In this VA PACT Act Performance Dashboard, we are demonstrating our commitment to transparency by sharing with all stakeholders—internal to VA and externally—key performance metrics and data we are using to assess our success in implementing the PACT Act.

If you, a Veteran, family member, or survivor would like more information about the PACT Act and your VA benefits, please start here:

- APPLY FOR PACT ACT VA.gov/PACT
- VA.GOV ask.VA.gov
- CALL 1-800-MyVA411 24/7/365
- WALK-IN VA.gov/find-locations/
- VETERANS SERVICE ORGANIZATION VA.gov/disability/get-help-filing-claim

Highlight
VA issued a proposed rule outlining plans to expand the locations and time frames for which VA presumes exposure to Agent Orange and other herbicides. If this proposed rule becomes final, VA will implement a new presumption of exposure to locations where herbicides were tested, used, or stored outside of Vietnam. Specifically, this proposed rule would add locations in the United States (full list of US locations where Agent Orange was tested or stored), Canada, and India to the existing presumptives for Agent Orange. This expansion of presumptives will help Veterans who served in the specified locations receive health care and benefits for certain cancers and chronic conditions. Learn more.

Making a Difference Through the PACT Act
Veteran Rene Kendall attended a VA benefits event in rural Franklin, North Carolina, hosted by the Winston-Salem Regional Office on June 15, 2023. Rene sat down with a Veterans Service Representative (VSR) and told his story. He submitted a claim for myelodysplasia with pancytopenia and iron deficiency anemia. The VSR carefully reviewed his file and discovered Rene served in Camp Lejeune and had a recognized PACT Act presumptive disability. It was also discovered there was a negative medical opinion of record; however, there was some missing information reviewed, and the VSR was able to obtain a positive exam. As a result, VA was able to grant myelodysplasia with pancytopenia and iron deficiency anemia due to Camp Lejeune water contamination. Rene was grateful for the service given, and because he attended the event, he was awarded $2,840 in retroactive benefits. He encourages Veterans and their survivors to attend their local VA PACT Act events to learn more about the benefits and services they have earned.

VA IS EXPANDING CARE AND BENEFITS FOR VETERANS AND SURVIVORS
The PACT Act is perhaps the largest health care and benefits expansion in VA history. In this section, we are measuring the overall impact of the PACT Act in terms of its expansion of health care and benefits.

Expanding Benefits
764,443
Total PACT Act Claims Approved
(08/10/2022–02/10/2024)

1,015,937
Cumulative Total PACT Related Claims Completed
(08/10/2022–02/10/2024)

161.0
Average Days for PACT Act Related Claim Completion
(02/10/2024)

75.2%
Approval Rate for PACT Act Related Claims
(02/10/2024)

Expanding Care
259,979
New Enrollees in the PACT Act Planning Population
(08/10/2022–02/11/2024)

253,839
Total New VHA Enrollees: (through 02/11/2024)

393,006 +89,167
02/12/2022–02/11/2023
02/12/2023–02/11/2024

91.5%
VA Health Care 90-Day Trust Score
(10/30/2023–02/11/2024)

For more information on PACT Act events and other events, please visit https://www.va.gov/outreach-and-events/events/.
VA is committed to providing world class and timely health care, benefits and services to Veterans and Survivors. In this section, we measure VA's success in delivering outstanding and timely support and in earning the Veteran's and Survivor's trust.

### Care Experience

- **5,214,951** Total Toxic Exposure Screenings (09/06/2022–02/11/2024)
- **2,275,877 (43.64%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **456,218 (8.75%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,819,659 (34.89%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure
- **259,979** New Enrollees in the PACT Act Planning Population (08/10/2022–02/11/2024)
- **3,999,881** Current Enrollees in the PACT Act Planning Population (as of 02/11/2024)

### Benefits Experience

#### Claims Submitted and Completed—PACT Act-Related

- **694,750** Total Veterans/Survivors with Approved PACT Act Related Claims (08/10/2022–02/10/2024)
- **863,025** Total Veterans with Completed PACT Act Related Claims
- **789,410** Total Survivors with Approved PACT Act Related Claims

#### Claims Submitted and Completed—Non-PACT Act Related

- **2,107,294** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–02/10/2024)
- **2,094,971** Cumulative Total Non-PACT Related Claims Completed (08/10/2022–02/10/2024)

The charts below show the past 12 weeks (a rolling 12-week view).
PACT Act Claims Submission Methods

- **29.3%** PACT Act Claims Electronically Submitted (08/10/2022–02/10/2024)
- **91.8%** Electronic Claims Submitted by Veterans
- **8.2%** Electronic Claims Submitted by Power of Attorney
- **70.7%** PACT Act Claims Submitted by Mail (08/10/2022–02/10/2024)
- **85.3%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

<table>
<thead>
<tr>
<th>WEEKLY TOTALS</th>
<th>11/25 2023</th>
<th>12/02 2023</th>
<th>12/09 2023</th>
<th>12/16 2023</th>
<th>12/23 2023</th>
<th>12/30 2023</th>
<th>01/06 2024</th>
<th>01/13 2024</th>
<th>01/20 2024</th>
<th>01/27 2024</th>
<th>02/03 2024</th>
<th>02/10 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>PACT RELATED</td>
<td>519,724</td>
<td>515,981</td>
<td>510,359</td>
<td>494,713</td>
<td>489,834</td>
<td>487,042</td>
<td>479,584</td>
<td>473,902</td>
<td>466,483</td>
<td>461,927</td>
<td>455,843</td>
<td></td>
</tr>
<tr>
<td>NON-PACT RELATED</td>
<td>562,186</td>
<td>563,583</td>
<td>561,032</td>
<td>559,777</td>
<td>557,791</td>
<td>556,471</td>
<td>556,947</td>
<td>553,908</td>
<td>548,331</td>
<td>551,988</td>
<td>548,434</td>
<td></td>
</tr>
</tbody>
</table>

- **455,843** Total Pending PACT Act Related Claims (as of 02/10/2024)
- **232,867** Total PACT Act Related Claims Pending ≤125 Days (02/10/2024)
- **142.2** Average Days Pending for PACT Act Related Claims (02/10/2024)
- **105.5** Average Days Pending for Non-PACT Act Related Claims (02/10/2024)
- **383,735** Total Pending Non-PACT Act Related Claims (as of 02/10/2024)
- **548,434** Total Pending Non-PACT Act Related Claims with Partial Decisions (as of 02/10/2024)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 02/10/2024)

<table>
<thead>
<tr>
<th>Condition</th>
<th>Number of Claims</th>
<th>Number of Issues</th>
<th>Percent Granted</th>
<th>Percent Denied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hypertensive Vascular Disease</td>
<td>270,815</td>
<td>274,872</td>
<td>74%</td>
<td>26%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>179,809</td>
<td>182,507</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>88,056</td>
<td>88,734</td>
<td>53%</td>
<td>47%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>82,922</td>
<td>84,406</td>
<td>48%</td>
<td>52%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>47,076</td>
<td>48,286</td>
<td>23%</td>
<td>77%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (as of 02/10/2024)

1. No Diagnosis
2. Not Incurred or Not Caused by Service
3. Not Established by Presumption
Web and Phone Experience

VA.gov/PACT Pageviews & 1-800-MyVA411 Calls that Access the PACT Act Main Menu (Press 8)

<table>
<thead>
<tr>
<th>WEEKLY TOTALS</th>
<th>VA.gov/PACT PAGEVIEWS</th>
<th>1-800-MyVA411 Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/25 2023</td>
<td>85,979</td>
<td>7,732</td>
</tr>
<tr>
<td>12/02 2023</td>
<td>100,164</td>
<td>12,962</td>
</tr>
<tr>
<td>12/09 2023</td>
<td>104,288</td>
<td>12,312</td>
</tr>
<tr>
<td>12/16 2023</td>
<td>101,864</td>
<td>11,419</td>
</tr>
<tr>
<td>12/23 2023</td>
<td>89,413</td>
<td>9,759</td>
</tr>
<tr>
<td>12/31 2023</td>
<td>85,243</td>
<td>7,970</td>
</tr>
<tr>
<td>01/06 2024</td>
<td>93,625</td>
<td>10,415</td>
</tr>
<tr>
<td>01/13 2024</td>
<td>95,565</td>
<td>11,722</td>
</tr>
<tr>
<td>01/20 2024</td>
<td>93,558</td>
<td>10,779</td>
</tr>
<tr>
<td>01/27 2024</td>
<td>100,227</td>
<td>12,190</td>
</tr>
<tr>
<td>02/03 2024</td>
<td>99,406</td>
<td>24,496</td>
</tr>
<tr>
<td>02/10 2024</td>
<td>98,395</td>
<td>11,943</td>
</tr>
</tbody>
</table>

The PACT Act webpage has received to date:

- 22,500,589 Total Page Views (08/10/2022–02/11/2024)
- 931,398 Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–02/11/2024)
- 193,939 Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–02/11/2024)

VA Call Centers

- **1,137,919** Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022–02/11/2024)
- **260,691** Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022–02/11/2024)
- **214,899** Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022–02/11/2024)
- **297,220** Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022–02/11/2024)

GEOGRAPHICAL ANALYSIS

Starting with Issue 20 (November 10, 2023), State-by-State data and Congressional District data will be available in the Excel spreadsheet at [https://department.va.gov/pactdata/](https://department.va.gov/pactdata/) (this link has been updated from previous issues). This data will be updated on a monthly basis.

DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD | ISSUE TWENTY-SEVEN—FEBRUARY 16, 2024
### Page One

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollees in Priority Groups 1, 2, or 3</td>
<td>This metric identifies the total number of VBA benefits claims with at least one PACT Act related condition received since August 10, 2022. This trust score reflects the percentage of Veterans who respond to the survey question, “I trust the VHA [Facility Name] for my health care needs” with a score of 4 or 5. Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure or more than one exposure.</td>
</tr>
<tr>
<td>Increase in New Enrollees in VHA</td>
<td>This metric identifies the total number of VBA Toxic Exposure Screenings where a Veteran identified at least one potential concern related to toxic substances. This metric includes the number of Veterans who received the screening, the number of Veterans who identified at least one potential concern related to toxic substances, and the average number of responses in which Veterans identified at least one potential concern related to toxic substances during the screening.</td>
</tr>
</tbody>
</table>

### Page Two

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollees in Priority Groups 1, 2, or 3</td>
<td>This metric identifies the number of Veterans who have received a VHA Toxic Exposure Screening. Every Veteran enrolled in VA health care will receive an initial screening and a follow-up screening at least once every 5 years. Veterans who are not enrolled and who meet eligibility requirements will have an opportunity to enroll and receive the screening. The screening will ask Veterans if they think they were exposed to any of these hazards while serving: Open burn pits and other airborne hazards, Gulf War related exposures, Agent Orange Radiation, Cervical Cancer, and/or Other Exposures. This metric identifies the number of VHA Toxic Exposure Screenings where a Veteran identified at least one potential concern related to toxic substances. This metric includes the number of Veterans who identified exactly one potential concern related to toxic substances.</td>
</tr>
<tr>
<td>New Enrollees with a PACT Act Authority</td>
<td>The PACT Act Planning Population consists of Veterans where VA has a high level of confidence they are a member of one or more of the three PACT Act eligible cohorts (Vietnam, Gulf-War, Post 9-11). VA is using this population as a means of identifying the impact of the PACT Act on enrollment in VA health care. This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified exactly one exposure to toxic substances. Please note the difference from the metric above—the metric above includes Veterans who identified at least one exposure and also those who identified more than one exposure; this metric only includes Veterans who identify exactly one exposure.</td>
</tr>
</tbody>
</table>

### Explanation of Terms

- **New Enrollees in the PACT Act Planning Population**
  - This number identifies the change between 2023 and 2022 VHA enrollees during the same time period. This metric identifies the total new VHA enrollees since August 10, 2022. This metric identifies the cumulati ve total of VBA benefits claims completed since August 10, 2022, which are not related to the PACT Act. This metric identifies the number of completed PACT disability claims where at least one issue was granted.
  - This statistic identifies the number of completed PACT Act disability claims completed at least 125 days from the date VA received the related claims. This metric identifies the number of completed PACT Act disability claims where at least one issue was granted.

- **New Enrollees in Priority Groups 1, 2, or 3**
  - This metric identifies the number of new enrollees in VA health care that fall within the PACT Act Planning Population to understand the impact of the PACT Act on enrollment. By design, this more focused metric will always be a subset of the metric above that shows overall new enrollment regardless of whether a Veteran is in an eligible PACT Act cohort. Together these two enrollment metrics help identify both the broad impact of PACT Act on enrollment— for example, those who may enroll for VA health care because of the publicity of PACT Act but are not directly eligible because of PACT Act—and the more direct impact of PACT Act—meaning those who are enrolling from populations VA assesses as becoming eligible due to the PACT Act.

- **Average Days to Complete (ADC) for PACT Act Related Claims**
  - This metric identifies the average number of days it takes VBA to process a PACT Act related benefits claim. This is measured from the date VA receives a claim to the date VA finished processing the claim and closed it out. This metric identifies the number of completed PACT Act disability claims completed at least 125 days from the date VA received the related claims. This metric identifies the number of completed PACT Act disability claims completed at least 125 days from the date VA received the related claims. This metric identifies the number of completed PACT Act disability claims completed at least 125 days from the date VA received the related claims.

- **Cumulative Total: PACT Act Related Claims Submitted**
  - This metric identifies the total number of VBA Toxic Exposure Screenings where a Veteran identified at least one exposure to toxic substances. This metric includes the number of Veterans who identified exactly one exposure to toxic substances. Please note the difference from the metric above—the metric above includes Veterans who identified at least one exposure and also those who identified more than one exposure; this metric only includes Veterans who identify exactly one exposure. This metric identifies the number of VHA Toxic Exposure Screenings where a Veteran identified exactly one exposure to toxic substances. Please note the difference from the metric above—the metric above includes Veterans who identified exactly one potential concern related to toxic substances; this metric includes Veterans who identify exactly one potential concern related to toxic substances.

- **Total Veterans with Completed PACT Act Claims**
  - This metric identifies the unique number of Survivors who filed a PACT Act benefit claim which VBA processed to completion. This metric identifies the unique number of Survivors who filed a PACT Act benefit claim which VBA processed to completion.

- **Total Veterans/Survivors with Completed PACT Act Claims**
  - This metric measures the number of new enrollees who were specifically enrolled with an authority provided by the PACT Act (P.L. 117-168). This includes 1-year Special Eligibility, 10-Year Special Eligibility, Agent Orange Exposure, and Radiation Exposure. This metric identifies the total number of VBA Toxic Exposure Screenings where a Veteran identified at least one exposure to toxic substances. This metric includes the number of Veterans who identified exactly one exposure to toxic substances. Please note the difference from the metric above—the metric above includes Veterans who identified at least one exposure and also those who identified more than one exposure; this metric only includes Veterans who identify exactly one exposure. This metric identifies the number of VHA Toxic Exposure Screenings where a Veteran identified exactly one exposure to toxic substances.

- **Total New VHA Enrollees**
  - This metric measures the number of new enrollees who were specifically enrolled with an authority provided by the PACT Act (P.L. 117-168). This includes 1-year Special Eligibility, 10-Year Special Eligibility, Agent Orange Exposure, and Radiation Exposure. This metric identifies the total number of VBA Toxic Exposure Screenings where a Veteran identified at least one exposure to toxic substances. This metric includes the number of Veterans who identified exactly one exposure to toxic substances. Please note the difference from the metric above—the metric above includes Veterans who identified at least one exposure and also those who identified more than one exposure; this metric only includes Veterans who identify exactly one exposure.
### Metric/Term

**Electronic PACT Act Claims Submitted by Power of Attorney (percentage)**

**Electronic PACT Act Claims Submitted by Veterans (percentage)**

**PACT Act Claims Submitted Electronically (percentage)**

**PACT Act Claims Submitted through Mail (percentage)**

**Mailed Claims Submitted with a Power of Attorney on File with VA (percentage)**

**Pending Claims—PACT Related**

**Pending Claims—Non-PACT Related**

**Total Pending PACT Act Related Claims with Partial Decisions**

**Total Pending Non-PACT Act Related Claims with Partial Decisions**

**Top 5 Most Frequent Conditions on PACT Act Related Claims**

### Definition

**Total number of PACT disability claims submitted electronically by a Power of Attorney out of the total number of PACT disability claims submitted electronically.**

**Total number of PACT disability claims submitted electronically by a Veteran out of the total number of PACT disability claims submitted electronically.**

**Total number of PACT disability claims submitted electronically out of the total number of PACT disability claims submitted.**

**Total number of PACT disability claims submitted through mail out of the total number of PACT disability claims submitted.**

**Total number of PACT disability claims submitted through mail where the Veteran is represented by a Power of Attorney out of the total number of PACT disability claims submitted through mail.**

**This metric identifies the number of VBA claims with at least one PACT Act-related condition pending in the workload.**

**This metric identifies the number of currently pending PACT related disability benefit claims where a partial decision was rendered on the claim.**

**Top 5 most frequent conditions on PACT Act related disability claims with breakdowns for the # of distinct claims associated with these claimed conditions, the total number of distinct issues claimed, the total number of issues granted, and the grant/denial rate.**


### Page Four

**MyVA411 Calls that Access the PACT Act Main Menu (Press 8)**

**Total MyVA411 Calls that Access the PACT Act Main Menu (Press 8)**

**MyVA411 Calls that Access the PACT Act Main Menu (Press 8)**

**Total Clicks on Call to Action to Enroll in Health Care**

**Total Clicks on Call to Action to File a Disability Claim Online**

**VA.gov/PACT Page Views**

**Total Pending PACT Act Claims**

**Total Pending Non-PACT Act Claims**

**Stewardship**

Reminder: Stewardship information will be included in every other issue of this dashboard publication (or when updated data is available).

### Metric/Term

**Full-Time Equivalent Employee (FTE)**

**Account**

**Permanent Employee**

**Term Employee**

**Onboarded**

**Funds Allocated**

**Obligations**

**Definition**

**Full-Time Equivalent refers to the total number of regular straight-time hours worked by employees divided by the number of compensable hours applicable to each fiscal year (regular method), or the total regular hours worked in a fiscal year (2,080 hours) divided by 26 biweekly pay periods (pay period method)(as per OMB A-11 Circular § 85.5(c)).**

**Account**

**An employee who has been hired under an appointment that is not time delimited.**

**Permanent Employee**

**An employee for whom the agency has granted a term appointment (of employment) of more than 1 year but usually not more than 4 years.**

**Term Employee**

**Onboarded**

i.e., the number of personnel encumbering positions are the number of employees (i.e., headcount) onboard when the data are reported. Note: “Onboards” differ from “FTE,” which is a budgetary term based on compensable hours as opposed to headcount. Colloquially, “onboards” refers to newly hired employees who have started work with VA (their hiring is complete).

**Funds Allocated**

**The amount of funding provided to each Administration or Staff Office.**

**Obligations**

**Obligation means a binding agreement that will result in outlays, immediately or in the future.**