

TICKETS FOR TROOPS

VET TIX

GIVE SOMETHING TO THOSE WHO GAVE

VETTIX.ORG

PATRIOTISM • SUPPORT & RECOGNITION • QUALITY OF LIFE • FAMILY

2016 VET TIX SURVEY AND IMPACT REPORT

Veteran Tickets Foundation Annual Survey
Give Something to Those Who Gave

Table of Contents

About the Survey	1
Survey Results Summary	2
VetTixer Demographics	
Accounts by Branch, Account Types, and Locations	3
VetTixer Service Status and Rank	4
Household Size and Income	5
Household Education	6
Event Attendance Impact	
Yearly Event Attendance	7
Reason for Non-Attendance / Attendance	8
Community Support, Civilians Relating to Military	9
New Experiences and Relationship Impact	10
Relationship Impact and Well-being Impact	11
Vet Tix Events Impact	12
Importance of Social Outings	13
Event Attendees	14
Monthly Budget	15
Event Attendance / Budget Comparison	16
Reintegration	
Deployments	17
Ease of Reintegration	18
Hardest Part of Reintegration	19
Relocating and Relocation Difficulties	20
Family Morale and Vet Tix after Relocation	21
Well-Being	
Happiness and Daily Stress	22
Happiness, Stress and Income Comparison, Stress Causes	23
Mental Health	
Depression, Anxiety, PTSD Diagnosis, and Experience	24
Depression, Anxiety, PTSD Treatment, and Treatment Effectiveness	25-26
Relationships	
Relationship Strength, Veteran Family Members, Avoiding People	27
Discussing Military Struggles	28
Conclusions	29-31
Footnotes	32-33

2016 Vet Tix Survey and Impact Report

Veteran Tickets Foundation Mission

Veteran Tickets Foundation (Vet Tix) is dedicated to giving back to all branches of currently serving military, veterans, and their families, and to the immediate families of those killed in action. Our mission is to give tickets to sporting events, concerts, performing arts, educational and family activities aimed at improving mental welfare and enriching the lives of our U.S. military service members and veterans. Attending these events improves morale, strengthens family bonds, builds positive, life-long memories, and encourages service members to stay engaged with American life and local communities.

Veteran Tickets Foundation Survey

About the Survey

In April of 2015 Vet Tix initiated our first survey for veterans* enrolled in our program to assess our impact and gather VetTixer demographics. Vet Tix only verifies and stores name, address, and military service. We do not capture members' demographics outside of military service. The purpose of the survey was to gather data on veteran event attendance, Vet Tix impact, and member demographics.

In early 2016 Vet Tix posted several short, online surveys to continue gathering demographics. From October 8 through November 30, we ran a larger online survey focused on Vet Tix's impact to our users and included questions regarding general veteran topics such as mental health and reintegration.

Verified account holders (VetTixers) were emailed a link to the survey and were also provided a link when logging into VetTix.org. All responses were anonymous. A small, non-monetary incentive was given for responding. VetTixers were allowed to skip questions. Respondents were not required to finish the survey at once but could log in at a later time and continue responding. 51,678 VetTixers started the survey with 44,564 finishing all questions, an 86% completion rate. Questions concerning Vet Tix impact were restricted to VetTixer accounts which had been verified before April 2016, six months before the start of the survey.

*Please note: The term "veterans" is used throughout this report refer to both current service members and discharged veterans as a group unless otherwise stated.

2016 Survey Results Summary

Vet Tix Impact

Event attendance and community support responses were almost identical to the 2015 survey. Vet Tix increased event attendance and perceived community support for the military.

The 2016 survey results show a positive impact on relationships and well-being.

- 98% responded that attending Vet Tix improves their relationships.
- 98% stated Vet Tix has been helpful. 66% said Vet Tix is extremely helpful / life-changing.
- 64% answered they are significantly more engaged / communicative with people they take to events.
- 87% stated Vet Tix improves their well-being.

Answers also demonstrate improved community integration.

- 43% reported someone in their group had attended a new event type.
- 63% stated they enjoy Vet Tix events because they “like seeing something new.”
- 73% reported Vet Tix helped find new activities and places when used after a move.

Demographics

VetTixers are more likely than civilians to:

- have a college degree.
- make between \$50,000 - \$99,000 a year per household.
- have larger household sizes.
- move more often with school age children.

Veteran Reintegration Issues

VetTixers show need for community reintegration assistance.

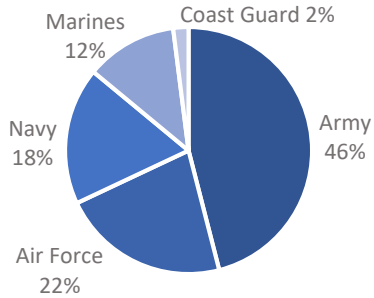
- The majority of VetTixers have been deployed: 69% to combat and 60% overseas.
- 30% of veterans rated readjusting to American / civilian life as the most difficult part of reintegrating.
- 25% replied they really struggled with all aspects of reintegrating.
- 65% stated they had experienced depression, anxiety or PTSD related to their military service.
- 35% stated their relationships are more distant after serving in the military.
- 20 to 24% of veterans responded with isolating tendencies such as avoiding people and not discussing problems with others.
- 60% of VetTixers attended 0 to 2 events per year prior to joining Vet Tix.

The survey results show that veterans attend fewer events per year than the average American. Although at a glance they seem to have a higher than average civilian household income, they have higher than average household sizes, making events less affordable. Veterans also report feeling isolated from civilians and having trouble readjusting to American and civilian life. This confirms they have a greater need of encouragement to take part in family and community events and activities which assist their reintegration processes.

VetTixer Account Demographics

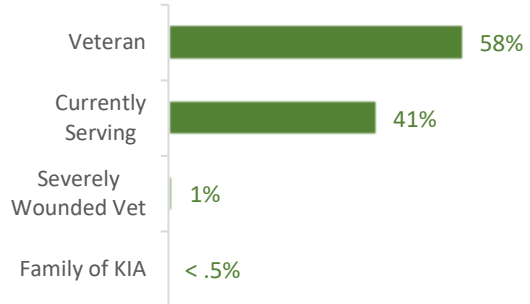
Branch, Account Types, and Locations

VetTixer Accounts by Branch



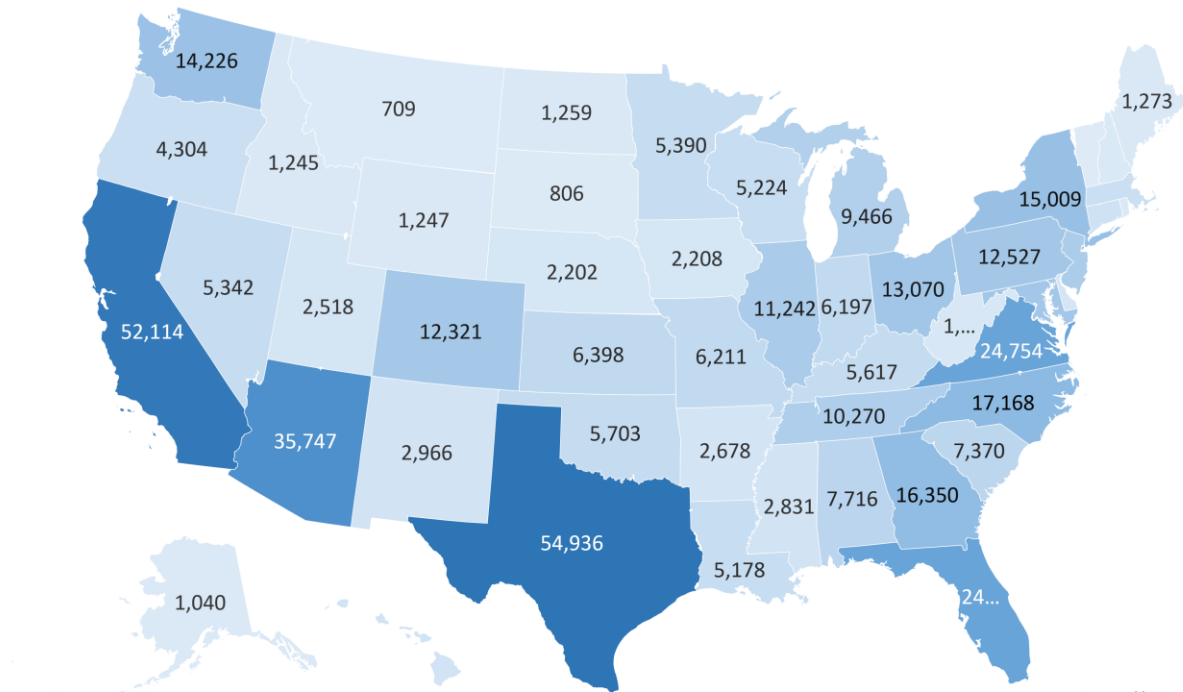
Guard and reserves are included in branch totals. VetTixer branches mirror the branch distribution of current US armed forces.¹

VetTixer Account Types



Vet Tix is comprised of more veteran accounts than currently- serving and less than 1% family of KIA.

Accounts per State
560,724 Accounts Nationwide



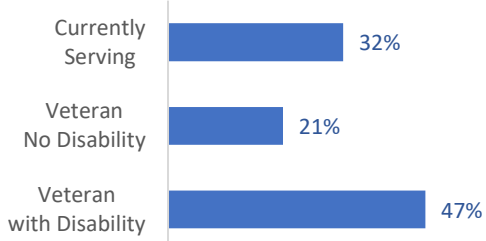
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150,833 new VetTixer accounts in 2016.

VetTixer Survey Respondent Demographics

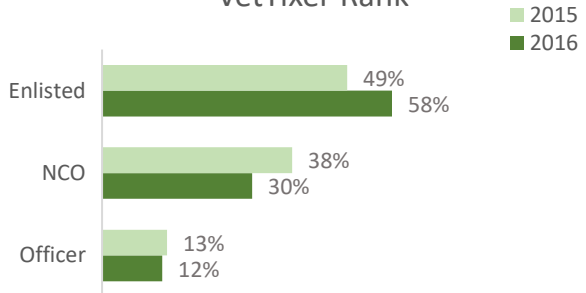
Military Service Status and Rank

Service Status Breakdown



A greater percentage of veterans completed the online survey compared to Vet Tix account types.

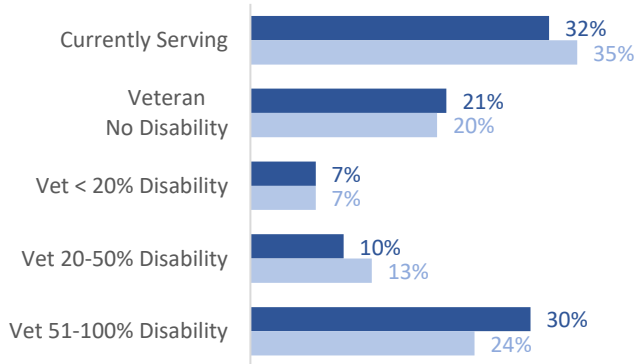
VetTixer Rank



2016 enlisted enrollments increased by 18%.

VetTixer Service Status 2015 vs 2016

■ 2016
■ 2015

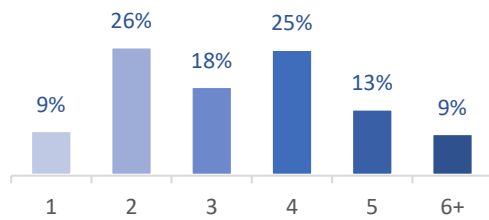


A small decrease in the percentage of currently-serving accounts. 37% of VetTixers have 51% or greater disability rating. 8% of respondents are at 100% disability rating in 2016. An estimated 62% of VetTixers* living with greater stress and financial burden related to military service.

*Combined 32% currently serving + 30% 51-100% disability rating

Household Size and Income

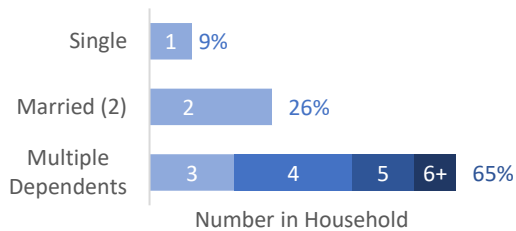
Household Size



Larger than Average Household Sizes

47% of VetTixers are a family of four or more. VetTixers have larger households (3.4), compared to US average household (2.53).² Larger households have a greater income burden. Therefore, veterans' household cost of living would be higher than US average.

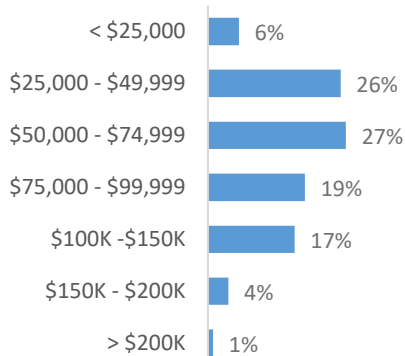
65% of VetTixers have Multiple Dependents



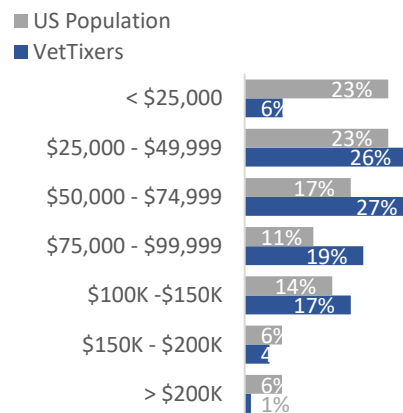
Household size dramatically increases event costs.

Family of four average cost of:
NFL game = \$360
Concert = \$500

VetTixer Household Income



VetTixer vs US Household Income⁴



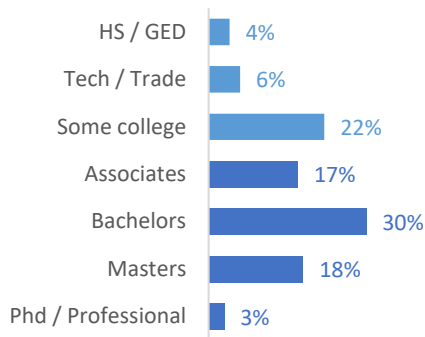
⁴ 2014 US Census

59% below theorized \$75,000 needed to be happy according to Gallup-Healthways Well-Being Index.³

Although VetTixers are more likely to be in mid-income range, their household sizes are larger on average making their cost of living higher.

Household Education

VetTixer Household Education Level



69% of VetTixers responding had a college degree.

52% of respondent households have a Bachelor's degree or higher.

21% have an advanced degree.

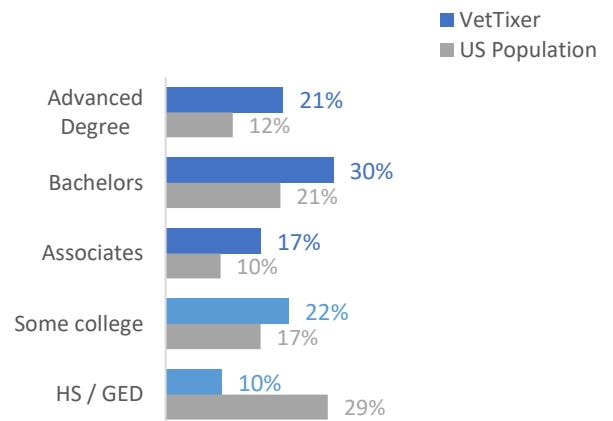
90% of VetTixers have some college credit.

VetTixer household education level higher than US civilian population.

Possible factors:

1. The military requires a high school diploma or equivalent.
2. GI bill increase ability to afford college.
3. VetTixer average age below 65, college degree percentiles decrease in over 65 age group for US population.

VetTixer vs US Household Education⁵



* tech / trade included in HS / GED category

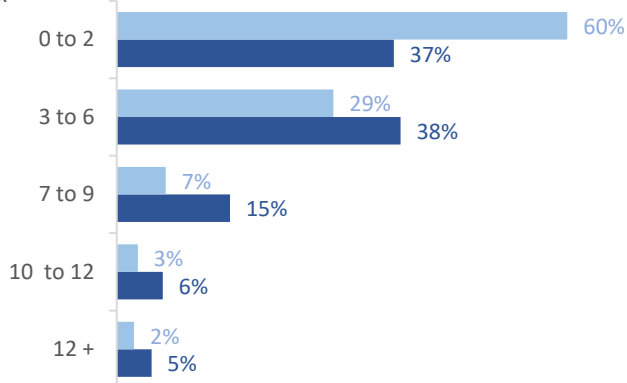
VetTixer 2016 Online Survey

Event Attendance Impact

Respondents had to be verified in Vet Tix system for six months to answer.

Yearly Event Attendance Increases After Joining Vet Tix

■ Pre VetTix
■ Post VetTix



Veterans attending 0 - 2 events per year decreased 38%

3 - 6 Events per year increased 31%

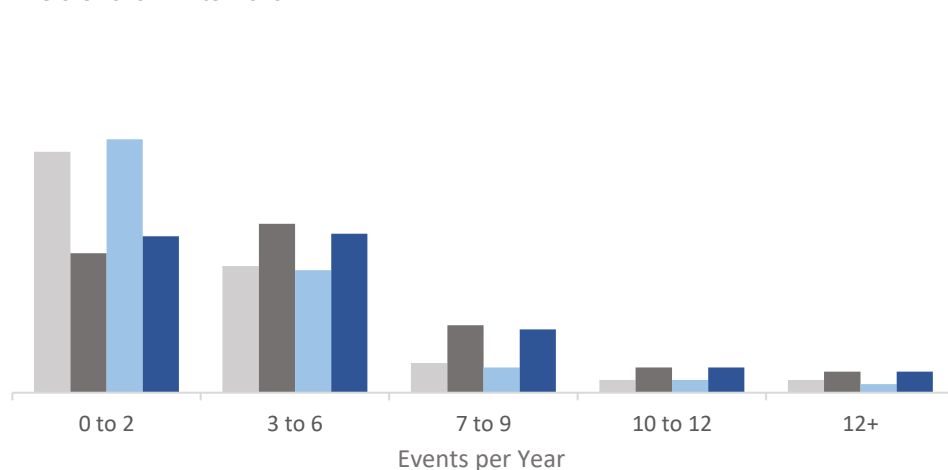
After using Vet Tix, veterans attending 7+ events per year more than doubled!

Vet Tix increases attendance to three or more events per year by 56%. This shows Vet Tix's positive impact increasing veterans event attendance and, therefore, their social activity in their communities.

In comparison, the average American attended 5.3 paid events in 2014.⁶ Most VetTixers attended significantly fewer community events than civilians.

Event Attendance Before & After Joining Vet Tix 2015 vs 2016

■ Before 2015 ■ After 2015
■ Before 2016 ■ After 2016



Before -> After Changes:

0 - 2 Events:
2015 -42%
2016 -38%

3 - 6 Events:
2015 +29%
2016 +31%

7 - 9 Events:
2015 +120%
2016 +131%

10+ Events:
2015 Doubled
2016 Doubled

Second year with 56% overall event attendance improvement. 2015 (55.8%) and 2016 (56.1%). Respondents stated they were attending fewer events prior to joining Vet Tix in in 2016.

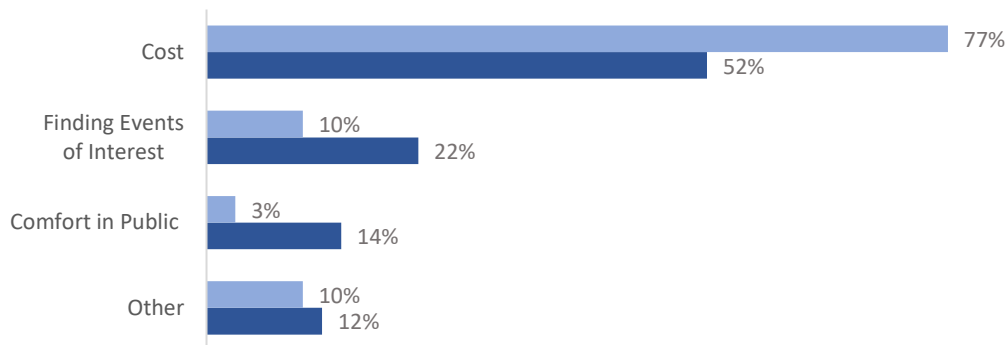
Reason for Attendance

Respondents had to be verified in Vet Tix system for six months to answer.

Biggest Reason for Not Attending Events Before Vet Tix:	Biggest Reason for Attending Events After Vet Tix:
<p>Couldn't afford it – 77% Didn't find local events that interested me – 10% Not comfortable in public – 3% Other – 10%</p>	<p>Can now afford it – 52% Finding local events that interest me – 22% Being Around Vets in Public Helps – 14% Other – 12%</p>

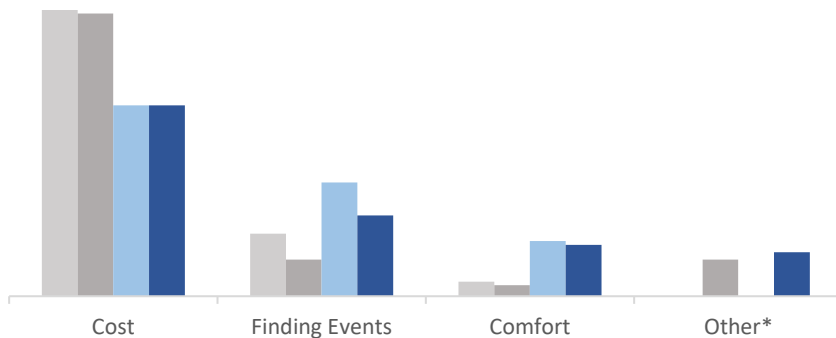
Reason for Event Attendance

■ Reason for Not Attending (Before Vet Tix)
■ Reason for Attending (After Vet Tix)



Reason for Attending Events 2015 vs 2016

■ Pre 2015 ■ Pre 2016 ■ Post 2015 ■ Post 2016



Cost:
 2016 -32.5%
 2015 -33%

Interest:
 2016 +119%
 2015 +84%

Comfort:
 2016 +330%
 2015 +312%

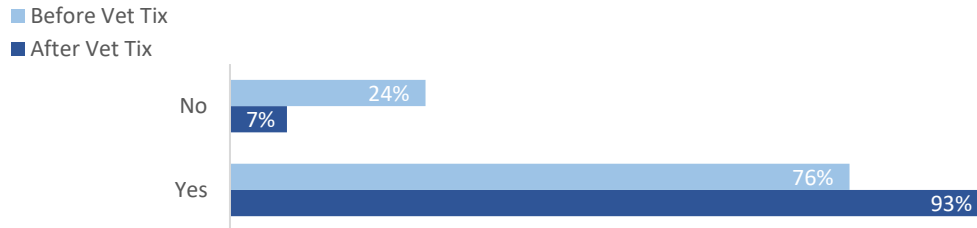
*No 'Other' option in 2015

Once again, the cost is the primary barrier for not attending events, but finding local events and being comfortable in public are important factors for our vets to engage in events once the financial barrier is removed. These results indicate Vet Tix's impact goes beyond financial benefit.

Community Support

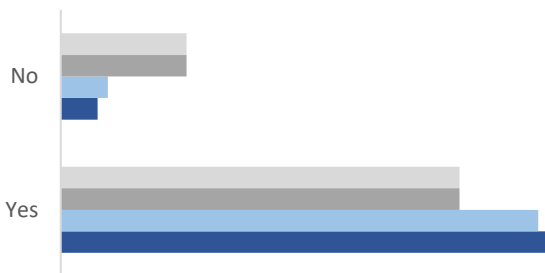
Respondents had to be verified in Vet Tix system for six months to answer.

Do you feel your community supports veterans?



Community Support 2015 vs 2016

Pre 2015 Pre 2016 Post 2015 Post 2016



Before Vet Tix:

24% of veterans do not feel their community support them both 2015 & 2016.

After Vet Tix:

93% of veterans feel their community support them. Up 2% from 2015.

Vet Tix dramatically improves how veterans think about how their community feels about them. Community support is an important aspect of reintegration. "Perceived negative homecoming reception & poor community support has been shown to predict chronic PTSD."⁷

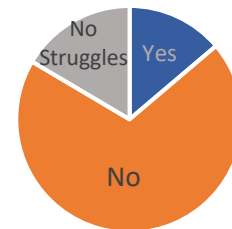
Do you feel non-veterans understand you or relate to your service time & struggles?

Yes – 14%

No – 70%

I don't have veteran related struggles – 17%

Can Civilians Relate to Military Service & Struggles?



70% of respondents don't feel that civilians can relate to military service and their struggles. Even though veterans feel their community supports them, most still feel disconnected from civilians.

New Experiences & Relationship Impact

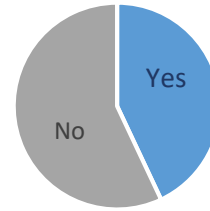
Respondents had to be verified in Vet Tix system for six months to answer.

Have you or anyone with you attended any new or first-time events with a Vet Tix event (i.e. first NFL game or first symphony)?

Yes – 43%
No – 57%



Any First-Time Events?

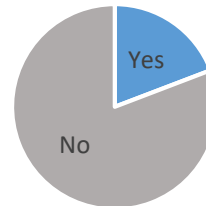


The majority of Vet Tix attendees have experienced something new. Vet Tix can enrich the lives of veterans and their families by increasing their community engagement and diversifying their experiences.

Have you ever invited someone to a Vet Tix event whom you do not usually socialize with?

Yes – 19%
No – 81%

Ever Invite Someone New?



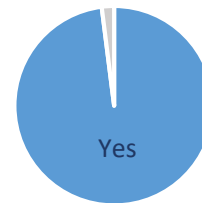
Almost 20% of VetTixers have initiated advancing a new / not close relationship. Vet Tix can help veterans increase their social network. Friendships are an integral part of positive well-being.

Do you feel attending Vet Tix events with family and friends improves your relationships?

Yes – 98%
No – 2%



Does Vet Tix Improve Relationships?

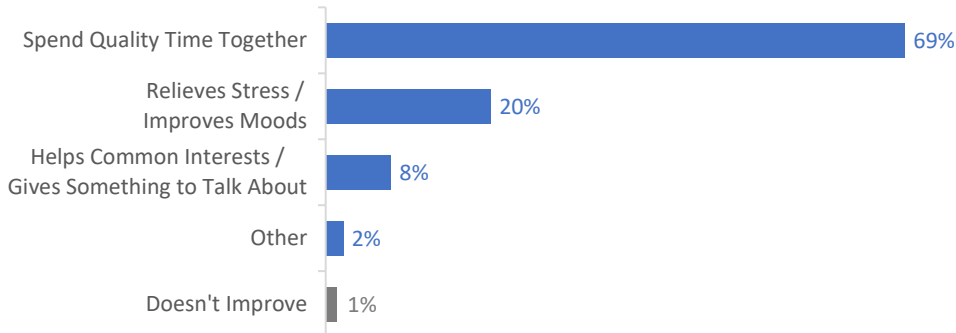


98% of VetTixers says attending Vet Tix events improves their relationships. Impact achieved! Strong relationships and social support system are essential for successful reintegration, mental and physical health. Multiple studies since the 1980s have proven that increased social networks help people live longer, healthier lives. Conversely, people with the least social ties have higher instances of cardiovascular disease, high blood pressure, and cancer.⁸

Relationship and Well-Being Impact Questions

Respondents had to be verified in Vet Tix system for six months to answer.

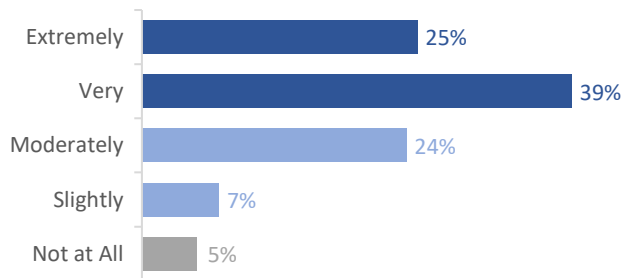
Attending Vet Tix Events Improves Relationships Because:



Helping people spend quality time together is reported as Vet Tix's largest benefit. 98% report spending quality time with family and friends at Vet Tix events improves their relationships. It is very important for veterans as they transition back from deployment or out of the military to increase their social networks in order help foster a sense of belonging and create a new identity.⁹

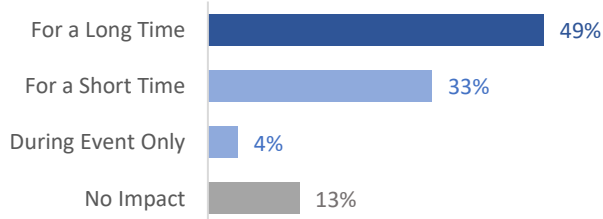


Are you are more engaged or communicative with people you take to events?



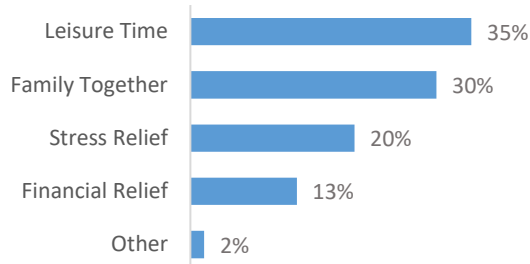
95% of VetTixers report that attending events makes them more engaged with the people they take to events. 64% are very or extremely engaged. Social support is integral for successful reintegration as well as preventing depression and PTSD.^{7 9 10}

Do Vet Tix events impact your well-being?



87% of respondents state Vet Tix events positively impact their well-being. 82% state attending Vet Tix has a lasting impact on their well-being.

Reason Vet Tix is most beneficial to you:



Even though respondents overwhelmingly replied cost prevents them from attending events (question #5), relationship and well-being impact are bigger benefits of Vet Tix. Leisure and family combined are the majority (65%) of responses. Leisure time has been proven in a multitude of studies to improve both subjective well-being, and health.^{11 12 13} A recent study measured lower heart rates when participants were engaged in leisure activities.¹⁴



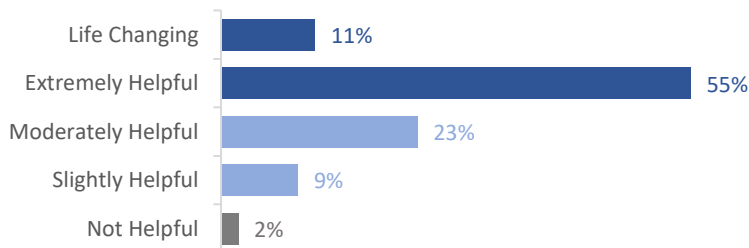
What do you like about attending events?



Also important is that 63% like experiencing something new, and 39% like getting more involved in their community. Vet Tix helps veterans be more active in their communities and diversify their experiences. While these are important aspects of reintegration, they are difficult for the DoD or VA to mandate for veterans.



Vet Tix has been:

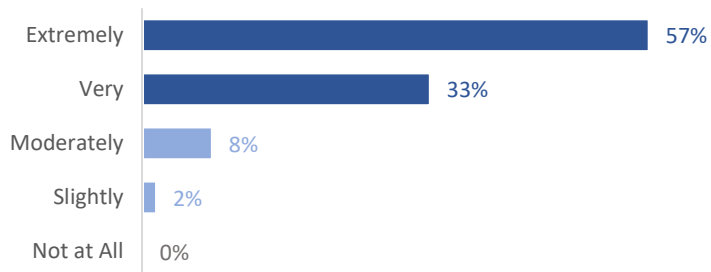


55% of VetTixers report Vet Tix is extremely helpful. 11% state Vet Tix has been “life-changing.” 98% of VetTixers reported a positive impact from using Vet Tix services.

Vet Tix Impact Evaluation

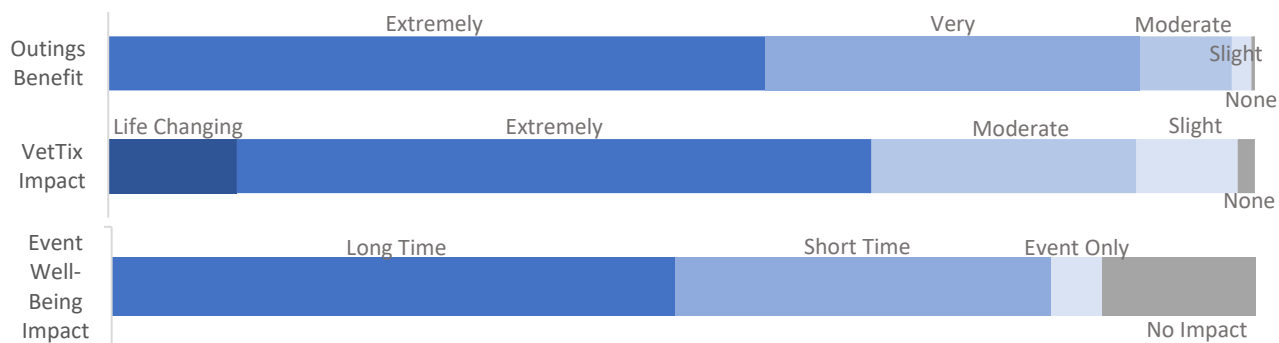
Following questions were available to all members.

How important do you feel family or social outings are to your well-being?



90% of respondents stated they feel family and social outings are very to extremely important to their well-being. Yet only 60% of VetTixers were attending 0-2 events per year before joining Vet Tix. Both social relationships and leisure time promote well-being and improve physical health.^{11 13}

Outing Importance Compared to Vet Tix Impact and Event Well-Being Impact



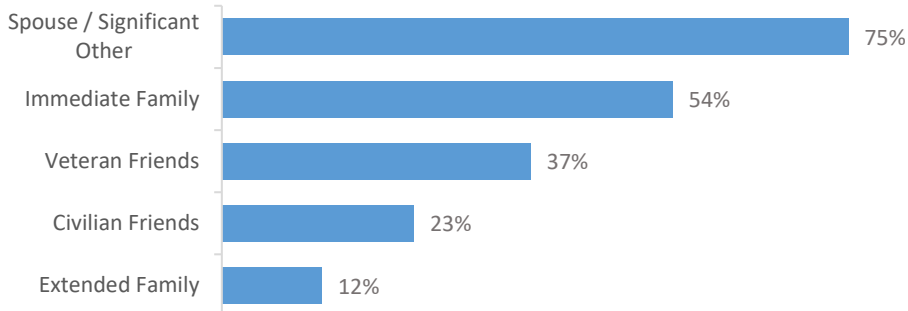
VetTixers state that family and social outings are important to their well-being. Vet Tix’ impact is rated as 66% extremely helpful. VetTixers reported slightly less well-being impact from individual events than rated Vet Tix’s overall impact. Therefore, the impact on relationships and the overall impact of Vet Tix are stronger than reported impact of attending an event. These three questions asked at different points of the survey reiterate the reports that Vet Tix events are very helpful to our veterans.

VetTixers responses demonstrate that attending events can and are improving their social networks and their subjective well-being. Social support and well-being improve emotional resilience and are essential for positive reintegration.⁷ World War II veterans credit close relationships with comrades and family as an “important life-long coping strategy.”⁹

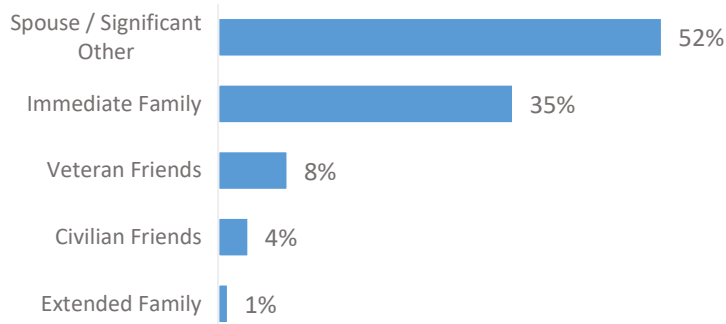
Event Attendees

Available to all VetTixers

Who do you attend Vet Tix events with?



Who do you attend Vet Tix events with the most?



Spouse/significant other and immediate family are the most common choice for company. Veterans are bonding with the people closest to them. 12% to 37% of respondents stated they do take friends and extended family. Therefore, they are increasing their social network beyond their immediate family.

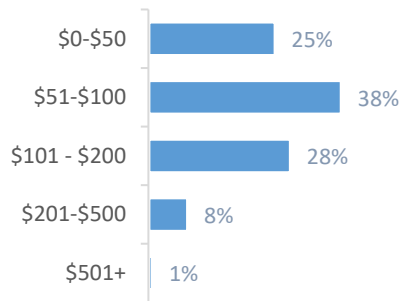
Reintegration is a family issue. Deployments and military service affect the entire family unit. Military spouses and children repeatedly show increased anxiety during deployment and reintegration phases.^{15 16 17} Children of deployed troops have poorer academic performance and test scores.^{17 18} Moreover, research has shown that PTSD symptoms can be transmitted to children and spouses.¹⁹

Vet Tix allows users to choose who they take to events. The extent which leisure time affects well-being is determined by the individual's level of satisfaction.¹³ Providing baseball tickets to a veteran who is not a sports fan has less impact on their well-being. Allowing veterans to choose events they enjoy and choose who they attend with is why Vet Tix is so impactful.

Monthly Budget

Available to all VetTixers

Monthly Social Activity Budget



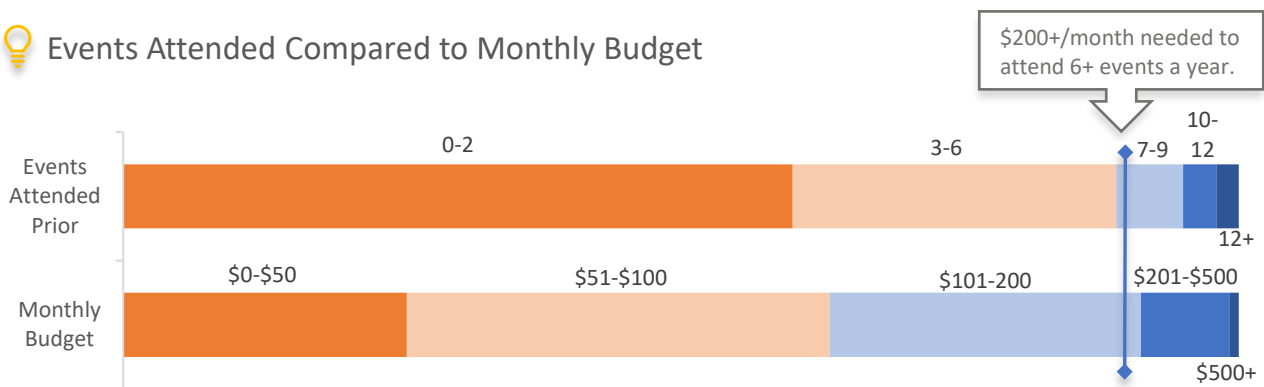
Regular events and activities are not affordable for most VetTixers.

63% of VetTixers have \$100 or less a month for social activities.

A movie for two adults with popcorn and drink costs \$43. An NFL game or concert can average \$500 for a family of four.



Events Attended Compared to Monthly Budget



63% of VetTixers have \$100 or less to spend on monthly activities.

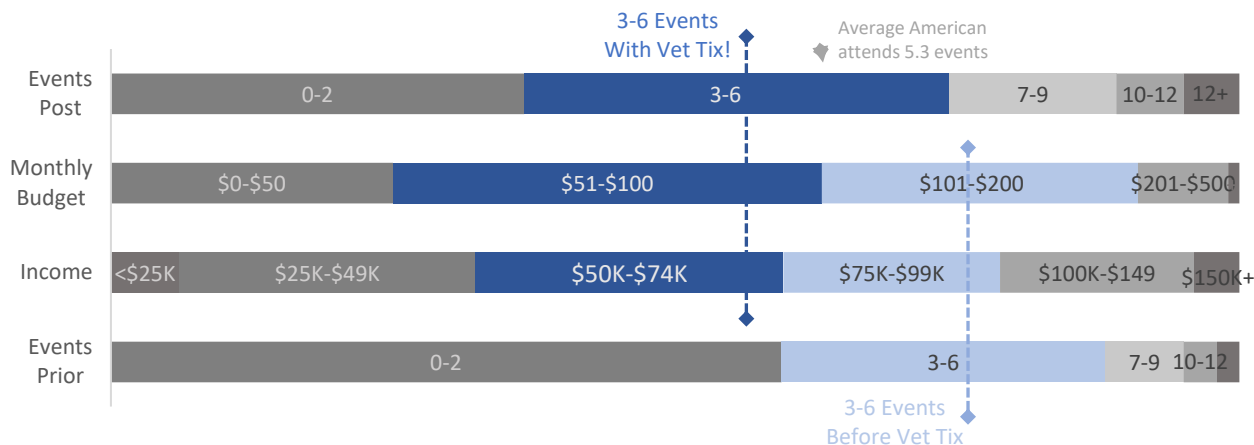
Only 9% of VetTixers have the \$200+ a month budget needed to attend more than six events per year.

Regular event attendance is not affordable to 91% of VetTixers.



More Veterans Attending 3-6 Events per Year with Less Money!

Joining Vet Tix helps veterans attend more events with a smaller budget.



Due to increased veteran household size, monthly budget is a better indicator for financial burden.

6+ events per year:

Household Income > \$100,000
Monthly Event Budget > \$200

= 9% of VetTixers

3+ events per year:

Household Income > \$75,000
Monthly Event Budget > \$100

= 37% of VetTixers

- \$43 cost of a movie for two adults with popcorn and drink. (Including dinner and babysitting cost is over \$100.)

- \$360 cost of NFL game for a family of four, not including food or drink.^a

- \$640 cost of Kenny Chesney tickets for a family of four, not including parking, food or drink.^b

Reintegration literature recommends “planning a regular date night,” planning leisure and family time, and social activities with friends.^{19 20} Unfortunately, activities out in the community cost money. Average American date night is unaffordable for 63% of VetTixers on a monthly basis.

After joining Vet Tix veterans can attend 3-6 events per year with half the budget! Vet Tix helps veterans to be more socially active and involved in their communities without increasing financial burden!

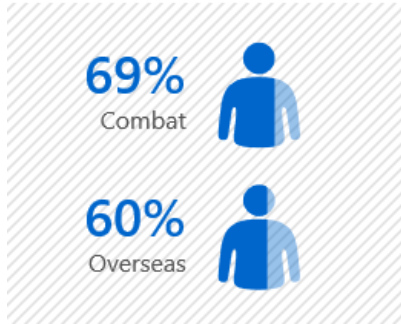
^a 2013 League average per CNN Money report

^b Current Ticketmaster pricing

Reintegration

Available to all VetTixers

Deployments

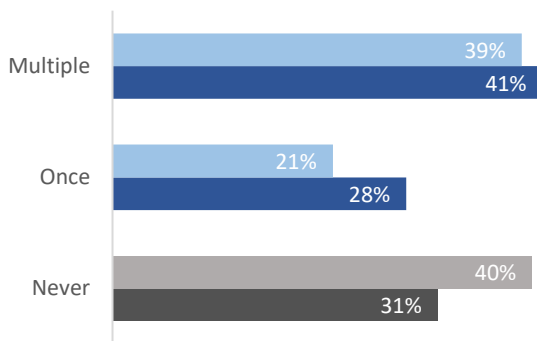


A significant majority of VetTixers have been deployed.
Over 40% have multiple deployments.

Reintegration is definitely a critical topic for our members. Not only are there adjustments from the hardships of combat, but 60% of VetTixers have had overseas assignments. VetTixers' reintegration process is multi-tiered: from combat, back into their family, back to American life and from military to civilian.⁹²¹

💡 Majority of VetTixers have been deployed

- OverSeas
- Combat



Veteran Reintegration

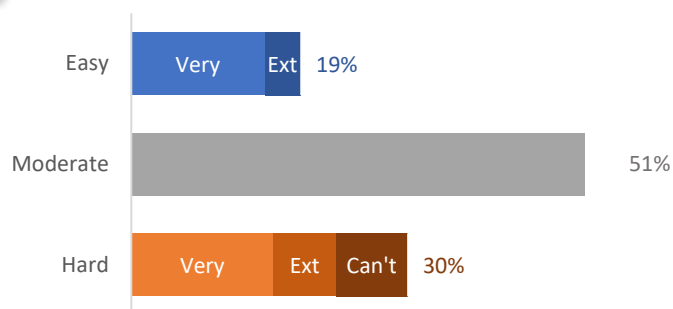
Available to all VetTixers

How would you describe reintegrating after deployments or overseas assignments?

	<i>All</i>	<i>Deployed</i>
Extremely easy	3%	4%
Very easy	13%	15%
Moderately easy/difficult	45%	51%
Very difficult	14%	15%
Extremely difficult	6%	7%
Not been able to fully readjust/reintegrate	7%	8%
I was never overseas	12%	



Ease of Reintegration



Half find reintegration moderately easy/difficult.

30% report reintegration very difficult to still haven't achieved.

* Only graphed responses of those who had deployed.

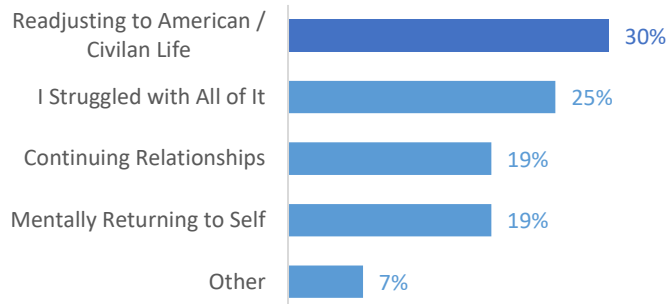
Reintegration is a struggle for 30 - 81% of our veterans. 30% report extremely difficulties with 9% answering they have not been able to readjust fully. These responses are worrisome since trouble reintegrating is widely reported by veterans who develop PTSD.²²

Reintegration problems are not necessarily caused by a mental health disorder. Even without a diagnosable mental health disorder, many veterans reported significant difficulties reintegrating after combat deployment.¹⁰ Unfortunately, reintegration difficulties do not always resolve with time. A recent study for the VA noted that veterans with reported reintegration difficulties had been discharged an average of six years.²²

What was the hardest part of reintegrating? Only One Answer Allowed.

	<i>All</i>	<i>Deployed</i>
Continuing relationships with family and friends	17%	19%
Readjusting to American / Civilian Life	26%	30%
Mentally Returning to Pre-Deployment Self	17%	19%
Really Struggled with All of the Above	21%	25%
Other	6%	7%
Never Deployed / Overseas	13%	

 **Hardest Part of Reintegration**



*Only graphed responses of those who had deployed.

Readjusting to American / civilian life is reported as the biggest struggle for 30% of respondents. Next is “I really struggled with all of the above” at 25%. Therefore, a combined 55% report trouble with readjusting to American / civilian life. Comparatively, only 19% (36% combined) reported continuing relationships as their biggest struggle. A small study found that veterans rated reintegration to community the most difficult, while those currently-serving found relationships the most difficult. Our survey was 68% veteran responses.

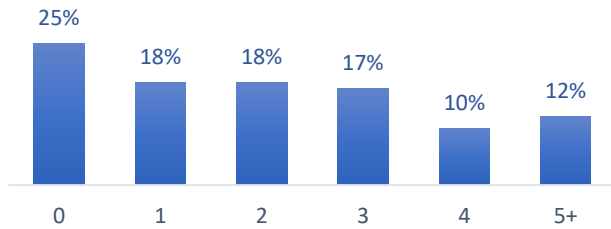
Could veterans be experiencing culture shock, both from returning abroad and from the differences between military and American civilian culture, which is exacerbating mental and emotional difficulties?^{21 23} Culture shock has PTSD-like symptoms.^{24 25} Multiple scholarly articles discuss culture shock between military and civilian cultures, which can lead to an identity crisis.^{9 20 21}

How We Can Help: Vet Tix services provide a means for veterans to spend quality time with family and friends rebuilding and strengthening their social networks. At the same time, Vet Tix encourages veterans to be active in their communities by providing tickets to events which they otherwise could not afford or might avoid. Our third benefit is that many events include tickets seating VetTixers together, creating a military-centric space at the event. 14% of respondents stated that after joining Vet Tix being comfortable around other veterans in public is their biggest reason for now attending events.

Relocating Adversity Questions

Available to all VetTixers

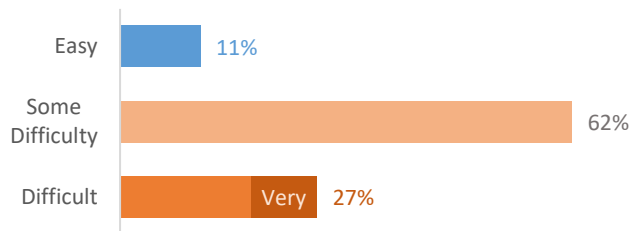
Number of Times Moved Family in Last 10 Years



39% of respondents have moved three or more times with dependents in the last 10 years.

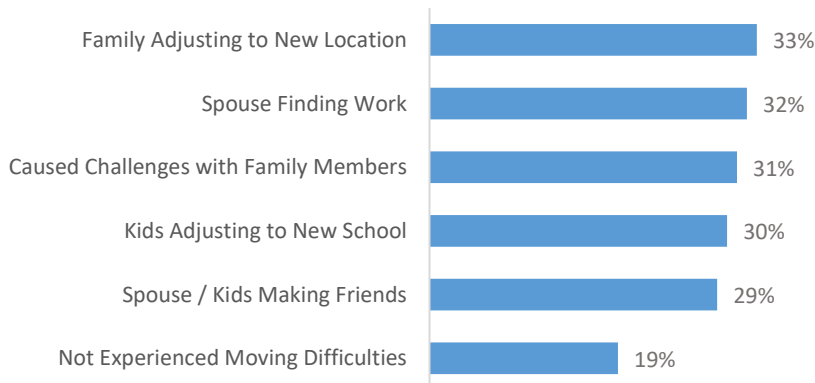
Reports link changing schools (i.e. student mobility) with increased mental disorders, lower grades, and test scores. High school children who had moved four or more times were found to be one year behind their peers and less likely to graduate.^{26 27}

How would you rate moving with family?



Majority of VetTixers report moving has been difficult.

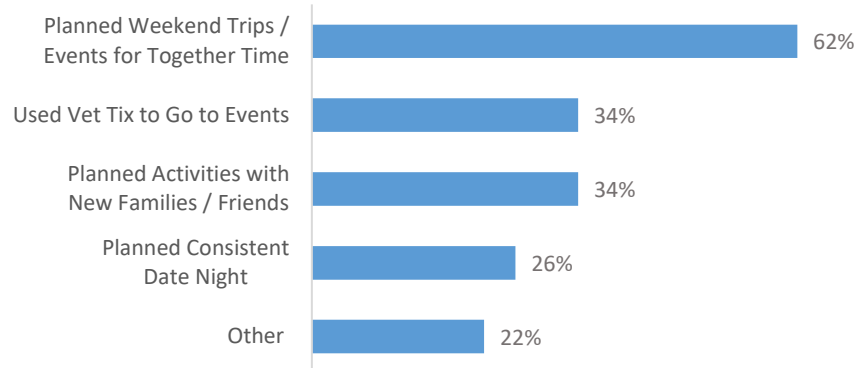
What are some difficulties you experienced during relocating your family?



81% of respondents stated they some kind of difficulty moving.

32% stated they spouse had trouble finding work. (It is unclear what percentage of spouses were looking for work. Therefore true percentage could be higher, indicating significant financial burden for relocating.)

How did you maintain family morale?



Planning family trips/events is the overwhelming answer. Over a third are using Vet Tix to help with family togetherness in early 2016.

How did Vet Tix help after moving?



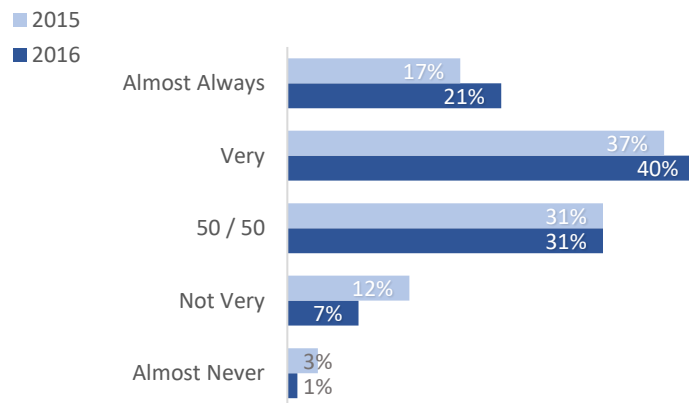
*Only graphed vets that has used Vet Tix

Although only 46% of respondents had used Vet Tix after a move, those respondents who did found Vet Tix helpful for exploring their community. The second response was to relieve stress (which may also include leisure time). Leisure time and getting the family together were top responses to question #26 'how is Vet Tix most beneficial.' Vet Tix is a useful tool to exploring communities and thus engaging in their communities.

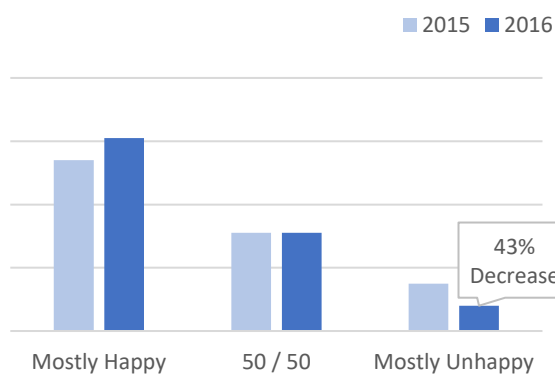
Veteran Well-Being

Available to all VetTixers

How would you rate your happiness during 2015? 2016?



VetTixer Happiness by Year



VetTixers report being happier in 2016

The mid-option “50/50” remains steady 2015 through 2016. But overall, veterans report being happier in 2016.

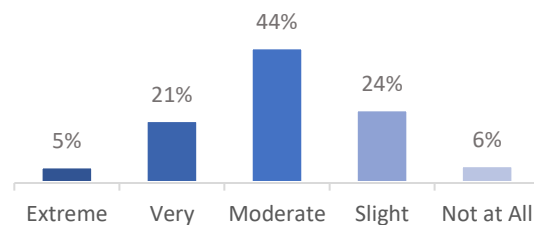
Conversely, the Harris Poll found the number of Americans who stated they were very happy decreased from 34% in 2015 to 31% in 2016.²⁸

*The Harris Poll consists of 40+ questions to determine happiness.

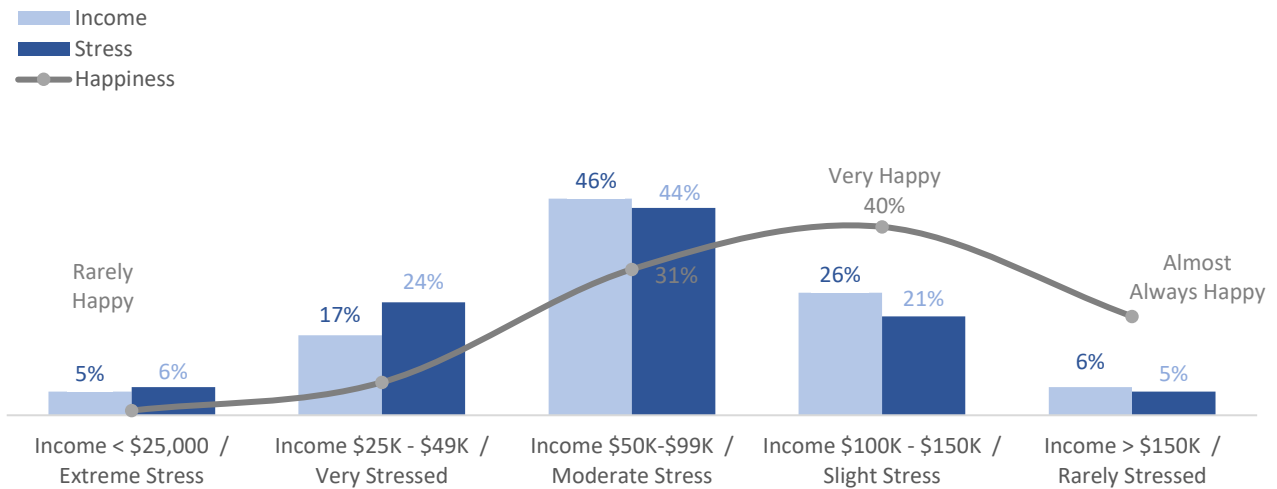
70% of VetTixers report moderate to extreme daily stress.

Daily stress seems to disperse fairly evenly across the spectrum. VetTixers reported slightly more “very stressed” (26%) than the average American (24%) in 2015.²⁹

Daily Stress Level



VetTixer Happiness Not Tied to Daily Stress or Household Income

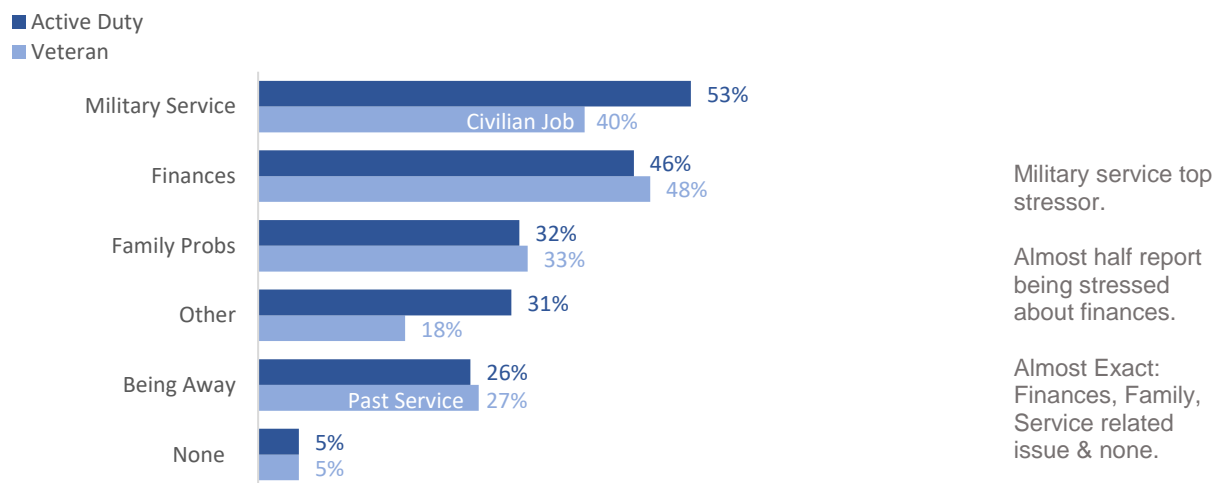


61% of VetTixers report being mostly happy in 2016, which is significantly higher than the lower stress and upper-income percentages. Comparatively, 26% of VetTixers report they are very stressed and 59% make less than \$75,000 per household.

These results indicate VetTixer happiness and daily stress or income do not appear to be tied together. Daily stress & income levels correlate (follow typical bell curve).* More VetTixers say they are happier in 2016 regardless of stress and income level, which corresponds to literature that happiness is also measured by life satisfaction, not just daily mood/stress or income.³

*This chart does not link high income to low stress, but rather that these factors are evenly spread across a typical bell curve for the population.

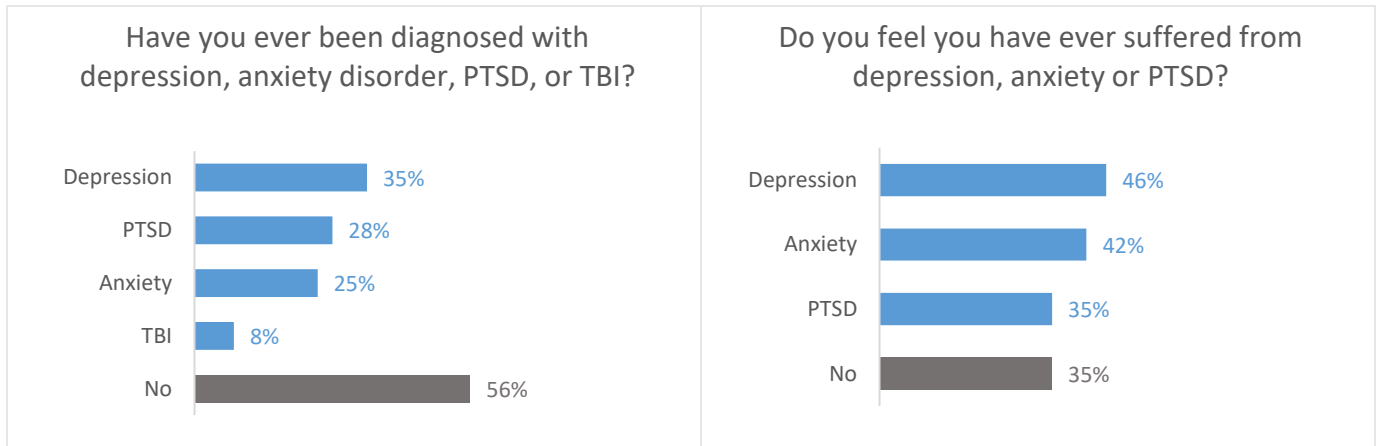
What causes stress in your life?



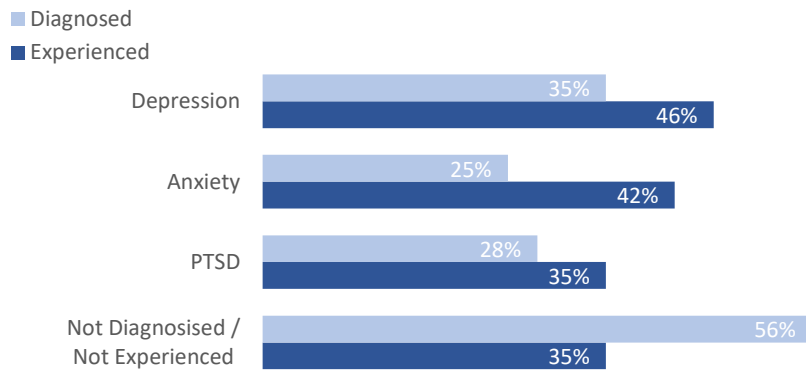
Current military service is the highest stressor. Almost half of VetTixers stressed about finances. Except for civilian job and other, the stress categories are consistent for currently serving and veterans. Top American stressors in order: job, money, health and relationships.³⁰

Mental Health

Available to all VetTixers



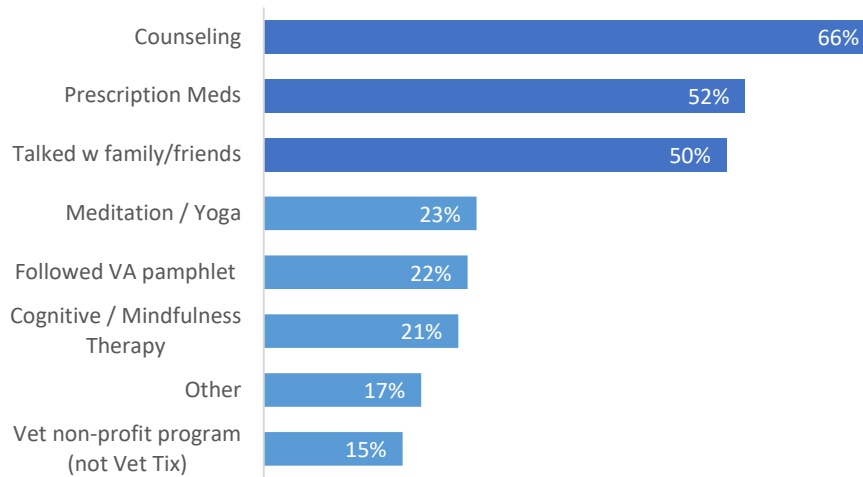
Depression, Anxiety, PTSD: Diagnosed vs Experienced



44% of respondents have had a mental health diagnosis, yet 65% feel they have experienced one of more of these mental health problems. Almost half of respondents feel they have experienced depression or anxiety relating to their military service.

“54% of the Afghanistan and Iraq veterans who used VA healthcare Oct 1, 2001, through Sept 30, 2012, had a psychiatric diagnosis.” PTSD was the most common diagnosis at 29%. Only about 20% of US veterans use the VA healthcare system.¹⁰ VetTixers responses matched previous VA healthcare studies. The prevalence of PTSD for recent combat veterans is estimated at 35% including veterans not utilizing VA healthcare.²²

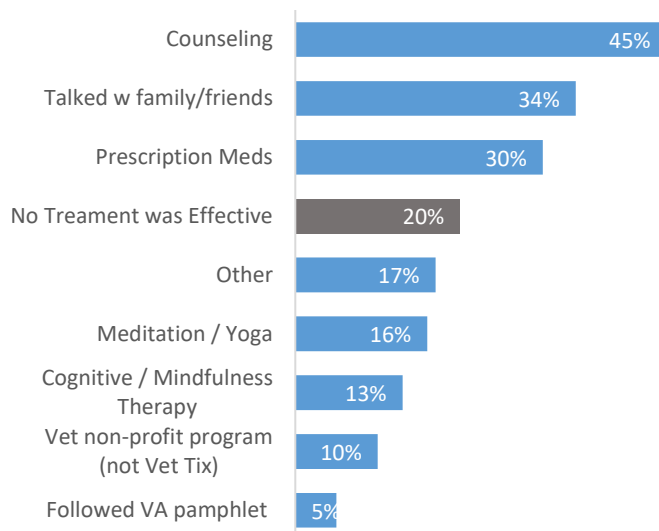
Types of treatment you tried for depression, anxiety or PTSD related to military service:



*Only graphed respondents with symptoms.

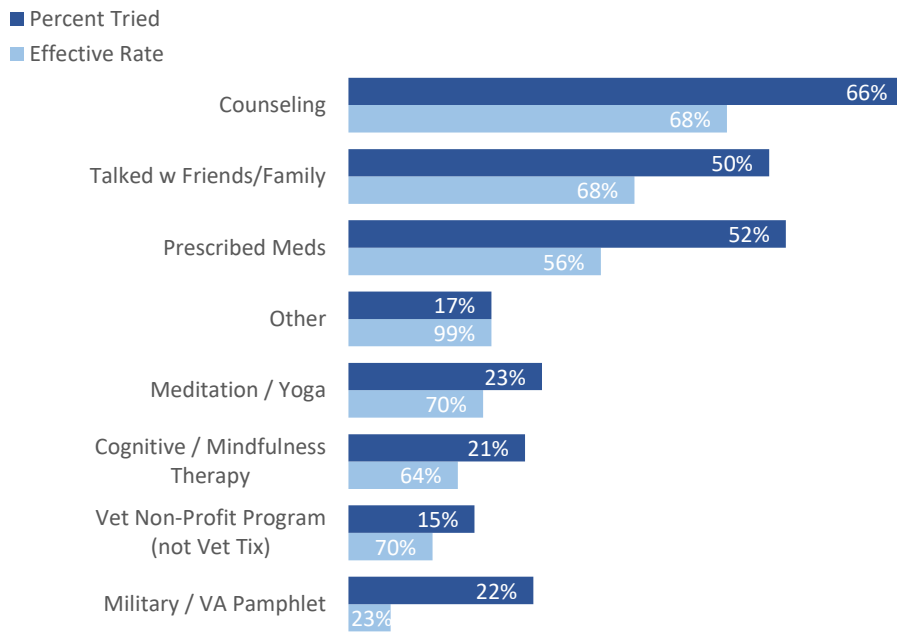
34% of Respondents reported no depression, anxiety, or PTSD symptoms related to their military service. The majority of respondents with mental health problems have tried traditional treatments counseling and prescription meds, as well as talking with friends and family. Alternative treatments have been tried by less than a quarter of respondents. It is interesting to note only 22% of respondents stated they tried to follow the VA pamphlet literature.

Types of treatment you found effective for depression, anxiety or PTSD:



*Only graphed respondents with symptoms.

Treatments Tried vs Treatments Found Effective



Although not tried by many veterans non-profit programs and ‘other’ were felt to be the most effective treatments. Overall, options for treating veteran mental health were not rated as very effective. 68% Effective: Discussing problems with a counselor or friends and family or meditation/yoga. Prescription meds were only rated 56% percent effective. Respondents did not rate the VA Pamphlet as being effective. (Technically this isn’t a depression treatment, but it is some of the first literature vets receive.)

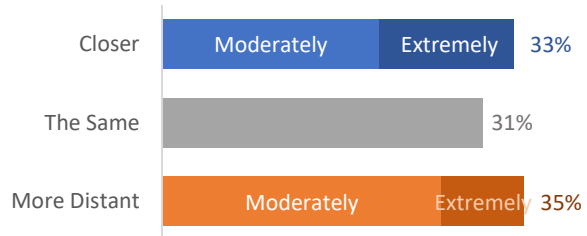
Relationships

Available to all VetTixers

After serving in the military, do you think your family relationships are:

Extremely Closer – **13%**
 Moderately Closer – **21%**
 Same – **31%**
 Moderately Distant – **27%**
 Extremely Distant – **8%**

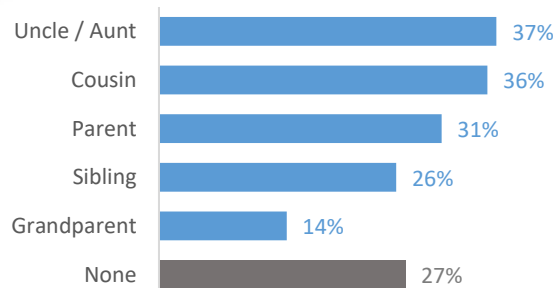
Family Relationships After Military Service



Relationships are split fairly evenly. 33% of respondents credit military service with bringing them closer. Unfortunately, 35% replied that their military service made their relationships more distant.



Veteran Family Members



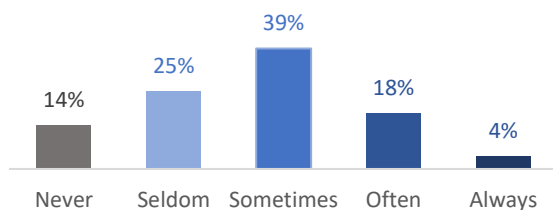
*Living family members only

73% of respondents have a living veteran relative, which may explain why some relationships become closer. It also means that 73% have a relative they could talk to about their service. Still, a significant number (27%) do not have a living family member in the service with whom they could talk. And the military – civilian divide is widening for younger generations. Only 33% of Americans under 30 have an immediate family veteran relative, compared to 77% of those 50 and older.³¹



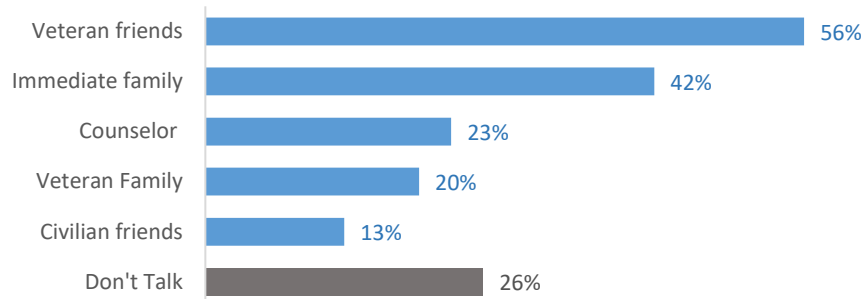
Do You Avoid People?

61% of VetTixers report avoiding people.



22% report avoiding people regularly. This shows a disturbing tendency to self-isolate. Isolation is detrimental to reintegration and positive mental health.⁹

Who do you talk to about personal struggles relating to your military service?



*Only graphed respondents with military service related struggles.

84% of respondents have struggles relating to military service. The majority discuss with veteran friends, not veteran family. Discussing with veteran family at 20% is close to having a veteran parent (31%) or veteran sibling (26%).

Even though talking with a counselor was one of the more effective treatments, only 77% of respondents stated they have talked to a counselor about struggles they have experienced with their military service. That 26% of veterans choose not to discuss their problems shows a trend of self-isolating that aligns with 22% of VetTixers avoiding people regularly.

2016 Survey Conclusions

Social and Community Support

Reintegration literature recommends that veterans spend time with their families, plan a date night, and find a place in their communities during their reintegration.^{20 32 34} Positive relationships and social support are necessary to successful reintegration. Social support is also essential for well-being and physical health. People with strong social network live longer, healthier lives.^{11 12 32} WWII veterans credit close life-long relationships with family and comrades as an important coping mechanism.⁹

There is an increasing military / civilian culture gap, which complicates veterans reintegrate processes. WWII veterans did not experience the same level of military / civilian divide. 12% of Americans served in the WWII era as opposed to .5% of Americans serving today. Moreover, current conflicts do not impact today's American civilians to the same extent. WWII America rationed gas and supplies, and many joined the workforce to support the war effort. Today's veterans are returning to communities unaffected by the military conflicts in which they took part.

Our veterans must rebuild their sense of identity outside the military by strengthening social networks, developing a sense of belonging and engaging in their communities. "Identity is inextricably linked to community... Veterans need to reenter the social structure."⁹ Social support and community engagement are necessary and recommended, but veterans struggle with this process because they feel disconnected from civilians and their communities.^{9 19 20 21}

Unfortunately, our VetTixers report that less than 40% are attending three or more events per year before using Vet Tix services. Many veterans tell us that they feel uncomfortable in public, do not talk to friends about their struggles and avoid people frequently.

22% of respondents reported reintegration as very or extremely difficult. Another 8% stated they have not been able to readjust fully. 30% of respondents stated that readjusting to American / civilian life was the hardest part of their reintegration process. 25% stated they really struggled with all aspects of reintegration.

"Reuniting with old friends after transitioning out of the Army has, at times, been difficult. Finding common ground seems to be the biggest issue so what can be more universal than a love for good music. Last night was one of the best nights I've had since I left the service." – West, US Army Veteran

"I am a VietNam era vet and 45 years after the fact you will never be able to understand how important it is for us of that era to in some way be acknowledged for our contributions to an unpopular war--your generosity has helped to fill that void." – Jerry, US Army Veteran

How Vet Tix Helps

Our 2016 survey confirms VetTixers attend more events after joining Vet Tix, making veterans more socially active. A staggering 98% of VetTixers stated attending Vet Tix events improves their relationships. 87% reported that Vet Tix events improve their well-being. Overall, VetTixers report they are happier in 2016 than 2015.

“As you know combat veterans have been through hard times and seen things that sometimes their minds will not let them un-see. When they come back from war everyday life can be a struggle. Lately I have been in a funk, this concert was great. For the days leading up to the concert I felt excited to be able to go. Then when I was there for a few hours my mind was at ease. The only thing I was thinking about was how good the music was and singing along to some of my favorite songs. This truly was a great experience and one that without your donation and an organization like VET TIX, I would not have been able to enjoy. It may seem like just a ticket, but to me and other veterans it is so much more.” - Joshua, US Army Severely Wounded Veteran

VetTixers reported quality family time and leisure time as the biggest benefits. Social networks have a profound impact on mental and physical health. Studies have documented that a strong social support network even mitigates unhealthy lifestyle habits.^{8 12 13} Recent research states that creating new positive memories is essential for preventing depression and PTSD.⁷

But time deployed can weaken family bonds and friendships. 69% of our veteran respondents have been deployed to combat, and 60% had served overseas. Veterans must re-establish relationships that are disrupted from their time away.

“As a father, the bonding experiences I get with my daughters are very important to me. As an active duty military member in the Navy who is often away from my family these opportunities are even more meaningful. I truly believe that memories and experiences are priceless because when I'm away from the family it's what I hold on to, and it's what I hope they will remember years from now more than the times I wasn't there. Thank you so much to Live Nation for this time I was able to spend with my daughters.” – Matt, Currently-Serving US Navy

65% of survey respondents feel they have experienced depression, anxiety or PTSD related to their military service. Many therapies are not rated effective, and many veterans do not seek VA help for fear of social stigma or detriment to their careers. Less than half of survey respondents had tried therapies besides counseling and prescription medications. 20% of those reported that no treatments they tried were effective. However thousands of VetTixers report improved well-being and reduction of PTSD symptoms.

“A simple thank you is just not sufficient to express our gratitude. I was Medi-vac'd out of Afghanistan in 2011. My experience there left me with VA rating of 100% PTSD, and spending a lot of time in a wheelchair. I haven't went to a movie, a concert, or any other public events, that I can remember, for a long time. Then I stumbled upon your organization on Facebook. After reading some of the testimonials and thank you letters, I felt that I wasn't quite so alone with my struggle with PTSD. My wife/caregiver has been encouraging me to get out of the house more, and she is a big fan of Breaking Benjamin, so I saw my chance. The ushers found us some wheelchair accessible seating that gave us an incredible view. And the show was spectacular. My wife and I enjoyed our first real date night in years. Live Nation, you didn't just give a couple of tickets, you gave me a chance to engage the outside world, you gave me a feeling of belonging, you have given me the first step to being a real person again. Thank you Live Nation, Vet Tix, and all others who have donated their time and money to making this Veteran feel free to continue to experience life.” - Spc. Cole, US Army Veteran

Vet Tix events make it possible for veterans to engage in their communities socially. When veterans attend events with their families and other veterans they find themselves more comfortable in public. Veterans can meet and socialize with other veterans at Vet Tix events, which may provide a hybrid military / civilian community experience. Meeting and spending time with other veterans in their community may reduce feelings of isolation in their military identity while providing a sense of belonging and helping reform a new military / civilian hybrid identity.

“Seeing Green Bay Packers in NFL Playoff game at Lambeau Field was AWESOME! It was a great way for me as 45 yr old Persian Gulf War disabled veteran to connect with a 28 yr old Afghanistan disabled veteran who needed an opportunity to reach out to other veterans who understood sacrifice.” -Matthew, US Navy veteran

“I took the 3 boys to this bowl game as part a grand road trip. We drove from Tampa, FL to go to this game. The seats were great and the game was exciting. I love the VET TIX system that allows organizations like yours to donate tickets to people like my family who can really enjoy them and build memories together that will last a long time. It really doesn't matter who is playing in the game, it matters more that we spend time as a family doing something cool we don't usually get to do. I feel great to be a veteran and talk to other veterans at the events and know their circumstances are similar to mine; they came to enjoy a great game and receive a little appreciation for their hard work. Thanks for making this Holiday season special.” – Kenneth, Currently-Serving US Army

There is an unmet need for assistance in reentering and engaging in American and civilian life for which Vet Tix services provide a pathway.

While receiving recognition for their military service, Vet Tix helps veterans to follow the VA’s recommendations to spend time with family, plan date nights and re-engage socially in their communities. Vet Tix helps veterans by providing an impetus for multi-inclusive social engagement, where the veteran is in control of choosing activities specifically geared toward their individual interests thus improving relationships and well-being, and assisting reintegration processes.

Footnotes

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