

Table 10-1.*Percent Distribution of Veterans by Sources of Information About VA Benefits and Age*

| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
|--|---------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| Estimated Population | | | | | | | |
| Responding on Item | 25,196,036 | 2,288,572 | 3,030,297 | 5,415,134 | 4,945,979 | 5,256,419 | 4,116,133 |
| Nowhere | 3.9 (0.1) | 4.5 (0.6) | 2.9 (0.4) | 3.8 (0.4) | 3.7 (0.4) | 4.9 (0.4) | 3.8 (0.4) |
| The Department of Veterans Affairs (VA) | 66.6 (0.3) | 56.6 (1.8) | 65.2 (1.4) | 67.6 (0.9) | 67.2 (0.9) | 69.7 (0.8) | 67.6 (0.9) |
| VA: Toll-free telephone number | 12.4 (0.3) | 15.0 (1.1) | 14.9 (0.9) | 13.9 (0.8) | 12.4 (0.7) | 10.5 (0.6) | 9.3 (0.6) |
| VA web site | 12.2 (0.3) | 23.4 (1.2) | 20.4 (1.0) | 15.7 (0.7) | 13.9 (0.7) | 4.5 (0.3) | 2.6 (0.3) |
| Other internet or web site | 5.0 (0.1) | 9.7 (0.9) | 8.3 (0.8) | 6.9 (0.5) | 5.6 (0.3) | 1.9 (0.3) | 0.8 (0.2) |
| Veterans Service Organization (VFW, American Legion) | 13.8 (0.3) | 8.3 (0.9) | 8.9 (0.7) | 12.9 (0.7) | 12.2 (0.6) | 17.1 (0.7) | 19.3 (0.7) |
| VA Benefits Handbook | 0.9 (0.1) | 1.4 (0.3) | 1.0 (0.2) | 0.7 (0.2) | 1.0 (0.2) | 0.8 (0.1) | 0.8 (0.2) |
| Social Security office | 0.7 (0.1) | 0.0 (N/A) | 0.7 (0.2) | 0.5 (0.1) | 0.9 (0.2) | 1.0 (0.2) | 0.8 (0.2) |
| Another government agency | 10.0 (0.3) | 15.2 (1.1) | 13.2 (1.0) | 10.1 (0.6) | 10.5 (0.7) | 8.1 (0.5) | 6.5 (0.6) |
| Senior citizens group (AARP) | 0.2 (0.0) | 0.0 (N/A) | 0.0 (N/A) | 0.1* (0.1) | 0.2* (0.1) | 0.4* (0.1) | 0.6 (0.2) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.4 (0.1) | 0.1* (0.1) | 0.5* (0.2) | 0.7* (0.3) | 0.3 (0.1) | 0.4 (0.1) | 0.4* (0.1) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-1. (continued)*Percent Distribution of Veterans by Sources of Information About VA Benefits and Age*

| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
|-----------------------------|---------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| Estimated Population | | | | | | | |
| Responding on Item | 25,196,036 | 2,288,572 | 3,030,297 | 5,415,134 | 4,945,979 | 5,256,419 | 4,116,133 |
| Doctor or doctor's office | 0.7 (0.1) | 0.8* (0.3) | 0.5* (0.2) | 0.7 (0.2) | 0.6 (0.1) | 0.8 (0.2) | 0.8 (0.2) |
| Employer or former employer | 0.2 (0.0) | 0.2* (0.1) | 0.5* (0.2) | 0.2* (0.1) | 0.2* (0.1) | 0.1* (0.1) | 0.1* (0.0) |
| Another veteran | 1.7 (0.1) | 2.6 (0.5) | 1.7 (0.4) | 1.8 (0.2) | 1.6 (0.3) | 1.7 (0.3) | 1.3 (0.2) |
| Family or friends | 2.1 (0.1) | 3.3 (0.5) | 3.1 (0.5) | 2.0 (0.2) | 2.3 (0.3) | 1.2 (0.2) | 1.6 (0.3) |
| Newspaper or magazine | 0.7 (0.1) | 0.7* (0.3) | 0.3* (0.1) | 0.6* (0.2) | 0.8 (0.1) | 0.7 (0.1) | 0.9 (0.2) |
| TV or radio | 0.1* (0.0) | 0.0 (N/A) | 0.0 (N/A) | 0.1* (0.1) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) |
| Some other person or place | 5.3 (0.2) | 5.3 (0.7) | 5.4 (0.7) | 5.7 (0.4) | 6.0 (0.5) | 4.5 (0.4) | 4.7 (0.4) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-2.*Percent Distribution of Veterans by Sources of Information About VA Benefits, Gender, and Age*

| | Males | | | | | | |
|--|---------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 23,712,433 | 1,914,125 | 2,585,338 | 5,117,945 | 4,847,543 | 5,170,379 | 3,940,074 |
| Nowhere | 4.0 (0.2) | 4.5 (0.6) | 3.1 (0.5) | 3.8 (0.4) | 3.7 (0.4) | 4.9 (0.4) | 3.8 (0.4) |
| The Department of Veterans Affairs (VA) | 67.1 (0.4) | 57.9 (1.9) | 66.5 (1.5) | 68.0 (0.9) | 67.3 (0.9) | 69.8 (0.8) | 67.4 (0.9) |
| VA: Toll-free telephone number | 12.0 (0.3) | 13.9 (1.1) | 14.6 (1.0) | 13.6 (0.8) | 12.3 (0.7) | 10.3 (0.6) | 9.1 (0.6) |
| VA web site | 11.6 (0.3) | 23.3 (1.2) | 19.0 (1.1) | 15.2 (0.7) | 14.0 (0.7) | 4.5 (0.3) | 2.6 (0.3) |
| Other internet or web site | 4.8 (0.2) | 9.6 (1.0) | 7.8 (0.9) | 6.7 (0.5) | 5.6 (0.3) | 1.9 (0.3) | 0.8 (0.2) |
| Veterans Service Organization (VFW, American Legion) | 14.2 (0.3) | 8.9 (1.1) | 9.2 (0.7) | 13.2 (0.7) | 12.3 (0.7) | 17.1 (0.7) | 19.7 (0.7) |
| VA Benefits Handbook | 0.9 (0.1) | 1.5 (0.4) | 1.0 (0.3) | 0.7 (0.1) | 0.9 (0.2) | 0.8 (0.1) | 0.8 (0.2) |
| Social Security office | 0.7 (0.1) | 0.0 (N/A) | 0.5* (0.2) | 0.5 (0.1) | 0.9 (0.2) | 1.0 (0.2) | 0.8 (0.2) |
| Another government agency | 9.8 (0.3) | 15.4 (1.2) | 13.2 (1.1) | 9.9 (0.6) | 10.4 (0.7) | 8.0 (0.5) | 6.3 (0.6) |
| Senior citizens group (AARP) | 0.2 (0.0) | 0.0 (N/A) | 0.1* (0.0) | 0.1* (0.1) | 0.1* (0.1) | 0.4* (0.1) | 0.7 (0.2) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.4 (0.1) | 0.1* (0.1) | 0.4* (0.2) | 0.8* (0.3) | 0.3 (0.1) | 0.4 (0.1) | 0.4* (0.1) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-2. (continued)*Percent Distribution of Veterans by Sources of Information About VA Benefits, Gender, and Age*

| | Males | | | | | | |
|-----------------------------|---------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 23,712,433 | 1,914,125 | 2,585,338 | 5,117,945 | 4,847,543 | 5,170,379 | 3,940,074 |
| Doctor or doctor's office | 0.7 (0.1) | 0.8* (0.3) | 0.5* (0.2) | 0.7 (0.2) | 0.6 (0.1) | 0.8 (0.2) | 0.8 (0.2) |
| Employer or former employer | 0.2 (0.0) | 0.2* (0.2) | 0.5* (0.3) | 0.2* (0.1) | 0.2* (0.1) | 0.1* (0.1) | 0.1* (0.0) |
| Another veteran | 1.7 (0.1) | 2.4 (0.5) | 1.6 (0.4) | 1.8 (0.2) | 1.5 (0.3) | 1.6 (0.3) | 1.3 (0.2) |
| Family or friends | 2.0 (0.1) | 3.2 (0.6) | 2.9 (0.5) | 1.9 (0.3) | 2.3 (0.3) | 1.2 (0.2) | 1.6 (0.3) |
| Newspaper or magazine | 0.6 (0.1) | 0.5* (0.3) | 0.3* (0.1) | 0.6* (0.2) | 0.8 (0.1) | 0.6 (0.1) | 0.8 (0.2) |
| TV or radio | 0.1* (0.0) | 0.0 (N/A) | 0.1* (0.1) | 0.1* (0.1) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) |
| Some other person or place | 5.3 (0.2) | 5.6 (0.8) | 5.6 (0.7) | 5.6 (0.4) | 5.9 (0.5) | 4.5 (0.4) | 4.8 (0.4) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-2. (continued)*Percent Distribution of Veterans by Sources of Information About VA Benefits, Gender, and Age*

| | Females | | | | | | |
|--|---------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 1,483,603 | 374,447 | 444,959 | 297,190 | 98,436 | 86,040 | 176,060 |
| Nowhere | 3.4 (0.7) | 4.2* (1.6) | 1.5* (0.7) | 4.1* (1.7) | 5.2* (3.2) | 3.1* (2.4) | 4.4* (2.4) |
| The Department of Veterans Affairs (VA) | 58.8 (2.3) | 49.9 (4.8) | 57.5 (3.9) | 60.9 (4.1) | 61.1 (5.9) | 65.2 (6.0) | 71.7 (4.5) |
| VA: Toll-free telephone number | 17.9 (1.8) | 20.6 (3.0) | 17.1 (2.3) | 18.8 (4.2) | 18.4* (6.3) | 20.4 (6.0) | 12.1 (3.4) |
| VA web site | 20.6 (1.5) | 23.7 (3.8) | 28.6 (3.2) | 24.0 (3.7) | 11.0* (4.0) | 2.5* (2.1) | 3.4* (2.1) |
| Other internet or web site | 8.6 (1.1) | 10.1 (2.3) | 11.2 (2.3) | 10.0 (2.5) | 5.8* (3.2) | 4.2* (2.8) | 0.5* (0.5) |
| Veterans Service Organization (VFW, American Legion) | 7.8 (1.1) | 5.0* (1.5) | 7.2 (1.7) | 8.3 (2.1) | 5.6* (2.9) | 19.6* (6.2) | 10.0 (2.9) |
| VA Benefits Handbook | 1.2* (0.4) | 1.0* (0.7) | 0.9* (0.5) | 1.4* (1.0) | 6.4* (4.1) | 0.0 (N/A) | 0.0 (N/A) |
| Social Security office | 0.6* (0.3) | 0.0 (N/A) | 1.6* (0.8) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 1.0* (1.0) |
| Another government agency | 12.7 (1.2) | 13.9 (2.3) | 13.3 (2.1) | 12.1 (2.8) | 13.1* (6.0) | 11.8* (4.5) | 10.4* (3.2) |
| Senior citizens group (AARP) | 0.2* (0.2) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 3.7* (3.7) | 0.0 (N/A) | 0.0 (N/A) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.4* (0.2) | 0.2* (0.2) | 1.1* (0.7) | 0.3* (0.2) | 0.2* (0.2) | 0.0 (N/A) | 0.0 (N/A) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-2. (continued)*Percent Distribution of Veterans by Sources of Information About VA Benefits, Gender, and Age*

| | Females | | | | | | |
|-----------------------------|-----------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 1,483,603 | 374,447 | 444,959 | 297,190 | 98,436 | 86,040 | 176,060 |
| Doctor or doctor's office | 0.5* | 1.0* | 0.3* | 0.5* | 0.1* | 0.0 | 0.0 |
| | (0.2) | (0.7) | (0.2) | (0.4) | (0.1) | (N/A) | (N/A) |
| Employer or former employer | 0.2* | 0.0 | 0.7* | 0.0 | 0.0 | 0.0 | 0.0 |
| | (0.2) | (N/A) | (0.7) | (N/A) | (N/A) | (N/A) | (N/A) |
| Another veteran | 2.7 | 4.1* | 2.0* | 1.8* | 3.0* | 4.2* | 2.0* |
| | (0.6) | (1.4) | (1.0) | (1.0) | (2.3) | (3.1) | (1.3) |
| Family or friends | 2.9 | 3.7* | 3.9* | 3.2* | 2.3* | 0.0 | 0.4* |
| | (0.7) | (1.6) | (1.3) | (1.4) | (2.3) | (N/A) | (0.3) |
| Newspaper or magazine | 1.1* | 1.5* | 0.0 | 0.3* | 0.0 | 4.9* | 2.9* |
| | (0.4) | (1.0) | (N/A) | (0.3) | (N/A) | (3.4) | (1.6) |
| TV or radio | 0.0 | 0.0 | 0.0 | 0.2* | 0.0 | 0.0 | 0.0 |
| | (N/A) | (N/A) | (N/A) | (0.2) | (N/A) | (N/A) | (N/A) |
| Some other person or place | 5.2 | 3.5* | 4.3* | 7.9* | 12.2* | 4.2* | 3.2* |
| | (0.8) | (1.5) | (1.4) | (2.5) | (4.4) | (2.8) | (2.4) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-3.*Percent Distribution of Veterans by Sources of Information About VA Benefits, Ethnicity, and Age*

| | Spanish, Hispanic, or Latino | | | | | | |
|--|------------------------------|--------------------|----------------|---------------|----------------|---------------|-------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 1,122,190 | 202,187 | 203,328 | 281,544 | 181,496 | 155,411 | 94,148 |
| Nowhere | 3.9 (0.8) | 5.3* (2.6) | 3.0* (1.6) | 4.5* (1.9) | 2.9* (1.6) | 4.5* (2.8) | 1.7* (1.1) |
| The Department of Veterans Affairs (VA) | 69.9 (2.2) | 58.9 (5.2) | 64.3 (5.2) | 78.1 (3.6) | 73.6 (4.8) | 70.1 (5.1) | 73.9 (6.0) |
| VA: Toll-free telephone number | 9.0 (1.3) | 7.1* (2.6) | 10.6* (3.6) | 11.3 (2.6) | 12.9* (3.9) | 3.5* (1.4) | 3.5* (2.2) |
| VA web site | 12.1 (1.5) | 16.2 (3.4) | 18.4 (4.5) | 16.7 (3.0) | 9.4 (2.4) | 0.7* (0.5) | 0.0 (N/A) |
| Other internet or web site | 4.9 (1.2) | 9.4* (3.7) | 8.1* (3.5) | 4.9* (1.8) | 1.6* (1.1) | 1.7* (1.6) | 0.0 (N/A) |
| Veterans Service Organization (VFW, American Legion) | 11.3 (1.5) | 6.2* (2.4) | 10.7* (3.7) | 9.1 (2.0) | 13.5 (3.6) | 16.6 (3.9) | 16.9* (5.5) |
| VA Benefits Handbook | 1.2* (0.6) | 2.2* (1.7) | 0.0 (N/A) | 2.4* (1.2) | 0.2* (0.2) | 0.0 (N/A) | 2.8* (2.0) |
| Social Security office | 0.4* (0.3) | 0.0 (N/A) | 0.2* (0.2) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 4.7* (3.6) |
| Another government agency | 9.7 (1.3) | 13.4* (4.0) | 7.5* (2.6) | 12.3 (3.2) | 6.3* (2.2) | 4.3* (2.1) | 15.2* (5.3) |
| Senior citizens group (AARP) | 0.3* (0.3) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 3.5* (3.5) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.3* (0.2) | 0.0 (N/A) | 0.0 (N/A) | 0.2* (0.1) | 0.7* (0.5) | 0.0 (N/A) | 2.2* (2.2) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-3. (continued)*Percent Distribution of Veterans by Sources of Information About VA Benefits, Ethnicity, and Age*

| | Spanish, Hispanic, or Latino | | | | | | |
|-----------------------------|------------------------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 1,122,190 | 202,187 | 203,328 | 281,544 | 181,496 | 155,411 | 94,148 |
| Doctor or doctor's office | 0.4* | 1.2* | 0.1* | 0.0 | 0.2* | 0.7* | 0.4* |
| | (0.2) | (1.2) | (0.1) | (N/A) | (0.2) | (0.7) | (0.4) |
| Employer or former employer | 0.4* | 0.0 | 1.4* | 0.6* | 0.0 | 0.0 | 0.0 |
| | (0.3) | (N/A) | (1.4) | (0.6) | (N/A) | (N/A) | (N/A) |
| Another veteran | 2.5 | 4.5* | 3.8* | 1.8* | 3.1* | 0.4* | 0.2* |
| | (0.6) | (1.9) | (2.2) | (1.1) | (2.0) | (0.4) | (0.2) |
| Family or friends | 3.0 | 3.7* | 3.7* | 4.2* | 1.3* | 2.0* | 1.2* |
| | (0.7) | (1.8) | (2.1) | (1.6) | (0.9) | (1.6) | (1.0) |
| Newspaper or magazine | 0.5* | 1.7* | 0.5* | 0.0 | 0.0 | 0.0 | 1.5* |
| | (0.4) | (1.7) | (0.4) | (N/A) | (N/A) | (N/A) | (1.3) |
| TV or radio | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) |
| Some other person or place | 3.7 | 4.2* | 3.5* | 4.6* | 2.7* | 3.4* | 2.4* |
| | (0.9) | (2.1) | (1.9) | (1.9) | (1.6) | (1.9) | (2.5) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-3. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Ethnicity, and Age***

| | Not Spanish, Hispanic, or Latino | | | | | | |
|--|----------------------------------|--------------------|---------------|---------------|---------------|---------------|-------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 23,990,234 | 2,083,419 | 2,821,806 | 5,117,761 | 4,741,847 | 5,086,024 | 4,007,196 |
| Nowhere | 3.9 (0.2) | 4.4 (0.6) | 2.8 (0.4) | 3.8 (0.4) | 3.7 (0.4) | 4.9 (0.4) | 3.8 (0.4) |
| The Department of Veterans Affairs (VA) | 66.5 (0.3) | 56.4 (1.8) | 65.3 (1.5) | 67.1 (0.9) | 66.9 (0.9) | 69.8 (0.8) | 67.3 (0.9) |
| VA: Toll-free telephone number | 12.5 (0.3) | 15.6 (1.1) | 15.2 (1.0) | 14.0 (0.8) | 12.4 (0.7) | 10.7 (0.6) | 9.4 (0.6) |
| VA web site | 12.1 (0.3) | 24.0 (1.3) | 20.6 (1.0) | 15.6 (0.7) | 14.0 (0.8) | 4.6 (0.3) | 2.7 (0.3) |
| Other internet or web site | 5.0 (0.1) | 9.8 (0.8) | 8.3 (0.8) | 7.0 (0.5) | 5.7 (0.4) | 1.9 (0.3) | 0.8 (0.2) |
| Veterans Service Organization (VFW, American Legion) | 13.9 (0.3) | 8.5 (1.0) | 8.7 (0.7) | 13.1 (0.7) | 12.1 (0.7) | 17.1 (0.7) | 19.4 (0.7) |
| VA Benefits Handbook | 0.9 (0.1) | 1.3 (0.3) | 1.1 (0.3) | 0.7 (0.1) | 1.0 (0.2) | 0.8 (0.1) | 0.7 (0.1) |
| Social Security office | 0.7 (0.1) | 0.0 (N/A) | 0.7 (0.2) | 0.5 (0.1) | 0.9 (0.2) | 1.0 (0.2) | 0.7 (0.2) |
| Another government agency | 10.0 (0.3) | 15.4 (1.1) | 13.6 (1.1) | 10.0 (0.6) | 10.7 (0.7) | 8.2 (0.5) | 6.3 (0.6) |
| Senior citizens group (AARP) | 0.2 (0.0) | 0.0 (N/A) | 0.0 (N/A) | 0.1* (0.1) | 0.1* (0.1) | 0.4* (0.1) | 0.6 (0.2) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.4 (0.1) | 0.1* (0.1) | 0.5* (0.2) | 0.8* (0.3) | 0.3* (0.1) | 0.4 (0.1) | 0.4* (0.1) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-3. (continued)*Percent Distribution of Veterans by Sources of Information About VA Benefits, Ethnicity, and Age*

| | Not Spanish, Hispanic, or Latino | | | | | | |
|-----------------------------|----------------------------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 23,990,234 | 2,083,419 | 2,821,806 | 5,117,761 | 4,741,847 | 5,086,024 | 4,007,196 |
| Doctor or doctor's office | 0.7 (0.1) | 0.8* (0.3) | 0.5* (0.2) | 0.8 (0.2) | 0.6 (0.1) | 0.8 (0.2) | 0.8 (0.2) |
| Employer or former employer | 0.2 (0.0) | 0.2* (0.1) | 0.5* (0.2) | 0.1* (0.1) | 0.2* (0.1) | 0.1* (0.1) | 0.1* (0.0) |
| Another veteran | 1.7 (0.1) | 2.5 (0.5) | 1.5 (0.4) | 1.8 (0.2) | 1.5 (0.3) | 1.7 (0.3) | 1.4 (0.2) |
| Family or friends | 2.0 (0.1) | 3.3 (0.6) | 3.0 (0.5) | 1.8 (0.3) | 2.3 (0.3) | 1.2 (0.2) | 1.6 (0.3) |
| Newspaper or magazine | 0.7 (0.1) | 0.6* (0.3) | 0.2* (0.1) | 0.6* (0.2) | 0.8 (0.2) | 0.7 (0.1) | 0.9 (0.2) |
| TV or radio | 0.1* (0.0) | 0.0 (N/A) | 0.1* (0.1) | 0.1* (0.1) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) |
| Some other person or place | 5.4 (0.2) | 5.4 (0.8) | 5.6 (0.7) | 5.7 (0.4) | 6.2 (0.5) | 4.5 (0.4) | 4.7 (0.4) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4.*Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age*

| | Total One Race | | | | | | |
|--|----------------|--------------------|---------------|---------------|---------------|---------------|-------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 23,857,126 | 2,062,249 | 2,808,103 | 5,056,422 | 4,701,909 | 5,077,142 | 4,020,621 |
| Nowhere | 3.9 (0.2) | 4.7 (0.7) | 2.8 (0.4) | 3.8 (0.4) | 3.6 (0.4) | 4.9 (0.4) | 3.8 (0.4) |
| The Department of Veterans Affairs (VA) | 66.5 (0.3) | 56.6 (1.9) | 64.8 (1.5) | 67.4 (0.9) | 66.9 (0.9) | 69.6 (0.8) | 67.6 (0.9) |
| VA: Toll-free telephone number | 12.4 (0.3) | 15.2 (1.1) | 15.0 (1.0) | 13.9 (0.8) | 12.4 (0.8) | 10.5 (0.5) | 9.3 (0.6) |
| VA web site | 12.0 (0.3) | 23.8 (1.3) | 20.2 (1.0) | 15.4 (0.7) | 14.1 (0.8) | 4.5 (0.3) | 2.6 (0.3) |
| Other internet or web site | 4.9 (0.1) | 9.4 (0.8) | 8.4 (0.8) | 6.8 (0.5) | 5.6 (0.3) | 1.9 (0.3) | 0.8 (0.2) |
| Veterans Service Organization (VFW, American Legion) | 13.9 (0.3) | 8.3 (1.0) | 8.7 (0.7) | 13.2 (0.7) | 12.1 (0.6) | 17.1 (0.8) | 19.3 (0.7) |
| VA Benefits Handbook | 0.9 (0.1) | 1.2 (0.3) | 1.0 (0.2) | 0.7 (0.1) | 1.0 (0.2) | 0.8 (0.1) | 0.8 (0.2) |
| Social Security office | 0.7 (0.1) | 0.0 (N/A) | 0.7 (0.2) | 0.5 (0.1) | 0.8 (0.2) | 1.1 (0.2) | 0.8 (0.2) |
| Another government agency | 9.9 (0.3) | 15.6 (1.1) | 13.3 (1.1) | 9.9 (0.6) | 10.5 (0.7) | 8.1 (0.5) | 6.4 (0.6) |
| Senior citizens group (AARP) | 0.2 (0.0) | 0.0 (N/A) | 0.0 (N/A) | 0.1* (0.1) | 0.1* (0.1) | 0.4* (0.1) | 0.7 (0.2) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.4 (0.1) | 0.2* (0.1) | 0.5* (0.2) | 0.8* (0.3) | 0.3 (0.1) | 0.4 (0.1) | 0.4* (0.1) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | Total One Race | | | | | | |
|-----------------------------|----------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 23,857,126 | 2,062,249 | 2,808,103 | 5,056,422 | 4,701,909 | 5,077,142 | 4,020,621 |
| Doctor or doctor's office | 0.7 (0.1) | 0.8* (0.3) | 0.5* (0.2) | 0.7 (0.2) | 0.5 (0.1) | 0.8 (0.2) | 0.8 (0.2) |
| Employer or former employer | 0.2 (0.0) | 0.2* (0.1) | 0.6* (0.3) | 0.1* (0.1) | 0.2* (0.1) | 0.1* (0.1) | 0.0 (N/A) |
| Another veteran | 1.7 (0.1) | 2.6 (0.6) | 1.6 (0.4) | 1.7 (0.2) | 1.6 (0.3) | 1.7 (0.3) | 1.4 (0.2) |
| Family or friends | 2.0 (0.1) | 3.0 (0.5) | 3.1 (0.5) | 1.9 (0.3) | 2.3 (0.3) | 1.2 (0.2) | 1.6 (0.3) |
| Newspaper or magazine | 0.7 (0.1) | 0.5* (0.3) | 0.1* (0.1) | 0.6* (0.2) | 0.8 (0.2) | 0.7 (0.1) | 0.9 (0.2) |
| TV or radio | 0.1* (0.0) | 0.0 (N/A) | 0.0 (N/A) | 0.1* (0.1) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) |
| Some other person or place | 5.4 (0.2) | 5.4 (0.8) | 5.5 (0.7) | 5.8 (0.4) | 6.2 (0.5) | 4.5 (0.4) | 4.8 (0.4) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | White | | | | | | |
|--|---------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 21,370,897 | 1,705,598 | 2,222,340 | 4,443,378 | 4,350,828 | 4,699,355 | 3,834,299 |
| Nowhere | 4.1 (0.2) | 5.0 (0.7) | 3.1 (0.5) | 3.9 (0.4) | 3.7 (0.4) | 5.1 (0.4) | 3.8 (0.4) |
| The Department of Veterans Affairs (VA) | 65.3 (0.3) | 56.1 (2.2) | 62.2 (1.8) | 65.3 (1.0) | 65.8 (1.0) | 68.2 (0.9) | 67.4 (0.9) |
| VA: Toll-free telephone number | 12.7 (0.3) | 15.8 (1.2) | 15.7 (1.1) | 14.6 (0.8) | 12.5 (0.8) | 11.0 (0.5) | 9.5 (0.6) |
| VA web site | 12.2 (0.3) | 24.6 (1.5) | 21.7 (1.3) | 16.4 (0.8) | 14.7 (0.8) | 4.7 (0.3) | 2.6 (0.4) |
| Other internet or web site | 5.0 (0.2) | 10.1 (1.0) | 8.3 (0.8) | 7.2 (0.5) | 5.9 (0.4) | 2.0 (0.3) | 0.8 (0.2) |
| Veterans Service Organization (VFW, American Legion) | 14.4 (0.4) | 8.3 (1.1) | 8.8 (0.8) | 13.9 (0.8) | 12.6 (0.7) | 17.4 (0.8) | 19.3 (0.8) |
| VA Benefits Handbook | 0.8 (0.1) | 1.2* (0.4) | 0.8 (0.2) | 0.5 (0.1) | 0.9 (0.2) | 0.8 (0.1) | 0.8 (0.2) |
| Social Security office | 0.7 (0.1) | 0.0 (N/A) | 0.6* (0.2) | 0.6 (0.1) | 0.8 (0.2) | 1.1 (0.2) | 0.8 (0.2) |
| Another government agency | 9.8 (0.3) | 15.1 (1.3) | 12.9 (1.0) | 10.2 (0.7) | 10.5 (0.7) | 8.0 (0.5) | 6.5 (0.6) |
| Senior citizens group (AARP) | 0.3 (0.0) | 0.0 (N/A) | 0.0 (N/A) | 0.2* (0.1) | 0.1* (0.1) | 0.4* (0.1) | 0.6 (0.2) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.4 (0.1) | 0.1* (0.1) | 0.4* (0.2) | 0.8* (0.3) | 0.3 (0.1) | 0.4 (0.1) | 0.4* (0.1) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | White | | | | | | |
|-----------------------------|--------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 21,370,897 | 1,705,598 | 2,222,340 | 4,443,378 | 4,350,828 | 4,699,355 | 3,834,299 |
| Doctor or doctor's office | 0.7 (0.1) | 0.7* (0.3) | 0.6* (0.2) | 0.7 (0.2) | 0.6 (0.1) | 0.9 (0.2) | 0.8 (0.2) |
| Employer or former employer | 0.2 (0.0) | 0.1* (0.1) | 0.7* (0.3) | 0.1* (0.1) | 0.1* (0.1) | 0.1* (0.1) | 0.0 (N/A) |
| Another veteran | 1.7 (0.1) | 2.4 (0.6) | 1.5 (0.4) | 1.8 (0.2) | 1.7 (0.3) | 1.8 (0.3) | 1.3 (0.2) |
| Family or friends | 2.1 (0.1) | 2.9 (0.6) | 3.4 (0.6) | 1.9 (0.3) | 2.5 (0.3) | 1.3 (0.3) | 1.6 (0.3) |
| Newspaper or magazine | 0.7 (0.1) | 0.6* (0.4) | 0.2* (0.1) | 0.6* (0.2) | 0.9 (0.2) | 0.7 (0.1) | 1.0 (0.2) |
| TV or radio | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 0.1* (0.1) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) |
| Some other person or place | 5.4 (0.2) | 5.8 (0.9) | 5.4 (0.8) | 5.9 (0.4) | 6.2 (0.5) | 4.5 (0.4) | 4.9 (0.4) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | Black or African American | | | | | | |
|--|---------------------------|--------------------|---------------|---------------|---------------|---------------|-------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 2,216,634 | 318,905 | 525,978 | 549,554 | 302,760 | 342,836 | 163,301 |
| Nowhere | 2.5 (0.5) | 3.2* (1.5) | 1.4* (0.8) | 3.1* (1.2) | 3.0* (1.2) | 1.4* (0.7) | 4.9* (2.7) |
| The Department of Veterans Affairs (VA) | 78.0 (1.3) | 61.2 (4.5) | 74.6 (3.1) | 84.1 (2.2) | 80.9 (2.7) | 87.7 (2.4) | 75.6 (4.3) |
| VA: Toll-free telephone number | 10.2 (0.9) | 13.4 (2.9) | 13.3 (2.5) | 9.2 (1.6) | 11.4 (2.6) | 5.7* (1.9) | 4.9* (2.7) |
| VA web site | 10.3 (1.0) | 20.0 (3.3) | 15.1 (2.5) | 8.6 (1.5) | 7.4 (1.8) | 2.3* (1.1) | 3.0* (2.2) |
| Other internet or web site | 4.4 (0.6) | 6.6* (2.2) | 8.6 (2.2) | 3.3* (1.0) | 2.8* (1.4) | 1.6* (1.2) | 0.0 (N/A) |
| Veterans Service Organization (VFW, American Legion) | 8.9 (0.8) | 6.8* (2.3) | 7.7 (1.6) | 8.7 (1.3) | 6.3 (1.3) | 12.1 (2.3) | 16.0 (3.2) |
| VA Benefits Handbook | 1.4 (0.3) | 1.3* (0.9) | 1.6* (0.7) | 2.2* (0.8) | 1.8* (0.9) | 0.1* (0.1) | 0.2* (0.2) |
| Social Security office | 0.6* (0.2) | 0.0 (N/A) | 0.8* (0.5) | 0.0 (N/A) | 1.9* (1.0) | 0.5* (0.4) | 0.6* (0.6) |
| Another government agency | 11.4 (1.1) | 17.0 (3.1) | 14.8 (3.3) | 7.4 (1.6) | 11.8 (2.2) | 10.7 (2.5) | 4.7* (2.9) |
| Senior citizens group (AARP) | 0.1* (0.1) | 0.0 (N/A) | 0.1* (0.1) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 1.3* (1.3) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.5* (0.2) | 0.2* (0.2) | 0.9* (0.6) | 0.9* (0.6) | 0.0 (N/A) | 0.3* (0.3) | 0.5* (0.5) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | Black or African American | | | | | | |
|-----------------------------|---------------------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 2,216,634 | 318,905 | 525,978 | 549,554 | 302,760 | 342,836 | 163,301 |
| Doctor or doctor's office | 0.5* | 1.3* | 0.1* | 0.5* | 0.3* | 0.3* | 1.1* |
| | (0.2) | (1.1) | (0.1) | (0.3) | (0.2) | (0.2) | (0.8) |
| Employer or former employer | 0.4* | 0.7* | 0.0 | 0.1* | 1.1* | 0.7* | 0.0 |
| | (0.2) | (0.7) | (N/A) | (0.1) | (0.8) | (0.7) | (N/A) |
| Another veteran | 1.4 | 2.8* | 2.3* | 0.2* | 0.1* | 1.1* | 2.6* |
| | (0.4) | (1.3) | (1.1) | (0.1) | (0.1) | (0.8) | (1.8) |
| Family or friends | 1.7 | 3.3* | 2.4* | 1.6* | 0.6* | 0.9* | 0.0 |
| | (0.4) | (1.5) | (1.4) | (0.7) | (0.4) | (0.9) | (N/A) |
| Newspaper or magazine | 0.3* | 0.0 | 0.0 | 0.7* | 0.1* | 0.5* | 0.0 |
| | (0.1) | (N/A) | (N/A) | (0.5) | (0.1) | (0.5) | (N/A) |
| TV or radio | 0.1* | 0.0 | 0.0 | 0.0 | 0.0 | 0.5* | 0.0 |
| | (0.1) | (N/A) | (N/A) | (N/A) | (N/A) | (0.5) | (N/A) |
| Some other person or place | 5.2 | 3.8* | 6.5 | 5.4 | 5.9* | 4.7* | 2.8* |
| | (0.7) | (1.7) | (1.8) | (1.2) | (1.8) | (1.5) | (1.4) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | American Indian or Alaska Native | | | | | | |
|--|----------------------------------|--------------------|----------------|----------------|-----------------|-------------|-------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 159,851 | 21,672 | 43,906 | 39,035 | 25,879 | 16,066 | 12,054 |
| Nowhere | 4.9* | NR (1.8) | 4.1* (3.0) | 8.3* (5.5) | 1.7* (1.5) | NR (NR) | NR (NR) |
| The Department of Veterans Affairs (VA) | 62.5 (4.8) | NR (NR) | 70.5* (9.7) | 65.8 (9.9) | 70.9* (10.1) | NR (NR) | NR (NR) |
| VA: Toll-free telephone number | 7.1* (2.6) | NR (NR) | 6.1* (4.7) | 0.6* (0.5) | 15.1* (7.9) | NR (NR) | NR (NR) |
| VA web site | 7.9* (2.4) | NR (NR) | 15.6* (6.3) | 4.1* (2.0) | 9.2* (6.7) | NR (NR) | NR (NR) |
| Other internet or web site | 4.1* (1.9) | NR (NR) | 7.0* (5.0) | 8.9* (5.3) | 0.0* (N/A) | NR (NR) | NR (NR) |
| Veterans Service Organization (VFW, American Legion) | 17.2 (3.7) | NR (NR) | 12.9* (9.2) | 12.6* (4.5) | 4.8* (3.7) | NR (NR) | NR (NR) |
| VA Benefits Handbook | 0.4* (0.3) | NR (NR) | 0.0* (N/A) | 0.9* (0.9) | 0.0* (N/A) | NR (NR) | NR (NR) |
| Social Security office | 1.3* (0.9) | NR (NR) | 4.6* (3.3) | 0.0 (N/A) | 0.0* (N/A) | NR (NR) | NR (NR) |
| Another government agency | 11.8 (3.2) | NR (NR) | 16.0* (6.2) | 15.9* (6.8) | 1.1* (1.2) | NR (NR) | NR (NR) |
| Senior citizens group (AARP) | 0.3* (0.4) | NR (NR) | 0.0* (N/A) | 0.0 (N/A) | 0.0* (N/A) | NR (NR) | NR (NR) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.0 (N/A) | NR (NR) | 0.0* (N/A) | 0.0 (N/A) | 0.0* (N/A) | NR (NR) | NR (NR) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | American Indian or Alaska Native | | | | | | |
|-----------------------------|----------------------------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 159,851 | 21,672 | 43,906 | 39,035 | 25,879 | 16,066 | 12,054 |
| Doctor or doctor's office | 0.2* | NR | 0.0* | 0.0 | 0.0* | NR | NR |
| | (0.2) | (NR) | (N/A) | (N/A) | (N/A) | (NR) | (NR) |
| Employer or former employer | 0.0 | NR | 0.0* | 0.0 | 0.0* | NR | NR |
| | (N/A) | (NR) | (N/A) | (N/A) | (N/A) | (NR) | (NR) |
| Another veteran | 2.1* | NR | 0.5* | 3.6* | 4.1* | NR | NR |
| | (1.2) | (NR) | (0.5) | (3.7) | (3.5) | (NR) | (NR) |
| Family or friends | 1.4* | NR | 0.7* | 4.2* | 1.0* | NR | NR |
| | (0.9) | (NR) | (0.7) | (3.8) | (1.0) | (NR) | (NR) |
| Newspaper or magazine | 0.0 | NR | 0.0* | 0.0 | 0.0* | NR | NR |
| | (N/A) | (NR) | (N/A) | (N/A) | (N/A) | (NR) | (NR) |
| TV or radio | 0.1* | NR | 0.0* | 0.6* | 0.0* | NR | NR |
| | (0.2) | (NR) | (N/A) | (0.6) | (N/A) | (NR) | (NR) |
| Some other person or place | 2.2* | NR | 0.0* | 5.7* | 3.6* | NR | NR |
| | (1.0) | (NR) | (N/A) | (3.5) | (3.8) | (NR) | (NR) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)*Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age*

| | Asian | | | | | | |
|--|----------------|--------------------|-------------|-------------|-------------|-------------|-------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 73,202 | 14,311 | 8,781 | 9,794 | 17,815 | 11,566 | 9,893 |
| Nowhere | 5.9* | NR (2.9) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| The Department of Veterans Affairs (VA) | 65.6 (5.9) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| VA: Toll-free telephone number | 6.9* (3.4) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| VA web site | 14.4* (4.9) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| Other internet or web site | 3.1* (2.3) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| Veterans Service Organization (VFW, American Legion) | 7.2* (2.9) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| VA Benefits Handbook | 3.9* (2.8) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| Social Security office | 1.5* (1.2) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| Another government agency | 15.6* (5.6) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| Senior citizens group (AARP) | 0.0 (N/A) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.0 (N/A) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or unweighted denominator size between 30 and 59; NR: Unweighted denominator size less than 30; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | Asian | | | | | | |
|-----------------------------|---------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 73,202 | 14,311 | 8,781 | 9,794 | 17,815 | 11,566 | 9,893 |
| Doctor or doctor's office | 0.0 (N/A) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| Employer or former employer | 0.0 (N/A) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| Another veteran | 5.9* (3.7) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| Family or friends | 2.4* (1.7) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| Newspaper or magazine | 0.3* (0.4) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| TV or radio | 0.0 (N/A) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |
| Some other person or place | 1.8* (1.4) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) | NR (NR) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or unweighted denominator size between 30 and 59; NR: Unweighted denominator size less than 30; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | Native Hawaiian or Other Pacific Islander | | | | | | |
|--|---|--------------------|-------------|-------------|-------------|-------------|-------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 36,541 | 1,763 | 7,098 | 14,661 | 4,627 | 7,319 | 1,074 |
| Nowhere | 0.0* | NR | NR | NR | NR | NR | NR |
| | (N/A) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| The Department of Veterans Affairs (VA) | 89.3* | NR | NR | NR | NR | NR | NR |
| | (4.9) | (NR) | (N/A) | (NR) | (NR) | (NR) | (NR) |
| VA: Toll-free telephone number | 5.4* | NR | NR | NR | NR | NR | NR |
| | (3.9) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| VA web site | 0.9* | NR | NR | NR | NR | NR | NR |
| | (0.9) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| Other internet or web site | 1.7* | NR | NR | NR | NR | NR | NR |
| | (1.8) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| Veterans Service Organization (VFW, American Legion) | 2.7* | NR | NR | NR | NR | NR | NR |
| | (1.6) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| VA Benefits Handbook | 0.0* | NR | NR | NR | NR | NR | NR |
| | (N/A) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| Social Security office | 0.0* | NR | NR | NR | NR | NR | NR |
| | (N/A) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| Another government agency | 9.1* | NR | NR | NR | NR | NR | NR |
| | (5.4) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| Senior citizens group (AARP) | 0.0* | NR | NR | NR | NR | NR | NR |
| | (N/A) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.0* | NR | NR | NR | NR | NR | NR |
| | (N/A) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or unweighted denominator size between 30 and 59; NR: Unweighted denominator size less than 30; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | Native Hawaiian or Other Pacific Islander | | | | | | |
|-----------------------------|---|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 36,541 | 1,763 | 7,098 | 14,661 | 4,627 | 7,319 | 1,074 |
| Doctor or doctor's office | 0.0* | NR | NR | NR | NR | NR | NR |
| | (N/A) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| Employer or former employer | 0.0* | NR | NR | NR | NR | NR | NR |
| | (N/A) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| Another veteran | 2.4* | NR | NR | NR | NR | NR | NR |
| | (2.5) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| Family or friends | 0.0* | NR | NR | NR | NR | NR | NR |
| | (N/A) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| Newspaper or magazine | 3.5* | NR | NR | NR | NR | NR | NR |
| | (3.7) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| TV or radio | 2.0* | NR | NR | NR | NR | NR | NR |
| | (2.0) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |
| Some other person or place | 4.6* | NR | NR | NR | NR | NR | NR |
| | (2.9) | (NR) | (NR) | (NR) | (NR) | (NR) | (NR) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or unweighted denominator size between 30 and 59; NR: Unweighted denominator size less than 30; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)*Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age*

| | Total Two or More Races | | | | | | |
|--|-------------------------|--------------------|----------------|----------------|---------------|---------------|-------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 557,540 | 78,796 | 89,712 | 157,263 | 108,727 | 84,493 | 37,654 |
| Nowhere | 3.4 (1.0) | 0.7* (0.7) | 1.7* (1.1) | 4.7* (2.4) | 5.2* (2.1) | 4.2* (4.0) | 0.6* (0.6) |
| The Department of Veterans Affairs (VA) | 67.6 (2.8) | 68.6 (8.2) | 67.5 (6.4) | 65.6 (5.1) | 70.3 (4.3) | 73.1 (3.8) | 52.5 (8.8) |
| VA: Toll-free telephone number | 12.8 (1.4) | 13.6* (4.8) | 14.7* (5.0) | 13.0 (3.2) | 11.5 (3.1) | 13.1 (3.8) | 10.0* (8.3) |
| VA web site | 15.2 (1.9) | 25.0 (6.3) | 22.4 (5.7) | 19.7 (4.0) | 8.0* (3.1) | 4.6* (2.0) | 4.3* (3.0) |
| Other internet or web site | 6.7 (1.2) | 16.5* (6.0) | 5.2* (2.5) | 8.4* (3.1) | 4.2* (2.0) | 1.3* (1.3) | 2.4* (2.5) |
| Veterans Service Organization (VFW, American Legion) | 14.0 (1.8) | 11.9* (5.0) | 7.3* (3.0) | 10.7* (3.7) | 17.8 (2.9) | 22.5 (4.3) | 18.7 (4.6) |
| VA Benefits Handbook | 2.0* (0.6) | 2.4* (2.4) | 1.8* (1.7) | 2.8* (1.5) | 2.3* (1.5) | 0.6* (0.4) | 0.9* (0.7) |
| Social Security office | 0.4* (0.4) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 6.3* (6.5) |
| Another government agency | 11.6 (1.4) | 8.5* (4.0) | 14.0* (5.6) | 13.1 (3.5) | 13.8 (4.1) | 7.2* (2.7) | 10.3* (4.9) |
| Senior citizens group (AARP) | 0.1* (0.1) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 0.8* (0.8) | 0.0 (N/A) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.7* (0.4) | 0.0 (N/A) | 0.0 (N/A) | 1.4* (1.3) | 0.9* (0.9) | 1.1* (1.1) | 0.0 (N/A) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | Total Two or More Races | | | | | | |
|-----------------------------|-------------------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 557,540 | 78,796 | 89,712 | 157,263 | 108,727 | 84,493 | 37,654 |
| Doctor or doctor's office | 1.4* | 0.0 | 0.4* | 2.8* | 2.6* | 0.0 | 0.0 |
| | (0.5) | (N/A) | (0.5) | (1.3) | (1.5) | (N/A) | (N/A) |
| Employer or former employer | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) |
| Another veteran | 2.1* | 1.2* | 2.7* | 5.0* | 0.5* | 0.0 | 0.4* |
| | (0.7) | (0.9) | (1.7) | (2.3) | (0.5) | (N/A) | (0.3) |
| Family or friends | 3.9 | 9.2* | 4.9* | 3.3* | 2.6* | 1.1* | 2.5* |
| | (1.1) | (4.6) | (3.0) | (1.9) | (1.6) | (0.9) | (2.1) |
| Newspaper or magazine | 1.3* | 2.4* | 4.4* | 0.3* | 0.2* | 0.7* | 0.0 |
| | (0.6) | (2.4) | (3.2) | (0.3) | (0.2) | (0.7) | (N/A) |
| TV or radio | 0.3* | 0.0 | 1.7* | 0.0 | 0.0 | 0.0 | 0.0 |
| | (0.3) | (N/A) | (1.7) | (N/A) | (N/A) | (N/A) | (N/A) |
| Some other person or place | 4.5 | 3.8* | 5.7* | 5.3* | 4.5* | 3.9* | 1.1* |
| | (0.9) | (2.5) | (2.8) | (2.2) | (2.1) | (2.1) | (0.8) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | American Indian or Alaska Native/White | | | | | | |
|--|--|--------------------|-------------|-------------|-------------|-------------|-------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 360,755 | 35,271 | 58,036 | 87,335 | 85,549 | 71,406 | 22,264 |
| Nowhere | 3.2* | 0.0* | 2.4* | 2.2* | 5.0* | 5.0* | 1.0* |
| | (1.1) | (N/A) | (1.6) | (1.2) | (2.1) | (4.7) | (1.0) |
| The Department of Veterans Affairs (VA) | 67.9 | 71.4* | 69.1 | 61.6 | 69.0 | 69.9 | 71.8* |
| | (3.2) | (8.7) | (7.0) | (5.5) | (4.0) | (4.3) | (8.3) |
| VA: Toll-free telephone number | 13.1 | 16.8* | 16.3* | 12.6* | 14.3 | 11.5* | 3.0* |
| | (1.9) | (7.2) | (6.1) | (3.8) | (3.8) | (3.8) | (1.7) |
| VA web site | 12.6 | 31.4* | 11.0* | 18.1 | 8.6* | 4.3* | 7.3* |
| | (1.9) | (8.5) | (4.4) | (4.2) | (3.7) | (2.2) | (4.9) |
| Other internet or web site | 5.2 | 11.2* | 7.4* | 6.2* | 3.8* | 1.5* | 4.1* |
| | (1.2) | (6.1) | (4.0) | (2.6) | (1.9) | (1.5) | (4.2) |
| Veterans Service Organization (VFW, American Legion) | 14.3 | 12.3* | 7.5* | 9.0* | 16.7 | 21.4 | 24.7* |
| | (1.9) | (5.8) | (3.5) | (2.8) | (3.1) | (4.5) | (6.6) |
| VA Benefits Handbook | 1.9* | 5.3* | 2.7* | 1.5* | 1.6* | 0.7* | 0.5* |
| | (0.7) | (5.5) | (2.6) | (1.3) | (1.4) | (0.5) | (0.5) |
| Social Security office | 0.0 | 0.0* | 0.0 | 0.0 | 0.0 | 0.0 | 0.0* |
| | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) |
| Another government agency | 13.8 | 5.6* | 18.2* | 20.3 | 11.5 | 7.9* | 17.3* |
| | (1.6) | (3.7) | (8.1) | (5.9) | (3.1) | (3.0) | (8.3) |
| Senior citizens group (AARP) | 0.2* | 0.0* | 0.0 | 0.0 | 0.0 | 0.9* | 0.0* |
| | (0.2) | (N/A) | (N/A) | (N/A) | (N/A) | (1.0) | (N/A) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.3* | 0.0* | 0.0 | 0.3* | 1.2* | 0.0 | 0.0* |
| | (0.3) | (N/A) | (N/A) | (0.3) | (1.2) | (N/A) | (N/A) |

NOTE: Only one sub-category of "Total Two or More Races" is shown because all other categories were too small to report. The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | American Indian or Alaska Native/White | | | | | | |
|-----------------------------|--|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 360,755 | 35,271 | 58,036 | 87,335 | 85,549 | 71,406 | 22,264 |
| Doctor or doctor's office | 1.4* | 0.0* | 0.7* | 3.5* | 1.8* | 0.0 | 0.0* |
| | (0.6) | (N/A) | (0.7) | (1.7) | (1.4) | (N/A) | (N/A) |
| Employer or former employer | 0.0 | 0.0* | 0.0 | 0.0 | 0.0 | 0.0 | 0.0* |
| | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) |
| Another veteran | 1.5* | 0.0* | 2.5* | 3.8* | 0.6* | 0.0 | 0.2* |
| | (0.6) | (N/A) | (2.1) | (1.9) | (0.6) | (N/A) | (0.3) |
| Family or friends | 3.4* | 8.5* | 4.0* | 2.7* | 3.3* | 1.3* | 3.2* |
| | (1.2) | (6.1) | (3.0) | (1.2) | (2.0) | (1.0) | (3.3) |
| Newspaper or magazine | 2.0* | 5.3* | 6.8* | 0.5* | 0.3* | 0.9* | 0.0* |
| | (1.0) | (5.5) | (4.9) | (0.5) | (0.3) | (0.9) | (N/A) |
| TV or radio | 0.4* | 0.0* | 2.6* | 0.0 | 0.0 | 0.0 | 0.0* |
| | (0.4) | (N/A) | (2.6) | (N/A) | (N/A) | (N/A) | (N/A) |
| Some other person or place | 4.8 | 6.6* | 2.4* | 5.5* | 5.7* | 4.7* | 1.9* |
| | (0.9) | (5.3) | (1.3) | (2.3) | (2.7) | (2.5) | (1.4) |

NOTE: Only one sub-category of "Total Two or More Races" is shown because all other categories were too small to report. The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | Race Unknown | | | | | | |
|--|---------------|--------------------|----------------|----------------|----------------|----------------|-------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 781,370 | 147,527 | 132,483 | 201,450 | 135,343 | 94,784 | 57,858 |
| Nowhere | 4.1 (1.0) | 3.4* (2.4) | 5.9* (3.0) | 2.5* (1.6) | 5.8* (2.5) | 4.9* (2.8) | 1.7* (0.9) |
| The Department of Veterans Affairs (VA) | 69.3 (2.3) | 49.6 (6.8) | 72.6 (5.2) | 74.1 (4.5) | 74.7 (5.1) | 74.2 (5.7) | 74.1 (7.7) |
| VA: Toll-free telephone number | 11.6 (1.8) | 12.5 (3.7) | 12.8* (4.3) | 13.4 (3.3) | 13.0* (4.2) | 3.9* (1.9) | 3.0* (2.6) |
| VA web site | 14.8 (1.7) | 16.7 (4.7) | 23.1 (4.1) | 20.1 (4.2) | 10.4* (3.2) | 3.7* (2.2) | 1.6* (1.7) |
| Other internet or web site | 6.5 (1.3) | 10.7* (4.8) | 8.5* (3.8) | 7.1* (2.2) | 5.2* (2.3) | 2.9* (2.7) | 0.0 (N/A) |
| Veterans Service Organization (VFW, American Legion) | 10.3 (1.4) | 6.8* (2.9) | 14.6* (5.3) | 6.7 (1.9) | 9.7* (3.0) | 14.3* (4.6) | 19.3 (5.7) |
| VA Benefits Handbook | 1.2* (0.7) | 3.0* (2.4) | 0.0 (N/A) | 1.1* (0.9) | 0.4* (0.4) | 2.2* (2.2) | 0.0 (N/A) |
| Social Security office | 0.8* (0.4) | 0.0 (N/A) | 0.3* (0.3) | 0.0 (N/A) | 3.1* (2.0) | 0.0 (N/A) | 3.1* (3.2) |
| Another government agency | 9.5 (1.9) | 13.2* (4.7) | 9.5* (3.7) | 11.4* (4.0) | 6.0* (2.7) | 7.7* (3.8) | 6.7* (4.1) |
| Senior citizens group (AARP) | 0.5* (0.5) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 2.7* (2.7) | 0.0 (N/A) | 0.0 (N/A) |
| Health advocacy group (MS Society; American Association for the Blind, Easter Seals, March of Dimes) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 0.0 (N/A) | 0.2* (0.2) | 0.0 (N/A) | 0.0 (N/A) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-4. (continued)***Percent Distribution of Veterans by Sources of Information About VA Benefits, Race, and Age***

| | Race Unknown | | | | | | |
|-----------------------------|--------------|-----------------------|----------------|----------------|----------------|----------------|----------------------|
| | Total | Less Than 35 Years | 35-44 Years | 45-54 Years | 55-64 Years | 65-74 Years | 75 Years or Older |
| Estimated Population | | | | | | | |
| Responding on Item | 781,370 | 147,527 | 132,483 | 201,450 | 135,343 | 94,784 | 57,858 |
| Doctor or doctor's office | 0.6* | 1.7* | 0.2* | 0.1* | 0.2* | 1.2* | 0.7* |
| | (0.4) | (1.7) | (0.2) | (0.1) | (0.2) | (1.2) | (0.7) |
| Employer or former employer | 0.3* | 0.0 | 0.0 | 0.9* | 0.0 | 0.0 | 1.5* |
| | (0.3) | (N/A) | (N/A) | (0.9) | (N/A) | (N/A) | (1.5) |
| Another veteran | 2.4 | 4.2* | 2.6* | 2.4* | 2.5* | 0.6* | 0.0 |
| | (0.7) | (2.2) | (2.2) | (1.5) | (1.9) | (0.6) | (N/A) |
| Family or friends | 2.0 | 5.0* | 0.4* | 2.4* | 1.0* | 0.9* | 1.8* |
| | (0.6) | (2.6) | (0.4) | (1.3) | (1.0) | (0.9) | (1.6) |
| Newspaper or magazine | 0.6* | 2.8* | 0.0 | 0.0 | 0.0 | 0.3* | 0.4* |
| | (0.4) | (2.4) | (N/A) | (N/A) | (N/A) | (0.3) | (0.4) |
| TV or radio | 0.1* | 0.5* | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| | (0.1) | (0.5) | (N/A) | (N/A) | (N/A) | (N/A) | (N/A) |
| Some other person or place | 3.3 | 4.4* | 4.0* | 3.1* | 2.6* | 4.0* | 1.1* |
| | (0.9) | (2.4) | (2.6) | (1.9) | (1.6) | (3.0) | (1.1) |

NOTE: The total "Responding on Item" is larger than the sum of the groups because some veterans did not indicate their age. * Low precision and/or sample size for the denominator between 30 and 59; N/A: Standard Errors not available when estimate is equal to 0% or 100%

Table 10-5.*Percent Distribution of Veterans by Knowledge About VA Benefits***Estimated Population**

| Responding on Item | 25,196,036 |
|--------------------------------------|----------------|
| Total | 100.0 (N/A) |
| Everything you need to know | 1.8 (0.1) |
| Most of what you need to know | 9.8 (0.3) |
| Some of what you need to know | 24.5 (0.3) |
| A little of what you need to know | 26.3 (0.4) |
| Almost none of what you need to know | 36.8 (0.4) |
| Don't need to know anything | 0.4 (0.1) |
| Unknown | 0.4 (0.1) |

N/A: Standard Errors not available when estimate is equal to 0% or 100%