



## PUBLIC POLL FINDINGS AND METHODOLOGY

### What Veterans Do and Don't Know About their Benefits and Services

Results of a Ipsos poll conducted on over 1,000 Americans

#### Topline Findings

These are the findings of an Ipsos poll conducted between October 13 – October 17, 2022. For this study, a sample of 1,021 adults age 18+ the continental U.S., Alaska, and Hawaii was interviewed online in English.

The poll has a margin of error of plus or minus 5.1 percentage points for veteran respondents and a margin of error of plus or minus 4.6 percentage points for general population respondents

#### Ipsos Poll

Conducted by Ipsos using KnowledgePanel®  
**A survey of the American general population (ages 18+)**  
Interview dates: October 13 – October 17, 2022  
Number of interviews: 1,021  
Number of veteran interviews: 518

Margin of error: +/- 5.1 percentage points at the 95% confidence level for veteran respondents, +/-4.6 percentage points at the 95% confidence level for general population respondents

NOTE: All results show percentages among all respondents, unless otherwise labeled. Reduced bases are unweighted values.

NOTE: \* = less than 0.5%, - = no respondents

#### Full Annotated Questionnaire

1. Do you receive benefits from Veterans Affairs (VA) or are you the caregiver of someone who receives benefits from the VA? Please select one response.

	<b>Veterans (n=518)</b>
I receive benefits from the VA	100%
I am the caregiver of someone who receives benefits from the VA	-
I do not receive benefits from the VA and I am not the caregiver of someone who received benefits from the VA	-
Skipped	-





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2. Do you or the person you care for receive all benefits from the VA? Please select one response.

	<b>Veterans</b>
Yes, I/they receive all benefits from the VA	54%
No, some of my/their benefits are from the VA and others are provided by another organization	46%
No, none of my/their benefits are from the VA	-
Skipped	-

3. How far do you travel to receive services from a VA Medical Providers (either VA Medical Center or Community-Based Outpatient Clinic or CBOC)? Please select one response.

	<b>Veterans</b>
0-5 miles	21%
6-25 miles	49%
26-100 miles	28%
Over 100 miles	2%
Skipped	*

4. Have you ever served on active duty in the U.S. Armed Forces? Please select one response.

	<b>Veterans</b>
Yes, on active duty in the past, but not now	100%
Yes, now on active duty	-
No, never on active duty except for initial/basic training	-
No, never served in the U.S. Armed Forces	-
Skipped	-

5. In which branch or branches did you serve on active duty? Please select all that apply.

	<b>Veterans</b>
Army	44%
Navy	25%
Air Force	24%
Marine Corps	8%
Coast Guard	2%
Other (e.g. the Public Health Service, the Environmental Services Administration, the National Oceanic and Atmospheric Administration, U.S. Merchant Marine)	1%
Skipped	*



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6. When did you serve on active duty in the U.S. Armed Forces? Please select all that apply.

	<b>Veterans</b>
September 2001 or later	34%
August 1990 to August 2001 (includes Persian Gulf War)	38%
May 1975 to July 1990	32%
Vietnam era (August 1964 to April 1975)	38%
February 1955 to July 1964	9%
Korean War (July 1950 to January 1955)	3%
January 1947 to June 1950	-
World War II (December 1941 to December 1946)	-
November 1941 or earlier	-
Skipped	*

7. Did you ever serve in a combat or war zone? Please select one response.

	<b>Veterans</b>
Yes	53%
No	47%
Skipped	-

8. During your military service, were you ever exposed to environmental hazards such as Agent Orange, chemical warfare agents, ionizing radiation, or other potentially toxic substances? Please select one response.

	<b>Veterans</b>
Definitely yes	23%
Probably yes	20%
Probably no	23%
Definitely no	17%
Don't know	18%
Skipped	-
<b>Yes (net)</b>	<b>42%</b>
<b>No (net)</b>	<b>40%</b>

9. How much do you know about each of the following Veterans Administration benefits and services to veterans and/or their family?

a. Health care (preventive, primary and specialty care, diagnostic, inpatient and outpatient care services, women's health, mental health, etc.)

	<b>Veterans</b>	<b>Gen Pop (n=503)</b>
Know a great deal about it	31%	3%
Know a fair amount about it	43%	13%
Know only a little about it	19%	28%
Heard of it, but don't know anything about it	6%	36%
Never heard of it	1%	20%
Skipped	*	-





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9. How much do you know about each of the following Veterans Administration benefits and services to veterans and/or their family?
- b. Compensation and pension (disability compensation, veterans' pension, survivor and dependent compensation, aid and attendance. Housebound allowance, etc.)

	Veterans	Gen Pop
Know a great deal about it	20%	3%
Know a fair amount about it	35%	8%
Know only a little about it	27%	21%
Heard of it, but don't know anything about it	13%	44%
Never heard of it	5%	24%
Skipped	*	*

- c. Education and training (GI Bill, educational/retraining assistance, etc.)

	Veterans	Gen Pop
Know a great deal about it	24%	4%
Know a fair amount about it	39%	11%
Know only a little about it	26%	30%
Heard of it, but don't know anything about it	10%	38%
Never heard of it	1%	18%
Skipped	*	*

- d. Housing assistance (home loans, mortgage assistance, foreclosure avoidance, etc.)

	Veterans	Gen Pop
Know a great deal about it	16%	2%
Know a fair amount about it	32%	9%
Know only a little about it	28%	24%
Heard of it, but don't know anything about it	18%	44%
Never heard of it	5%	20%
Skipped	*	*

- e. Life insurance and service-disabled veterans' insurance

	Veterans	Gen Pop
Know a great deal about it	7%	2%
Know a fair amount about it	21%	6%
Know only a little about it	32%	14%
Heard of it, but don't know anything about it	27%	43%
Never heard of it	14%	34%
Skipped	*	1%



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8. How much do you know about each of the following Veterans Administration benefits and services to veterans and/or their family?
- f. Career and employment (transition to civilian life, career center, educational/career counseling, veteran-owned small business support, independent living program, etc.)

	Veterans	Gen Pop
Know a great deal about it	8%	2%
Know a fair amount about it	25%	6%
Know only a little about it	36%	20%
Heard of it, but don't know anything about it	23%	41%
Never heard of it	8%	30%
Skipped	-	*

- g. Financial counseling/fiduciary services

	Veterans	Gen Pop
Know a great deal about it	4%	2%
Know a fair amount about it	16%	6%
Know only a little about it	27%	13%
Heard of it, but don't know anything about it	30%	31%
Never heard of it	23%	49%
Skipped	*	-

- h. Burial benefits and memorials

	Veterans	Gen Pop
Know a great deal about it	12%	2%
Know a fair amount about it	29%	6%
Know only a little about it	35%	23%
Heard of it, but don't know anything about it	21%	41%
Never heard of it	3%	27%
Skipped	*	1%



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10. For each of the following benefits and services provided by the VA, please indicate whether and how often you and your family have received or used them and, if not at all, how likely you would be to do so in the future.

- a. Health care (preventive, primary and specialty care, diagnostic, inpatient and outpatient care services, women’s health, mental health, etc.)

	<b>Veterans</b>
Currently using/receiving	70%
Used/received in the past, but not currently	17%
Never used/received, but may do so in the future	9%
Never used/received and do not expect to do so ever	4%
Skipped	-

- b. Compensation and pension (disability compensation, veterans’ pension, survivor and dependent compensation, aid and attendance. Housebound allowance, etc.)

	<b>Veterans</b>
Currently using/receiving	76%
Used/received in the past, but not currently	2%
Never used/received, but may do so in the future	9%
Never used/received and do not expect to do so ever	13%
Skipped	1%

- c. Education and training (GI Bill, educational/retraining assistance, etc.)

	<b>Veterans</b>
Currently using/receiving	4%
Used/received in the past, but not currently	57%
Never used/received, but may do so in the future	11%
Never used/received and do not expect to do so ever	27%
Skipped	*



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10. For each of the following benefits and services provided by the VA, please indicate whether and how often you and your family have received or used them and, if not at all, how likely you would be to do so in the future.

d. Housing assistance (home loans, mortgage assistance, foreclosure avoidance, etc.)

	<b>Veterans</b>
Currently using/receiving	27%
Used/received in the past, but not currently	34%
Never used/received, but may do so in the future	14%
Never used/received and do not expect to do so ever	25%
Skipped	*

e. Life insurance and service-disabled veterans' insurance

	<b>Veterans</b>
Currently using/receiving	17%
Used/received in the past, but not currently	9%
Never used/received, but may do so in the future	38%
Never used/received and do not expect to do so ever	36%
Skipped	-

f. Career and employment (transition to civilian life, career center, educational/career counseling, veteran-owned small business support, independent living program, etc.)

	<b>Veterans</b>
Currently using/receiving	3%
Used/received in the past, but not currently	20%
Never used/received, but may do so in the future	23%
Never used/received and do not expect to do so ever	55%
Skipped	-



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10. For each of the following benefits and services provided by the VA, please indicate whether and how often you and your family have received or used them and, if not at all, how likely you would be to do so in the future.

g. Financial counseling/fiduciary services

	<b>Veterans</b>
Currently using/receiving	2%
Used/received in the past, but not currently	8%
Never used/received, but may do so in the future	36%
Never used/received and do not expect to do so ever	53%
Skipped	*

h. Burial benefits and memorials

	<b>Veterans</b>
Currently using/receiving	4%
Used/received in the past, but not currently	3%
Never used/received, but may do so in the future	80%
Never used/received and do not expect to do so ever	13%
Skipped	-

11. Based on your personal experience or what you have seen or heard, how would you rate the overall quality of these VA benefits and services?

a. Health care (preventive, primary and specialty care, diagnostic, inpatient and outpatient care services, women's health, mental health, etc.)

	<b>Veterans</b>	<b>Gen Pop</b>
Excellent	21%	3%
Very good	32%	8%
Good	24%	22%
Fair	15%	19%
Poor	3%	15%
Not sure	5%	33%
Skipped	-	*





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11. Based on your personal experience or what you have seen or heard, how would you rate the overall quality of these VA benefits and services?
- b. Compensation and pension (disability compensation, veterans' pension, survivor and dependent compensation, aid and attendance. Housebound allowance, etc.)

	Veterans	Gen Pop
Excellent	18%	4%
Very good	21%	7%
Good	25%	19%
Fair	15%	20%
Poor	4%	9%
Not sure	17%	42%
Skipped	-	*

- c. Education and training (GI Bill, educational/retraining assistance, etc.)

	Veterans	Gen Pop
Excellent	17%	4%
Very good	25%	17%
Good	27%	24%
Fair	6%	12%
Poor	3%	5%
Not sure	23%	38%
Skipped	*	1%

- d. Housing assistance (home loans, mortgage assistance, foreclosure avoidance, etc.)

	Veterans	Gen Pop
Excellent	14%	3%
Very good	22%	9%
Good	24%	21%
Fair	7%	16%
Poor	1%	7%
Not sure	33%	43%
Skipped	*	1%

- e. Life insurance and service-disabled veterans' insurance

	Veterans	Gen Pop
Excellent	6%	2%
Very good	11%	5%
Good	21%	20%
Fair	11%	17%
Poor	2%	9%
Not sure	50%	47%
Skipped	-	1%





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11. Based on your personal experience or what you have seen or heard, how would you rate the overall quality of these VA benefits and services?

f. Career and employment (transition to civilian life, career center, educational/career counseling, veteran-owned small business support, independent living program, etc.)

	Veterans	Gen Pop
Excellent	4%	1%
Very good	11%	4%
Good	19%	21%
Fair	9%	17%
Poor	2%	10%
Not sure	54%	46%
Skipped	1%	*

g. Financial counseling/fiduciary services

	Veterans	Gen Pop
Excellent	3%	1%
Very good	9%	5%
Good	15%	19%
Fair	8%	18%
Poor	1%	6%
Not sure	63%	50%
Skipped	1%	1%

h. Burial benefits and memorials

	Veterans	Gen Pop
Excellent	8%	4%
Very good	14%	8%
Good	17%	24%
Fair	12%	13%
Poor	3%	7%
Not sure	45%	44%
Skipped	1%	1%



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12. For which of the following reasons have you and your family never used or received each of these VA benefits or services? Please select all that apply.
- Health care (preventive, primary and specialty care, diagnostic, inpatient and outpatient care services, women’s health, mental health, etc.)

	<b>Veterans</b>
Have had no need	26%
Do not qualify	16%
Do not know enough	20%
Too difficult/too far to access from where I live	10%
Long wait times to access benefits/services	8%
Poor quality/value	7%
Too much paperwork/bureaucracy	-
Can access equivalent or better services outside of the VA	24%
[ANCHOR] Other – specify:	3%
Skipped	-

- Compensation and pension (disability compensation, veterans’ pension, survivor and dependent compensation, aid and attendance. Housebound allowance, etc.)

	<b>Veterans</b>
Have had no need	32%
Do not qualify	53%
Do not know enough	15%
Too difficult/too far to access from where I live	-
Long wait times to access benefits/services	10%
Poor quality/value	-
Too much paperwork/bureaucracy	4%
Can access equivalent or better services outside of the VA	2%
[ANCHOR] Other – specify:	-
Skipped	-



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12. For which of the following reasons have you and your family never used or received each of these VA benefits or services? Please select all that apply.

c. Education and training (GI Bill, educational/retraining assistance, etc.)

	Veterans
Have had no need	60%
Do not qualify	11%
Do not know enough	14%
Too difficult/too far to access from where I live	6%
Long wait times to access benefits/services	5%
Poor quality/value	3%
Too much paperwork/bureaucracy	6%
Can access equivalent or better services outside of the VA	4%
[ANCHOR] Other – specify:	5%
Skipped	1%

d. Housing assistance (home loans, mortgage assistance, foreclosure avoidance, etc.)

	Veterans
Have had no need	62%
Do not qualify	8%
Do not know enough	27%
Too difficult/too far to access from where I live	2%
Long wait times to access benefits/services	1%
Poor quality/value	-
Too much paperwork/bureaucracy	4%
Can access equivalent or better services outside of the VA	3%
[ANCHOR] Other – specify:	3%
Skipped	1%



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12. For which of the following reasons have you and your family never used or received each of these VA benefits or services? Please select all that apply.

e. Life insurance and service-disabled veterans' insurance

	Veterans
Have had no need	57%
Do not qualify	12%
Do not know enough	26%
Too difficult/too far to access from where I live	-
Long wait times to access benefits/services	-
Poor quality/value	1%
Too much paperwork/bureaucracy	2%
Can access equivalent or better services outside of the VA	8%
[ANCHOR] Other – specify:	4%
Skipped	1%

f. Career and employment (transition to civilian life, career center, educational/career counseling, veteran-owned small business support, independent living program, etc.)

	Veterans
Have had no need	65%
Do not qualify	9%
Do not know enough	18%
Too difficult/too far to access from where I live	2%
Long wait times to access benefits/services	1%
Poor quality/value	-
Too much paperwork/bureaucracy	2%
Can access equivalent or better services outside of the VA	6%
[ANCHOR] Other – specify:	5%
Skipped	*

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12. For which of the following reasons have you and your family never used or received each of these VA benefits or services? Please select all that apply.

g. Financial counseling/fiduciary services

	Veterans
Have had no need	78%
Do not qualify	5%
Do not know enough	15%
Too difficult/too far to access from where I live	1%
Long wait times to access benefits/services	1%
Poor quality/value	-
Too much paperwork/bureaucracy	1%
Can access equivalent or better services outside of the VA	2%
[ANCHOR] Other – specify:	-
Skipped	-

h. Burial benefits and memorials

	Veterans
Have had no need	74%
Do not qualify	8%
Do not know enough	11%
Too difficult/too far to access from where I live	-
Long wait times to access benefits/services	1%
Poor quality/value	-
Too much paperwork/bureaucracy	3%
Can access equivalent or better services outside of the VA	1%
[ANCHOR] Other – specify:	1%
Skipped	-

13. Which of the following have you experienced in the past year? Select all that apply

	Veterans
Health problems caused by exposure to smoke or fumes from open burn pits while serving in the military	9%
Mental health issues caused by experiences while serving in the military	22%
Homelessness	2%
Difficulty paying your mortgage or rent	9%
Difficulty paying bills	15%
Eviction from your home	2%
Unemployment	8%
Skipped	60%

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14. From the following list, which healthcare issues are most important to you? Please select up to three responses.

	Veterans	Gen Pop
The quality of care and treatment for people living with chronic conditions	59%	47%
Reducing the threat of infectious diseases	11%	18%
How people are treated by the healthcare system	45%	44%
How well the people providing care communicate with patients and their families	28%	22%
Access to quality hospitals and treatments	64%	62%
Access to mental health services	19%	39%
Disability services	22%	15%
Other	2%	6%
Skipped	1%	1%

15. Thinking about your own personal healthcare encounters in the past 12 months, how would you rate your overall experience? Please select one response.

	Veterans	Gen Pop
Very good	39%	25%
Good	41%	45%
Fair	17%	22%
Poor	2%	4%
Very poor	1%	2%
Skipped	1%	1%

16. When thinking about your own healthcare experience, which of the following are most important to you? Please select up to three responses.

	Veterans	Gen Pop
Coordination of care between your providers	20%	13%
Receiving high quality care	60%	57%
Receiving safe care	11%	13%
Being treated with courtesy and respect	25%	28%
Being listened to and having all of your questions answered	29%	37%
Being able to get care when needed	60%	53%
Receiving timely follow up communication about your care, test results, etc.	26%	25%
Having access to virtual and in-person care options	10%	6%
Having convenient doctors and health care facilities	33%	33%
Skipped	*1%	1%



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17. How much do you know about the recently passed PACT Act, the new law that expands VA health care and benefits for Veterans exposed to burn pits and other toxic substances?

	Veterans	Gen Pop
Know a great deal about it	2%	2%
Know a fair amount about it	14%	2%
Know only a little about it	28%	9%
Heard of it, but don't know anything about it	32%	24%
Never heard of it	24%	63%
Skipped	*	*

18. Which aspects of the PACT Act are the most important to you? (Select up to three responses.)

	Veterans	Gen Pop
Expanded VA enrollment periods	14%	11%
New process for determining exposure and service for various chronic conditions	22%	20%
Removal of proof of service if diagnosed with certain conditions, including 11 respiratory-related conditions and several cancers	17%	13%
Studies on toxic exposures in veterans	22%	18%
Provider training to support regular screenings for toxic exposure-related issues	16%	18%
Outreach programs for benefits related to toxic exposure	18%	20%
Investments in new VA healthcare and research facilities	25%	23%
Improved VA claims processing for presumptive respiratory conditions	36%	23%
Increased network of providers specialized in assessing the health impacts of military exposure	26%	35%
Skipped	22%	24%





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### About the Study

This Ipsos Study was conducted October 13 – October 17, 2022 by Ipsos using our KnowledgePanel®. This poll is based on a nationally representative probability sample of 1,021 adults age 18 or older, including 518 veterans who received all or some benefits from Veterans Affairs and 503 adults from the general population.

The survey was conducted using KnowledgePanel, the largest and most well-established online probability-based panel that is representative of the adult US population. Our recruitment process employs a scientifically developed addressed-based sampling methodology using the latest Delivery Sequence File of the USPS – a database with full coverage of all delivery points in the US. Households invited to join the panel are randomly selected from all available households in the U.S. Persons in the sampled households are invited to join and participate in the panel. Those selected who do not already have internet access are provided a tablet and internet connection at no cost to the panel member. Those who join the panel and who are selected to participate in a survey are sent a unique password-protected log-in used to complete surveys online. As a result of our recruitment and sampling methodologies, samples from KnowledgePanel cover all households regardless of their phone or internet status and findings can be reported with a margin of sampling error and projected to the general population.

The study was conducted in English.

The data for the veteran sample (included those who received and did not receive benefits from Veterans Affairs) were weighted to adjust for gender, by age, race/ethnicity, education, Census region, metropolitan status, and household income. The demographic benchmarks of the veteran population came from the 2022 March Supplement of the Current Population Survey (CPS). The sub-set of veterans who received all or some benefits from Veterans Affairs were separated out using their corresponding veteran weights for analyses.

The data for the general population sample were weighted to adjust for gender by age, race/ethnicity, education, Census region, metropolitan status, and household income. The demographic benchmarks of the general population came from the 2022 March Supplement of the Current Population Survey (CPS).

- Gender (Male, Female) by Age (18–29, 30–44, 45–59, and 60+) for the general population sample. For the veteran sample, gender and age were weighted separately and age grouping were slightly different (18-44, 45-54, 55-64, 65-74 and 75+).
- Race/Hispanic Ethnicity (White Non-Hispanic, Black Non-Hispanic, Other or 2+ Races Non-Hispanic, Hispanic)
- Education (Less than High School, High School, Some College, Bachelor and beyond) for the general population sample. For the veteran sample, less than High School and High School were collapsed into a single category for weighting.
- Census Region (Northeast, Midwest, South, West)
- Metropolitan Status (Metro, non-Metro)
- Household Income (Under \$25,000, \$25,000-\$49,999, \$50,000-\$74,999, \$75,000-\$99,999, \$100,000-\$149,999, \$150,000+)

Veteran weights:

The margin of sampling error is plus or minus 5.1 percentage points at the 95% confidence level, for results based on the sample of veterans. The margin of sampling error takes into account the design effect, which was 1.40. In our reporting of the findings, percentage points are rounded off to the nearest

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**GAME CHANGERS**





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whole number. As a result, percentages in a given table column may total slightly higher or lower than 100%. In questions that permit multiple responses, columns may total substantially more than 100%, depending on the number of different responses offered by each respondent.

General population weights:

The margin of sampling error is plus or minus 4.6 percentage points at the 95% confidence level, for results based on the sample of veterans. The margin of sampling error takes into account the design effect, which was 1.12. In our reporting of the findings, percentage points are rounded off to the nearest whole number. As a result, percentages in a given table column may total slightly higher or lower than 100%. In questions that permit multiple responses, columns may total substantially more than 100%, depending on the number of different responses offered by each respondent.

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### About Ipsos

Ipsos is one of the largest market research and polling companies globally, operating in 90 markets and employing over 18,000 people.

Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide true understanding and powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. Our 75 solutions are based on primary data from our surveys, social media monitoring, and qualitative or observational techniques.

Our tagline "Game Changers" sums up our ambition to help our 5,000 customers move confidently through a rapidly changing world.

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