



# 2010 National Survey of Veterans: Understanding and Knowledge of VA Benefits and Services

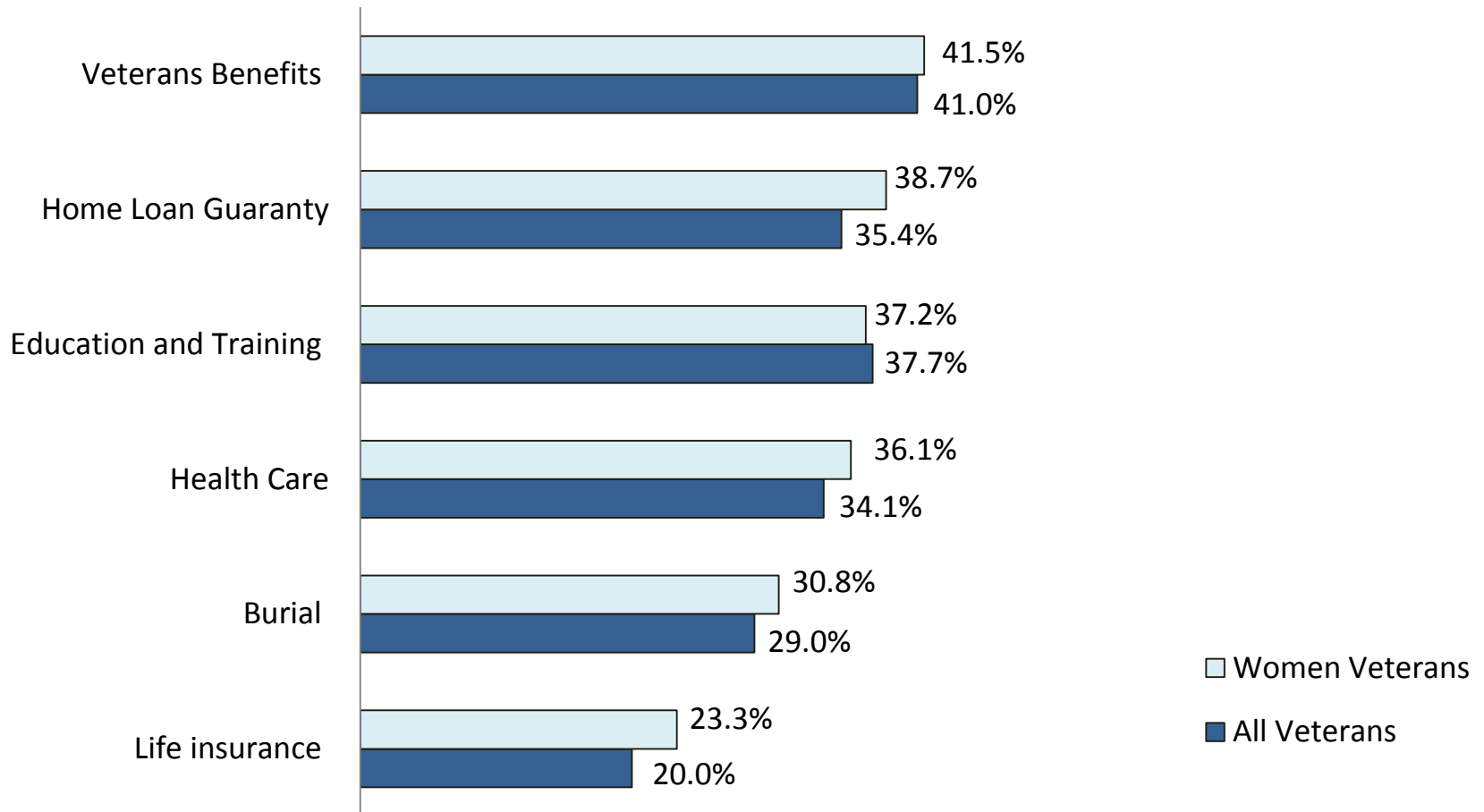
Prepared by the National Center for Veterans Analysis and Statistics

November 2011

# Data Source

- Data for this presentation come from the National Survey of Veterans , Active Duty Service Members, Demobilize National Guard and Reserve Members, Family Members, and Surviving Spouses (NSV) Final Weighted Report , issued on October 2010. Specifically, the data is from the “Awareness and Outreach” section, pages 78 to 92.
  - The 2010 NSV is the sixth in a series of national surveys designed by the Department of Veterans Affairs (VA) to help plan for future programs and services for Veterans.
  - The 2010 NSV assessed the awareness of VA benefits and services among Veterans and other stakeholder groups to satisfy Public Law 108-454 Section 805.

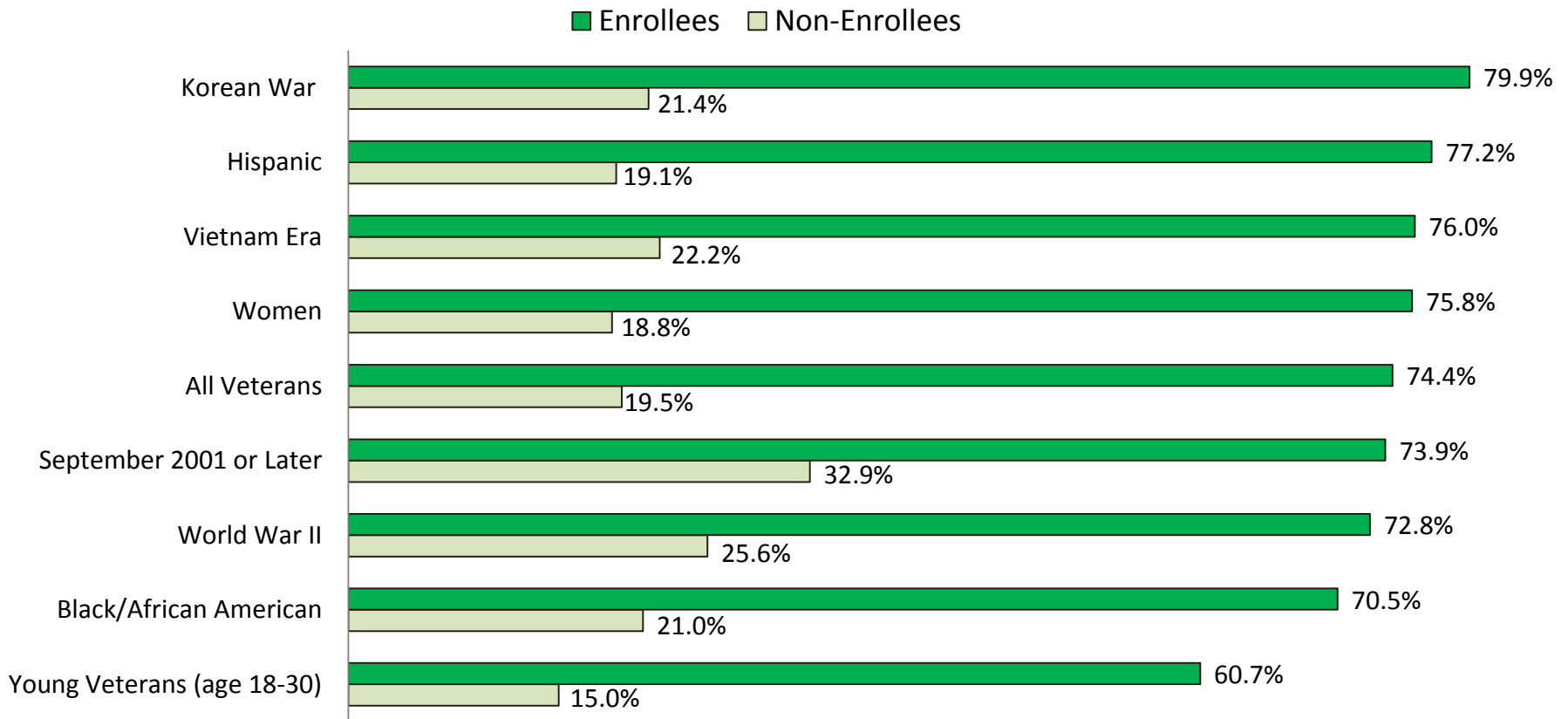
## Women Veterans reported a slightly greater understanding of VA services and programs.



Source: Department of Veterans Affairs, National Survey of Veterans Final Report (p.78 and p.83), October 2010  
<http://www.va.gov/vetdata/docs/SurveysAndStudies/NVSSurveyFinalWeightedReport.pdf>

# Enrolled Veterans reported greater understanding of their entitled VA health care benefits.

## Percent of Selected Groups Who Understand Their Benefits, by Enrollment Status

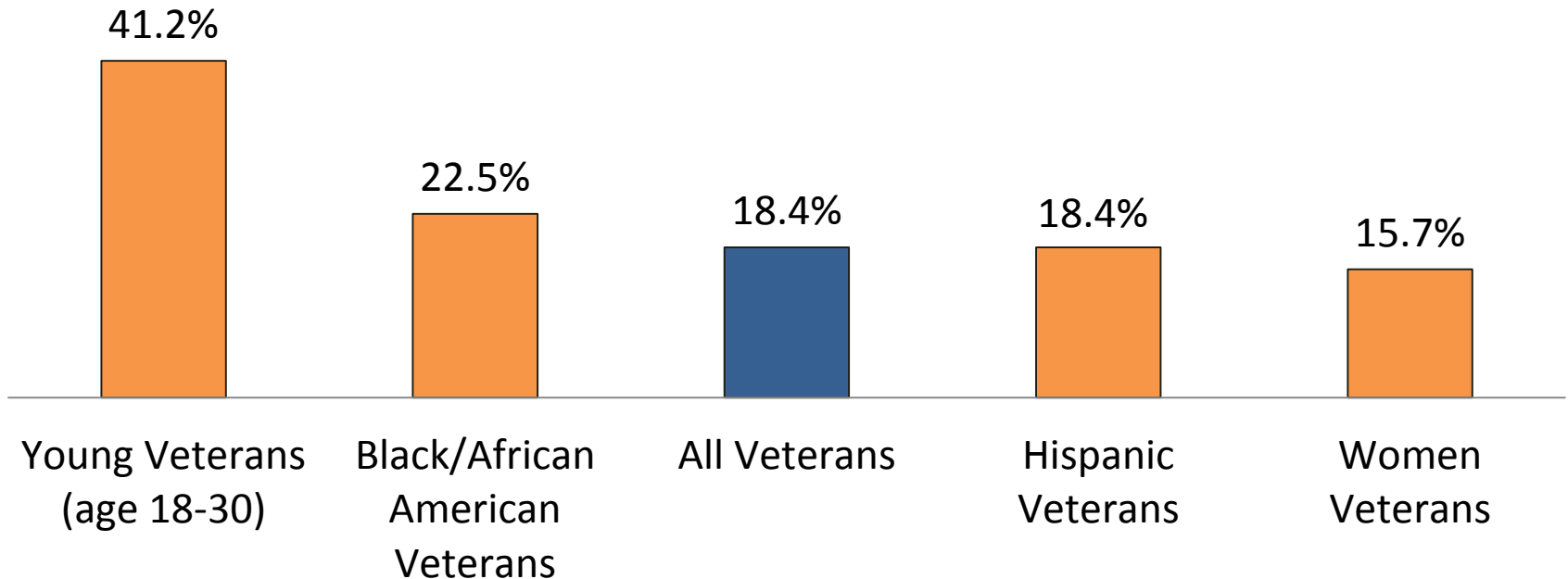


Source: Department of Veterans Affairs, National Survey of Veterans Final Report (p.80), October 2010.  
<http://www.va.gov/vetdata/docs/SurveysAndStudies/NVSSurveyFinalWeightedReport.pdf>

\*Percents are based on those answering “A lot” or “Some” to item B1b and may not add to 100 percent.

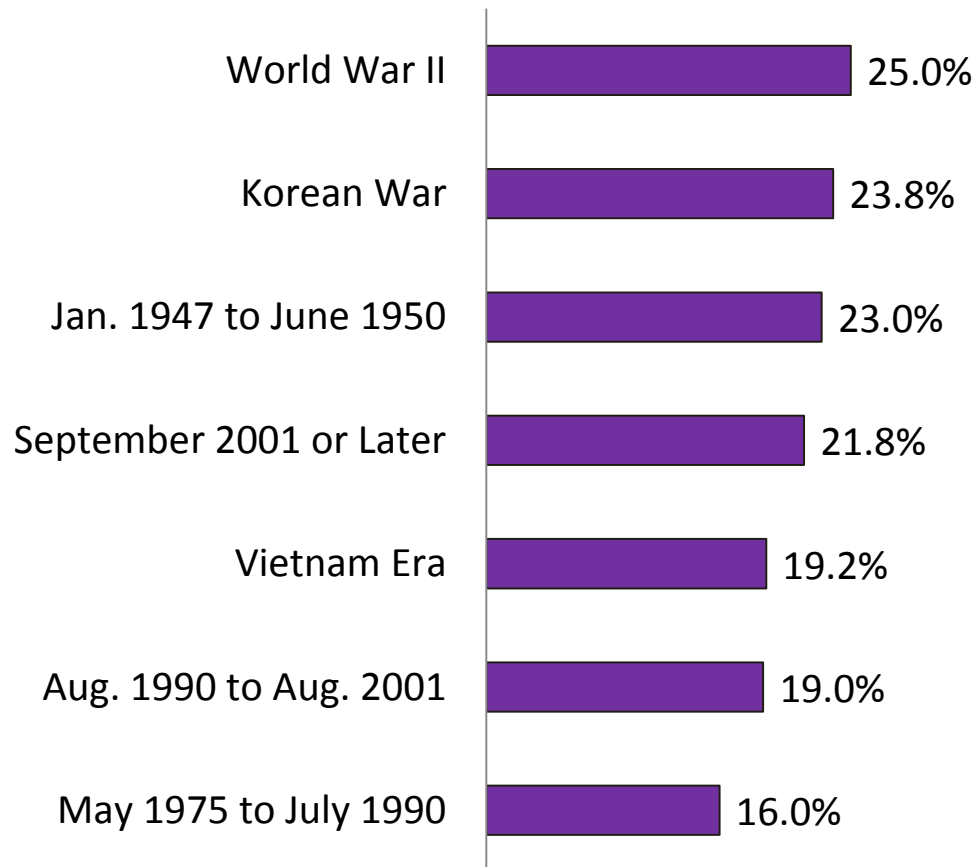
## Young Veterans reported greater knowledge of their VA health care coverage.

Percent of Selected Groups With Knowledge of Their VA Health Care Coverage



Source: Department of Veterans Affairs, National Survey of Veterans Final Report (p.85), October 2010.  
<http://www.va.gov/vetdata/docs/SurveysAndStudies/NVSSurveyFinalWeightedReport.pdf>

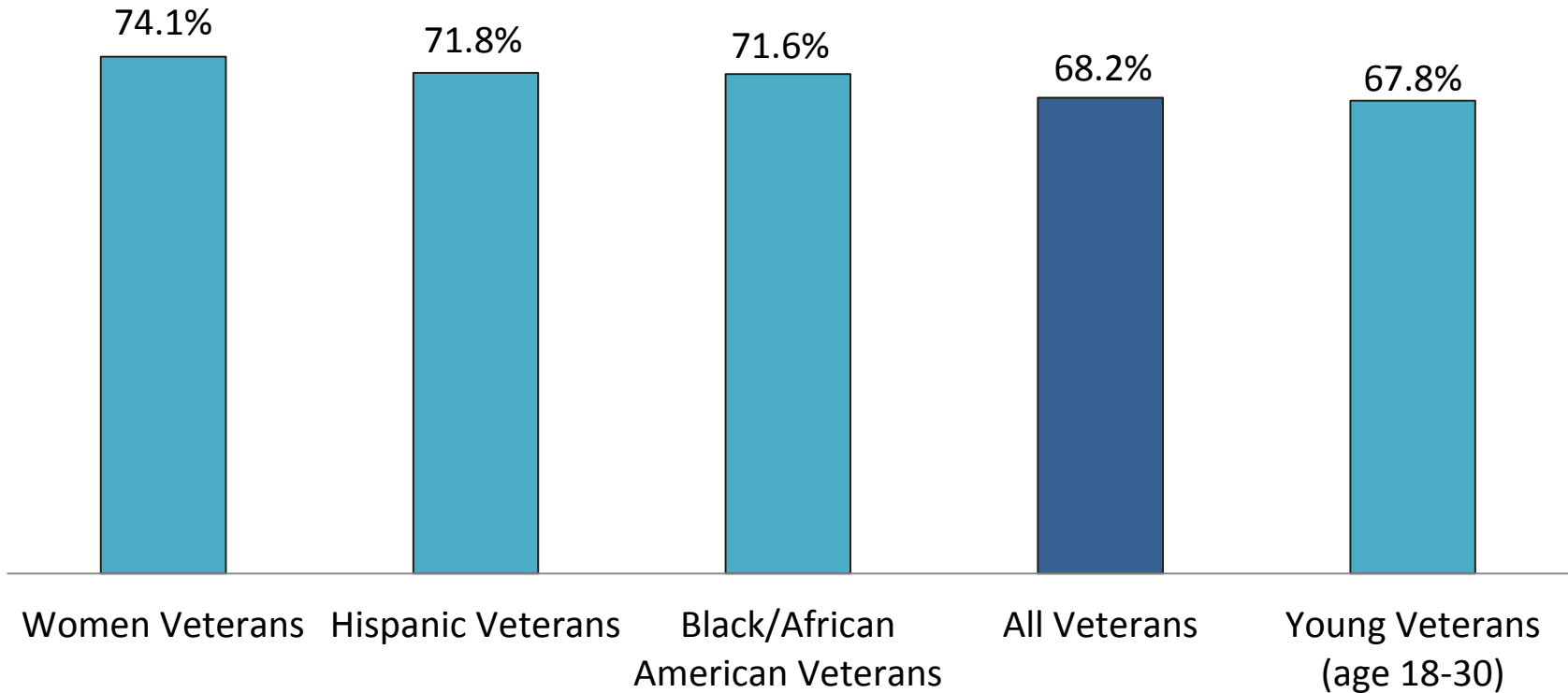
## Veterans from earlier periods of service reported greater knowledge of VA health care coverage.



Source: Department of Veterans Affairs, National Survey of Veterans Final Report (p.84), October 2010.  
<http://www.va.gov/vetdata/docs/SurveysAndStudies/NVSSurveyFinalWeightedReport.pdf>

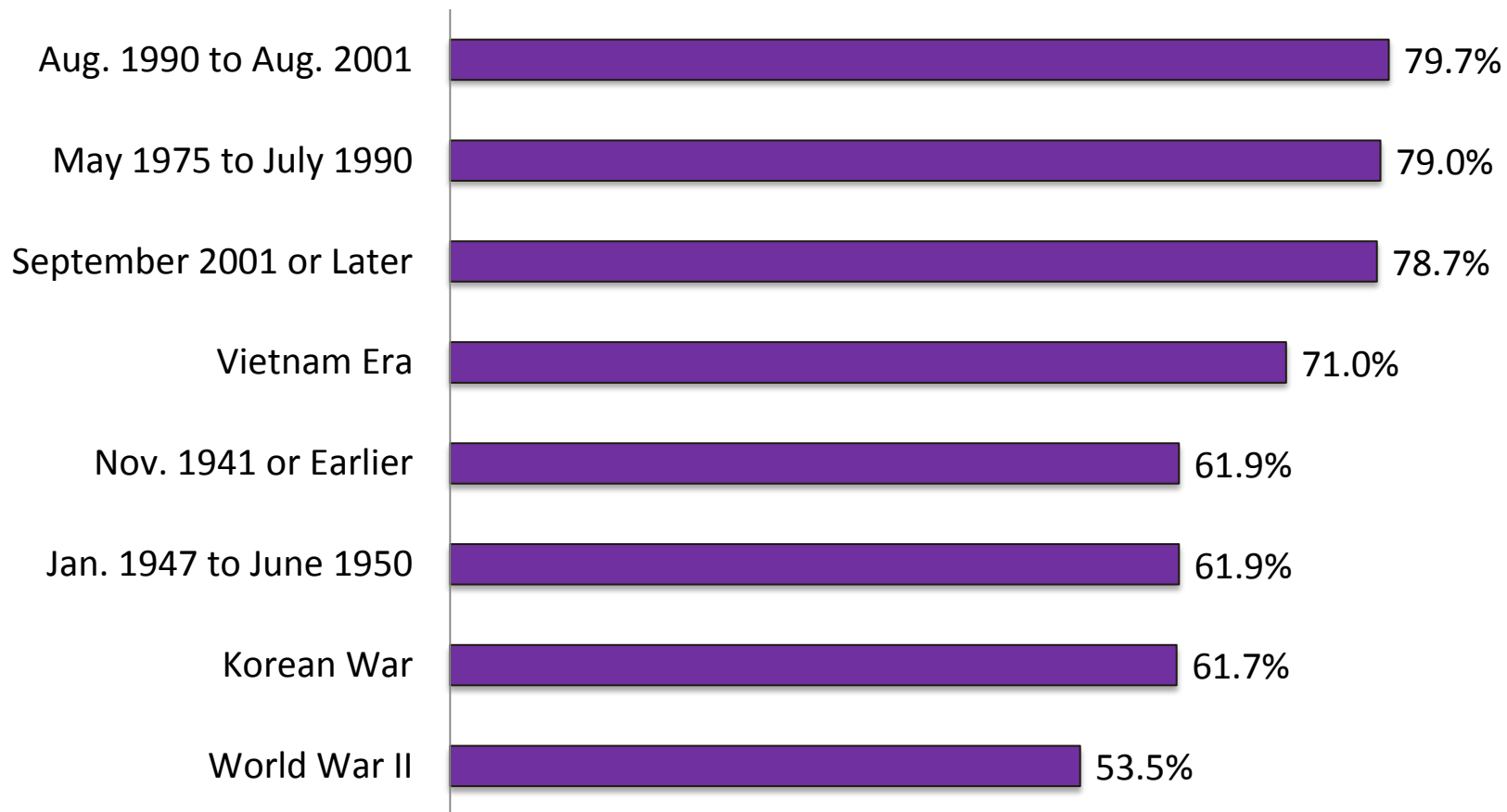
## Women Veterans reported greater knowledge of VA home loan guaranty program.

### Percent of Selected Groups With Knowledge of Their VA Home Loan Guaranty Program



Source: Department of Veterans Affairs, National Survey of Veterans Final Report (p.85), October 2010.  
<http://www.va.gov/vetdata/docs/SurveysAndStudies/NVSSurveyFinalWeightedReport.pdf>

## Veterans from recent periods of service reported greater knowledge of VA home loan guaranty program.

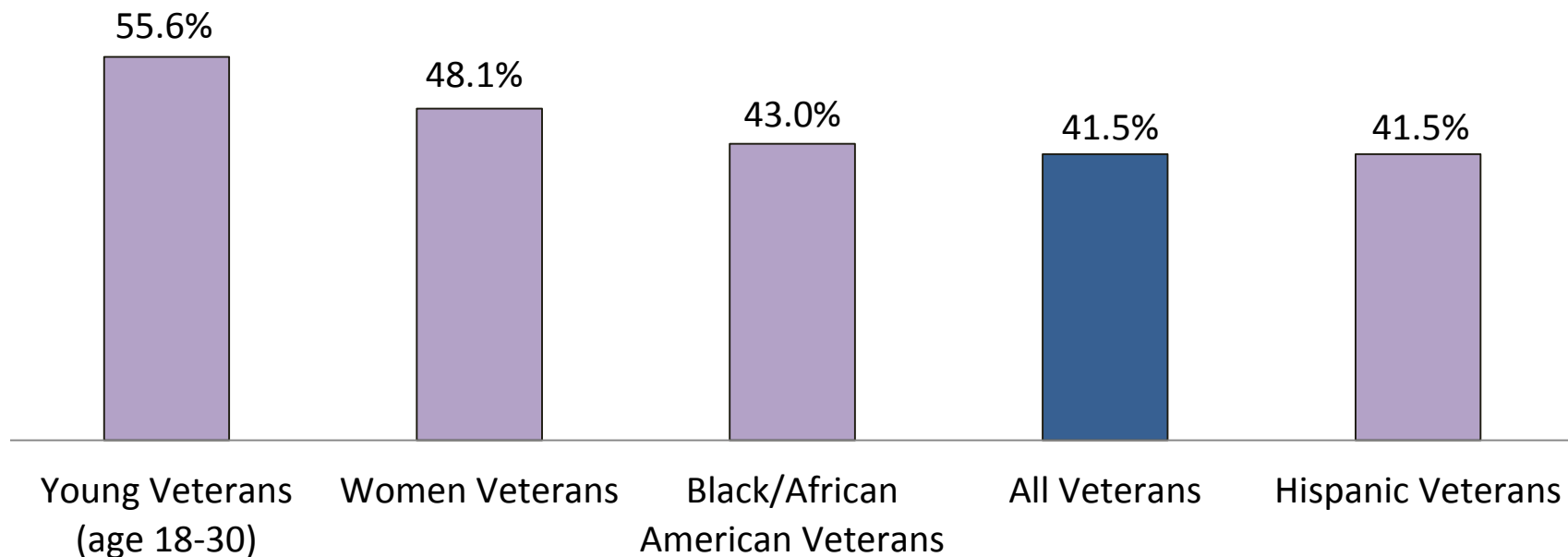


Source: Department of Veterans Affairs, National Survey of Veterans Final Report (p.85), October 2010.  
<http://www.va.gov/vetdata/docs/SurveysAndStudies/NVSSurveyFinalWeightedReport.pdf>



## A higher percentage of young Veterans reported hearing about VA burial benefits compared with other Veterans.

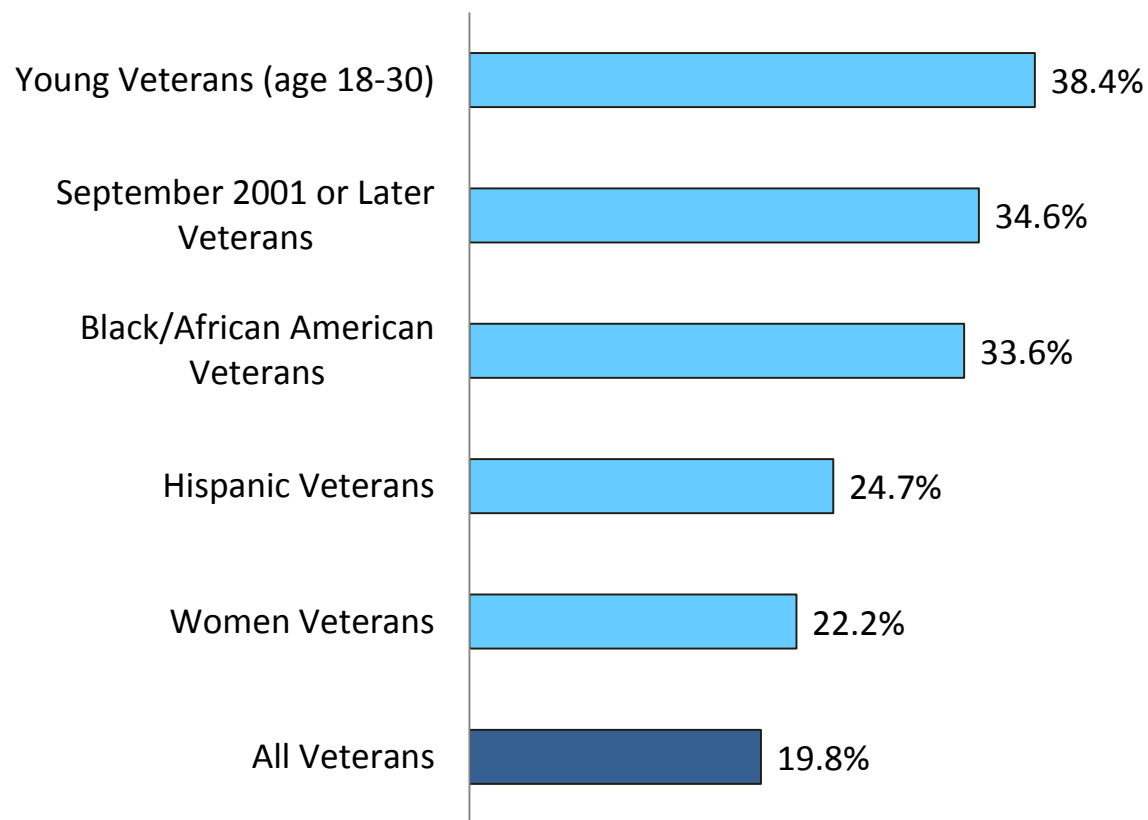
Percent of Selected Groups Hearing About VA Burial Benefits



Source: Department of Veterans Affairs, National Survey of Veterans Final Report (p.87), October 2010.  
<http://www.va.gov/vetdata/docs/SurveysAndStudies/NVSSurveyFinalWeightedReport.pdf>

## A higher percentage of young Veterans reported searching for information on VA health care eligibility in the last 12 months compared with other Veterans.

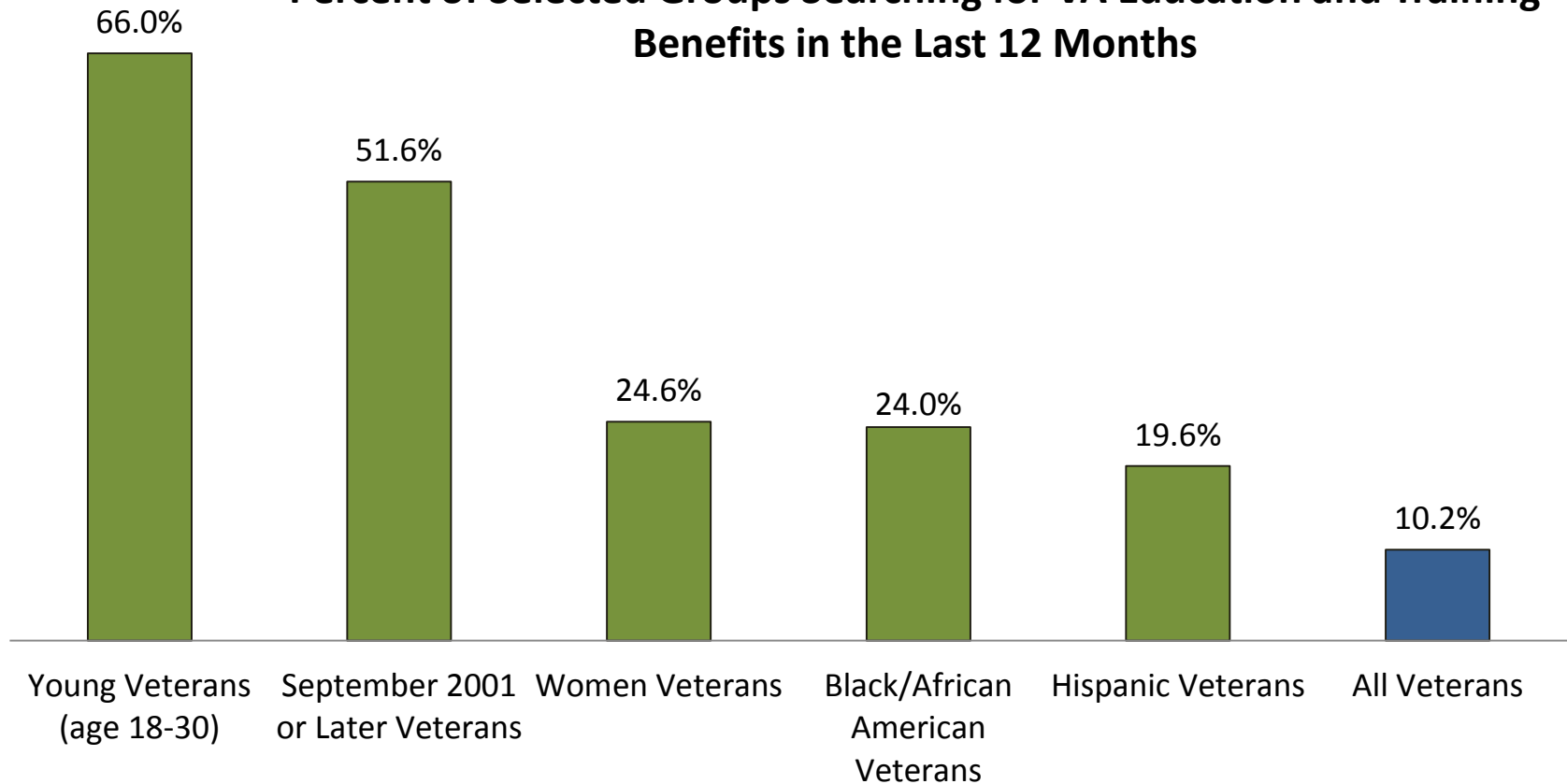
**Percent of Selected Groups Searching for Information on VA Health Care Eligibility in the Last 12 Months**



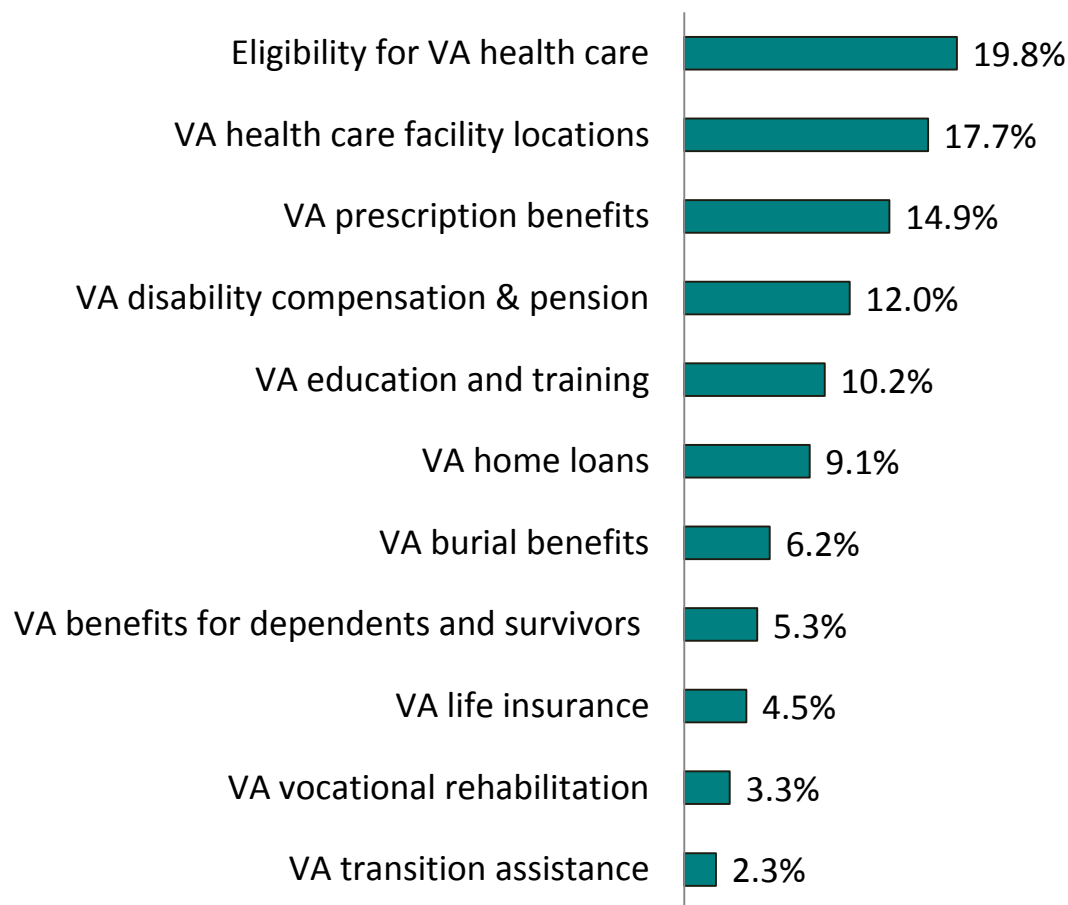
Source: Department of Veterans Affairs, National Survey of Veterans Final Report (p.91), October 2010.  
<http://www.va.gov/vetdata/docs/SurveysAndStudies/NVSSurveyFinalWeightedReport.pdf>

**A higher percentage of young Veterans reported searching for VA education and training benefits in the last 12 months compared with other Veterans.**

**Percent of Selected Groups Searching for VA Education and Training Benefits in the Last 12 Months**



**Of those Veterans who sought information on VA benefits and services, the majority reported searching for information about VA health care eligibility, health care facility locations, and VA prescription benefits in the last 12 months.**



# Summary

- Women Veterans reported a slightly greater understanding of VA services and programs.
- Enrolled Veterans reported a greater understanding of their entitled VA health care benefits. For example, among WWII Veterans, almost 73 percent of enrollees reported that they understood their health care benefits “A lot” or “Some,” compared with only 25.6 percent of non-enrollees.
- Young Veterans and Veterans from earlier periods of service reported greater knowledge of VA health care coverage.
- Women Veterans and Veterans from recent periods of service have a greater knowledge of the VA Home Loan Guaranty program.
- A higher percentage of young Veterans (age 18-30) reported hearing more about the VA burial benefits, searching more for information on VA health care eligibility, and searching more for information on VA Education and Training compared with other Veterans.
- Of those Veterans who sought information on VA benefits and services in the last 12 months, almost 20 percent reported searching for information about VA health care eligibility. A total of 17.7 percent reported searching for VA health care facility locations, and 14.9 percent sought information about VA prescription benefits.

# Contact Information

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