

**PRE-NOTIFICATION LETTER**

- 1. Pre-notification Letter (Veterans, Spouses of Veterans, Surviving Spouses of Veterans) **This letter has been previously approved****

Pre-decisional Draft

Date

The Family residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Sir or Madam:

In a few days, you will receive in the mail a request to fill out a short questionnaire for a national research study being conducted by the Department of Veterans Affairs (VA). The questionnaire will ask whether there are any Veterans, spouses of Veterans, or surviving spouses of deceased Veterans currently living in your household.

The study is part of the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. We are conducting this study to collect up-to-date information about Veterans, their spouses, and survivors. We urge you to fill out the questionnaire even if you are not a Veteran, spouse, or survivor. We ask that a responsible adult in your household fill out the questionnaire. Your participation in this important study will help improve VA's ability to provide the best benefits and services to Veterans and their families. Your participation is voluntary.

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

## **FIRST REQUEST**

- 2. First Request for the screener (Veterans, Spouses of Veterans, Surviving Spouses of Veterans) Commonly Asked Questions **This letter has been previously approved****
- 3. First Request to do Extended Interview, web questionnaire, e-mail (Veteran) **This letter has been previously approved****
- 4. First Request to do Extended Interview, web questionnaire, letter (Veteran) **This letter has been previously approved****
- 5. First Request to do Extended Interview, web questionnaire, e-mail (Spouse of Vet)**
- 6. First Request to do Extended Interview, web questionnaire, letter (Spouse of Vet)**
- 7. First Request to do Extended Interview, web questionnaire, e-mail (Survivor)**
- 8. First Request to do Extended Interview, web questionnaire, letter (Survivor)**
- 9. First Request to do Extended Interview, paper questionnaire (Veteran) **This letter has been previously approved****
- 10. First Request to do Extended Interview, paper questionnaire (Spouse of Vet)**
- 11. First Request to do Extended Interview, paper questionnaire (Survivor)**
- 12. First Request to do Extended Interview (ADSM) Commonly Asked Questions**
- 13. First Request to do Extended Interview (RC/NG) Commonly Asked Questions**
- 14. First Request to do Extended Interview (ADSM spouse) Commonly Asked Questions**

Date

The Family residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Sir or Madam:

I am writing to encourage you to take part in a significant study being conducted by the Department of Veterans Affairs (VA). Please respond to the enclosed short questionnaire that asks if there are any Veterans, spouses of Veterans, or surviving spouses of deceased Veterans living in your household. If there are no Veterans, spouses of Veterans, or surviving spouses of deceased Veterans in your household, please let us know by completing and returning the questionnaire in the enclosed envelope. This way we can delete your household from the next stage of the study.

The questionnaire is part of the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. The results of the survey will be used by VA to determine Veterans', their spouses', and their survivors' levels of awareness of benefits and services, and whether they know how to access those benefits and services. Once you return the enclosed questionnaire, we will send eligible individuals a request to complete a second questionnaire that covers topics including health, medical care, housing, and education.

Your household was selected to provide up-to-date information about Veterans, their spouses and survivors in the United States. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

VA selected an independent contractor, Westat, to conduct the study. The back of this letter provides answers to some commonly asked questions about the study. If you have further questions, please call Westat at **1-888-678-2009**.

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

### **Commonly Asked Questions**

*Why do you need my location? Doesn't the VA know where all Veterans are?*

VA does have location information on many Veterans, their spouses, and survivors. There are many individuals for whom VA does not have this information because they have moved since they were last in touch with VA. An important goal of this study is to include as many Veterans as possible.

*Why didn't you address the letter to me? Don't you have my name?*

For many Veterans, the VA does not have their names. For those whom VA does have a name, the contact information may not be up-to-date. For this reason, the letters were not personalized.

*What is involved with doing the survey?*

Participation in the study consists of two stages. In the first stage, we ask that someone in your household fill out a short questionnaire that asks if there are any Veterans, spouses of Veterans, or surviving spouses of Veterans who live at the address. This will provide us with a listing of the Veterans, their spouses, and survivors at the addresses included in the study. In the second stage, we will send a longer questionnaire to those Veterans, spouses of Veterans, or surviving spouses of Veterans who were identified in the first stage.

*What type of information will be collected?*

The questionnaire sent at the first stage asks if there are any Veterans, spouses of Veterans, or surviving spouses of Veterans. If there are any of these individuals, we ask how many of each of these groups live at the address.

The questionnaire sent at the second stage will collect information from Veterans of all services and service periods, spouses of Veterans, and surviving spouses of deceased Veterans. The questionnaire will ask about each of these groups' background and experience. This study is designed to collect information about the level of awareness Veterans, their spouses and surviving spouses of Veterans have of VA benefits and services and whether they know how to access those benefits and services.

*Should I identify Veterans, spouses of Veterans, or surviving spouses of deceased Veterans who do not live at my address?*

No, you should only list individuals who live at the address that received our survey request.

*If there are no Veterans, spouses of Veterans, or surviving spouses of deceased Veterans in my household, should I respond?*

Yes, you should respond to the short questionnaire that was sent to your address. Once you complete and return the questionnaire, the study will be able to rule out your household as one that does not contain eligible individuals.

Pre-decisional Draft

**First Request for Extended Interview, web questionnaire, e-mail (Veteran)**

From: VA

Sent: September XX, 2009

To: Veteran

Subject: Department of Veterans Affairs' National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors

September XX, 2009:

I am writing to request your help with the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the questionnaire described below, you will help us collect up-to-date information on Veterans' military background and experience. The Department of Veterans Affairs (VA) will use the results to determine the level of awareness Veterans have of VA benefits and services and whether Veterans know how to access those benefits and services.

You were identified as a Veteran from a prior inquiry to your household. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of Veterans across the country. Your participation is voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. VA selected an independent contractor, Westat, to conduct the study.

From our last contact with your household, our understanding is that you would prefer to complete the questionnaire over the Internet. In order to do this, please click on the link below to go to the questionnaire website (or copy and paste the questionnaire link into your Internet browser).

**Questionnaire Link: XXXXXXXXXXXXX**

The questions should take approximately 35 minutes to complete. If you have further questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Veteran:

I am writing to request your help with the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the questionnaire described below, you will help us collect up-to-date information on Veterans' military background and experience. The Department of Veterans Affairs (VA) will use the results to determine the level of awareness Veterans have of VA benefits and services and whether Veterans know how to access those benefits and services.

You were identified as a Veteran from a prior inquiry to your household. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of Veterans across the country. Your participation is entirely voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. VA selected an independent contractor, Westat, to conduct the study.

From our last contact with your household, it is our understanding that you would prefer to complete the questionnaire over the Internet. The computerized questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXXX" as your password.

The questions should take approximately 35 minutes to complete. If you have further questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)



**First Request for Extended Interview, web questionnaire, e-mail -Spouse of Vet**

From: VA

Sent: September XX, 2009

To: Spouse of Veteran

Subject: Department of Veterans Affairs' National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors

September XX, 2009:

I am writing to request your help with the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the questionnaire described below, you will help us collect up-to-date information on the background and experiences of spouses of Veterans. The Department of Veterans Affairs (VA) will use the results to determine the level of awareness Veterans' spouses have of VA benefits and services and whether Veterans' spouses know how to access those benefits and services.

You were identified as a spouse of a Veteran from a prior inquiry to your household. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of Veterans' spouses across the country. Your participation is entirely voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. VA selected an independent contractor, Westat, to conduct the study.

From our last contact with your household, our understanding is that you would prefer to complete the questionnaire over the Internet. In order to do this, please click on the link below to go to the questionnaire website (or copy and paste the questionnaire link into your Internet browser).

**Questionnaire Link: XXXXXXXXXXXXX**

The questions should take approximately 15 minutes to complete. If you have further questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Spouse of the Veteran:

I am writing to request your help with the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the questionnaire described below, you will help us collect up-to-date information on the background and experiences of spouses of Veterans. The Department of Veterans Affairs (VA) will use the results to determine the level of awareness Veterans' spouses have of VA benefits and services and whether Veterans' spouses know how to access those benefits and services.

You were identified as a spouse of a Veteran from a prior inquiry to your household. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of Veterans' spouses across the country. Your participation is entirely voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. VA selected an independent contractor, Westat, to conduct the study.

From our last contact with your household, it is our understanding that you would prefer to complete the questionnaire over the Internet. The computerized questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXXX" as your password.

The questions should take approximately 15 minutes to complete. If you have further questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

**First Request for Extended Interview, web questionnaire, e-mail (Survivor)**

From: VA

Sent: September XX, 2009

To: Surviving Spouse of Veteran

Subject: Department of Veterans Affairs' National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors

September XX, 2009:

I am writing to request your help with the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the questionnaire described below, you will help us collect up-to-date information on the background and experiences of surviving spouses of Veterans. The Department of Veterans Affairs (VA) will use the results to determine the level of awareness surviving spouses of Veterans have of VA benefits and services and whether surviving spouses know how to access those benefits and services.

You were identified as a surviving spouse of a Veteran from a prior inquiry to your household. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of surviving spouses across the country. Your participation is entirely voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. VA selected an independent contractor, Westat, to conduct the study.

From our last contact with your household, our understanding is that you would prefer to complete the questionnaire over the Internet. In order to do this, please click on the link below to go to the questionnaire website (or copy and paste the questionnaire link into your Internet browser).

**Questionnaire Link: XXXXXXXXXXXXX**

The questions should take approximately 12 minutes to complete. If you have further questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Surviving Spouse of the Veteran:

I am writing to request your help with the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the questionnaire described below, you will help us collect up-to-date information on the background and experiences of surviving spouses of Veterans. The Department of Veterans Affairs (VA) will use the results to determine the level of awareness surviving spouses of Veterans have of VA benefits and services and whether surviving spouses know how to access those benefits and services.

You were identified as a surviving spouse of a Veteran from a prior inquiry to your household. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of surviving spouses across the country. Your participation is entirely voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. VA selected an independent contractor, Westat, to conduct the study.

From our last contact with your household, it is our understanding that you would prefer to complete the questionnaire over the Internet. The computerized questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXXX" as your password.

The questions should take approximately 12 minutes to complete. If you have further questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Veteran:

I am writing to request your help with the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the enclosed questionnaire, you will help us collect up-to-date information on Veterans' military background and experience. The Department of Veterans Affairs (VA) will use the results to determine the level of awareness Veterans have of VA benefits and services and whether Veterans know how to access those benefits and services.

You were identified as a military Veteran from a prior inquiry to your household. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of Veterans across the country. Your participation is entirely voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. VA selected an independent contractor, Westat, to conduct the study.

The questions should take approximately 35 minutes to complete. If you have further questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Spouse of the Veteran:

I am writing to request your help with the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the enclosed questionnaire, you will help us collect up-to-date information on the background and experiences of spouses of Veterans. The Department of Veterans Affairs (VA) will use the results to determine the level of awareness Veterans' spouses have of VA benefits and services and whether Veterans' spouses know how to access those benefits and services.

You were identified as a spouse of a Veteran from a prior inquiry to your household. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of Veterans' spouses across the country. Your participation is entirely voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. VA selected an independent contractor, Westat, to conduct the study.

The questions should take approximately 15 minutes to complete. If you have further questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Surviving Spouse of the Veteran:

I am writing to request your help with the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the enclosed questionnaire, you will help us collect up-to-date information on the background and experiences of surviving spouses of Veterans. The Department of Veterans Affairs (VA) will use the results to determine the level of awareness surviving spouses of Veterans have of VA benefits and services and whether surviving spouses of Veterans know how to access those benefits and services.

You were identified as a surviving spouse of a Veteran from a prior inquiry to your household. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of surviving spouses of Veterans across the country. Your participation is entirely voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. VA selected an independent contractor, Westat, to conduct the study.

The questions should take approximately 12 minutes to complete. If you have further questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

Billy Bob  
810 Vermont Ave NW  
Washington, DC 20240

Dear Mr. Billy Bob:

I am writing to request your help as an Active Duty Servicemember. The Department of Veterans Affairs (VA) is sponsoring the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the computerized questionnaire, you will help us collect up-to-date information on servicemembers' military background and experiences. VA will use the results to determine the level of awareness servicemembers have of VA benefits and services and whether servicemembers know how to access those benefits and services.

The computerized questionnaire can be found at: <http://XXXXXXXXXX>; enter "XXXXX" as your password. The questions should take approximately 15 minutes to answer. If you prefer to answer the questionnaire via regular mail or if you have further questions, please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

You were identified as an Active Duty Servicemember from a list provided by the Department of Defense. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of servicemembers across the country. Your participation is entirely voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. The back of this letter provides answers to some commonly asked questions about the study.

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)



## Commonly Asked Questions (ADSM)

### Why are Active Duty Servicemembers included in the survey?

This study is designed to collect information about the level of awareness servicemembers have of VA benefits and services and whether servicemembers know how to access those benefits and services.

### How did you get my name?

We obtained your name from a Department of Defense list of all Active Duty Servicemembers. We selected a random sample of persons from this list to receive an invitation to complete this questionnaire.

### What type of information will be collected?

This study is designed to collect information about levels of awareness of VA benefits and services, preferences for receiving information on VA benefits and services, and plans for using these services in the future.

### What if I have more questions about this questionnaire?

Please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

### What if I do not want to participate?

Your participation is completely voluntary. If you do not wish to participate, please wait to receive a paper version of the questionnaire and return the blank questionnaire to us in the enclosed envelope.

Date

Billy Bob  
810 Vermont Ave NW  
Washington, DC 20240

Dear Mr. Billy Bob:

I am writing to request your help as a demobilized Reservist or National Guard member. The Department of Veterans Affairs (VA) is sponsoring the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the computerized questionnaire, you will help us collect up-to-date information on Veterans' military background and experience. VA will use the results to determine the level of awareness Veterans have of VA benefits and services and whether Veterans know how to access those benefits and services.

The computerized questionnaire can be found at: <http://XXXXXXXXXX>; enter "XXXXX" as your password. The questions should take approximately 25 minutes to answer. If you prefer to answer the questionnaire via regular mail or if you have further questions, please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

You were identified as a demobilized Reservist or National Guard member from a list provided by the Department of Defense. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of Veterans across the country. Your participation is entirely voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. The back of this letter provides answers to some commonly asked questions about the study.

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

## Commonly Asked Questions (RC/NG)

### Why are demobilized Reservists and National Guard members included in the survey?

Based on active duty service, demobilized Reservists and National Guard members are or will be eligible for Veterans' benefits. This study is designed to collect information about the level of awareness demobilized Reservists and National Guard members have of VA benefits and services and whether these members know how to access those benefits and services.

### How did you get my name?

We obtained your name from a Department of Defense list of all demobilized members of the Reserves and National Guard. We selected a random sample of persons from this list to receive an invitation to complete this questionnaire.

### What type of information will be collected?

This study is designed to collect information about levels of awareness of VA benefits and services, preferences for receiving information on VA benefits and services, and plans for using these services.

### What if I have more questions about this questionnaire?

Please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

### What if I do not want to participate?

Your participation is completely voluntary. If you do not wish to participate, please wait to receive a paper version of the questionnaire and return the blank questionnaire to us in the enclosed envelope.

Date

Billy Bob  
810 Vermont Ave NW  
Washington, DC 20240

Dear Mr. Billy Bob:

I am writing to request your help as the spouse of an Active Duty Servicemember. The Department of Veterans Affairs (VA) is sponsoring the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors. By filling out the computerized questionnaire, you will help us collect up-to-date information on spouses of servicemembers' background and experience. VA will use the results to determine the level of awareness servicemembers' spouses have of VA benefits and services and whether servicemembers' spouses know how to access those benefits and services.

The computerized questionnaire can be found at: <http://XXXXXXXXXX>; enter "XXXXX" as your password. The questions should take approximately 12 minutes to answer. If you prefer to answer the questionnaire via regular mail or if you have further questions, please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

You were identified as the spouse of an Active Duty Servicemember from a list provided by the Department of Defense. Because you are among a small number of individuals who were selected, your response is crucial for providing a complete picture of all spouses of servicemembers across the country. Your participation is entirely voluntary.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. The back of this letter provides answers to some commonly asked questions about the study.

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

## Commonly Asked Questions (ADSM spouse)

### Why are the spouses of Active Duty Service members included in the survey?

Spouses of Active Duty Servicemembers may become eligible for certain VA benefits when the servicemember becomes a Veteran. This study is designed to collect information about the level of awareness servicemembers' spouses have of VA benefits and services and whether servicemembers' spouses know how to access those benefits and services.

### How did you get my name?

We obtained your name from a Department of Defense list of all spouses of Active Duty Servicemembers. We selected a random sample of persons from this list to receive an invitation to complete this questionnaire.

### What type of information will be collected?

This study is designed to collect information about levels of awareness of VA benefits and services, preferences for receiving information on VA benefits and services, and plans for using these services in the future.

### What if I have more questions about this questionnaire?

Please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

### What if I do not want to participate?

Your participation is completely voluntary. If you do not wish to participate, please wait to receive a paper version of the questionnaire and return the blank questionnaire to us in the enclosed envelope.

## SECOND REQUEST

15. Second Request for the screener (Veterans, Spouses of Veterans, Surviving Spouses of Veterans) Commonly Asked Questions **This letter has been previously approved**
16. Second request to do Extended Interview, web questionnaire, letter (Veteran) **This letter has been previously approved**
17. Second request to do Extended Interview, web questionnaire, letter (Spouse of Vet)
18. Second request to do Extended Interview, web questionnaire, letter (Survivor)
19. Second request to do Extended Interview, paper questionnaire (Veteran) **This letter has been previously approved**
20. Second request to do Extended Interview, paper questionnaire (Spouse of Vet)
21. Second request to do Extended Interview, paper questionnaire (Survivor)
22. Second request to do Extended Interview, web/paper, letter (ADSM) Commonly Asked Questions
23. Second request to do Extended Interview, web/paper, letter (RC/NG) Commonly Asked Questions
24. Second request to do Extended Interview, web/paper, letter (ADSM spouse) Commonly Asked Questions

Date

The Family residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Sir or Madam:

About three weeks ago, Westat, the contractor for the Department of Veterans Affairs (VA), sent a questionnaire asking about any military Veterans, spouses of Veterans, or surviving spouses of deceased Veterans living in your household. To date, we have not received the questionnaire. We hope you will consider participating in this survey.

Your participation in the National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors is important for collecting the most accurate up-to-date information about Veterans, their spouses, and survivors of deceased Veterans.

If there are no Veterans, spouses of Veterans, or survivors of deceased Veterans in your household, it is still important that you complete the questionnaire and return it in the enclosed envelope. This way we can delete your household from the next stage of the study.

The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

The back of this letter provides answers to some commonly asked questions about the study. If you have further questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

## Commonly Asked Questions

### Why do you need my location? Doesn't VA know where all Veterans are?

VA does have location information on many Veterans, their spouses, and survivors. There are many individuals for whom VA does not have this information because they have moved since they were last in touch with VA. An important goal of this study is to include as many Veterans and spouses as possible.

### Why didn't you address the letter to me? Don't you have my name?

For many Veterans, VA does not have their names. For those whom VA does have a name, the contact information may not be up-to-date. For this reason, the letters were not personalized.

### What is involved with doing the survey?

Participation in the study consists of two stages. In the first stage, we ask that someone in your household fill out a short questionnaire that asks if there are any Veterans, spouses of Veterans, or surviving spouses of Veterans who live at the address. This will provide us with a listing of the Veterans, their spouses, and survivors at the addresses included in the study. In the second stage, we will send a longer questionnaire to those Veterans, spouses of Veterans, or surviving spouses of deceased Veterans who were identified in the first stage.

### What type of information will be collected?

The questionnaire sent at the first stage asks if there are any Veterans, spouses of Veterans, or surviving spouses of Veterans. If there are any of these individuals, we ask how many of each of these groups live at the address.

The questionnaire sent at the second stage will collect information from Veterans of all services and service periods, spouses of Veterans, and surviving spouses of deceased Veterans. The questionnaire will ask about each of these groups' background and experience. This study is designed to collect information about the level of awareness Veterans, their spouses and surviving spouses of deceased Veterans have of VA benefits and services and whether they know how to access those benefits and services.

### Should I identify Veterans, spouses of Veterans, or surviving spouses of deceased Veterans who do not live at my address?

No, you should only list individuals who live at the address that received our survey request.

### If there are no Veterans, spouses, or surviving spouses of deceased Veterans in my household, should I respond?

Yes, you should respond to the short questionnaire that was sent to your address. Once you complete and return the questionnaire, the study will be able to rule out your household as one that does not contain eligible individuals.



Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Veteran:

About three weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

The results of the survey will be used by VA to determine Veterans' level of awareness of benefits and services, and whether they know how to access those benefits and services. You are among a small number of individuals who have been selected to represent other Veterans like yourself. It is only by hearing from a large number of Veterans across the entire country that the study can be accurately completed.

The questionnaire will take approximately 35 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Spouse of the Veteran:

About three weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

The results of the survey will be used by VA to determine Veterans' spouses' level of awareness of benefits and services, and whether they know how to access those benefits and services. You are among a small number of individuals who have been selected to represent other Veterans' spouses like yourself. It is only by hearing from a large number of Veterans' spouses across the entire country that the study can provide accurate results.

The questionnaire will take approximately 15 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Surviving Spouse of the Veteran:

About three weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

The results of the survey will be used by VA to determine surviving spouses of Veterans' level of awareness of benefits and services, and whether they know how to access those benefits and services. You are among a small number of individuals who have been selected to represent other surviving spouses of Veterans like yourself. It is only by hearing from a large number of surviving spouses of Veterans across the entire country that the study can be accurately completed.

The questionnaire will take approximately 12 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Veteran:

About three weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

The results of the survey will be used by VA to determine Veterans' level of awareness of benefits and services, and whether they know how to access those benefits and services. You are among a small number of individuals who have been selected to represent other Veterans like yourself. It is only by hearing from a large number of Veterans across the entire country that the study can be accurately completed.

The questionnaire will take approximately 35 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

If you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Spouse of the Veteran:

About three weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

The results of the survey will be used by VA to determine Veterans' spouses' level of awareness of benefits and services, and whether they know how to access those benefits and services. You are among a small number of individuals who have been selected to represent other Veterans' spouses like yourself. It is only by hearing from a large number of Veterans' spouses across the entire country that the study can be accurately completed.

The questionnaire will take approximately 15 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

If you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Surviving Spouse of the Veteran:

About three weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

The results of the survey will be used by VA to determine survivors' of Veterans level of awareness of benefits and services, and whether they know how to access those benefits and services. You are among a small number of individuals who have been selected to represent other surviving spouses of Veterans like yourself. It is only by hearing from a large number of surviving spouses of Veterans across the entire country that the study can be accurately completed.

The questionnaire will take approximately 12 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

If you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

Billy Bob  
810 Vermont Ave NW  
Washington, DC 20240

Dear Mr. Billy Bob:

About three weeks ago, we asked you to fill out a questionnaire about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

The results of the survey will be used by VA to determine servicemembers' level of awareness of benefits and services, and whether servicemembers know how to access those benefits and services. You are among a small number of individuals who have been selected to represent other servicemembers like yourself. It is only by hearing from a large number of servicemembers that the study can be accurately completed.

The questionnaire will take approximately 15 minutes to complete. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you have questions, please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009). The back of this letter provides answers to some commonly asked questions about the study.

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

## Commonly Asked Questions (ADSM)

### Why are Active Duty Servicemembers included in the survey?

This study is designed to collect information about the level of awareness servicemembers have of VA benefits and services and whether servicemembers know how to access those benefits and services.

### How did you get my name?

We obtained your name from a Department of Defense list of all Active Duty Servicemembers. We selected a random sample of persons from this list to receive an invitation to complete this questionnaire.

### What type of information will be collected?

This study is designed to collect information about levels of awareness of VA benefits and services, preferences for receiving information on VA benefits and services, and plans for using these services in the future.

### What if I have more questions about this questionnaire?

Please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

### What if I do not want to participate?

Your participation is entirely voluntary.



Date

Billy Bob  
810 Vermont Ave NW  
Washington, DC 20240

Dear Mr. Billy Bob:

About three weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

The results of the survey will be used by VA to determine Veterans' level of awareness of benefits and services, and whether Veterans know how to access those benefits and services. You are among a small number of individuals who have been selected to represent other Veterans like yourself. It is only by hearing from a large number of Veterans that the study can be accurately completed.

The questionnaire will take approximately 25 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you have questions, please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009). The back of this letter provides answers to some commonly asked questions about the study.

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

## Commonly Asked Questions (RC/NG)

### Why are demobilized Reservists and National Guard members included in the survey?

Based on active duty service, demobilized Reservists and National Guard members are or may be eligible for Veterans' benefits. This study is designed to collect information about the level of awareness demobilized Reservists and National Guard members have of VA benefits and services and whether these members know how to access those benefits and services.

### How did you get my name?

We obtained your name from a Department of Defense list of all demobilized members of the Reserves and National Guard. We selected a random sample of persons from this list to receive an invitation to complete this questionnaire.

### What type of information will be collected?

This study is designed to collect information about levels of awareness of VA benefits and services, preferences for receiving information on VA benefits and services, and plans for using these services.

### What if I have more questions about this questionnaire?

Please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

### What if I do not want to participate?

Your participation is entirely voluntary.

Date

Billy Bob  
810 Vermont Ave NW  
Washington, DC 20240

Dear Mr. Billy Bob:

About three weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

The results of the survey will be used by VA to determine servicemembers' spouses' level of awareness of benefits and services, and whether servicemembers' spouses' know how to access those benefits and services. You are among a small number of individuals who have been selected to represent other servicemembers' spouses like yourself. It is only by hearing from a large number of servicemembers' spouses across the entire country that the study can be accurately completed.

The questionnaire will take approximately 12 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you have questions, please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009). The back of this letter provides answers to some commonly asked questions about the study.

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

## Commonly Asked Questions (ADSM spouse)

### Why are the spouses of Active Duty Servicemembers included in the survey?

Spouses of Active Duty Servicemembers may become eligible for certain VA benefits when the servicemember becomes a Veteran. This study is designed to collect information about the level of awareness servicemembers' spouses have of VA benefits and services and whether servicemembers' spouses know how to access those benefits and services.

### How did you get my name?

We obtained your name from a Department of Defense list of all spouses of Active Duty Servicemembers. We selected a random sample of persons from this list to receive an invitation to complete this questionnaire.

### What type of information will be collected?

This study is designed to collect information about levels of awareness of VA benefits and services, preferences for receiving information on VA benefits and services, and plans for using these services in the future.

### What if I have more questions about this questionnaire?

Please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

### What if I do not want to participate?

Your participation is entirely voluntary.

### **THIRD REQUEST**

- 25. Third request to do Extended Interview, web questionnaire, letter (Veteran)**
- 26. Third request to do Extended Interview, web questionnaire, letter (Spouse of Vet)**
- 27. Third request to do Extended Interview, web questionnaire, letter (Survivor)**
- 28. Third request to do Extended Interview, paper questionnaire (Veteran)**
- 29. Third request to do Extended Interview, paper questionnaire (Spouse of Vet)**
- 30. Third request to do Extended Interview, paper questionnaire (Survivor)**
- 31. Third request to do Extended Interview, web/paper, letter (ADSM)  
Commonly Asked Questions**
- 32. Third request to do Extended Interview, web/paper, letter (RC/NG)  
Commonly Asked Questions**
- 33. Third request to do Extended Interview, web/paper, letter (ADSM  
spouse) Commonly Asked Questions**

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Veteran:

Several weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

We are very encouraged by the number of Veterans who have responded to the questionnaire. We are writing again because of the importance that your questionnaire has for obtaining accurate results. The larger the number of Veterans who respond, the greater the accuracy of the survey results.

The questionnaire will take approximately 35 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you would prefer to complete the questionnaire by telephone or if you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Spouse of the Veteran:

Several weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

We are very encouraged by the number of spouses of Veterans who have responded to the questionnaire. We are writing again because of the importance that your questionnaire has for obtaining accurate results. The larger the number of spouses who respond, the greater the accuracy of the survey results.

The questionnaire will take approximately 15 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you would prefer to complete the questionnaire by telephone or if you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Surviving Spouse of the Veteran:

Several weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

We are very encouraged by the number of surviving spouses who have responded to the questionnaire. We are writing again because of the importance that your questionnaire has for obtaining accurate results. The larger the number of surviving spouses who respond, the greater the accuracy of the survey results.

The questionnaire will take approximately 12 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you would prefer to complete the questionnaire by telephone or if you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)



Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Veteran:

Several weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

We are very encouraged by the number of Veterans who have responded to the questionnaire. We are writing again because of the importance that your questionnaire has for obtaining accurate results. The larger the number of Veterans who respond, the greater the accuracy of the survey results.

The questionnaire will take approximately 35 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

If you would prefer to complete the questionnaire by telephone or if you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Spouse of the Veteran:

Several weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

We are very encouraged by the number of spouses of Veterans who have responded to the questionnaire. We are writing again because of the importance that your questionnaire has for obtaining accurate results. The larger the number of spouses who respond, the greater the accuracy of the survey results.

The questionnaire will take approximately 15 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

If you would prefer to complete the questionnaire by telephone or if you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

Dear Surviving Spouse of the Veteran:

Several weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

We are very encouraged by the number of surviving spouses who have responded to the questionnaire. We are writing again because of the importance that your questionnaire has for obtaining accurate results. The larger the number of surviving spouses who respond, the greater the accuracy of the survey results.

The questionnaire will take approximately 12 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

If you would prefer to complete the questionnaire by telephone or if you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

Date

Billy Bob  
810 Vermont Ave NW  
Washington, DC 20240

Dear Mr. Billy Bob:

Several weeks ago, you were sent a questionnaire that asked you about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

We are very encouraged by the number of servicemembers who have responded to the questionnaire. We are writing again because of the importance that your questionnaire has for obtaining accurate results. The larger the number of servicemembers who respond, the greater the accuracy of the survey results.

The questionnaire will take approximately 15 minutes to complete. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you would prefer to complete the questionnaire by telephone or if you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

## Commonly Asked Questions (ADSM)

### Why are Active Duty Servicemembers included in the survey?

This study is designed to collect information about the level of awareness servicemembers have of VA benefits and services and whether servicemembers know how to access those benefits and services.

### How did you get my name?

We obtained your name from a Department of Defense list of all Active Duty Servicemembers. We selected a random sample of persons from this list to receive an invitation to complete this questionnaire.

### What type of information will be collected?

This study is designed to collect information about levels of awareness of VA benefits and services, preferences for receiving information on VA benefits and services, and plans for using these services in the future.

### What if I have more questions about this questionnaire?

Please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

### What if I do not want to participate?

Your participation is entirely voluntary.

Date

Billy Bob  
810 Vermont Ave NW  
Washington, DC 20240

Dear Mr. Billy Bob:

Several weeks ago, you were sent a questionnaire that asked about services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

We are very encouraged by the number of Veterans who have responded to the questionnaire. We are writing again because of the importance that your questionnaire has for obtaining accurate results. The larger the number of Veterans who respond, the greater the accuracy of the survey results.

The questionnaire will take approximately 25 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you would prefer to complete the questionnaire by telephone or if you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)

## Commonly Asked Questions (RC/NG)

### Why are demobilized Reservists and National Guard members included in the survey?

Based on active duty service, demobilized Reservists and National Guard members are or may be eligible for Veterans' benefits. This study is designed to collect information about the level of awareness demobilized Reservists and National Guard members have of VA benefits and services and whether these members know how to access those benefits and services.

### How did you get my name?

We obtained your name from a Department of Defense list of all demobilized members of the Reserves and National Guard. We selected a random sample of persons from this list to receive an invitation to complete this questionnaire.

### What type of information will be collected?

This study is designed to collect information about levels of awareness of VA benefits and services, preferences for receiving information on VA benefits and services, and plans for using these services.

### What if I have more questions about this questionnaire?

Please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

### What if I do not want to participate?

Your participation is entirely voluntary.

Date

Billy Bob  
810 Vermont Ave NW  
Washington, DC 20240

Dear Mr. Billy Bob:

Several weeks ago, you were sent a questionnaire that asked about the services and benefits provided by the Department of Veterans Affairs (VA). If you have already completed the questionnaire, we appreciate your participation. If you have not completed it, we urge you to do so.

We are very encouraged by the number of servicemembers' spouses who have responded to the questionnaire. We are writing again because of the importance that your questionnaire has for obtaining accurate results. The larger the number of servicemembers' spouses who respond, the greater the accuracy of the survey results.

The questionnaire will take approximately 12 minutes. The information that you provide will be kept confidential and is protected under current laws and regulations, including the Privacy Act of 1974. Your participation in this study is voluntary.

From our last contact with your household, it is our understanding you would prefer to complete the questionnaire over the Internet. The computerized questionnaire can be found at: <http://XXXXXXXXXX> and enter "XXXXXX" as your password. If you would prefer to mail back the questionnaire, we have enclosed the questionnaire along with a postage paid return envelope.

If you would prefer to complete the questionnaire by telephone or if you have questions, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

Thank you for your time and attention to our request.

Sincerely,

Karen W. Pane, MPA, RN (Acting)



## Commonly Asked Questions (ADSM spouse)

### Why are the spouses of Active Duty Servicemembers included in the survey?

Spouses of Active Duty Servicemembers may become eligible for certain VA benefits when the servicemember becomes a Veteran. This study is designed to collect information about the level of awareness servicemembers' spouses have of VA benefits and services and whether servicemembers' spouses know how to access those benefits and services.

### How did you get my name?

We obtained your name from a Department of Defense list of all spouses of Active Duty Servicemembers. We selected a random sample of persons from this list to receive an invitation to complete this questionnaire.

### What type of information will be collected?

This study is designed to collect information about levels of awareness of VA benefits and services, preferences for receiving information on VA benefits and services, and plans for using these services in the future.

### What if I have more questions about this questionnaire?

Please call our survey contractor, Westat, at **1-888-NSV-2009** (1-888-678-2009).

### What if I do not want to participate?

Your participation is entirely voluntary.

## POSTCARD

34. Postcard reminder for the screener (Veterans, Spouses of Veterans, Surviving Spouses of Veterans) **This postcard has been previously reviewed by VA**
35. Reminder Postcard to do Extended Interview, web questionnaire (Veteran) **This postcard has been previously reviewed by VA**
36. Reminder Postcard to do Extended Interview, web questionnaire (Spouse of Vet)
37. Reminder Postcard For Extended Interview, web questionnaire (Survivor)
38. Reminder Postcard For Extended Interview, paper questionnaire (Veteran) **This postcard has been previously reviewed by VA**
39. Reminder Postcard for Extended Interview, paper questionnaire (Spouse of Vet)
40. Reminder Postcard to do Extended Interview, paper questionnaire (Survivor)
41. Reminder Postcard, paper questionnaire (ADSM)
42. Reminder Postcard, paper questionnaire (RC/NG)
43. Reminder Postcard, paper questionnaire (ADSM spouse)

## Reminder Postcard (Paper Questionnaire)



An Employee-Owned  
Research Corporation

1650 Research Boulevard  
Rockville, MD 20850-3195  
tel: 301-251-1500  
fax: 301-294-2040  
[www.westat.com](http://www.westat.com)

The Family residing at  
810 Vermont Ave NW  
Washington, DC 20240

Pre-decisional

DATE

The Department of Veterans Affairs (VA) recently asked you to complete a questionnaire.

If you have already completed the questionnaire, please accept our sincere thanks. If not, please have an adult member of your household do so at your earliest convenience. We very much appreciate your help with this important survey administered by VA.

If you did not receive a questionnaire, or if it was misplaced, please call Westat's toll-free number at **1-888-NSV-2009** (1-888-678-2009) and we will send another one in the mail to you.

Thank you for your time and attention to our request.

Sincerely,

John Helmick, Project Director, National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors

**Reminder Postcard for Extended Interview, web questionnaire (Veteran)**



An Employee-Owned  
Research Corporation

1650 Research Boulevard  
Rockville, MD 20850-3195  
tel: 301-251-1500  
fax: 301-294-2040  
[www.westat.com](http://www.westat.com)

Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

DATE

The Department of Veterans Affairs (VA) recently asked you to complete a computerized questionnaire that covers topics including Veteran's health, medical care, housing, and education. If you have already completed the questionnaire, please accept our sincere thanks. If you haven't completed it, please do so at your earliest convenience.

If you are unable to access the Internet or would prefer to fill out a paper questionnaire, we will be mailing a paper version to households that have not returned the questionnaire in approximately 2 weeks. If you would like to get a paper copy sooner, please call Westat at **1-888-NSV-2009** (1-888-678-2009).

We very much appreciate your help with this important survey about the benefits and services administered by the VA. Thank you for your time and attention to our request.

Sincerely,

John Helmick, Project Director, National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors

**Reminder Postcard for Extended Interview, web questionnaire (Spouse of Veteran)**



An Employee-Owned  
Research Corporation

1650 Research Boulevard  
Rockville, MD 20850-3195  
tel: 301-251-1500  
fax: 301-294-2040  
[www.westat.com](http://www.westat.com)

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

DATE

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Sincerely,

John Helmick, Project Director, National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors

**Reminder Postcard for Extended Interview, web questionnaire (Survivor)**



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John Helmick, Project Director, National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors

## Reminder Postcard for Extended Interview, paper questionnaire (Veteran)



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[www.westat.com](http://www.westat.com)

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

DATE

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If you did not receive a questionnaire, or if it was misplaced, please call Westat's toll-free number at **1-888-NSV-2009** (1-888-678-2009) and we will send another one in the mail to you.

We very much appreciate your help with this important study. Thank you for your time and attention to our request.

Sincerely,

John Helmick, Project Director, National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors



**Reminder Postcard for Extended Interview, paper questionnaire  
(Spouse of Veteran)**



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810 Vermont Ave NW  
Washington, DC 20240

Pre-decisional Draft

DATE

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John Helmick, Project Director, National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors

**Reminder Postcard for Extended Interview, paper questionnaire (Survivor)**



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Sincerely,

John Helmick, Project Director, National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors

**Reminder Postcard, web questionnaire (ADSM)**



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[www.westat.com](http://www.westat.com)

The Family Residing at  
810 Vermont Ave NW  
Washington, DC 20240

DATE

The Department of Veterans Affairs (VA) recently asked you to complete a questionnaire. If you have already completed the questionnaire, please accept our sincere thanks. If you have not completed it, please go to this web address XXXXX and answer as soon as possible. It should take about 15 minutes to respond.

If you are unable to access the Internet or would prefer to fill out a paper version, we will be mailing a paper version to households that have not returned the questionnaire in approximately 2 weeks.

If you do not remember your password or if you have other questions, please call Westat's toll-free number at **1-888-NSV-2009** (1-888-678-2009).

We very much appreciate your help on this important survey about the benefits and services administered by the VA. Thank you for your time and attention to our request.

Sincerely,

John Helmick, Project Director, National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors

## Reminder Postcard, web questionnaire (RC/NG)



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Washington, DC 20240

### DATE

The Department of Veterans Affairs (VA) recently asked you to complete a questionnaire. If you have already completed the questionnaire, please accept our sincere thanks. If you have not completed it, please go to this web address XXXXX and answer as soon as possible. It should take about 25 minutes to respond.

If you are unable to access the Internet or would prefer to fill out a paper version, we will be mailing a paper version to households that have not returned the questionnaire in approximately 2 weeks.

If you do not remember your password or if you have other questions, please call Westat's toll-free number at **1-888-NSV-2009** (1-888-678-2009).

We very much appreciate your help on this important survey about the benefits and services administered by the VA. Thank you for your time and attention to our request.

Sincerely,

John Helmick, Project Director, National Survey of Veterans, Active Duty Service Members, Activated National Guard and Reserve Members, and Family Members and Survivors

**Reminder Postcard, web** questionnaire (ADSM spouse)



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DATE

The Department of Veterans Affairs (VA) recently asked you to complete a questionnaire. If you have already completed the questionnaire, please accept our sincere thanks. If you have not completed it, please go to this web address XXXXX and answer as soon as possible. It should take about 12 minutes to respond.

If you are unable to access the Internet or would prefer to fill out a paper version, we will be mailing a paper version to households that have not returned the questionnaire in approximately 2 weeks.

If you do not remember your password or if you have other questions, please call Westat's toll-free number at **1-888-NSV-2009** (1-888-678-2009).

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