Medical	27
Other	22
Psychiatry	18
Behavioral health	11
Mental health services	10
Peer groups and group therapy	8
Steven A. Cohen Clinic	7
Fort Bliss	6
Texas Tech	5
DoD	3
Telemedicine	3
EMDR therapy	2
Active duty	2
Social work	2
MST therapy	1
Total	240

## Traumatic Brain Injury

**While serving in the U.S. Armed Forces, did you experience a Traumatic Brain Injury (TBI)?**

	Number	Percent
Yes	159	18.7%
No	692	81.3%
Total	851	100.0%

**While serving in the U.S. Armed Forces, did a licensed healthcare professional diagnose you with a Traumatic Brain Injury (TBI)?**

	Number	Percent
Yes	84	9.9%
No	761	90.1%
Total	845	100.0%

**After discharge from the U.S. Armed Forces, did a licensed healthcare professional diagnose you with a Traumatic Brain Injury (TBI)?**

	Number	Percent
Yes	30	4.2%
No	688	95.8%
Total	718	100.0%

**Has a licensed healthcare professional diagnosed you with a Traumatic Brain Injury (TBI)?**

	Number	Percent
Yes	8	3.9%
No	195	96.1%
Total	203	100.0%

**Have you been able to obtain treatment for Traumatic Brain Injury (TBI)?**

	Number	Percent
Yes	75	63.6%
No	43	36.4%
Total	118	100.0%

**What obstacles have you faced in seeking treatment for Traumatic Brain Injury (TBI)? Please select all that apply:**

	Number	Percent
Feeling uncomfortable	19	13.3%
Fear of seeking services	11	7.7%
Transportation issues	4	2.8%
Long wait-list for services	16	11.2%
Inconsistent treatment	10	7.0%
Conflicting personal/work schedule	18	12.6%
Fear that treatment might bring up painful or traumatic memories	13	9.1%
Uncomfortable with existing resources	14	9.8%
Limited treatment options	11	7.7%
Not aware of treatment options	11	7.7%
Thoughts that you would be seen as weak for seeking services	8	5.6%
Childcare needs	3	2.1%
Other - please describe:	5	3.5%
1. Bad diagnosis		
2. I was told by the VA that I experienced a TBI, but I do not have a TBI, so I was given a 0% rating and nothing has happened since		
3. Records not in VA system		
4. Registration states i am ineligible , stated i make too much money		
5. TBI was diagnosed as mild seek treatment if needed...treated for both symptoms- Ptsd and migraines/headaches...I'm good...		

## Depression and/or Anxiety

**While serving in the U.S. Armed Forces, did a licensed healthcare professional diagnose you with depression and/or anxiety?**

	Frequency	Percent
Yes	298	35.2%
No	549	64.8%
Total	847	100.0%

**After discharge from the U.S. Armed Forces, did a licensed healthcare professional diagnose you with depression and/or anxiety?**

	Frequency	Percent
Yes	125	24.5%
No	385	75.5%
Total	510	100.0%

**Has a licensed healthcare professional diagnosed you with depression and/or anxiety?**

	Frequency	Percent
Yes	83	41.5%
No	117	58.5%
Total	200	100.0%

**Have you been able to obtain treatment for depression and/or anxiety?**

	Frequency	Percent
Yes	392	83.6%
No	77	16.4%
Total	469	100.0%

**What obstacles have you faced in seeking treatment for Traumatic Brain Injury (TBI)? Please select all that apply:**

	Number	Percent
Feeling uncomfortable	39	16.0%
Fear of seeking services	27	11.1%
Transportation issues	7	2.9%
Long wait-list for services	28	11.5%
Inconsistent treatment	26	10.7%
Limited treatment options	26	10.7%
Conflicting personal/work schedule	22	9.0%
Fear that treatment might bring up painful or traumatic memories	17	7.0%
Uncomfortable with existing resources	18	7.4%
Not aware of treatment options	5	2.0%
Thoughts that you would be seen as weak for seeking services	23	9.4%
Childcare needs	5	2.0%
Language	1	0.4%

## **Other Mental Health**

**While serving in the U.S. Armed Forces, did a licensed healthcare professional diagnose you with any other mental health condition?**

	Number	Percent
Yes	7	0.4
No	12	0.7
Total	19	1.1

**While serving in the U.S. Armed Forces, did a licensed healthcare professional diagnose you with any other mental health condition? - Yes - Please describe: - Text**

	Number	Percent
Addiction	1	0.1
ADHD-I	1	0.1
Other	1	0.1
PTSD	1	0.1
PTSD anxiety depression	1	0.1
PTSD, MDD with psychotic features	1	0.1

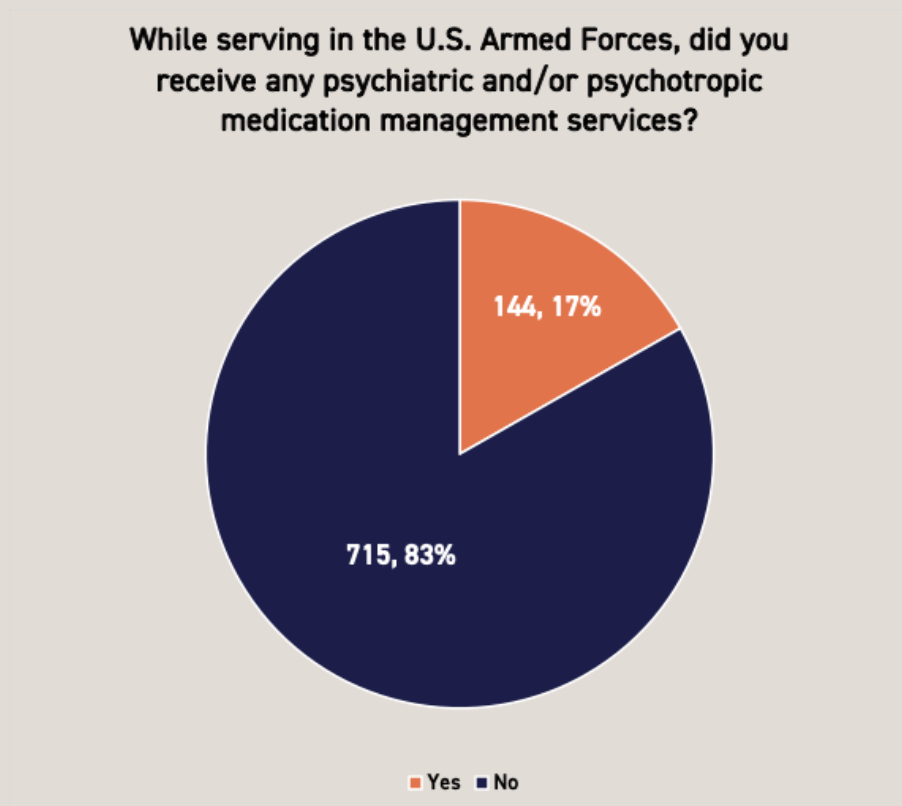
**After discharge from the U.S. Armed Forces, did a licensed healthcare professional diagnose you with any other mental health conditions?**

	Number	Percent
Yes - please specify/describe:	122	7.2
No	671	39.7
Total	793	46.9

**After discharge from the U.S. Armed Forces, did a licensed healthcare professional diagnose you with any other mental health conditions? - Yes - please specify/describe:**

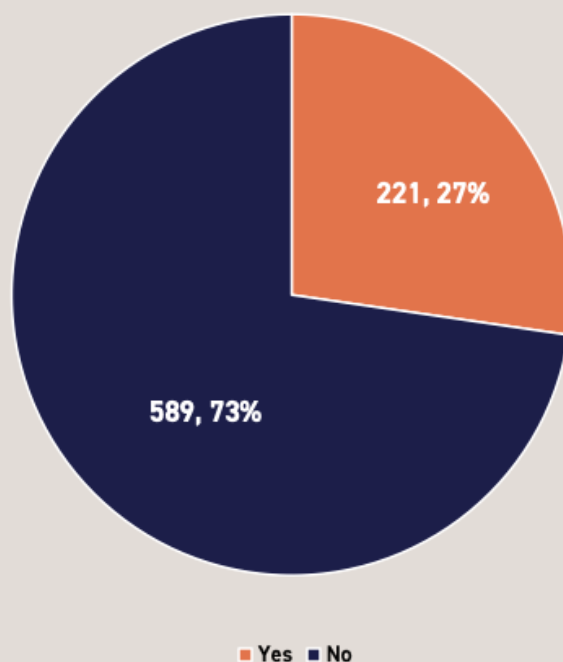
	Number
Anxiety	19
Depression	19
Other	17
PTSD	10
Bipolar disorder	7
Sleep disorder	7
Military sexual trauma	5
Adjustment disorder	4
Borderline personality disorder	4
ADHD	3
Anger	3
Cognitive impairment	3

Obsessive compulsive disorder	2
Panic disorder	2
Schizophrenia	2
Seasonal affective disorder	1

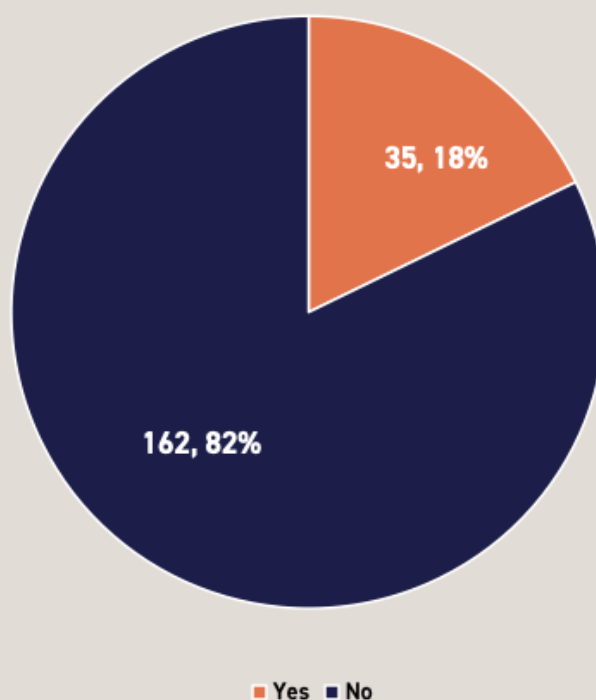




**After discharge from the U.S. Armed Forces, did you receive any psychiatric and/or psychotropic medication management services?**

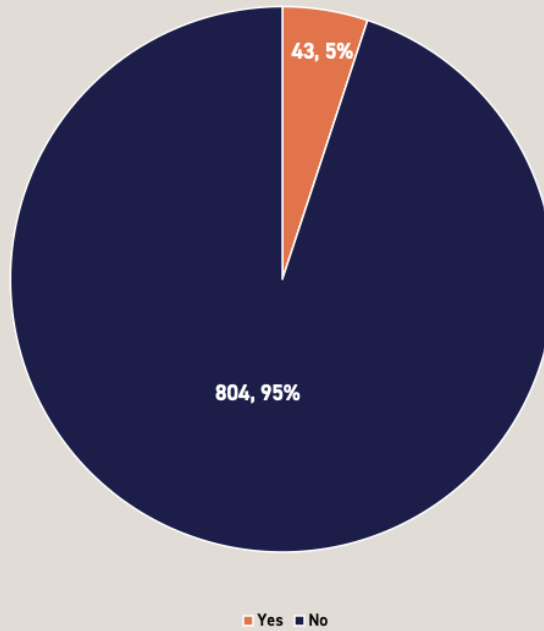


**In the past, have you received any psychiatric and/or psychotropic medication management services?**

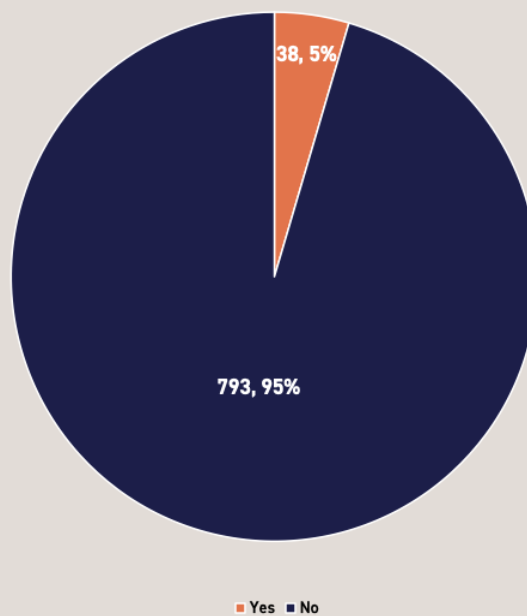


## Substance Abuse and Addiction

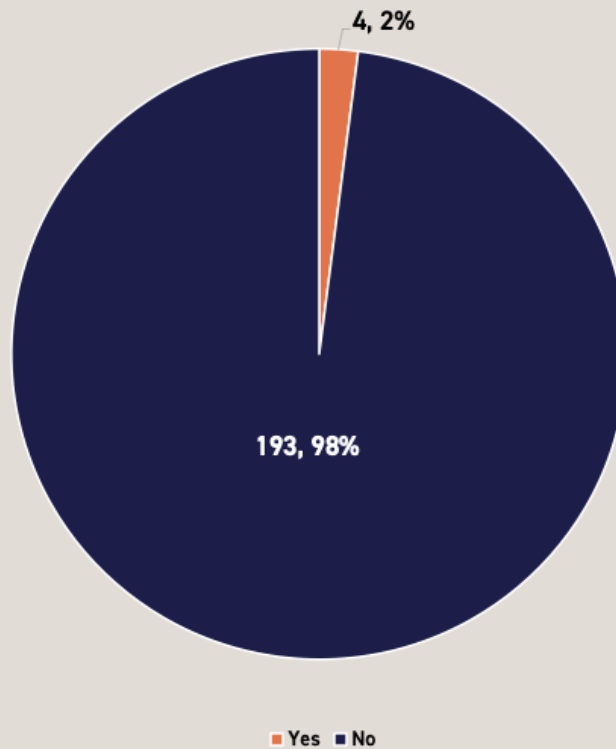
While serving in the U.S. Armed Forces, did a licensed healthcare professional diagnose you with a substance use disorder?



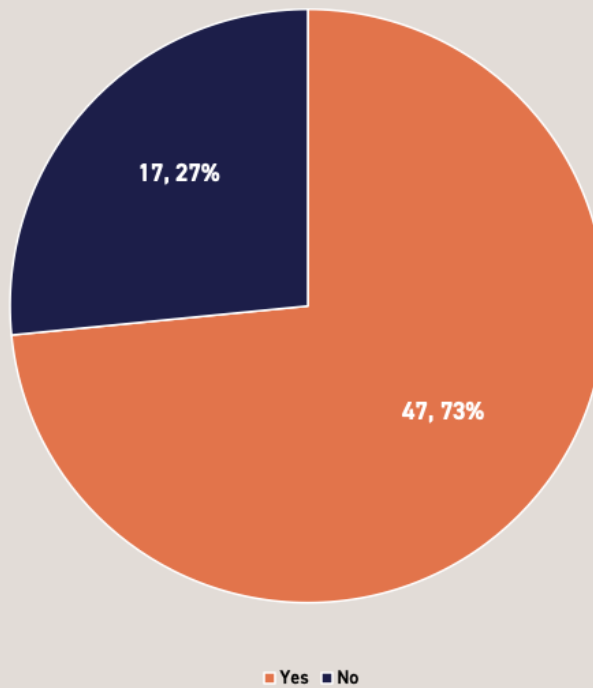
After discharge from the U.S. Armed Forces, did a licensed healthcare professional diagnose you with a substance use disorder?



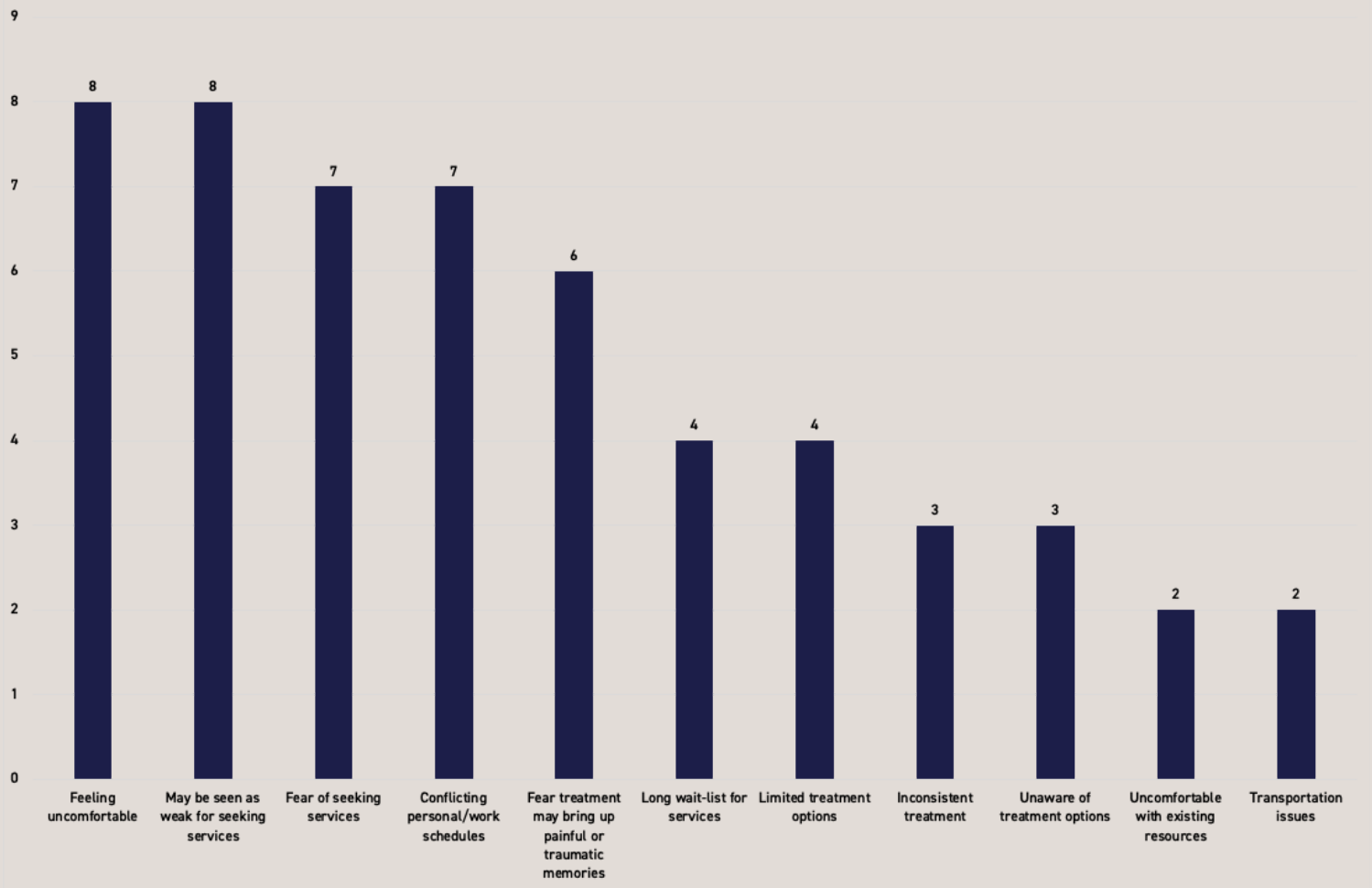
**Has a licensed healthcare professional  
diagnosed you with a substance use disorder?**



**Have you been able to obtain treatment for your substance  
use disorder?**



Obstacles Faced in Seeking Treatment Options for Substance Abuse Disorder



## **Veteran Entrepreneurship**

### **Do you currently operate your own small business?**

	Number	Percent
Yes	87	8.8
No	904	91.2

### **How interested are you in starting your own small business?**

	Number	Percent
Not at all interested	366	40.5
Not very interested	90	10
Neutral	142	15.7
Somewhat interested	172	19
Very interested	133	14.7
Total	903	100

### **Have you sought support in the El Paso area for small business development support?**

	Number	Percent
Yes	57	14.7
No	332	85.3
Total	389	100

### **Have you received support for small business development?**

	Number	Percent
Yes, in the past	26	45.6
Currently receiving support	5	8.8
No	26	45.6
Total	57	100

**Please describe the support (organization and type of assistance) you have received or are currently receiving (i.e. organization and type of assistance):**

1. Asked for a SBA loan was not followed up with after
2. Donations from local businesses and individuals
3. EL PASO COMMUNITY COLLEGE
4. EPCC small business development center
5. Establishing my LLC
6. how to operate your own business, what u need in a business plan
7. HUB for Human Innovation
8. I have been to Boots to Business Re-boot and other SBA and Chamber of Commerce (Including the Spanish Chamber) training and sponsored events.
9. I have received support from the Small Business Development Center and SCORE with small business plan development and marketing.
10. Mentorship during forums
11. Networking Groups (civilian business networking)
12. previous assistance from the Texas SCORE branch in el paso
13. PTAC at EPCC, looking for grant opportunities and government funding.
14. Received mentoring from the SCORE program.
15. SBA Loan
16. SBA, COC
17. SBDA and EPCC
18. SCORE Small Business Development - 2
19. Seminars meetings with counselors
20. They were not helpful, SBA
21. TVC Program
22. VETERAN SBA
23. Veterans Business Association, SBA, SCORE and the Greater El Paso Chamber of Commerce provided mentorship, and help with planning and implementation of the business
24. Veterans One-Stop
25. Veterans organizations

## What type of business are you seeking support for?

	Number	Percent
Retail	51	16.1%
Farming	11	3.5%
Technology	25	7.9%
Education	18	5.7%
Construction	14	4.4%
Other:	198	62.5%
A bar	1	0.1
Adult Daycare	1	0.1
An auto shop is my first choice with a food truck second	1	0.1
Arts for veterans	1	0.1
Automobile core parts recycling.	1	0.1
Automotive repair	1	0.1
Baking Business	1	0.1
Bar	1	0.1
Barber Shop	1	0.1
Barbering	1	0.1
Building	1	0.1
Business support services	1	0.1
Car wash	1	0.1
Consulting	3	0.2
Counseling services	1	0.1
Diesel Tech	1	0.1
Dirt Bike Rental and Outfitters	1	0.1
Distribution	1	0.1
Embroidery services	1	0.1
Entertainment Services- Event Spaces	1	0.1
Entrepreneurship	1	0.1
Event Hall	1	0.1
Executive and organizational coaching	1	0.1
Finance related work	1	0.1

Fitness	1	0.1
Flipping homes, franchise opps	1	0.1
Food Service	7	0.6
Food truck	2	0.2
Franchise	1	0.1
Graphic Design - Website Services	1	0.1
Healthcare	1	0.1
Helping other veterans	1	0.1
Holistic health	1	0.1
Hospitality	1	0.1
Landscaping	1	0.1
Laundry services	1	0.1
Little Caesars pizza on base	1	0.1
Locksmith	1	0.1
Martial arts	1	0.1
Maybe dog walking and/or having a successful art studio and gallery	1	0.1
Mechanic shop	2	0.2
Mental health counseling	1	0.1
Nonprofit oral hygiene services for those who don't have insurance. Or those that have insurance that doesn't cover Dental	1	0.1
Open homeless shelter	1	0.1
Owner operator/ Dump truck business	1	0.1
Personal Services	1	0.1
Personal training /nutrition	1	0.1
Photography	1	0.1
Physical fitness gym	1	0.1
Professional services	1	0.1
Real estate	3	0.3
Rental properties	1	0.1
Restaurant	3	0.3
Scuba equipment repair	1	0.1
Service industry	1	0.1



Service/Consulting	1	0.1
Staffing	1	0.1
Surety bonds	1	0.1
Truck shop	1	0.1

**What type of business do you currently operate?**

	Number	Percent
Retail	19	23.2
Farming	1	1.2
Technology	3	3.7
Education	6	7.3
Construction	1	1.2
Alternative Medicine	1	0.1
Animal Care	1	0.1
Assisted home care	1	0.1
Bar and grill	1	0.1
Consulting	4	0.2
Counsellor/wedding officiant	1	0.1
Entertainment	1	0.1
Entertainment Production and professional development education	1	0.1
Equine	1	0.1
Financial Services	1	0.1
Finance	1	0.1
Gym/ food	1	0.1
Health and beauty	1	0.1
Healthcare	1	0.1
Heating and Cooling	1	0.1
Home inspection	1	0.1
Honey/Soap sales	1	0.1
Insurance and Financial Services	1	0.1
Insurance Salles	1	0.1
Landlord property owner	1	0.1

Laundromat	1	0.1
Marketing and sales	1	0.1
Medical	1	0.1
mental health provider	1	0.1
Non Profit	1	0.1
Online website more as a hobby than anything--to keep my mind busy.	1	0.1
Personal training	1	0.1
Pharmaceutical compliance consultant	1	0.1
Photography	1	0.1
Post Production house	1	0.1
Professional	1	0.1
Real Estate	5	0.3
Religious activities with all the above	1	0.1
Rental Properties	2	0.2
Resume/Career services	1	0.1
Service office space for small business owners	1	0.1
Service- Peer Support- mental health	1	0.1
Small business and nonprofit organization development.	1	0.1
Sports Instruction	1	0.1
Veteran Support	1	0.1
Wellness	1	0.1
Wholesale	1	0.1
Wood working. Make things at home to sell	1	0.1
Total	82	100

**Have you considered leaving El Paso to find services and business opportunities in other areas?**

	Number	Percent
Yes	266	26
No	757	74
Total	1023	100

**Do you feel there are any gaps in the El Paso area's current small business development and entrepreneurship services?**

	Number	Percent
Yes	223	24.3
No	696	75.7
Total	919	100

**Gaps in El Paso area's current small business development and entrepreneurship services**

	Number	Percent
Need More Affordable Spaces for Small Business to Conduct Business (such as multi-purpose centers)	2	45.3
Language Barriers (difficult if not Spanish-speaking)	3	4.7
More Opportunities for Mentorship / Support from Larger Orgs	4	10.1
Too Narrow of a Focus on Types of Business	4	4.7
Too Much Competition with Larger Companies	5	2.7
Too Bureaucratic (systematic barriers)	5	6.1
Poorly Run / Coordinated Existing Services	7	2.7
Too Many Barriers / Lack of Support for Marginalized Groups (Elderly, People of Color, Disabled, etc.)	7	3.4
Financial Barriers (Rent/Taxes Too High, poor credit, etc.)	9	3.4
Barriers Surrounding Startup Funding Resources	15	1.4
Lack of Information / Support	67	2.0
Other	20	13.5
Total	148	100

## Volunteer Opportunities

### Do you currently volunteer with a veteran-serving organization?

	Number	Percent
Yes	180	18.8%
No	775	81.2%
Total	955	100.0%

### Do you currently volunteer with a veteran-serving organization? If yes, please provide the name of that organization:

1st Service Platoon at Mission Continues  
346th District Court  
40&8 American Legion  
82 club  
82nd Airborne Association  
82nd Airborne Division Association  
ADP Military BRG  
American Legion  
American Legion 407, VFW 2451  
American Legion Post 36  
American Legion, veterans court, VA health care center, VSO.  
American Legion, VVA  
American Red Cross  
Armed Forces Committee  
AUSA/MOAA  
BSA  
Church  
DAV  
DAV "Sunshine" Chapter #165  
DAV 165  
DAV Chapter 165  
DAV Sunshine Chapter #165  
DAV, TSVH  
Did for SCORE for over 5 years Today we travel too much to be a volunteer  
Doing work study at the El Paso TX VA.  
El Paso Elks  
El Paso Sergeants Major Association  
El Paso VA  
El Paso Roller Derby and Horses Unlimited  
Elks  
Elks lodge  
EPVRA

Hope institute  
Kelly Memorial Food Pantry  
Korean War Veterans Assoc.  
legacy of valor  
Legacy of Valor  
Legacy of Valor Viet Organ  
Local DAV chapter 165  
Many  
Marine Corp League  
Military Student Association  
Military Student Association at UTEP and The Mission Continues  
Military veteran peer network  
Military Veteran Peer Network, at the Veterans One Stop  
Mission Continues, USO  
Moaa  
MOAA  
MOWW  
MVPN  
MVPN, The Mission Continues  
NAMI  
National Alliance on Mental Illness El Paso  
O2O, Operation Homefront, Junior League  
ODYD  
Opportunity Center for the Homeless  
Paralyzed Veterans of America  
Partners for the El Paso Veterans Treatment Court  
Patriot Guard Riders  
Private  
Progress 321  
Project Bravo  
Prudential  
Purple Heart  
Red Cross  
Red Cross, ACS  
RWB  
RWB and help out with whatever projects Ismael needs help with. He's good people  
San Eli veterans  
San Elizario Veterans Committee  
Socorro Independent School District.  
Special Forces Association  
Team Defenders  
Team RWB  
Team RWB & Travis Manion  
The Mission continues  
USMC league,VVA574,Vfw 10354  
USO

USO and ASYMCA  
VA  
VA hospital  
VA Women's Committee  
VA, Retired Senior Volunteer Program Advisory Board  
VAAC  
Valor of legacy  
VBA & Jewish War Veterans  
VBA, VAB, DAV, MVPN, VFW, etc  
Vietnam Veterans Assoc  
Veteran Treatment Court  
Veterans at Breakfast  
Veterans Business Association  
Veterans Non Profit  
VFW  
VFW -AUSA  
VFW, ELKS  
VFW, USO, American Legion  
VFW, VVA  
Vietnam Veterans of AMERICA  
Vietnam Veterans Of America and the VFW  
VNP  
VVA Chapter 844  
War Eagles Air Museum  
WoVen  
Wwp, mission continues, vnp, rwb  
FRG/O2O

**What types of volunteer opportunities would you be most interested in? Please check all that apply:**

	Number
Community beautification/construction	148
Mentoring youth	224
Event management	112
Physical and social activities	190
Assistance for adults/the elderly	139
Serving on a nonprofit board/committee	191
Leading support groups	91
Providing peer support	182

**How often would you be interested in volunteering?**

	Number	Percent
Daily	25	4.4%
Weekly	216	37.8%
Annually	13	2.3%
Monthly	258	45.2%
Quarterly	59	10.3%
Total	571	100.0%

**How far would you be willing to travel (without cost reimbursement) to volunteer? Please select all that apply: 0-50 miles**

	Number	Percent
0-50 miles	518	95.7%
51-100 miles	16	3.0%
Over 100 miles	7	1.3%
Total	541	100

**Can you only accept volunteer opportunities that include your caregiver, the veteran you care for, or family members?**

	Number	Percent
No I can volunteer by myself	477	89.3%
Yes, I am a veteran that has a caregiver/spouse that has to accompany	12	2.2%
Yes, I am a caregiver/spouse, and my veteran needs to accompany me	8	1.5%
Yes, I have family that needs to be involved as well	22	4.1%
Yes, I have other family members that I care for that would need to accompany me	15	2.8%
Total	534	100.0%

**Are you interested in personal development through mentorship/hands-on training?**

	Number	Percent
Yes	347	62.0%
No	213	38.0%
Total	560	100.0%

**Do you feel there are any gaps in the El Paso area's current volunteer services and opportunities?**

	Number	Percent
Yes	152	16.5%
No	771	83.5%
Total	923	100.0%



## **Veteran Service Providers**

**What is the name of the veteran service organization that you work for or volunteer with?**

	Number
82nd Airborne Association	1
American Legion	3
American Legion Post 36	1
Armed Forces Committee	1
Child Crisis Center of El Paso	2
Church	1
DAV	1
DAV "Sunshine" Chapter #165	1
DAV 165	1
Dept of Veteran Affairs Healthcare	3
El Paso Behavioral Health System	1
El Paso VA	4
Emergence Health Network	2
Endeavors	4
Legacy of Valor Vet Organiz	1
MCL, UAVO	1
MFVPP	1
Mickelsen Library Fort Bliss	1
Mission Continues and Habitat for Humanity	1
MOAA	1
MVPN, Mission Continues	1
National Cemetery	1
O2O	1

Partners for the El Paso Veterans Treatment Court	1
Project Vida	1
RWB and I help with Ismael's projects	1
San Elizario Veterans Committee	1
SFL TAP - RETIREMENT SERVICES	1
Steven A Cohen Military Family Clinic at Endeavors	9
Team RWB El Paso	1
Texas Veteran Leadership Program	2
Travis Manion Foundation	1
Triwest	1
U.S Department of Veterans Affairs	2
U.S. Army Cadet Brigade	1
USO	1
VBA	1
Veterans affairs	1
Veterans at Breakfast	1
Veterans Non Profit	3
VFW	2
VFW Post 812	1
VHA	2
VHA El Paso	2
Vitanya Brain Performance Center	1
Western Technical College	1
Wounded Warrior project	1
WWP, TRWB	1
WWP, vnp, mission continues	1
YWCA	2
YWCA Sara McKnight TLC	1

**In which Texas county(ies) does the veteran-serving organization that you work for or volunteer with provide services? Please select all that apply.**

	Number
El Paso	95
22 Boards Statewide	1
El Paso County	1
Ft Bliss	1
Houston	1
Hudspeth	1
Lower Valley (east El Paso)	1
Nationwide	1
SanAntonio	1

**In which Texas county (or counties) does the veteran-serving organization that you work for or volunteer with have a physical workspace?**

	Number
El Paso	74
Does not have a physical workspace	7
22 Boards Statewide	1
FORT BLISS	2
Houston	1
Houston and Dallas	1
Hudspeth	1
Las Cruces	1
San Antonio	1
San Elizario	1
Seeking a primary location	1

**How would you classify the veteran-serving organization for which you work or volunteer?**  
**Select all that apply**

	Number
Non-profit	65
For-profit	9
Congressionally chartered organization (e.g. Veterans of Foreign Wars, American Legion)	7
Informal social group	5
Governmental entity - federal	17
Governmental entity - state	4
Governmental entity - county	3
Governmental entity - city	3
Brotherhood	1

**What is your role within the veteran-serving organization at which you are employed or serve as a volunteer?**

	Number
Executive director, director, or manager	18
Staff member	22
Healthcare provider (doctor, nurse, physician's assistant, etc.)	7
Volunteer	22
Behavioral health provider (social worker, psychiatrist, counselor, etc.)	19
Chairperson	1
Collaborator and generalist.	1
supervisor	1
Treasurer	1
Veteran Resources Coordinator	1

**Which groups does this veteran service organization serve?**

	Number of Orgs
Veterans of the U.S. Armed Forces	85
Active duty service members	55
Family members of veterans	64
Family members of active duty service members	56
Military/veteran caregivers	49
Border Patrol and Police Officers	1
Civilians that support armed forces	1
El Paso Community	1
Surviving spouses	1
Survivors of deceased veterans	1
Transitioning Soldiers and Spouses	1
Veterans of foreign wars	1
Whom the Veteran defines as their family	1
Youth between the ages of 13-18	1

**Please select all the services your organization provides, and who those services are offered to: Assistance with finding employment of jobs**

	Number
Veterans	45
Active duty service members	19
Family members of veterans	30
Family members of active duty service members	22
Military/veteran caregivers	19
Any member of the public	9
Not offered	27

**Please select all the services your organization provides, and who those services are offered to: Legal assistance**

	Number
Veterans	17
Active duty service members	5
Family members of veterans	4
Family members of active duty service members	4
Military/veteran caregivers	6
Any member of the public	1
Not offered	41

**Please select all the services your organization provides, and who those services are offered to: Paying rent, mortgage, or utilities**

	Number
Veterans	26
Active duty service members	10
Family members of veterans	12
Family members of active duty service members	10
Military/veteran caregivers	8
Any member of the public	4
Not offered	35

**Please select all the services your organization provides, and who those services are offered to: Homelessness prevention or rehousing**

	Number
Veterans	34
Active duty service members	7
Family members of veterans	12
Family members of active duty service members	9
Military/veteran caregivers	10
Any member of the public	4
Not offered	30

**Please select all the services your organization provides, and who those services are offered to: Mental health services (other than for addiction and substance use)**

	Number
Veterans	41
Active duty service members	11
Family members of veterans	21
Family members of active duty service members	18
Military/veteran caregivers	17
Any member of the public	6
Not offered	26

**Please select all the services your organization provides, and who those services are offered to: Treatment for addiction and substance use**

	Number
Veterans	27
Active duty service members	5
Family members of veterans	9
Family members of active duty service members	7
Military/veteran caregivers	7
Any member of the public	5
Not offered	34

**Please select all the services your organization provides, and who those services are offered to: Child care**

	Number
Veterans	15
Active duty service members	7
Family members of veterans	13
Family members of active duty service members	13
Military/veteran caregivers	11
Any member of the public	4
Not offered	42

**Please select all the services your organization provides, and who those services are offered to: Transportation (including assistance with transportation expenses)**

	Number
Veterans	32
Active duty service members	10
Family members of veterans	16
Family members of active duty service members	15
Military/veteran caregivers	14
Any member of the public	3
Not offered	33

**Please select all the services your organization provides, and who those services are offered to: Claims assistance for benefits provided by the U.S. Department of Veterans Affairs**

	Number
Veterans	31
Active duty service members	8
Family members of veterans	6
Family members of active duty service members	5
Military/veteran caregivers	5
Any member of the public	2
Not offered	32

**Please select all the services your organization provides, and who those services are offered to: Food (including food banks and assistance with food related benefits)**

	Number
Veterans	34
Active duty service members	19
Family members of veterans	23
Family members of active duty service members	20
Military/veteran caregivers	15
Any member of the public	5
Not offered	27



**Please select all the services your organization provides, and who those services are offered to: Assistance with finding volunteer opportunities**

	Frequency
Veterans	41
Active duty service members	25
Family members of veterans	27
Family members of active duty service members	24
Military/veteran caregivers	20
Any member of the public	13
Not offered	22

**Please select all the services your organization provides, and who those services are offered to: Living expenses other than housing or food**

	Number
Veterans	18
Active duty service members	8
Family members of veterans	9
Family members of active duty service members	8
Military/veteran caregivers	5
Any member of the public	3
Not offered	39

**Please select all the services your organization provides, and who those services are offered to: - Home improvement or modifications (in general or due to a disability)**

	Number
Veterans	17
Active duty service members	3
Family members of veterans	4
Family members of active duty service members	4
Military/veteran caregivers	4
Any member of the public	1
Not offered	42

**Please select all the services your organization provides, and who those services are offered to: Locating veteran-centric social groups**

	Number
Veterans	37
Active duty service members	15
Family members of veterans	20
Family members of active duty service members	16
Military/veteran caregivers	15
Any member of the public	8
Not offered	23

**Please select all the services your organization provides, and who those services are offered to: - Veteran entrepreneurship**

	Number
Veterans	12
Active duty service members	6
Family members of veterans	6
Family members of active duty service members	5
Military/veteran caregivers	5
Any member of the public	2
Not offered	43

**Please select all the services your organization provides, and who those services are offered to: Education**

	Number
Veterans	21
Active duty service members	8
Family members of veterans	9
Family members of active duty service members	7
Military/veteran caregivers	6
Any member of the public	3
Not offered	34

**Please select all the services your organization provides, and who those services are offered to: Peer support/mentoring**

	Number
Veterans	42
Active duty service members	21
Family members of veterans	24
Family members of active duty service members	22
Military/veteran caregivers	17
Any member of the public	12
Not offered	18

**How many El Paso-area veterans does your organization serve each calendar year?**

	Number	Percent
1-49	14	15.6%
50 - 99	7	7.8%
100 - 249	15	16.7%
250 - 499	13	14.4%
500 - 999	9	10.0%
1,000 - 2,499	9	10.0%
2,500 - 4,999	3	3.3%
5,000 - 9,999	8	8.9%
10,000 or more	12	13.3%
Total	90	100.0%

**How many El Paso-area service members does your organization serve each calendar year?**

	Number	Percent
1-49	24	27.9%
50 - 99	10	11.6%
100 - 249	15	17.4%
250 - 499	9	10.5%
500 - 999	5	5.8%
1,000 - 2,499	7	8.1%

2,500 - 4,999	1	1.2%
5,000 - 9,999	5	5.8%
10,000 or more	10	11.6%
Total	86	100.0%

**How many El Paso-area family members of veterans does your organization serve each calendar year?**

	Number	Percent
1-49	24	30.4%
50 - 99	6	7.6%
100 - 249	14	17.7%
250 - 499	9	11.4%
500 - 999	8	10.1%
1,000 - 2,499	8	10.1%
2,500 - 4,999	2	2.5%
5,000 - 9,999	5	6.3%
10,000 or more	3	3.8%
Total	79	100.0%

**How many El Paso-area family members of service members does your organization serve each calendar year?**

	Number	Percent
1-49	26	32.5%
50 - 99	7	8.8%
100 - 249	17	21.3%
250 - 499	5	6.3%
500 - 999	7	8.8%
1,000 - 2,499	5	6.3%
2,500 - 4,999	2	2.5%
5,000 - 9,999	6	7.5%
10,000 or more	5	6.3%
Total	80	100.0%

**How many people work for or volunteer with the veteran-serving organization at which you are employed or volunteer?**

	Number	Percent
1-9	19	24.7%
10-19	19	24.7%
20-49	10	13.0%
50-99	9	11.7%
100-249	2	2.6%
250-499	4	5.2%
500 or more	14	18.2%
Total	77	100.0%

**How many members of the El Paso-area community does your organization serve each calendar year?**

	Number	Percent
1-49	27	34.6%
50 - 99	2	2.6%
100 - 249	12	15.4%
250 - 499	7	9.0%
500 - 999	5	6.4%
1,000 - 2,499	8	10.3%
2,500 - 4,999	3	3.8%
5,000 - 9,999	6	7.7%
10,000 or more	8	10.3%
Total	78	100.0%

**What is the annual operating budget of the veteran-serving organization at which you are employed or volunteer?**

	Number	Percent
\$1 - \$49,999	16	35.6%
\$50,000 - \$99,999	3	6.7%
\$100,000 - \$249,999	3	6.7%
\$250,000 - \$500,000	2	4.4%
\$500,000 - \$1,000,000	4	8.9%
\$1,000,001 - \$2,999,999	7	15.6%
\$3,000,000 - \$4,999,999	1	2.2%
More than \$5,000,000	9	20.0%
Total	45	4.8

**How many people work for or volunteer with the veteran-serving organization at which you are employed or volunteer?**

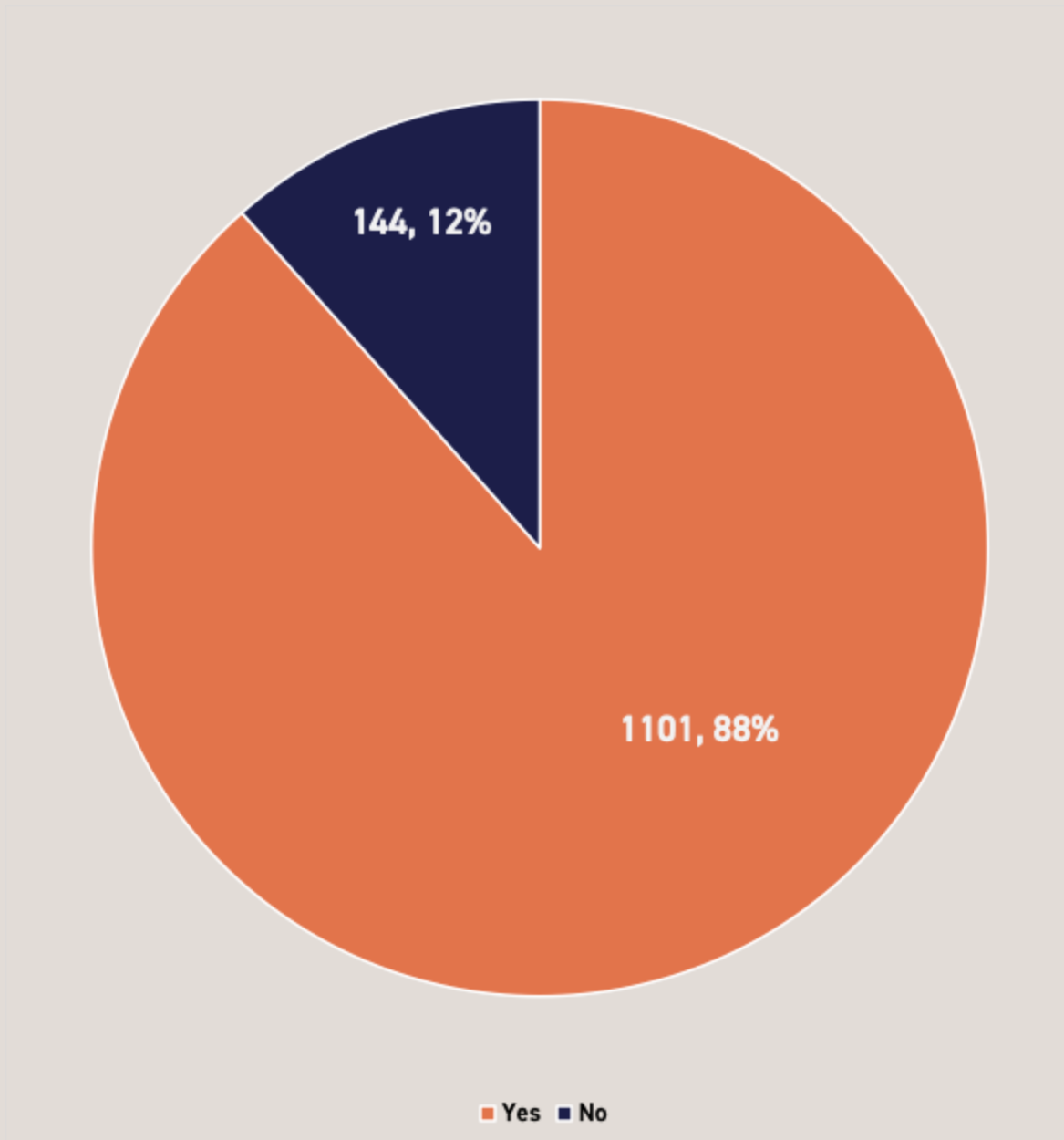
	Number	Percent
1-9	19	27.5%
10-19	19	27.5%
20-49	11	15.9%
50-99	6	8.7%
100-249	3	4.3%
250-499	3	4.3%
500 or more	8	11.6%
Total	69	100.0%

## El Paso Focus

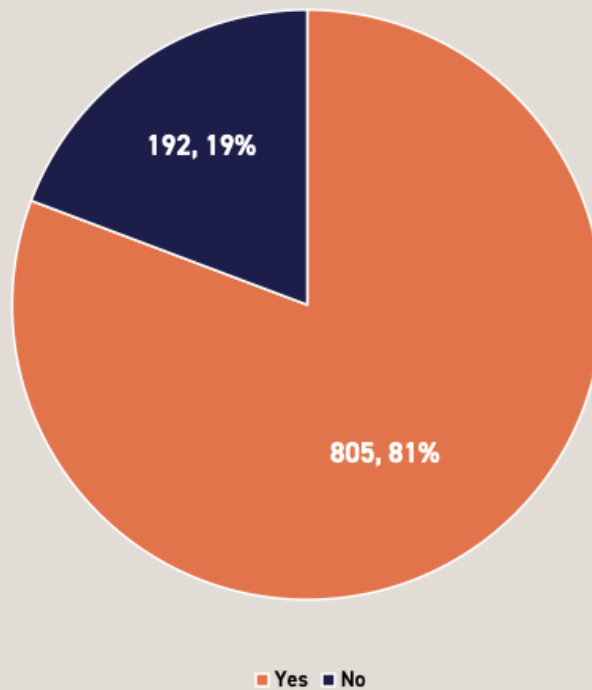
### Veteran Community Center

Respondents were asked whether they would use a Veteran Community Center.

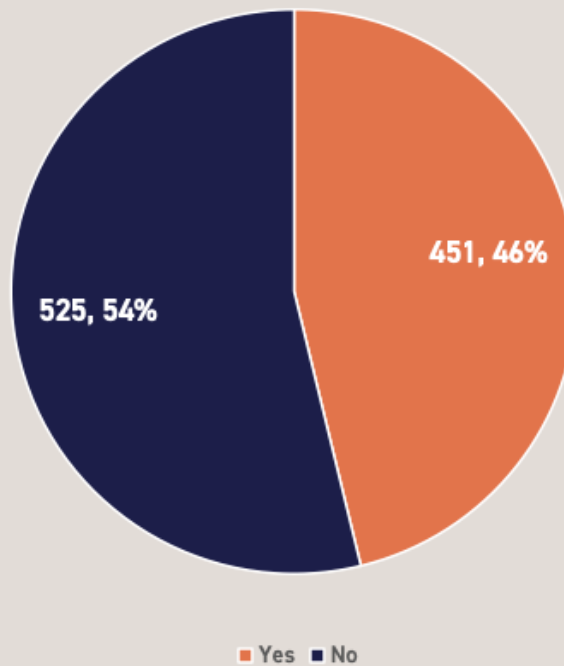
**Would you use a Veteran Community Center that offers an integrated health model with a focus on combining traditional western medicine and holistic services such as long-term mental health care, recovery treatment services, primary care, dental services, and physical fitness with social enrichment programs?**



**Do you feel El Paso is a community  
that respects veterans?**

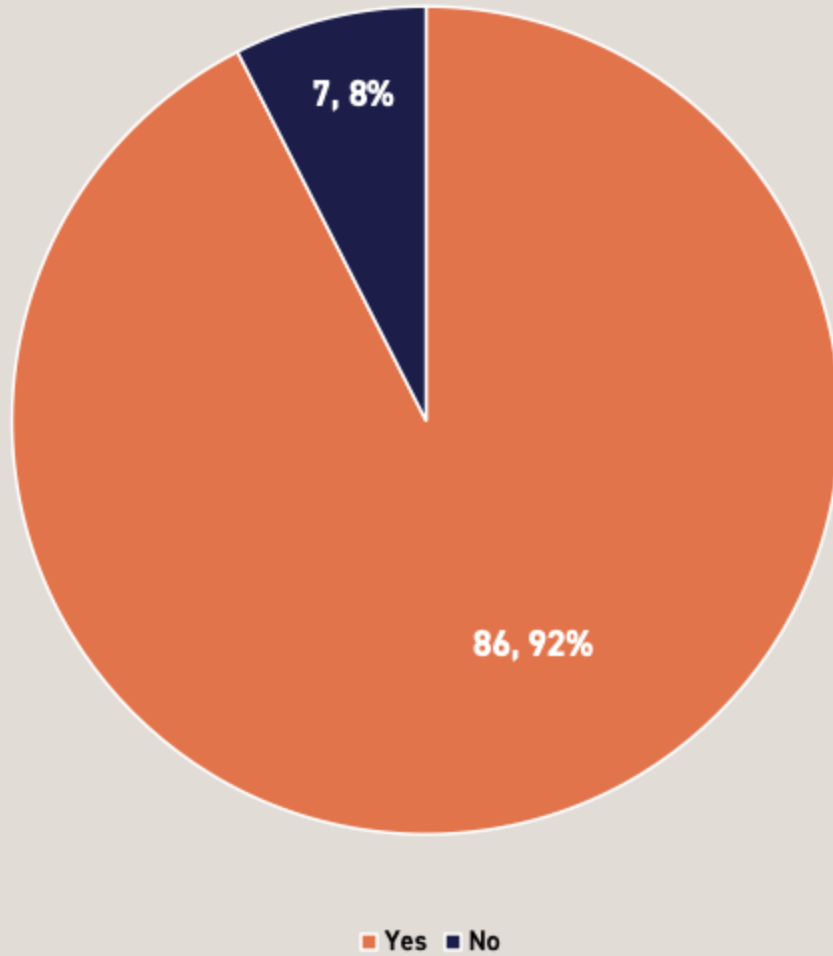


**Do you feel El Paso is the number one place in  
the nation to live as a veteran?**





**If the City of El Paso operated a Veteran Resource Center, would your organization want to promote and/or make its services available at that facility?**



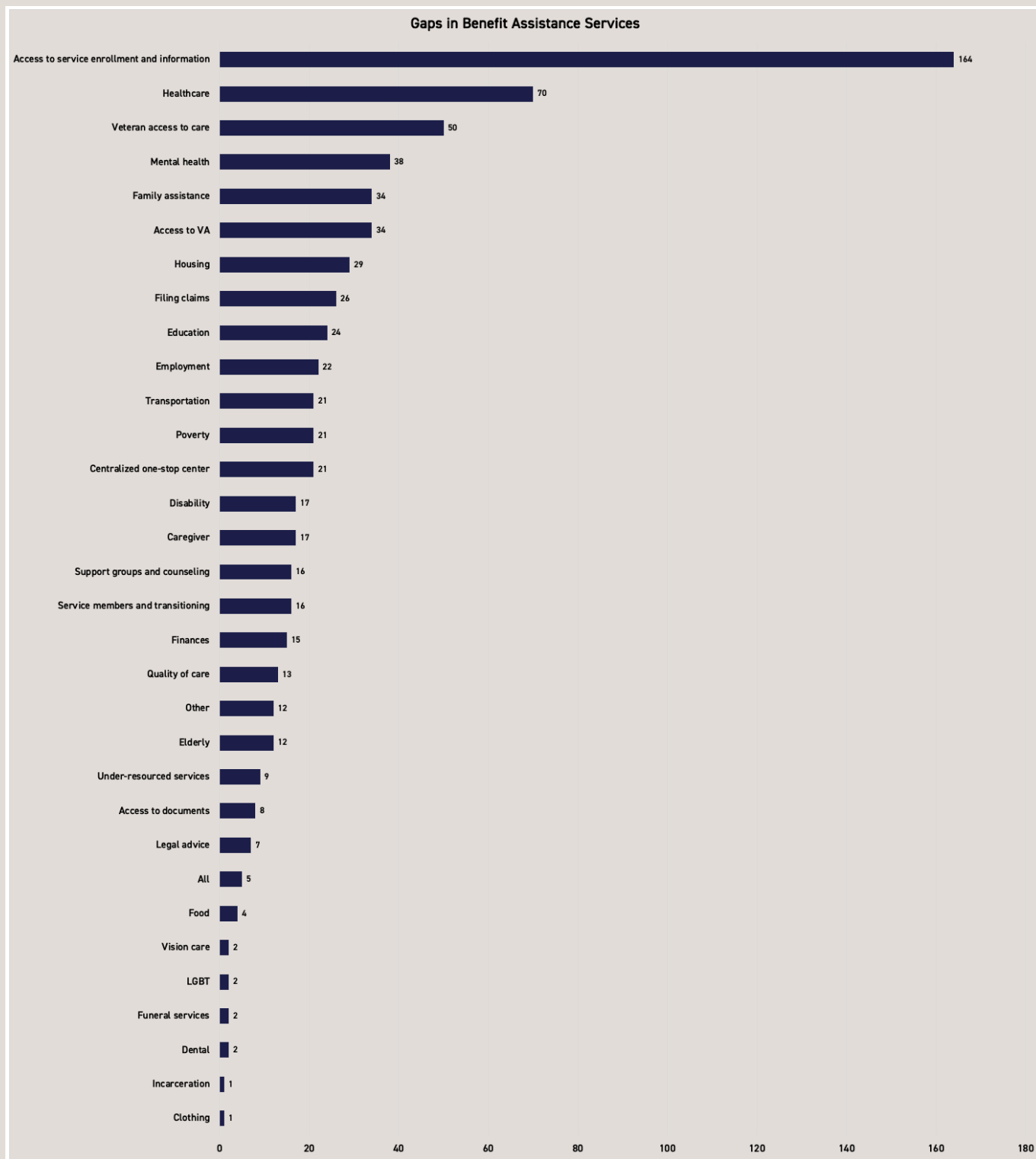
## Comparisons between other Texas Communities

Combined Arms conducted Veteran Community Needs Assessment Surveys in two other communities within Texas- Houston and Austin. In late 2016, a Veterans Community Needs Assessment was completed in Houston, and in 2018, an assessment was completed in Austin, Texas. The top areas for each community are listed below:

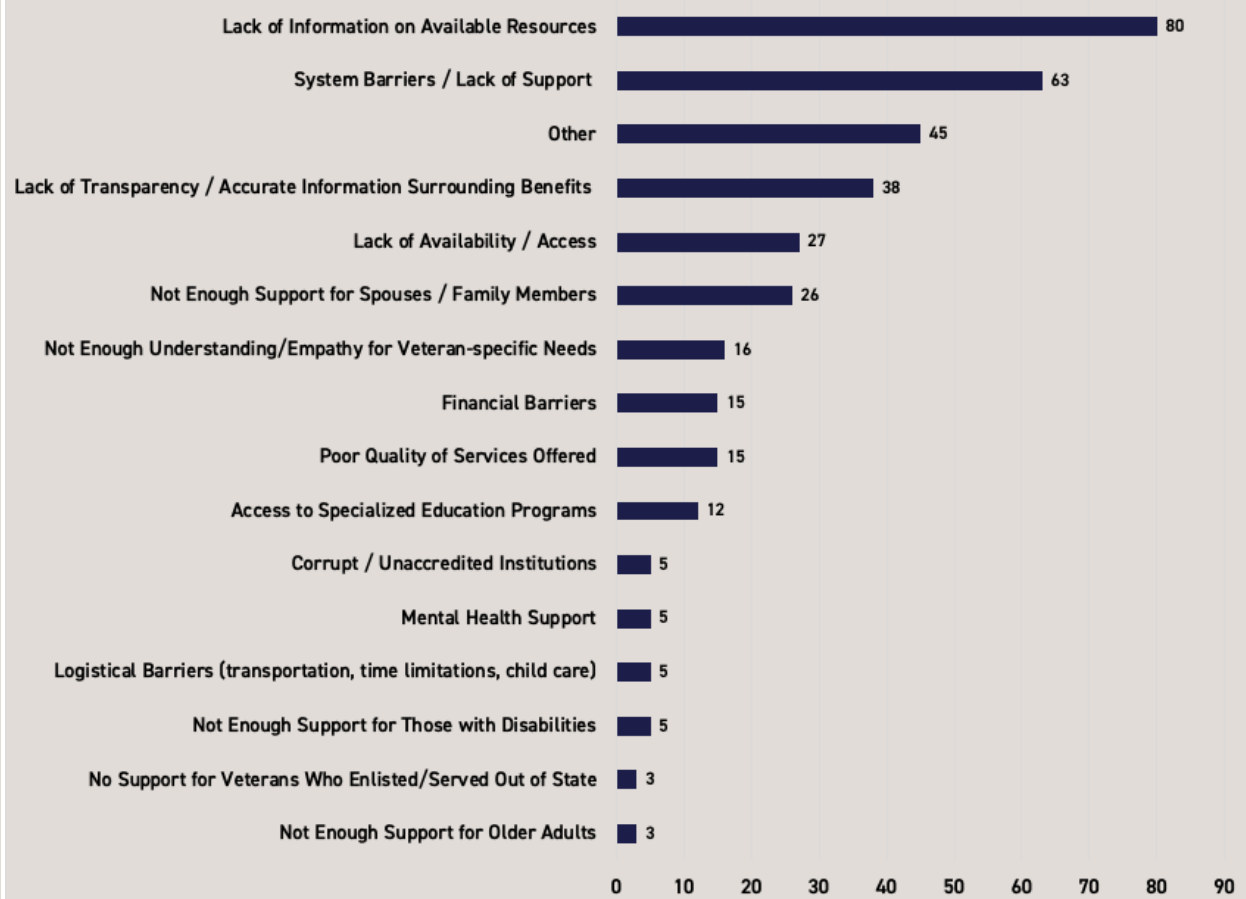
Top Areas of Need for Veterans		
Houston (2016)	Austin (2019)	El Paso (2020)
Mental Health	Claims Assistance	Claims Assistance
Employment	Mental Health	Employment
Financial Assistance	Employment	Mental Health
	Social Groups	Legal Assistance
	Financial Assistance	Social Groups

In all three cities, veterans reported a high need of employment and mental health services. Houston has one of two VA Regional Offices in the state of Texas therefore access to claims assistance is more readily available unlike the two other cities of Austin and El Paso. Houston's report indicated only the top 3 areas of need, unlike Austin or El Paso.

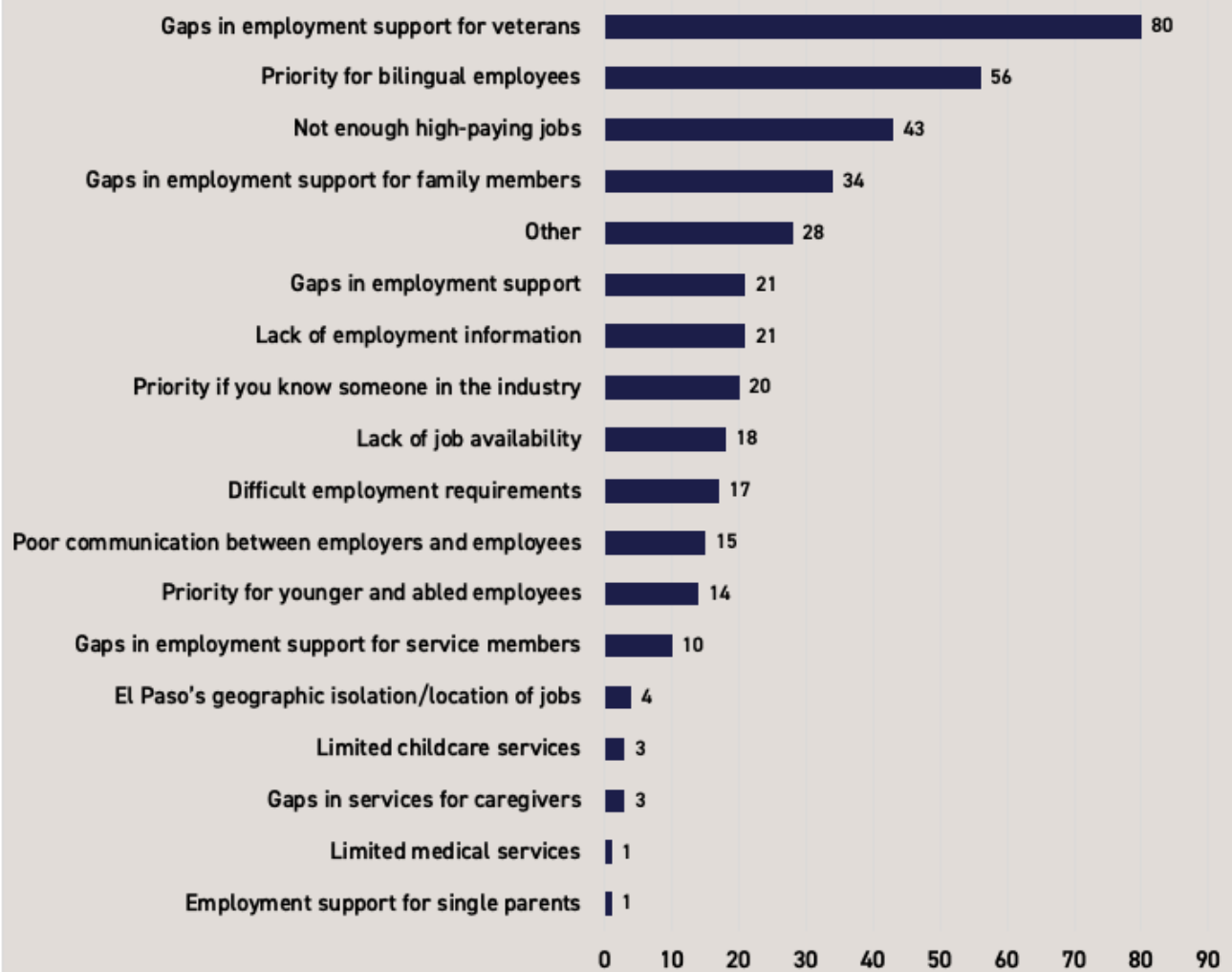
## Appendix A: Gaps in Service



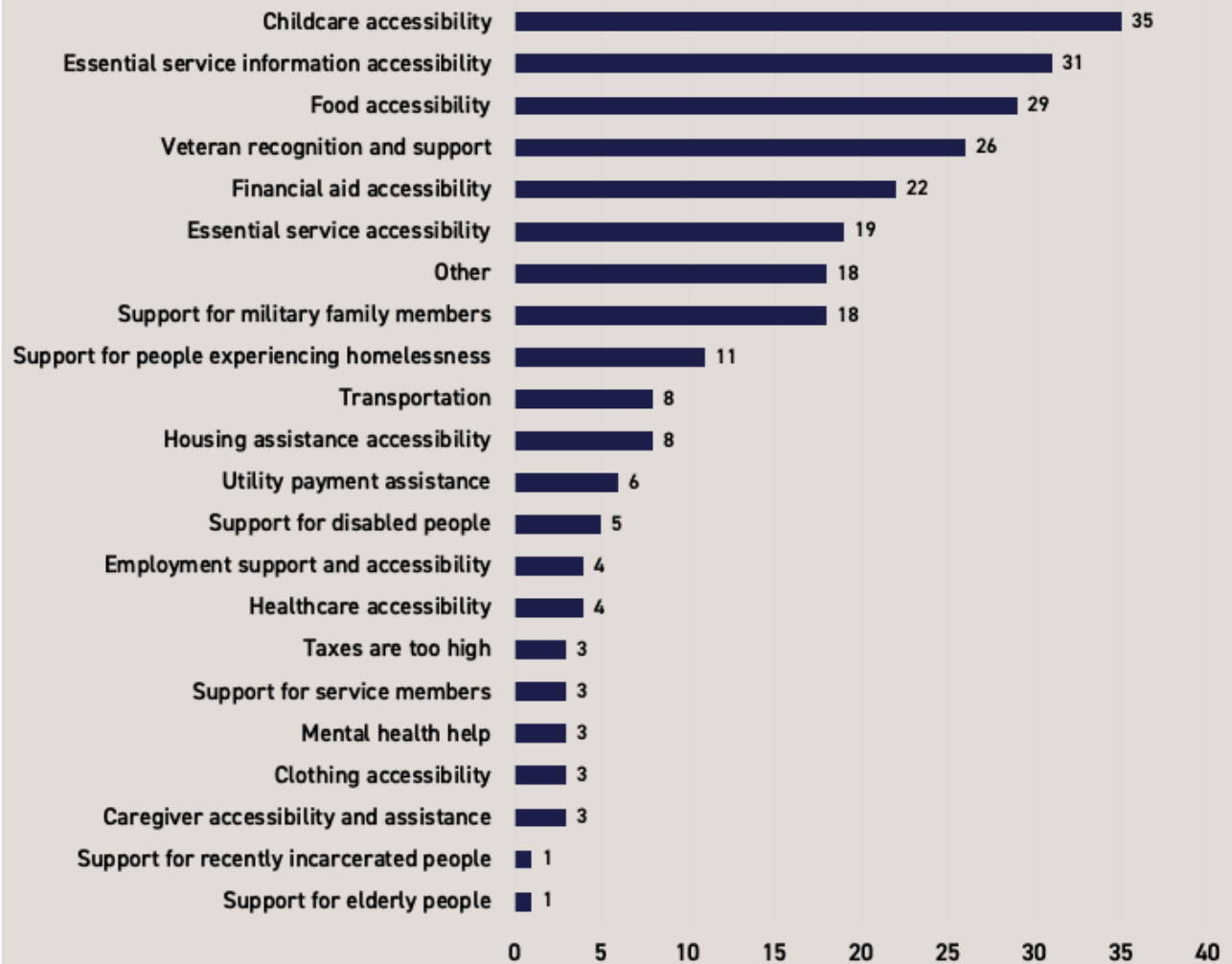
## Gaps in Educational Services

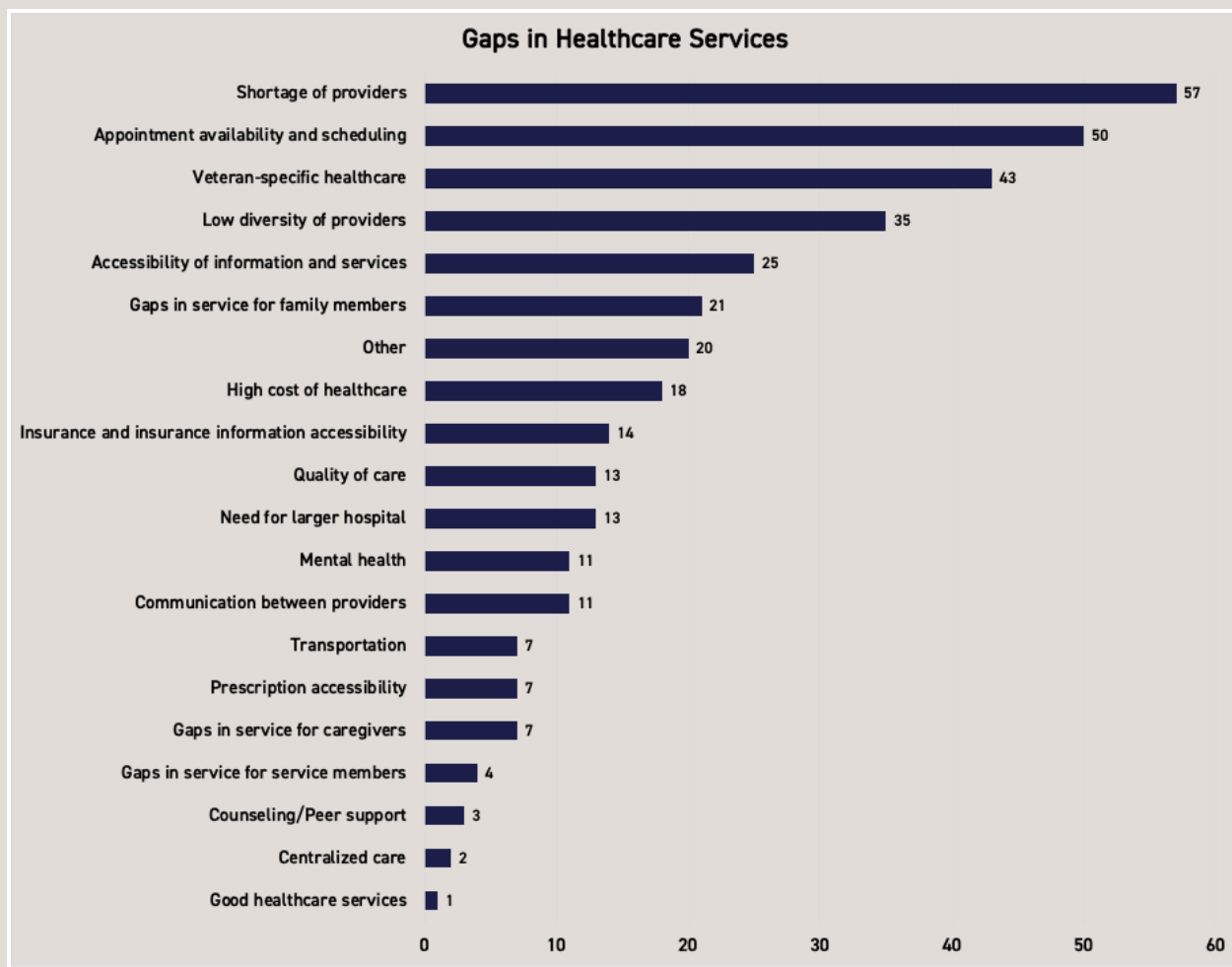


## Gaps in Employment

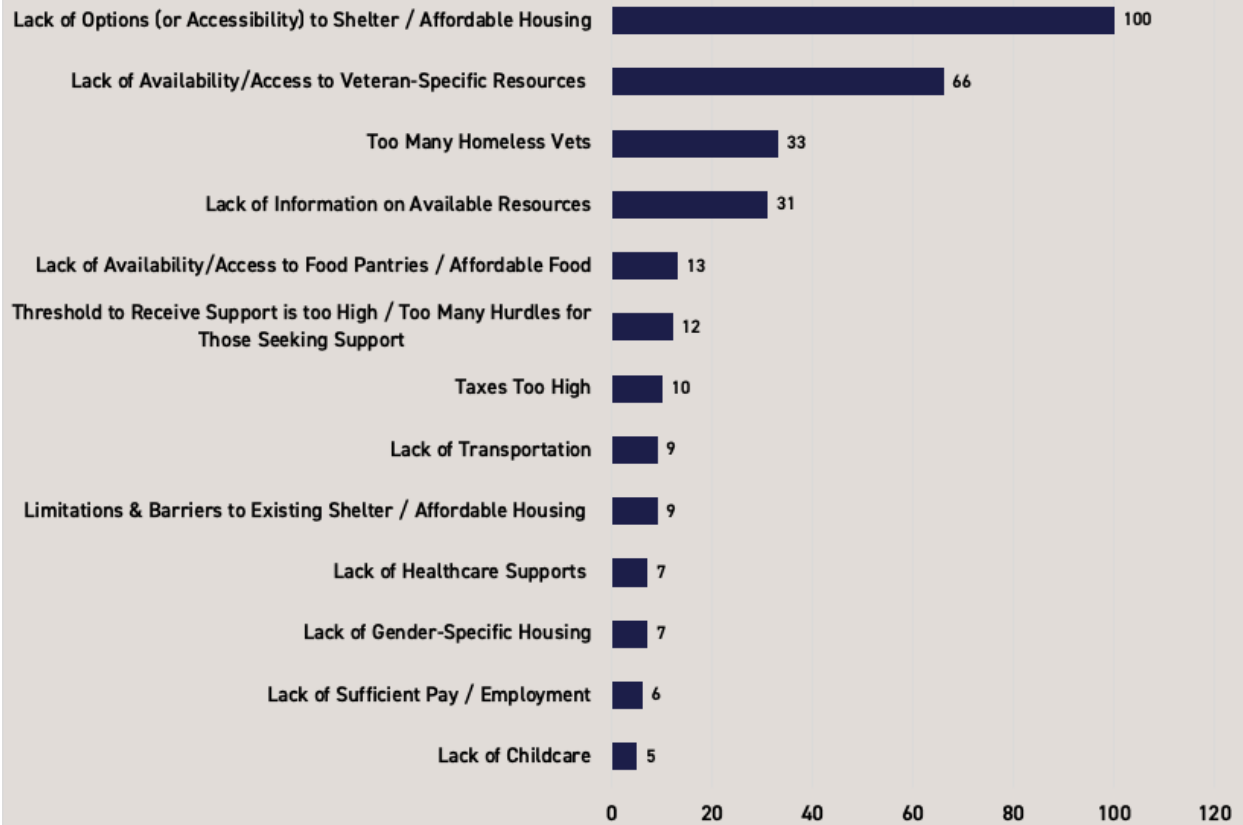


## Gaps in Essential Services

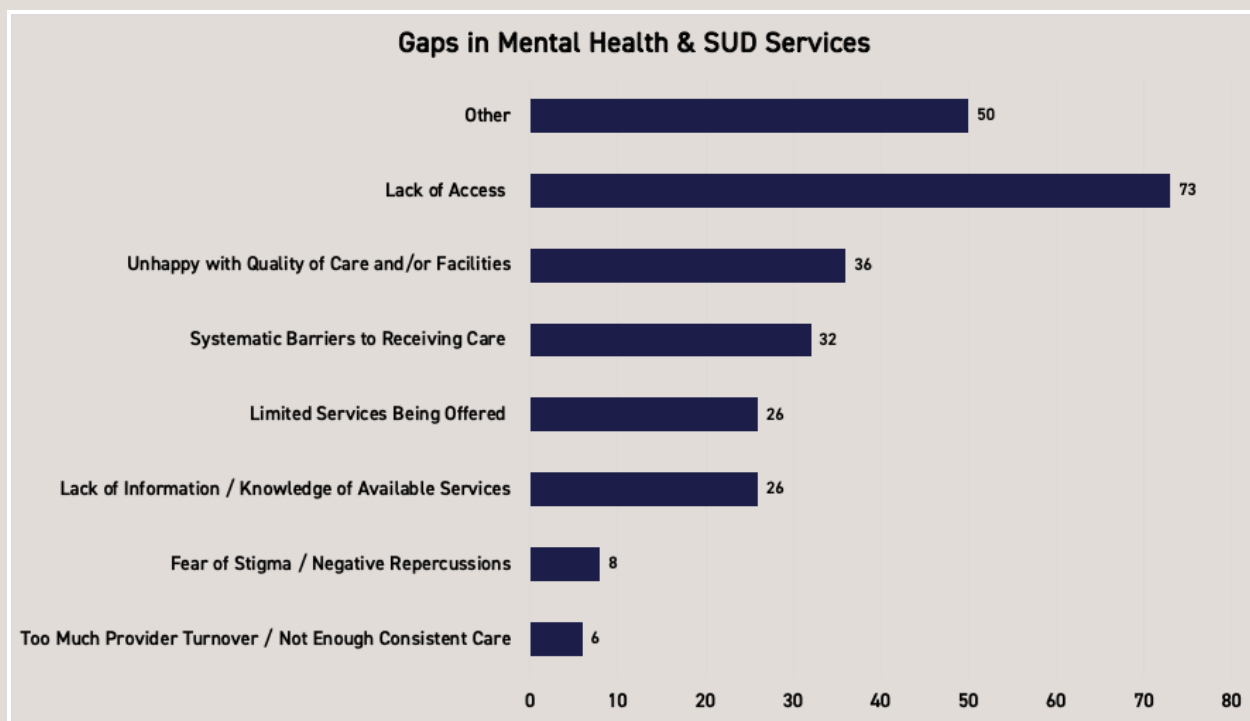
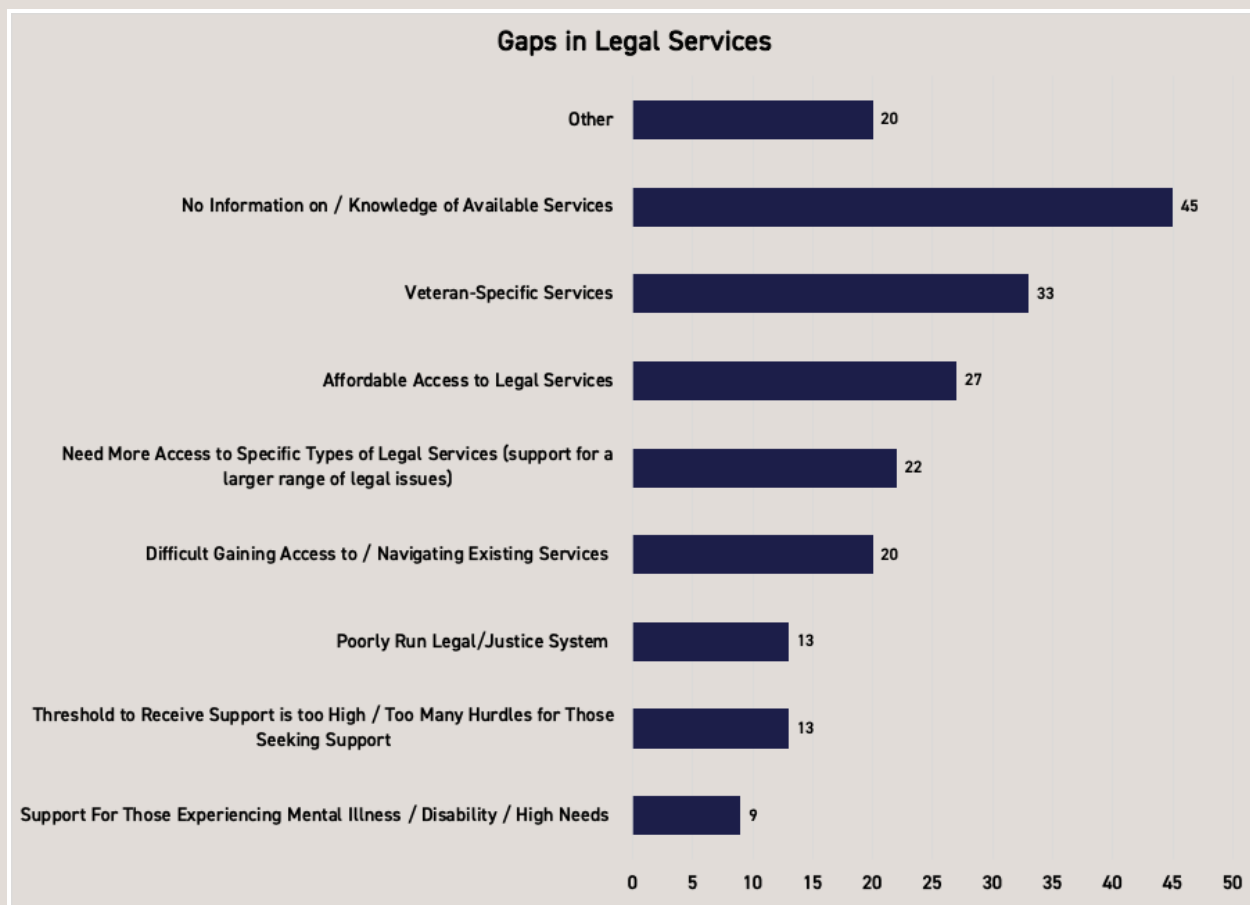




## Gaps in Housing Services







### Gaps in Small Business Development & Entrepreneurship Services

