



Volume 6

Spring 2012

SERV Study Newsletter

Survey of Experiences of Returning Veterans



Department of Veterans Affairs



SERV Study updates

Thanks to all Veterans who have participated in the pilot studies so far— your input is extremely helpful to us. We have spoken to male and female Veterans of all ages and from all branches of military service.

- New research project to survey Veterans that have just recently left Armed Services in Iraq and Afghanistan
- A collaboration between the Department of Veterans Affairs and Yale University
- We will be talking to Veterans from across the country
- Your comments welcome!

The Center of Excellence at the VA in Canandaigua, New York is now conducting SERV Study interviews. As more people are participating, we expect the Call Center staff to become quite busy in the next few months. The Center of Excellence is also the home of the Veterans Crisis Line; telephone interviewers there are very knowledgeable and are there to help any Veterans having difficulties.

We have a raffle winner!

Congratulations to Andrew from North Dakota! His name was chosen from a random drawing on March 1st. He won a \$100 Visa gift card to spend as he chooses. Our next drawing will take place on June 1st, 2012. Good luck to all our Veteran participants! The winner will be notified by email and phone.

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SERV Study is on YouTube!

<http://www.youtube.com/user/bonniederosa?feature=mhec>

The word is getting out– check us out on YouTube. Use the link above or just search “SERV Study” and you should see 4 or 5 short videos of SERV Study advertisements. You may have seen our public service announcements on VA hospital monitors, on Oprah Winfrey Network, and possibly MSNBC. We hope that this will generate a lot of interest in our project, and we are ready!

Please feel free to tell any of your friends or colleagues who may be eligible. As you know, Veterans are eligible if they have been separated from active duty, and had been deployed to Iraq, Afghanistan or surrounding waters.



Constance Cass, MPA

Please welcome our staff from New York..

We now have some expert telephone interviewers from the VA in Canandaigua, New York. This VA in upstate New York is a Center of Excellence and is also the home of the Veterans Crisis Line. First-time participants may get a call from Connie, a very experienced interviewer.

Other staff from New York include Dr. Robert Bossarte, the principal investigator, Eric Silver, who manages our data, and Stephanie Alton. We are grateful for their assistance in this important project.

Our mailing address:

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Miscellaneous

Late checks– please let us know if you have not received your study payment within 6 weeks of your interview. Sometimes the social security number or address is incorrect. Any small error may result in a delay of payment. We ask for your patience in this process.

Response booklets– please have your booklet handy at the time of the interview. We know that our survey is a long one, and the booklet allows you to finish your telephone call more quickly and get on with your day. The blue one is for the first (baseline) interview only and can be discarded. The yellow booklet is for all subsequent follow up interviews and can be saved.

Please visit the websites in the box at right. Also– if you are having a particularly bad time with any emotional symptoms and need to talk to someone urgently, call the **Veterans Crisis Line** at **1-800-273-8255** and press 1. It is staffed 24/7 and provides confidential help to Veterans and their families.

Useful links:

National PTSD website:

<http://www.ptsd.va.gov/>

PTSD Program Locator:

http://vaww1.va.gov/directory/guide/PTSD_flsh.asp?isFlash=1

IAVA (Iraq and Afghanistan Veterans of America)

<http://iava.org>

For a VA facility near you:

<http://vaww1.va.gov/directory/guide/home.asp?isFlash=1>

We're on the web!

<http://www.mirecc.va.gov/visn1/serv/>