

National Survey (CV4A)

FINAL Draft – November 5th Phone / Online Combined

STUDY #14686

THE TARRANCE GROUP, INC.

N=1,000 veterans (n = 500 veterans via telephone & n=500 veterans/military online)

Field Dates: November 11-20, 2014

SPLIT SAMPLE A/B

PHONE VERSION ONLY:

Hello, I'm _____ of The Tarrance Group, a national survey research firm. We're talking to veterans today about issues related to Veterans and the Military. Your responses will be kept completely confidential, and no response you provide will ever be attributed back to you.

A. May I please speak with _____ (name from sample sheet)?

Yes (CONTINUE)

No (THANK AND TERMINATE)

IF CELL CODE = "Y", ASK:

CP-1. Do you currently live in STATE FROM SAMPLE?

Yes

No.....

IF "NO" IN CP-1, ASK:

CP-2. In what state do you currently reside?

(RECORD STATE NAME)

IF CELL CODE = "Y", ASK:

CP-2. For your safety, are you driving right now?

Yes (SCHEDULE CALL BACK)

No

*= less than .5%

ASK OF ONLINE AND PHONE:

B. Are you yourself a Veteran member of the military?

TERMINATE

Yes/Self (TO C-1).....
UNSURE **THANK AND TERMINATE**
NO/NEITHER **THANK** **AND**

IF YES:

C. Are you a Veteran or are you currently a member of the Guard or Reserve, or Active Duty Military?

IF BOTH VETERAN AND GUARD/RESERVE OR MILITARY, CODE AS GUARD/RESERVE OR MILITARY
TERMINATE

Yes/Veteran 91%
Yes/Guard or Reserve 4%
Yes/Active Duty Military 6%
NO/NEITHER **THANK** **AND**

D. In order to ensure an accurate sample, please tell us which broad age category you would fit into:

(CONTINUE)

18-50
51-64
65 & over
Refused

IF "VETERAN" IN C, ASK:

C-1. Which branch of the military did you serve:

Army 43%
Navy 22%
Marine Corps 11%
Coast Guard 2%
Air Force 20%
OTHER (Specify _____) 2%

C-2. Did you retire from that branch of service?

Yes 34%
No 66%

C-3. How many years did you serve?

more

1-4 51%
5-9 19%
10-14 7%
15-19 3%
20 or
20%

C-4.	Were you an officer, NCO or enlisted member?	Officer.....	10%
		Non-commissioned Officer (NCO).....	43%
	“WARRANT OFFICER = OFFICER”	Enlisted.....	45%
		Unsure.....	2%

E.	During which era did you serve?	World War II era.....	5%
		Korean War era.....	10%
		Vietnam War era.....	53%
		Cold War era.....	11%
		Gulf War era.....	9%
		Post 9-11 era.....	4%
		OTHER.....	7%
		UNSURE.....	1%

IF “GUARD/RESERVE” OR “ACTIVE DUTY MILITARY” IN QC, ASK:

C-5.	Which branch of the military are you serving:	Army.....	51%
		Navy.....	20%
		Marine Corps.....	10%
		Coast Guard.....	5%
		Air Force.....	12%
		OTHER (Specify _____).....	3%

C-6.	How many years have you served?	1-4.....	31%
		5-9.....	27%
		10-14.....	21%
		15-19.....	12%
	more	20 or more.....	9%

C-7.	Are you an officer or enlisted member?	Officer.....	25%
		Non-Commissioned Officer (NCO).....	39%
	“WARRANT OFFICER = OFFICER”	Enlisted.....	33%
		Unsure.....	4%

(ASK OF EVERYONE**)**

F.	Did you serve on an overseas combat deployment?	Yes.....	52%
		No.....	47%
		Unsure.....	1%

Here is a list of several organizations which have been mentioned in the news recently. For each one, please answer whether you have heard of that organization and if so, whether you have a **(ROTATE, FRONT TO BACK, BACK TO FRONT)** strongly positive, somewhat positive, somewhat negative, or strongly negative **(END ROTATION)** impression of that organization. If you do not recognize the name, just say so.

(ROTATE NAMES)	POSITIVE		NEGATIVE		NO	NEVER
	<u>Strng</u>	<u>Smwht</u>	<u>Smwht</u>	<u>Strng</u>	<u>OPIN.</u>	<u>HEARD</u>
1. Concerned Veterans for America	18%	15%	3%	1%	9%	54%
2. Veterans of Foreign Wars	52%	31%	3%	1%	9%	3%

(END ROTATION)

3. U.S. Department of Veterans Affairs or VA ("VEE-AYE") (PHONETIC FOR PHONE ONLY)	33%	33%	17%	10%	6%	1%
---	-----	-----	-----	-----	----	----

Now –

4. Have you seen, read, or heard anything about <u>problems</u> at the Department of Veterans Affairs?	
	Yes, have seen, read or heard..... 89%
	No, have not seen, read, or heard..... 10%
	Unsure..... 1%

Even if you have not seen, read or heard anything about problems –

5. Would you (ROTATE, FRONT TO BACK, BACK TO FRONT) strongly favor, somewhat favor, somewhat oppose, or strongly oppose (END ROTATION) efforts to reform veteran health care in this country?	
	Favor/strongly..... 72%
	Favor/somewhat 18%
	UNSURE 7%
	Oppose/somewhat 2%
	Oppose/strongly..... 1%

6. How important would you say it is to you, personally, that efforts to reform veteran health care be made <u>in the near future</u> ? Would you say that this is – (ROTATE, FRONT TO BACK, BACK TO FRONT) -- • extremely important, • very important, • somewhat important, or • not at all important – to you, personally?	
	Extremely important..... 50%
	Very important..... 30%
	Somewhat important 14%
	Not at all important..... 5%
	UNSURE 2%

Here is a list of ideas that some people have said should be considered as a part of any efforts to reform veteran health care. Please answer, for each one, using a scale from 0 to 10, where 0 means it is "not at all important" and 10 means it is "extremely important," how important each of these ideas is to you personally. Here is the first one --

(READ AND ROTATE)

(PLEASE RECORD "UNSURE" AS VALUE 11)

(SPLIT SAMPLE)

7A. Increasing health care choices for veterans

<u>Not at all Important</u>										<u>Extremely Important</u>
1%	1%		*		6%	3%	7%	15%	14%	55%

7B. Increasing health care options for veterans

<u>Not at all Important</u>										<u>Extremely Important</u>	
1%	*	*	*		1%	5%	2%	6%	15%	15%	55%

(END SPLIT SAMPLE)

8. Ensuring veterans get the best possible care, even if that means getting that care outside of a VA facility

<u>Not at all Important</u>										<u>Extremely Important</u>	
1%	*	*	*	*		2%	2%	4%	10%	11%	70%

9. Increasing the accountability of those who provide care to our veterans, including the ability to remove poor performing VA employees

<u>Not at all Important</u>										<u>Extremely Important</u>	
*	*	*	*	*		3%	1%	4%	9%	14%	67%

10. Allowing veterans to go to the doctor or hospital closest to their home

<u>Not at all Important</u>										<u>Extremely Important</u>	
1%	*	*	*		1%	4%	2%	5%	12%	13%	63%

11. Allowing veterans to use a private physician if they choose

<u>Not at all Important</u>										<u>Extremely Important</u>	
1%	1%	1%	1%	1%		6%	3%	5%	13%	15%	53%

12. Increasing the amount of money spent on VA health care

<u>Not at all</u> <u>Important</u>										<u>Extremely</u> <u>Important</u>
1%	1%	1%	*	1%	5%	3%	7%	15%	14%	52%

13. Giving veterans more health care choices, even if that means they have to pay a little more out of pocket

<u>Not at all</u> <u>Important</u>										<u>Extremely</u> <u>Important</u>
2%	1%	2%	1%	2%	10%	4%	9%	16%	15%	38%

(END ROTATION)

(**ASK OF EVERYONE**)
(SPLIT SAMPLE)

14A. Do you (**ROTATE, FRONT TO BACK, BACK TO FRONT**) strongly agree, somewhat agree, somewhat disagree, or strongly disagree (**END ROTATION**) that eligible veterans should be given the choice to receive medical care from any source that they themselves choose?

Agree/strongly	61%
Agree/ somewhat	26%
UNSURE	7%
Disagree/ somewhat	4%
Disagree/ strongly.....	1%

14B. Do you (**ROTATE, FRONT TO BACK, BACK TO FRONT**) strongly agree, somewhat agree, somewhat disagree, or strongly disagree (**END ROTATION**) that eligible veterans should be given the option to receive medical care from any source that they themselves choose?

Agree/strongly	60%
Agree/ somewhat	27%
UNSURE	5%
Disagree/ somewhat	5%
Disagree/ strongly.....	3%

(END SPLIT SAMPLE)

(ASK OF EVERYONE**)**

Still thinking about this issue –

Here are two viewpoints. Please answer which one comes closest to your own.

(READ & ROTATE ALTERNATIVES)

15. Some people say/
Other people say that through their service to this country, veterans have earned the right to the best our health care system has to offer, even if that care is only available outside of the VA.

Other people say/
Some people say that because taxpayers are footing the bill for veterans health care, that veterans should be required to use the system that has been specifically designed to care for their needs – the VA.

"Which viewpoint comes closest to your own?"

Veterans have earned the best care 80%
Veterans should be required to use the VA 16%
UNSURE 4%

Aside from providing the best care possible...of the following concepts, which one do you think is the most important consideration in providing health care to veterans. **(READ AND ROTATE ISSUES)**

IF CHOICE MADE, ASK: *And which do you think is next most important?*

	Q16 MOST <u>IMPORTANT</u>	Q17 NEXT MOST <u>IMPORTANT</u>
• Giving veterans a choice of where they go for health care	21%	17%
• Providing transparency throughout the process	9%	11%
• Holding VA employees accountable for poor performance	16%	20%
• Providing care in a timely fashion	27%	20%
• COMBINATION/EQUALLY	25%	30%
• UNSURE	2%	2%

Here is a list of people who might or might not receive health care coverage from the VA. Please answer if you think each of these groups should be covered by the VA. Do you feel **(ROTATE, FRONT TO BACK, BACK TO FRONT)** yes strongly, yes somewhat, no somewhat, or no strongly? **(DO NOT ROTATE)**

	YES		<u>UNSURE</u>	NO	
	<u>strng</u>	<u>smwht</u>		<u>smwht</u>	<u>strng</u>
18. Those injured during combat (PROMPT: DO YOU THINK THIS GROUP SHOULD BE COVERED?)	93%	5%	2%	*	*
19. Those with a service connected disability	83%	13%	3%	1%	1%
20. Those injured but not disabled while in the service	61%	30%	5%	3%	2%
21. All veterans	56%	31%	5%	6%	3%

Here is a list of considerations that some people have said are important to health care. For each one, please answer who in your opinion would do the better job? Do you think **(ROTATE, FRONT TO BACK, BACK TO FRONT)** definitely private care, probably private care, probably the VA, or definitely the VA? **(END ROTATION)** Here is the first one. **(READ AND ROTATE)**

	Private Care		UNSURE	The VA	
	<u>Definitely</u>	<u>Probably</u>		<u>Definitely</u>	<u>Probably</u>
22. Providing the best care possible for me [PROMPT: IN YOUR OPINION, WOULD (ROTATE) THE VA OR PRIVATE CARE DO THE BEST JOB?]	37%	30%	13%	8%	12%
23. Taking care of my needs the fastest	45%	30%	10%	6%	10%
24. Treating me like a customer and not a number	39%	28%	12%	8%	13%
25. Is the most convenient	46%	29%	10%	5%	10%
26. Has the best doctors for my needs	39%	26%	18%	8%	10%
27. Will provide the best access to the care that I need	38%	32%	11%	8%	12%
28. Providing <u>mental</u> health care	30%	23%	18%	12%	17%

(END ROTATION)

As you may be aware, Congress recently passed legislation allowing a 2-year pilot program to give veterans the right to seek private health care – paid for by the VA – if they live more than 40 miles from a VA facility or they have waited more than 30 days for an appointment.

29. Would you (**ROTATE, FRONT TO BACK, BACK TO FRONT**) strongly favor, somewhat favor, somewhat oppose, or strongly oppose (**END ROTATION**) the extension of that program past the 2-year pilot program for veterans who live more than 40 miles from a VA facility or had to wait more than 30 days for an appointment?

Favor/strongly	72%
Favor/somewhat	20%
UNSURE	5%
Oppose/somewhat	2%
Oppose/strongly	2%

And –

30. Would you (**ROTATE, FRONT TO BACK, BACK TO FRONT**) strongly favor, somewhat favor, somewhat oppose, or strongly oppose (**END ROTATION**) the extension of that program to all eligible veterans, so that all eligible veterans would have the choice to choose between care provided by the VA or private care?

Favor/strongly	62%
Favor/somewhat	23%
UNSURE	7%
Oppose/somewhat	6%
Oppose/strongly	3%

Also –

31. Do you (**ROTATE, FRONT TO BACK, BACK TO FRONT**) strongly agree, somewhat agree, somewhat disagree, or strongly disagree (**END ROTATION**) that non-veterans should be able to get their health care through the VA health care system?

Agree/strongly	14%
Agree/ somewhat	11%
UNSURE	8%
Disagree/ somewhat	12%
Disagree/ strongly	56%

Thinking specifically about your own experience with health care –

32. From where do you primarily receive your health care services?
(**READ LIST & ROTATE**)

Emergency room	4%
Private physician or doctor	59%
Department of Defense facility	9%
Department of Veterans' Affairs facility	26%
UNSURE	2%

33. Many Veterans and members of the military use a combination of insurance to cover their health care. In your experience, which of the following has been the best form of care given?

(READ AND ROTATE LIST)

VA system	13%
Tricare	10%
Private insurance	24%
Medicare	14%
Medicaid	3%

END ROTATION

Combination of several	30%
Unsure	5%

34. As you may know, many veterans are being affected by problems at the Department of Veterans Affairs. Have you experienced any problems recently at a Veterans Affairs facility?

Yes (TO 35-1)	22%
No (TO 36)	77%
Unsure (TO 36)	2%

IF "YES" IN Q34, ASK:

- 35-1. Did you yourself experience any one of the following problems at a VA facility recently? **(READ LIST & ROTATE) (RECORD MULTIPLE RESPONSES)**

Excessive appointment waiting times	50%
Poor health care service	31%
Rude treatment	23%
Excessive travel times to appointments	34%
Inability to access your health records	30%
Inability to access health facilities outside the VA	29%
UNSURE	13%

(ASK OF EVERYONE**)**

36. Do you **(ROTATE, FRONT TO BACK, BACK TO FRONT)** strongly agree, somewhat agree, somewhat disagree, or strongly disagree **(END ROTATION)** that delayed health care, meaning an excessive wait time, amounts to poor health care for veterans?

Agree/strongly	75%
Agree/ somewhat	17%
UNSURE	4%
Disagree/ somewhat	2%
Disagree/ strongly	1%

37. Which of the following do you consider to be the biggest source of problems currently at the VA? (**READ LIST & ROTATE**) (**RECORD UP TO THREE RESPONSES**)

	<u>37.1</u>	<u>37.2</u>	<u>37.3</u>
IF CHOICE MADE:			
Government bureaucracy ...	36%	24%	14%
And what is the second biggest source of problems at the VA?			
Lack of accountability	27%	25%	16%
Lack of funding	14%	17%	18%
IF CHOICE MADE:			
Lack of competition.....	4%	8%	14%
And what is the third biggest source of problems at the VA?			
Staff shortages	12%	15%	22%
UNSURE	8%	11%	17%

Here is a list of statements about the VA and its funding. Please answer, for each one, whether hearing that statement would make you (**ROTATE, FRONT TO BACK, BACK TO FRONT**) strongly more likely, somewhat more likely, somewhat less likely or strongly less likely (**END ROTATION**) to support reforming VA health care. (**RANDOMIZE**)

	MORE LIKELY		NO	LESS LIKELY		
	<u>Strng</u>	<u>Smwht</u>	<u>UNSURE</u>	<u>DIFF</u>	<u>Smwht</u>	<u>Strng</u>
38. The VA budget, now more than \$160 billion dollars annually, has grown by more than 68% since 2009. (PROMPT: WOULD KNOWING THIS MAKE YOU MORE LIKELY OR LESS LIKELY TO SUPPORT REFORMING VA HEALTHCARE?)	41%	24%	14%	9%	7%	4%
39. The VA will carry a \$450 million dollar health care funding surplus into the next fiscal year.	42%	23%	14%	8%	8%	5%
40. The VA has over 1,000 unfilled physician positions on their books right now.	52%	23%	11%	5%	6%	3%

(END RANDOMIZATION)

Now that you have had a chance to think about it --

41. Again, which of the following do you consider to be the biggest source of problems currently at the VA? (**READ LIST & ROTATE**) (**RECORD ONE CHOICE ONLY**)

Government bureaucracy	34%
Lack of accountability	28%
Lack of funding	10%
Lack of competition.....	5%
Staff shortages	17%
UNSURE	5%

(SPLIT SAMPLE)

42A. If given a choice between your current VA health care or the choice from a menu of healthcare options, both inside the VA and outside the VA, would you **(ROTATE, FRONT TO BACK, BACK TO FRONT)** definitely stay at the VA, probably stay at the VA, probably leave to go outside it, or definitely leave to go outside it? **(END ROTATION)**

Stay/definitely	16%
Stay/probably	19%
UNSURE	20%
Leave/probably	24%
Leave/definitely	22%

42B. If given a choice between your current VA health care or the choice from a menu of healthcare options, both inside the VA and outside the VA, would you **(ROTATE, FRONT TO BACK, BACK TO FRONT)** definitely stay at the VA, probably stay at the VA, probably leave to go outside it, or definitely leave to go outside it? **(END ROTATION)** – even if that meant you would have to pay a little bit more out of pocket?

Stay/definitely	16%
Stay/probably	23%
UNSURE	19%
Leave/probably	21%
Leave/definitely	21%

Now, just a few questions about you for demographic purposes –

D1. What is your age, please?

18-24	2%
25-29	4%
30-34	5%
35-39	3%
40-44	4%
45-54	11%
55-64	19%
65-69	22%
70-74	12%
75-79	7%
80-84	6%
85-89	3%
90 or over	1%
REFUSED	2%

D5. We want to classify people into broad income groups for statistical purposes only. What would you say is your total family income before taxes?

(READ LIST AND FIT INCOME TO CORRECT CATEGORY)

	Under \$25,000	11%
	\$25,000-\$39,999.....	18%
	\$40,000-\$69,999.....	28%
	\$70,000-\$149,999.....	27%
	\$150,000-\$249,999.....	5%
over	\$250,000 & 1%	
	UNSURE	1%
	REFUSED	9%

D6. What do you consider to be your race? Are you White, African-American, Hispanic, Asian or some other race?

	White.....	83%
	Black/African-American	7%
	Hispanic	4%
	Asian	1%
	Other	2%
	UNSURE/REFUSED	3%

D7. What is your current marital status -- are you -- • single and never married, • married, • separated, • divorced, or •widowed?

	Single and never married	9%
	Married	73%
	Separated	2%
	Divorced	9%
	Widowed	6%
	UNSURE/REFUSED.....	2%

D8. Do you have children under the age of 18 living at home?

	Yes	20%
	No.....	78%
	UNSURE/REFUSED.....	2%

D9. Are you a member of a veterans' organization of any kind?

Yes (TO D10-1) 45%
No (TO D11) 53%
Unsure (TO D11) 3%

IF "YES" IN QUESTION D9, ASK:

D10-1. What veteran organizations do you belong to?

IF ANSWER GIVEN, ASK: Is there another veteran organization that you belong to?
(DO NOT READ RESPONSES, JUST RECORD) (PHONETICS PHONE ONLY) (RECORD UP TO 3) (ALLOW INTERVIEWERS TO ASSIST WITH READING PARTS OF LIST IF RESPONDENT HAS TROUBLE REMEMBERING SPECIFIC NAME OF ORGANIZATION)

Concerned Veterans for America/CVA 6%
The American Legion/TAL 46%
Veterans of Foreign Wars/VFW 32%
American Veterans/AMVETS 8%
Disabled American Veterans/DAV 17%
Vietnam Veterans of America/VVA 7%
Iraq & Afghanistan Veterans of America/ IAVA ("EYE-AH-VAH") 5%
Student Veterans of America/SVA 3%
Military Officers Association of America/ MOAA ("MOW-AH") 3%
Association of the US Army/AUSA 3%
Association of the US Navy/AUSN 2%
Air Force Association/AFA 3%
National Guard Association of the US/ NGAUS 1%
The Retired Enlisted Association/ TREA ("TREE-AH") 1%
Reserve Officers Association of the United States/ROA 1%
Reserve Enlisted Association of the US/ REA ("REE-AH")
American Military Retirees Association/ AMRA 1%
Marine Corps League/MCL 4%
Military Order of the Purple Heart of the USA/MOPH 1%
OTHER 11%
NONE *
UNSURE 1%

(**ASK OF EVERYONE**)

D11. GENDER

Male 90%
Female 10%

(END OF SURVEY)

RECORD FROM SAMPLE

- D20. RECORD REGION CODE (2)
- D21. RECORD STATE CODE (2)
- D22. RECORD COUNTY CODE (3)
- D24. RECORD ZIP CODE (5)
- D24. RECORD CITY NAME (50)
- D23. RECORD DMA CODE (3)
- D25. RECORD URBAN/SUBURBAN/RURAL CODE (1)

DISCLOSURE INFO

IN WISCONSIN (STATE CODE 55)

NOTE TO INTERVIEWER: UNDER WISCONSIN STATE LAW, IF ASKED, YOU MUST TELL THE RESPONDENT THE NAME OF THE ORGANIZATION WHO IS SPONSORING THIS INTERVIEW, AS WELL AS THEIR ADDRESS, AND IF IT IS A POLITICAL CAMPAIGN THE NAME OF THEIR TREASURER.

THE INFORMATION FOR THIS SURVEY IS AS FOLLOWS:

ORGANIZATION NAME: Concerned Veterans For America

ORGANIZATION ADDRESS: 1320 North Courthouse Road, Suite 340, Arlington, VA 22201

IF A RESPONDENT ASKS DURING THE COURSE OF THE INTERVIEW, PLEASE TELL THEM THAT YOU WILL GIVE THEM THE INFORMATION AT THE END. IF THEY INSIST, AND WILL GO NO FURTHER WITH THE INTERVIEW UNTIL YOU DIVULGE, GIVE THEM THE INFORMATION AND TERMINATE THE INTERVIEW. YOU CANNOT ALLOW AN INTERVIEW TO CONTINUE ONCE THE RESPONDENT HAS BEEN TOLD WHO IS SPONSORING IT.

**** INTERVIEWER MUST READ IN VIRGINIA (STATE CODE 51) ****

The Tarrance Group wishes to thank you for participating in this survey – which was commissioned and paid for by Concerned Veterans For America.

**** INTERVIEWER MUST READ IN NEW HAMPSHIRE (STATE CODE 33) ****

The Tarrance Group wishes to thank you for participating in this survey – which was commissioned and paid for by Concerned Veterans For America ... 703-348-6861. Good night.