



TOPLINE & METHODOLOGY

Ipsos Examining Veteran Needs Survey

Conducted by Ipsos using KnowledgePanel®

A survey of the American general population with veteran oversample (ages 18+)

Interview dates: October 18-21, 2024

Number of interviews, National gen pop: 1,028 adults age 18 or older,

Number of interviews, veteran oversample: 516 veterans.

Number of interviews, non-veteran sample: 939 non-veterans.

Margin of error for the General Population: +/- 3.2 percentage points at the 95% confidence level for all respondents

Margin of error for Veterans: +/- 4.6 percentage points at the 95% confidence level for all respondents

Margin of error for Non-veterans: +/- 3.3 percentage points at the 95% confidence level for all respondents

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

NOTE: * = less than 0.5%, - = no respondents, N/A = not applicable

Annotated Questionnaire:

Q250. Did you ever serve on active duty in the U.S. Armed Forces? *Select one answer only.*

	General Population (N=1,028)	Veteran (N=516)	Non-Veteran (N=939)
Yes	9%	100%	1%
No	91%	-	99%
Skipped	0%	-	-

BASE: RESPONDENTS WHO SERVED ON ACTIVE DUTY

Q251. Are you now in the U.S. Armed Forces? *Select one answer only.*

	General Population (N=97)	Veteran (N=516)	Non-Veteran (N=10)
Yes	10%	-	100%
No	90%	100%	-
Skipped	-	-	-



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BRI1. Have you ever sought assistance in any of the following areas? Please select all that apply.

	General Population (N=1,028)	Veteran (N=516)	Non-Veteran (N=939)
Insurance	18%	15%	18%
Mental healthcare	17%	16%	18%
Food access/Nutrition	16%	12%	16%
Physical healthcare	16%	20%	16%
Work/Employment	15%	17%	14%
Finances/Financial support	14%	15%	14%
Education	14%	17%	14%
Internet access	9%	9%	9%
Legal resources	9%	12%	9%
Housing/Housing stability	8%	7%	8%
Transportation	8%	5%	9%
Stress management resources	7%	7%	8%
Childcare	6%	5%	6%
Social support	4%	3%	4%
Caregiver support	3%	3%	3%
Support for discrimination	1%	1%	1%
None of these	46%	49%	47%
Skipped	2%	1%	1%
<i>Any (Net)</i>	<i>52%</i>	<i>50%</i>	<i>52%</i>

BRI2. How familiar are you, if at all, with issues concerning the needs of Veterans? Veterans are individuals who have ever served on active duty in the U.S. Armed Forces.

	General Population (N=1,028)	Veteran (N=516)	Non-Veteran (N=939)
Very familiar	11%	32%	9%
Somewhat familiar	23%	38%	22%
A little familiar	32%	22%	33%
Not familiar at all	24%	5%	25%
I don't know	10%	4%	10%
Skipped	1%	-	0%
<i>Familiar (Net)</i>	<i>66%</i>	<i>91%</i>	<i>64%</i>

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BRI3. Which of the following areas of assistance, if any, do you believe Veterans are in need of most?
Please select up to three (3) areas of assistance.

	General Population (N=1,028)	Veteran (N=516)	Non-Veteran (N=939)
Mental healthcare	62%	59%	64%
Housing/Housing stability	44%	42%	44%
Physical healthcare	34%	41%	34%
Work/Employment	27%	33%	26%
Finances/Financial support	22%	17%	21%
Stress management resources	19%	19%	20%
Social support	9%	9%	9%
Food access/Nutrition	6%	8%	6%
Insurance	5%	3%	5%
None of these	5%	3%	5%
Caregiver support	4%	2%	4%
Education	3%	10%	3%
Transportation	2%	1%	2%
Legal resources	2%	4%	1%
Childcare	1%	1%	1%
Internet access	1%	0%	1%
Support for discrimination	0%	1%	0%
Other	1%	1%	1%
I don't know	10%	8%	10%
Skipped	1%	-	0%

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BRI4. In which of the following areas, if any, do you think the Department of Veterans Affairs (VA) should be providing more assistance to Veterans? Please select all that apply.

	General Population (N=1,028)	Veteran (N=516)	Non-Veteran (N=939)
Mental healthcare	64%	60%	65%
Housing/Housing stability	47%	47%	47%
Physical healthcare	43%	45%	44%
Stress management resources	33%	31%	33%
Work/Employment	32%	40%	32%
Finances/Financial support	31%	30%	31%
Social support	24%	20%	25%
Food access/Nutrition	19%	19%	19%
Insurance	17%	14%	17%
Caregiver support	16%	16%	17%
Legal resources	14%	19%	14%
Education	14%	19%	15%
Transportation	12%	11%	13%
Support for discrimination	9%	6%	10%
Childcare	8%	7%	8%
Internet access	7%	7%	8%
None of these	4%	2%	4%
Other	1%	2%	1%
I don't know	15%	14%	15%
Skipped	1%	-	1%

BRI5. How familiar are you, if at all, with the benefits VA offers to Veterans who were exposed to toxic substances (e.g., Agent Orange) during their time in military service?

	General Population (N=1,028)	Veteran (N=516)	Non-Veteran (N=939)
Very familiar	5%	14%	4%
Somewhat familiar	10%	28%	9%
A little familiar	21%	27%	21%
Not familiar at all	51%	25%	53%
I don't know	13%	5%	14%
Skipped	1%	-	0%
<i>Familiar (Net)</i>	36%	69%	33%

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BASE: FAMILIAR WITH THE BENEFITS VA OFFERS TO VETERANS WHO WERE EXPOSED TO TOXIC SUBSTANCES

BRI6. In your opinion, what is the most helpful way VA assists Veterans who were exposed to toxic substances during their time in military service? (Select one)

	General Population (N=389)	Veteran (N=359)	Non-Veteran (N=321)
Easier access to healthcare for conditions assumed to be caused by military service (i.e., Veterans no longer need to prove their illness was directly caused by their military service to qualify for VA healthcare and benefits)	31%	30%	32%
Expanded eligibility for Veterans who served in locations where they may have been exposed to harmful chemicals and toxins during their military service	17%	21%	17%
Faster claims processing	8%	11%	7%
Coverage for previously denied claims	8%	7%	8%
Coverage for new conditions such as respiratory conditions or cancers	7%	6%	6%
Free toxic exposure screenings	5%	4%	5%
Compensation for survivors of Veterans who have died from toxic exposure	3%	3%	4%
Other	1%	1%	2%
I don't know	18%	16%	19%
Skipped	1%	0%	1%

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BASE: FAMILIAR WITH THE BENEFITS VA OFFERS TO VETERANS WHO WERE EXPOSED TO TOXIC SUBSTANCES

BR17. Based on what you may know or feel, what is the biggest hurdle Veterans face when seeking help for exposure to toxic substances during their time in military service? (Select one)

	General Population (N=389)	Veteran (N=359)	Non-Veteran (N=321)
Claims denial despite having qualifying conditions	22%	23%	20%
Long wait times for VA health care	20%	14%	22%
Trouble proving eligibility for benefits	13%	17%	13%
Lack of awareness or information about the benefits available	13%	15%	13%
Long benefits processing time	8%	8%	7%
Mental health struggles	8%	6%	8%
Trouble getting help for survivors of Veterans who have died from toxic exposure	2%	3%	2%
Other	1%	2%	2%
I don't know	11%	12%	11%
Skipped	2%	1%	1%

BR18. How familiar are you, if at all, with the benefits VA offers to caregivers of Veterans? Caregivers of Veterans provide ongoing care and assistance to Veterans to support the Veteran's overall well-being and independence.

	General Population (N=1,028)	Veteran (N=516)	Non-Veteran (N=939)
Very familiar	2%	5%	2%
Somewhat familiar	6%	13%	5%
A little familiar	15%	19%	15%
Not familiar at all	62%	55%	63%
I don't know	14%	8%	14%
Skipped	1%	0%	1%
<i>Familiar (Net)</i>	23%	37%	22%

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BASE: FAMILIAR WITH THE BENEFITS VA OFFERS TO CAREGIVERS OF VETERANS

BRI9. In your opinion, what is the most helpful way VA assists caregivers of Veterans? (Select one)

	General Population (N=247)	Veteran (N=187)	Non-Veteran (N=211)
Financial help	21%	20%	19%
Mental health support	20%	18%	20%
Training and resources to support caregiving skills	19%	22%	19%
Providing temporary relief from caregiving duties (also known as "respite care")	11%	14%	12%
Providing healthcare for caregivers	9%	11%	10%
Other	2%	1%	2%
I don't know	16%	15%	17%
Skipped	3%	1%	2%

BASE: FAMILIAR WITH THE BENEFITS VA OFFERS TO CAREGIVERS OF VETERANS

BRI10. Based on what you may know or feel, what is the biggest hurdle facing caregivers of Veterans? (Select one)

	General Population (N=247)	Veteran (N=187)	Non-Veteran (N=211)
Mental and emotional strain	26%	21%	28%
Physical demands of caregiving	14%	13%	13%
Financial strain	13%	10%	13%
Lack of awareness or understanding of VA benefits for caregivers of Veterans	13%	20%	14%
Lack of awareness or understanding of VA benefits for Veterans	10%	12%	8%
Lack of training or resources	7%	8%	8%
Negative impact on personal life	4%	3%	4%
Other	1%	1%	1%
I don't know	9%	10%	8%
Skipped	3%	1%	3%



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BASE: NON-VETERANS

BRI11. Do you have a close personal connection to a Veteran? The Veteran could be a family member or friend and is someone with which you share a deep, meaningful relationship.

	General Population (N=939)	Veteran (N=0)	Non-Veteran (N=939)
Yes	35%	-	35%
No	64%	-	63%
Skipped	2%	-	2%





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About the Study

This poll was conducted by Ipsos from October 18 to October 21, 2024, using the probability-based KnowledgePanel®. This poll is based on a nationally representative probability sample of 1,028 adults age 18 or older, including an oversample of 516 Veterans and total of 939 Non-veterans.

The survey was conducted using KnowledgePanel, the largest and most well-established online probability-based panel that is representative of the adult U.S. 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 U.S. 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 each sample was weighted to adjust for gender by age, race/ethnicity, education, Census region, metropolitan status, and household income. The demographic benchmark for the general population and non-veteran samples came from the 2023 March Supplement of the Current Population Survey (CPS). The demographic benchmark for the veteran oversample came from the 2023 August CPS Veteran supplement data. Veteran data was weighted separately from the general population and non-veterans.

- Gender (Male, Female) by Age (18–29, 30–44, 45–59 and 60+)
 - *Veterans Gender (Male, Female) by Age (18–44, 45–54, 55–64, 65–74 and 75+)*
- Race/Hispanic Ethnicity (White Non-Hispanic, Black Non-Hispanic, Other, Non-Hispanic, Hispanic, 2+ Races, Non-Hispanic)
- Education (Less than High School, High School, Some College, Bachelor or higher)
 - *Veterans Education (High School or less, Some College, Bachelor or higher)*
- 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+)

The margin of sampling error for **General Population** sample is plus or minus 3.2 percentage points at the 95% confidence level, for results based on the entire sample of adults. The margin of sampling error takes into account the design effect, which was 1.09.

The margin of sampling error for the **Veterans** sample is plus or minus 4.6 percentage points at the 95% confidence level, for results based on the entire sample of adults. The margin of sampling error takes into account the design effect, which was 1.11.





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The margin of sampling error for **Non-Veterans** sample is plus or minus 3.3 percentage points at the 95% confidence level, for results based on the entire sample of adults. The margin of sampling error takes into account the design effect, which was 1.06.

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