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Veterans' Opinions on Mental Health Care

Conducted by Ipsos using KnowledgePanel®

A survey of American Veterans (ages 18+)

Interview dates: August 22 – 25, 2025

Number of interviews: 525 U.S. Veterans

Margin of error: +/- 4.5 percentage points at the 95% confidence level

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:

S1. When did you enroll in VA healthcare and/or disability benefits, if at all?

	Veterans (N = 525)
Within the 1st year of transition	25%
Within the 2nd and 3rd year of transition	4%
After the 3rd year	29%
I still haven't enrolled in any VA healthcare or disability benefits	42%
Skipped	-

S2. [Base: If S1 = Enrolled] Have you used your VA benefits in the last 5 years?

	Veterans (N = 293)
Yes	81%
No	19%
Skipped	-

1_A. When looking for a **mental health care provider**, how important are the following to you? –
Provider has military experience or training

	Veterans (N = 525)
Not at all important	41%
A little important	23%
Somewhat important	24%
Very important	10%
Skipped	1%
<i>Very/somewhat important (Net)</i>	34%



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1_B. When looking for a **mental health care provider**, how important are the following to you? –
Provider has a similar cultural background to me

	Veterans (N = 525)
Not at all important	43%
A little important	25%
Somewhat important	25%
Very important	6%
Skipped	2%
<i>Very/somewhat important (Net)</i>	31%

1_C. When looking for a **mental health care provider**, how important are the following to you? –
Provider is located at a Veterans Affairs (VA) facility

	Veterans (N = 525)
Not at all important	56%
A little important	16%
Somewhat important	18%
Very important	9%
Skipped	1%
<i>Very/somewhat important (Net)</i>	27%

1_D. When looking for a **mental health care provider**, how important are the following to you? –
Provider is located at a community care or non-VA facility

	Veterans (N = 525)
Not at all important	54%
A little important	18%
Somewhat important	19%
Very important	7%
Skipped	1%
<i>Very/somewhat important (Net)</i>	27%

1_E. When looking for a **mental health care provider**, how important are the following to you? –
Provider offers evening or weekend appointments

	Veterans (N = 525)
Not at all important	40%
A little important	22%
Somewhat important	27%



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Very important	10%
Skipped	1%
<i>Very/somewhat important (Net)</i>	37%

2. What do you think are the top 3 reasons why some Veterans choose to get mental health care at a **VA facility** (instead of at a community care or non-VA facility)? Please select up to 3 reasons.

	Veterans (N = 525)
Cost	74%
Recommended by other Veterans	50%
Easier to share health records with other health care providers	22%
Closer location	19%
More treatment options are available	18%
Easier scheduling process	15%
Better data privacy and confidentiality	13%
Higher quality care	11%
More provider availability	9%
Shorter wait times	8%
Another reason	8%
Skipped	1%

3. What do you think are the top 3 reasons why some Veterans choose to get mental health care at a **community care or non-VA facility** (instead of at a VA facility)? Please select up to 3 reasons.

	Veterans (N = 525)
Closer location	54%
Shorter wait times	39%
More provider availability	36%
Higher quality care	30%
More treatment options are available	28%
Easier scheduling process	25%
Recommended by other Veterans	15%
Cost	14%
Better data privacy and confidentiality	8%
Easier to share health records with other health care providers	8%
Another reason	4%
Skipped	2%

4. When do you think Veterans are **most likely** to look for mental health care?

	Veterans (N = 525)
During crisis situations (such as when problems severely affect their daily life or when family or friends express serious concern)	38%



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During major life events (such as job loss, divorce, loss of a loved one, moving)	16%
During periods of isolation or loneliness	13%
During seasonal or holiday periods (such as holidays, military or personal anniversaries, or specific times of year that trigger memories)	8%
During health-related challenges (such as an injury, chronic illness)	7%
During military-related transitions (such as separation, return to civilian life)	6%
During work and relationship conflicts (such as marriage or family issues, career challenges)	5%
During another time	3%
Skipped	2%

5. Have you ever had any of the following concerns or issues related to getting mental health care (both during your military service and afterwards)? Please select ALL that apply.

	Veterans (N = 525)
I was worried about being judged or having a negative impact on my career	20%
I wanted to handle my mental health alone	17%
I could not find the right provider for me	10%
The process was too hard (such as too much paperwork, referral issues, eligibility issues)	8%
It was too expensive, or my insurance did not cover it	6%
There were no providers near me, or they were too far away	5%
There were no providers with available appointments	5%
Providers were not available during convenient hours	5%
Another concern or issue	3%
None of the above	61%
Skipped	2%

6_A. How likely are you to use the following new forms of mental health care? – Online peer-support groups with other Veterans

	Veterans (N = 525)
Not at all likely	45%
A little likely	24%
Somewhat likely	21%
Very likely	8%
I already use this	*
Skipped	1%
<i>Very/somewhat likely + Already use (Net)</i>	29%



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6_B. How likely are you to use the following new forms of mental health care? – Mobile apps that teach about mental health tools and resources

	Veterans (N = 525)
Not at all likely	45%
A little likely	27%
Somewhat likely	20%
Very likely	5%
I already use this	1%
Skipped	1%
<i>Very/somewhat likely + Already use (Net)</i>	26%

6_C. How likely are you to use the following new forms of mental health care? – AI-powered chatbots

	Veterans (N = 525)
Not at all likely	74%
A little likely	14%
Somewhat likely	7%
Very likely	3%
I already use this	*
Skipped	2%
<i>Very/somewhat likely + Already use (Net)</i>	10%

6_D. How likely are you to use the following new forms of mental health care? – AI-powered diagnostic or screening tools

	Veterans (N = 525)
Not at all likely	60%
A little likely	19%
Somewhat likely	15%
Very likely	4%
I already use this	*
Skipped	1%
<i>Very/somewhat likely + Already use (Net)</i>	19%

6_E. How likely are you to use the following new forms of mental health care? – Virtual Reality-based mental health care

	Veterans (N = 525)
Not at all likely	58%



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A little likely	20%
Somewhat likely	14%
Very likely	5%
I already use this	1%
Skipped	1%
<i>Very/somewhat likely + Already use (Net)</i>	20%

6_F. How likely are you to use the following new forms of mental health care? – Wearable devices (such as smartwatches) that track sleep, stress or mood changes

	Veterans (N = 525)
Not at all likely	38%
A little likely	20%
Somewhat likely	21%
Very likely	13%
I already use this	7%
Skipped	2%
<i>Very/somewhat likely + Already use (Net)</i>	41%

6_G. How likely are you to use the following new forms of mental health care? – Psychedelic-assisted therapy (when approved by a doctor)

	Veterans (N = 525)
Not at all likely	60%
A little likely	17%
Somewhat likely	13%
Very likely	8%
I already use this	*
Skipped	2%
<i>Very/somewhat likely + Already use (Net)</i>	21%

7. How well do you think your family members and close friends understand your mental health needs related to your military service?

	Veterans (N = 525)
Not well	32%
Somewhat well	34%
Very well	20%
Extremely well	12%
Skipped	3%



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<i>Extremely/very well (Net)</i>	32%
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About the Study

This study was conducted by Ipsos from August 22 to August 25, 2025, using the probability-based KnowledgePanel®. This poll is based on a nationally representative probability sample of 525 Veterans age 18 or older.

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.

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 address-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 the total sample were weighted to adjust for gender, age, race/ethnicity, education, Census region, metropolitan status, and household income. The demographic benchmarks for Veterans came from the 2024 August Supplement of the Current Population Survey (CPS). Specific categories used included the following:

- Gender (Male, Female)
- Age (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 (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 is ± 4.5 percentage points at the 95% confidence level for results based on the entire sample of Veterans. The margin of sampling error takes into account the design effect, which was 1.12.



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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.

Founded in France in 1975, Ipsos has been listed on the Euronext Paris since July 1, 1999. The company is part of the SBF 120 and Mid-60 indices and is eligible for the Deferred Settlement Service (SRD). ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP www.ipsos.com