2020 COMMUNITY integration





OVERVIEW

America's Warrior Partnership is committed to empowering communities to empower veterans. Our approach to accomplishing this mission takes many forms, but it all starts with connecting community organizations with local veterans to understand their unique needs and situations. With this knowledge in mind, we then bring in the right resources, services and partners to drive effective holistic support at the community level for veterans, family members, and caregivers.

Through our programs, projects, and initiatives America's Warrior Partnership is the connection that brings both local veteran-centric organizations and nonprofits together through coordination and collaboration, ensuring consistent information is obtained and relevant services are provided. We fill the gaps that exist between current veteran services organizations, attack inefficiency, and amplify the work of established nonprofits and government agencies. America's Warrior Partnership brings the necessary and unifying resources to communities to achieve the ultimate goal: creating a better quality of life for all veterans by empowering local communities to proactively and holistically serve them.

Our Affiliates



The Alaska Coalition for Veterans & Military Families is a statewide nonprofit organization dedicated to assessing and meeting the needs of Alaska's service members, veterans, and their families.



Diné Naazbaa' Partnership (DNP), a program of America's Warrior Partnership, is the first community-based program dedicated to empowering the Navajo Nation's military veterans, their families

and caregivers through proactive outreach, engagement and coordinated services bridging gaps that exist between community service providers and national resources to provide holistic support.



Goodwill of Orange County's Tierney Center for Veteran

Services is a global approach to

serving veterans and their families, serving all veterans in Orange County, CA, including immediate family members, and military personnel and families.



Panhandle Warrior Partnership

empowers warriors of Northwest Florida through a holistic program

of community collaboration designed to connect warriors and their families to the local community through benefits, services, education, jobs, and housing.



Upstate Warrior Solution, serving Greenville, and the upstate of South Carolina, connects warriors and

their families to resources and opportunities, leads them through the process of self-empowerment, and inspires the community to embrace local warriors and their families as valued neighbors and friends.



Veterans One-stop Center of Western New York, Inc. (VOCWNY) is the area's premier, community-based,

independent, nonprofit collaborative, offering U.S. veterans, service members, and their families the convenience of a barrier free One-stop Center in which to access a coordinated individualized suite of services for veterans.



The Warrior Alliance helps Warriors and their families by driving collaboration between best-in-class organizations that can support their transition from military service to a life of

purpose. Our Greater Atlanta network covers 13 counties and allows for a single portal for Warriors to access a wide range of holistic veteran services.

Additional community partner organizations include:















The purpose of the survey was to ensure communities across the United States of America are helping in every way possible and in ways that are meaningful to the warrior and their family. The survey was completely anonymous, and warriors were given an option (upon completion of the survey) to provide contact information for a chance to win an incentive varying by each community partner organization. All contact information was kept separate from annual survey results ensuring responses were kept completely confidential.

If you are interested in participating next year, please contact Sarah Holzhalb, the Director of Development and Marketing, SHolzhalb@americaswarriorpartnership.org.

EXECUTIVE SUMMARY

Community Integration, the signature program of America's Warrior Partnership, is a proven method that provides the tools and means to implement a fully customized program for any community that will be responsive to the veterans living in it. This program is designed to provide holistic care for both veterans and their families. This results in a multitude of benefits to the veterans and the community.

America's Warrior Partnership has conducted an annual survey for the past five years in order to measure a variety of factors relating to the Community Integration program and the veterans served. The results of the survey have helped us evaluate veterans' strengths, needs, growth and satisfaction while also allowing us to make the respective programmatic adjustments and inform community leaders in the veteran space.

As a result of the last year 2019 survey, our community affiliates and additional community partners emphasized their efforts on meaningful engagement. From this campaign, we saw a positive increase in veteran community integration based on feedback from 876 veterans.

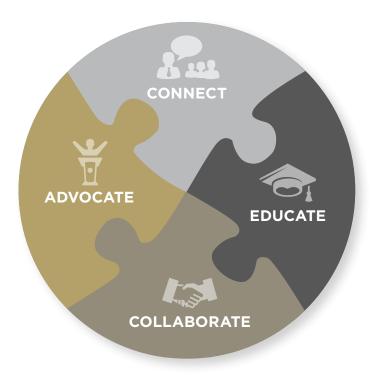
- There was a 12.4% increase in veterans feeling connected to their community when engaged once a week/a few times a week.
- 94.7% of warriors engaged once a week/a few times a week feel empowered which is a 11.8% increase from last year.
- There was a 9% increase in community event participation this year.
- 28% of veterans were only seeking connection with others, access to recreational activities or volunteer opportunities, which is a 4% increase from the previous year for the second year in a row.

For the past four years, the results of the survey reported resources veterans were seeking did not indicate the need for urgent assistance. The top six resources sought were: recreation; connections with other veterans; access to health benefits; volunteer opportunities; opportunities for recreational therapy and access to better employment.

In 2020, the data was consistent from the previous year's showing as the Adult Hope Scale score increases, the feeling of being able to adapt from changes and bounce back from illness, injury, or hardship increased as well. We continue to see the majority of veterans are thriving. It was determined over the past four years that those veterans who were seeking short-term financial assistance, housing, and transportation, scored in the stuck (lower level of hope) category.

Lastly, four years in a row we have seen building long-term relationship with veterans leads to their success. The longer you engage the veteran population, the more likely they are to feel a sense of wellbeing. 21% of the veterans surveyed felt a sense of wellbeing within the first 3 months of engagement with a community organization and 79% felt a sense of wellbeing after 3 months of engagement and having established a trusting relationship with the community organization.

America's Warrior Partnership's Community Integration Model is an upstream approach to suicide prevention and veteran empowerment. By proactively outreaching to veterans and working collaboratively at the local level, communities are better equipped to offer holistic support. We cannot help the ones we do not know. We must engage veterans before a crisis ever occurs and continue to provide them access to resources and opportunities to improve their quality of life so they never fall down.



Our Community Integration Model is a framework any community can implement and is based on a Four Step Plan: Connect; Educate; Advocate; and Collaborate.

When we say connect, we mean to

- Proactively outreach to all veterans, family members, and caregivers. Don't wait for them to come to you.
- Build strong trusted relationships with those you serve to best understand their unique situation and how to best support them. We believe onesize-fits-one.
- And continuously engage with all veterans within the community to holistically serve them.

When we say educate, we mean to

- Encourage veterans to learn about and take advantage of the benefits and opportunities available to them within the community.
- And tell the community about the value veterans bring to the community and how to best support them.

When we say advocate, we mean to

- Assist veterans, their families, and caregivers when they encounter obstacles to accessing benefits and opportunities.
- And unite the community to break down barriers and improve support and opportunities for all veterans.

And when we say collaborate, we mean to

- Work with everyone within the community to create a strong network of support.
- This includes, local, state, national partners, but also includes the veteran, their families, their caregivers, and the community as a whole.

Veterans are assets to your community and by best supporting them you are improving the community as a whole.

Footnote:

*America's Warrior Partnership measures quality of life by a veteran's perception of their ability to adapt when changes occur and their ability to bounce back from injury, illness, or hardship. The questions are based on the Quality of Life Index. http://www.isoqol.org/about-isoqol/what-is-health-related-quality-of-life-research

++ Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score of less than 39.

DEMOGRAPHIC DETAILS

SURVEY DEMOGRAPHICS DETAILS

78 8% SERVED IN THE MILITARY

15.4% MILITARY CAREGIVER/ FAMILY MEMBER

5.8% COMMUNITY MEMBER

79.8% RETIRED, SEPARATED OR DISCHARGED ACTIVE DUTY

GENDER

61.9%

38.0%

OTUED

EMALE OTHER

1,112 TOTAL SURVEY PARTICIPANTS

OF THE APPROXIMATELY 20 MILLION VETERANS WITHIN THE UNITED STATES OF AMERICA¹,

876 COMPLETED THE SURVEY*

*Statistically significant, 95% confidence level with a 4% margin of error

NUMBER OF YEARS SERVED STATISTICS

AVERAGE:

15 YEARS

MINIMUM:

<1 YEAR

STANDARD DEVIATION:

12 YEARS

MAXIMUM:

63 YEARS

NUMBER OF YEARS POST ACTIVE DUTY STATISTICS

AVERAGE:

20 YEARS

MINIMUM:

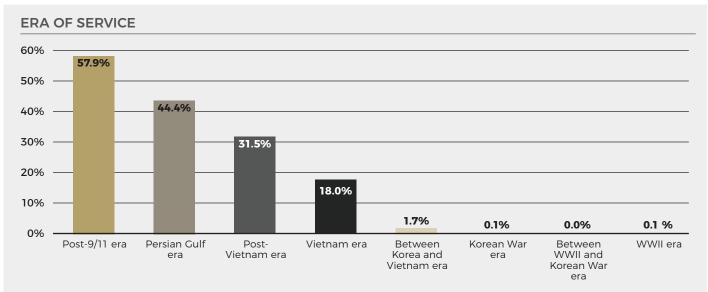
<1 YEAR

STANDARD DEVIATION:

16 YEARS

MAXIMUM:

74 YEARS



More than half of warriors (58%) engaged by community organizations served during the Post-9/11 era and more than one-third of warriors (44%) engaged by community organizations served during the Persian Gulf era. Only 20% identified as having served during the Vietnam era or before. 37% of warriors engaged served during more than one era.

¹ https://www.va.gov/vetdata/docs/Demographics/New_Vetpop_Model/ Vetpop Infographic Final31.pdf

AMERICA'S WARRIOR PARTNERSHIP APPROACH

INTEGRATION STATUS

7 IN 1 warriors engaged feel well integrated

NEEDS ASSESSMENT



42.5%

expressed a need to be connected to a resource within their communities to help them overcome barriers or challenges they were currently experiencing.

COMMUNITY QUALITY OF LIFE*



76.9% of warriors felt they were able to adapt when changes occur



73.9% of warriors tended to bounce back after illness, injury, or hardships

SATISFACTION WITH COMMUNITY ORGANIZATIONS



94.3%

were Extremely Satisfied, Satisfied, or Neutral

Footnote

*America's Warrior Partnership measures quality of life by a veteran's perception of their ability to adapt when changes occur and their ability to bounce back from injury, illness, and hardship. The questions are based on the Quality of Life Index. http://www.isoqol.org/about-isoqol/what-is-health-related-quality-of-life-research

AMERICA'S WARRIOR PARTNERSHIP APPROACH



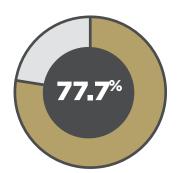
OUTREACH



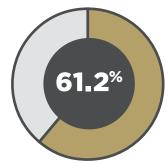
On average, a ratio of 2:1 warriors engaged and seeking resources were found through outreach efforts as opposed to walk-ins.

Women are more likely to attend an educational seminar, whereas men are more likely to attend recreational clubs or sporting events.

PERCEIVED COMMUNITY SUPPORT TO BEING AN ACTIVE PARTICIPANT IN THE COMMUNITY



of warriors who regularly participated in community events feel supported by the community



of warriors who did not participate in community events feel supported by the community

Warriors who participated in community events regularly were

> 1.3 times more likely to feel supported by their community.

LENGTH OF SUPPORT WARRIORS NEED TO HAVE A SENSE OF WELLBEING



0-3 Months



3+ Months

On average, nearly 21% felt a sense of wellbeing within the first 3 months of engagement with a community organization. Warrior's sense of wellbeing increased to 79% after 3 months of engagement and having established a trusting relationship with the community organization.

AMERICA'S WARRIOR PARTNERSHIP APPROACH

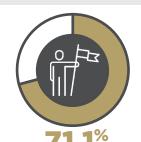
FREQUENCY OF ENGAGEMENT TO FEELING OF EMPOWERMENT*



of warriors engaged once a week/a few times a week feel empowered



of warriors engaged once a month/a few times a month feel empowered



of warriors engaged a few times a year feel empowered

Veterans who were engaged once a week or a few times a week were 24% more likely to feel empowered by their community than ones who were engaged just a few times a year.

*Empowerment is defined as actions community organization has taken to empower the veteran.

FREOUENCY OF ENGAGEMENT TO FEELING CONNECTED*



of warriors engaged once a week/a few times a week feel connected



of warriors engaged **once a** month/a few times a month feel connected



of warriors engaged a few times a year feel connected

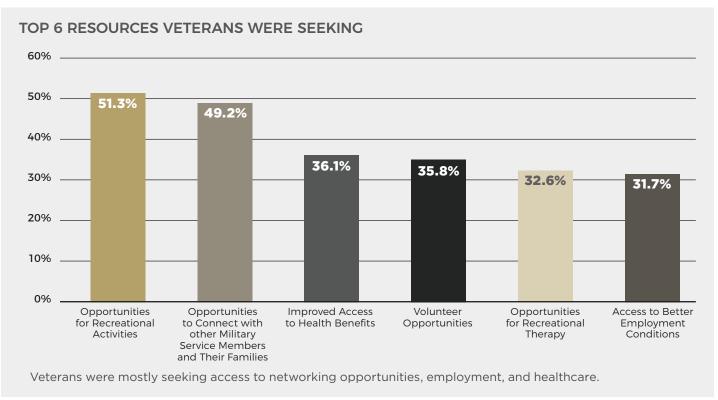
Veterans engaged once a week or a few times a week were 30% more likely to feel connected to their community than ones who were engaged just a few times a year.

*Connected is defined as actions the community organization has taken to improve warrior connection.

COMMUNITY PROGRESS REPORT

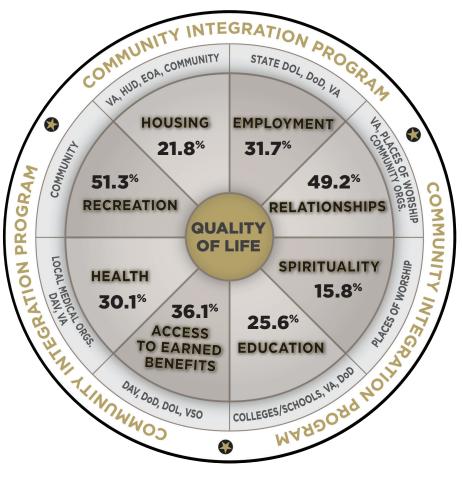
2020 STATISTICS:		5=	2019 STATISTICS:	
Felt there were resources available	81.3 %		82.2%	
Felt veterans could thrive	80.5%	VS.	81.2%	
Felt there were opportunities	75.4 %		77.6 %	

COMMUNITY INTEGRATION HOLISTIC SERVICES



COMMUNITY INTEGRATION HOLISTIC SERVICES

% OF VETERANS
SEEKING ACCESS TO
EACH SERVICE PILLAR



RECREATION, STRONG RELATIONSHIPS, AND SPIRITUALITY

RECREATION, STRONG RELATIONSHIPS, AND SPIRITUALITY OVERVIEW

51.3% were seeking opportunities for recreational activities

49.2% were seeking opportunities to connect with others

35.8% were seeking volunteer opportunities

were seeking opportunities to participate in recreational therapy programs

15.8% were seeking spirituality resources

RECREATIONAL ACTIVITY STATUS

۷.

43.4%

have injuries or disabilities preventing them from engaging in moderate physical activity

56.6%

do not have any injuries or disabilities preventing them from engaging in moderate physical activity

EXERCISE ROUTINE

Of those who do not have any injuries or disabilities,



69.3%

of warriors indicated they exercise regularly.

Of those warriors,

57.1%

exercise 2 hours or less a week

13.7%

exercise between 2 and 2.5 hours a week 29-2%

exercise more than 2.5 hours

NOT ALL VETERANS HAVE HIGH NEEDS



Nearly 1 in 4 warriors

(28%) engaged were looking only for a connection to others, access to recreational activities or volunteer opportunities.

PARTICIPATION IN COMMUNITY EVENTS



48.3% of veterans were currently active participants in their communities whereas **51.7%** were not. There was a **9%** increase in event participation this year.

Families were more likely than singles to participate in community events.

AVERAGE HOPE SCALE OF COMMUNITY PARTICIPANTS VERSUS UNINVOLVED**



54.2

COMMUNITY PARTICIPANTS

VS.

47.9

UNINVOLVED

Those who regularly participate in community events were 13% more hopeful on average than those who did not.

Footnote

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

EMPLOYMENT

EMPLOYMENT OVERVIEW



OF VETERANS WERE SEEKING ACCESS TO BETTER **EMPLOYMENT CONDITIONS**

OF VETERANS WERE **SEEKING ACCESS TO OBTAINING EMPLOYMENT**

EMPLOYMENT STATUS

48.4% Employed Full-time

14.6% Retired

13.9% Unable to work due to injury or illness

8.2% Unemployed

9.7% Employed Part-time

4.6% Full-time Student

0.6% Able to work but choose not to

LENGTH OF EMPLOYMENT SEARCH



Of those actively seeking employment,

had been searching for 1-5 weeks,

had been searching for 5-14 weeks

had been searching for more than 14 weeks.

DO YOU CONSIDER YOUR JOB A CAREER?



72.9% of those employed considered their current job a career whereas

27.1% did not consider it a career.

AVERAGE HOPE SCALE OF CAREER VERSE **NOT CAREER****

53_8 CAREER

51_2 NOT CAREER

Those who have a career are 5% more hopeful on average than those who did not.

WHAT DO VETERANS VALUE IN CONSIDERING A POSITION?

- 1. PURPOSE IN LIFE
- 2. FAMILY (SPOUSE/KIDS/PARENTS)
- 3. MAKING MONFY

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

HEALTHCARE AND BENEFITS

HEALTHCARE AND BENEFITS OVERVIEW

36.1%

of veterans were seeking access to health and benefits

27,5%

of veterans were seeking support in filing a VA claim

30.1%

of veterans were seeking better access to physical health treatment resources and support

SLEEP HABITS



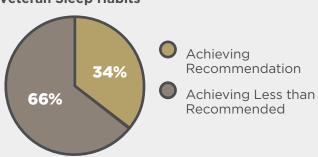
21.0% less than 5 hours

45.1% between 5-6 hours

31.5% between 7-8 hours

2.4% 9 or more hours

Veteran Sleep Habits



Fewer than 35% of veterans are receiving the recommended hours of sleep each night.²

INSURANCE COVERAGE STATUS



88.9% had health insurance coverage

11.1% did not have health insurance coverage

AVERAGE HOPE SCALE OF INSURED VERSE UNINSURED**

51.7 INSURED

44.7 INSURED

Those who have health insurance were 16% more hopeful on average than those who did not.

Footnote

2https://www.mayoclinic.org/healthy-lifestyle/adult-health/expert-answers/how-many-hours-of-sleep-are-enough/faq-20057898

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and 0. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

EDUCATION

EDUCATION OVERVIEW



25.6%

of veterans were seeking access to education benefits 16.8%

of veterans were seeking help enrolling in school 12.0%

were seeking support to stay in school.

EDUCATION STATUS

15.8% High School Diploma or GED

10.6% Business, Technical or Vocational School with Certificate or Diploma

15.8% Associate's Degree

28.2% Bachelor's Degree

24.1% Master's Degree

4.9% Professional or Doctorate Degree

*Less than 1% had not completed any of these levels of school

AVERAGE HOPE SCALE OF BACHELOR'S DEGREE OR HIGHER VERSUS NO BACHELOR'S DEGREE**

53_6 BACHELOR'S DEGREE OR HIGHER

47.4 NO BACHELOR'S DEGREE

Those who have a Bachelor's degree or higher were 13% more hopeful on average than those who do not.

DEGREE PURSUIT



22.0% were pursuing a degree and

78.0% were not pursuing any degree

FUTURE OF VETERANS IN THE WORKFORCE

financial admin advisor education mba leadership social information technology security media computer

EDUCATION BENEFITS USAGE

Of those who have a degree or were pursuing a degree,

73.0% have used education benefits from the VA

25.8% have not used benefits from the VA

1.2% are unsure

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and O. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

HOUSING

HOUSING OVERVIEW



21.8%

OF VETERANS WERE SEEKING ACCESS TO NEW HOUSING

18.3%

OF VETERANS WERE SEEKING BETTER HOUSING CONDITIONS

HOUSING STATUS

61.8% Own

25.6% Rent

4.7% Living with Family or Friends

6.7% Transitional Housing or Housing Assistance Program

1.2% Homeless or At Risk

HOUSEHOLD

֠‡;

49.5% support 2 people or less in their household

18.7% support 3 people in their household

30.8% support 4-6 people in their household

0.8% support more than 6 people in their household

AVERAGE HOPE SCALE OF SELF-SUSTAINED VERSE ASSISTED/UNSTABLE HOUSING**

51.8 SELF-SUSTAINED

45.4 ASSISTED/UNSTABLE

Those who have self-sustained housing were 14% more hopeful on average than those who had assisted/unstable housing.

Footnote

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LIFESTYLE

FINANCIAL COUNSELING



24.3% OF VETERANS WERE SEEKING FINANCIAL COUNSELING CLASSES

MONEY MANAGEMENT

71.9% of warriors indicated they have a budget.

Of those, 83.5% regularly followed their budget.

59.9% of warriors indicated they have an emergency savings fund.

Of those, 36.5% had 1-3 months saved and

53.3% had more than 3 months of expenses saved while 10.2% indicated they had less than 1 month of emergency savings.

TRANSPORTATION

89.8% of veterans had a reliable mode of transportation whereas 10.2% did not have a reliable mode of transportation.



AVERAGE HOPE SCALE OF RELIABLE VERSE UNRELIABLE MODE OF TRANSPORTATION**

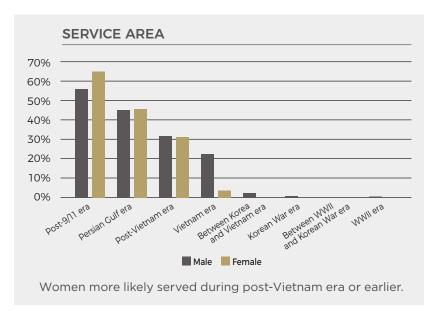
52.0 RELIABLE

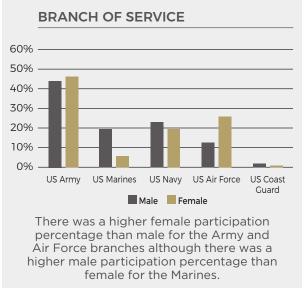
42.0 UNRELIABLE

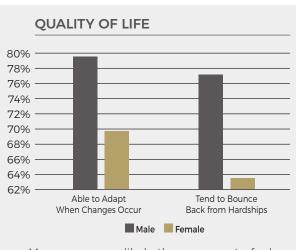
Those who have reliable transportation were **24%** more hopeful on average than those who do not.

++Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., etl al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. The Adult Hope Scale Score is a scale between 64 and O. Thriving is defined as those who received a score of more than 51. In transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.

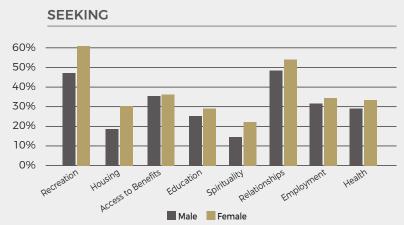
FEMALE VS. MALE







Men were more likely than women to feel they are able to adapt when changes occur and tend to bounce back from hardships.



Women were more likely than men to be seeking access to recreation, housing, education, spirituality, relationships, employment, and healthcare. Men and women were equally seeking access to benefits.

WEIGHT



Male

Mean- 220.4 lbs.

Standard Deviation- 42.9 lbs.

Mode- 215 lbs.



Female

Mean- 174.6 lbs.

Standard Deviation- 49.2 lbs.

Mode- 150 lbs.

HEIGHT



Male

Mean- 6'0" Standard Deviation- 2.9"

Mode- 6'0"



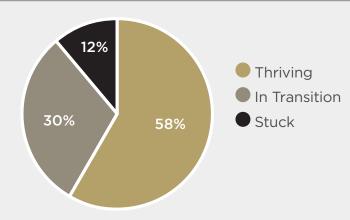
Female

Mean- 5'5"

Standard Deviation- **3.2**" Mode- **5'7**"

ADULT HOPE SCALE

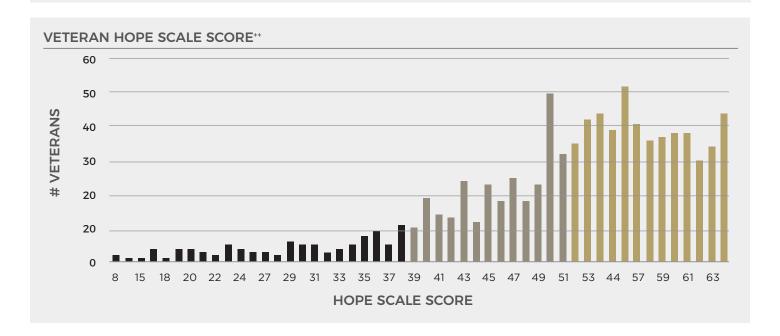
VETERAN HOPE SCALE SCORE**



Statistics:

Average Score: 51 Max Score: 64 Minimum Score: 8 Standard Deviation: 10

Mode: 56



PARTICIPATION IN COMMUNITY EVENTS

59.6% of those "thriving" participated in community events regularly whereas **36.5%** of those "in transition" participated and only **22.0%** of those "stuck" participated.

AVERAGE NUMBER OF RESOURCES VETERANS ARE SEEKING

- 4 Resources- Thriving
- 6 Resource- In Transition
- 8 Resources- Stuck

Footnote:

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ADULT HOPE SCALE

HOPE SCALE VS. QUALITY OF LIFE***



81% of those who were stuck feel they cannot adapt when changes occur,37% of those who were in transition feel they cannot adapt, whereas 4% of those who were thriving feel they cannot adapt.

81% of those who were stuck feel they tend to not bounce back after illness, injury, or hardships, **41%** those who were in transition feel they do not bounce back, whereas **6%** of those who were thriving feel they do not bounce back.

Those who feel they cannot adapt or cannot bounce back after illness, injury, or hardships were more likely to be seeking employment and short-term financial assistance.

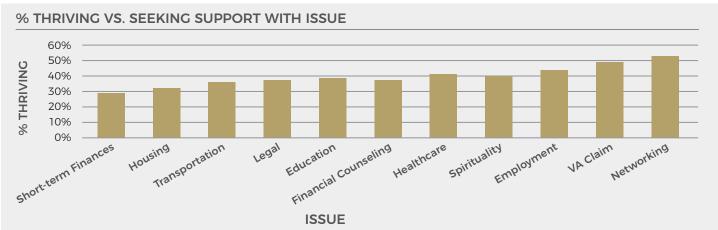
RELATION OF STUCK. IN TRANSITION. AND THRIVING TO ISSUE In Transition Stuck Thriving 70% 65% % SEEKING ACCESS 60% 55% 50% 45% 40% 35% 30% 25% 20% 15% 10% 5% 0% **ISSUE**

On the Adult Hope Scale++, veterans who are stuck and in transition are seeking education similarly, however in all other categories, veterans who are stuck are seeking access to support overall at a higher rate than those who are in transition and an even higher rate than those who are thriving.

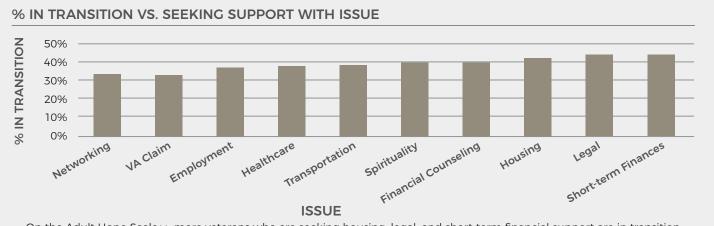
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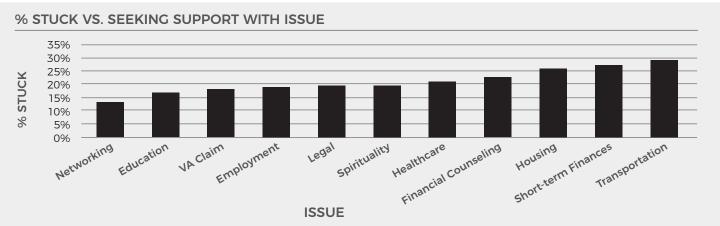
ADULT HOPE SCALE



On the Adult Hope Scale++, more veterans who are seeking assistance with networking and employment are thriving than those seeking housing and transportation. This year there was a decrease in those seeking access to short-term financial assistance and housing who are thriving. There was an increase in those seeking support with a VA claim.



On the Adult Hope Scale++, more veterans who are seeking housing, legal, and short-term financial support are in transition than those seeking networking and assistance with a VA claim. This year there was an increase in those seeking education who are in transition and a decrease in those seeking support with a VA claim who are in transition.



On the Adult Hope Scale**, more veterans who are seeking short-term financial assistance and housing are stuck than those seeking education benefits, employment, and networking. This year overall, there was an increase in those seeking access to resources in general who are stuck.

Footnote:

**Snyder, C.R., Harris, C., Anderson, J.R., Holleran, S. A., Irving, L.M., Sigmon, S. T., et al. (1991). The will and the ways: Development and validation of an individual- differences measure of hope. Journal of Personality and Social Psychology, 60, 570-585. Thriving is defined as those who received a score of more than 51. In Transition is defined as those who received a score between 39 and 51. Stuck is defined as those who received a score of less than 39.



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