

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%