### FY 2023 Q1 Highlights

**Health Care Patients Enrolled**: 8.6M+

**Veterans Accessed Health Care**: 4.4M+

**Clinical Encounters**: 25.7M+

- **In-Person Appointments**: 17M+
- **Telehealth/Telephone Appointments**: 7M+
- **Community Care Referrals**: 1.1M+

**Veteran Trust in VA**: 77.3%

**Trust in VA Health Care**: 89.2%

**Calls Answered by VA Contact Centers**: 14.4M+

- **Veterans Crisis Line**: 190K+ (Dial 988, then Press 1)
- **National Call Center for Homeless Veterans**: 47K+ (1-877-4AIDVET)

**Veterans and Family Members Interred with Honor**: 34,227

**VA.gov pageviews**: 40M+

- **Logged In Users**: 3.9M+
- **Form Submissions**: 482K+
- **News.VA.gov Pageviews**: 7.7M+
- **#VetResources Newsletter Emails Opened**: 64M+
- **VA Event Calendar Pageviews**: 424K+

**New Employee Hires**: 21K+

**VA Disability and Pension Claims Completed**: 426K+

**PACT Act Related Claims Completed**: 35,363

**Veterans Appeals Decisions**: 22,265

**Hearings Held**: 4,119

**Education Benefits and Supplemental Claims Completed**: 798K+

**Insurance Claims Completed**: 22K+

**Home Loans Guaranteed**: 104K+

**Veteran Readiness and Employment (VR&E) Positive Outcomes**: 4,344

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*Positive Outcomes include the number of Chapter 31 Employment Rehabilitations, Continuing Education Rehabilitations, Independent Living Rehabilitations and Maximum Rehabilitation Gains, and Chapter 18 and 35 Rehabilitations achieved during a 12-month rating period.
**OCTOBER 4, 2022**
Matchmaking: What it takes to connect military Veterans with open jobs (MPR News.org)

**OCTOBER 6, 2022**
VA awards $16 million to help Veterans, service members participate in adaptive sports (VA News)

**OCTOBER 13, 2022**
VA expands survivor benefits to include more same-sex couples (Military Times.com)

**OCTOBER 27, 2022**
VA announces funding opportunities to help Veterans experiencing homelessness (VA News)

**NOVEMBER 3, 2022**
Tally of homeless Veterans fell 11%, biggest drop in five years (AP News.org)

**NOVEMBER 17, 2022**
Unclaimed remains of 133 Veterans, relatives brought to final rest in U.S. Veterans cemetery (Spokesman.com)

**NOVEMBER 21, 2022**
VA creates scholarship program to help aspiring VA mental health professionals (VA News)

**NOVEMBER 30, 2022**
Millions more Veterans will have access to life insurance soon (News4Jax.com)

**DECEMBER 5, 2022**
VA offers toxic exposure screening to enrolled Veterans (Legion.org)

**DECEMBER 12, 2022**
VA starting work on terminally ill Vets PACT Act claims immediately (Military Times.com)

**DECEMBER 20, 2022**
VA launches national PACT Act Week of Action: Informing Veterans, survivors about new health care, benefits (VA News)

**DECEMBER 27, 2022**
Bills passed to streamline VA home loan appraisal process, transfer of GI Bill benefits (Military.com)

Download the VA Welcome Kit | Call us 1-800-MyVA411 (1-800-698-2411)
Current VA-Wide Trust Score: 77.3% (NO CHANGE)

Total Respondents: 38,158

**EASE**
- 71.8% (↑ 0.5%)

**EFFECTIVENESS**
- 76.6% (↑ 0.7%)

**EMOTION**
- 74.0% (↑ 0.1%)

**Male Veteran Trust 78.4% (↑ 0.2%)**
- <30: 58.6% (↑ 2.1%)
- 30-39: 56.0% (↑ 0.1%)
- 40-49: 67.1% (↑ 0.1%)
- 50-59: 76.9% (↑ 0.9%)
- 60+: 86.1% (↑ 0.2%)

**Female Veteran Trust 70.1% (↓ 0.8%)**
- <30: 68.6% (↑ 0.4%)
- 30-39: 55.7% (↑ 2.4%)
- 40-49: 65.5% (↑ 0.2%)
- 50-59: 73.4% (↑ 1.0%)
- 60+: 82.5% (↑ 0.4%)

**Trust by Race and Ethnicity**
- American Indian or Alaskan Native: 71.3% (↑ 0.9%)
- Asian: 81.1% (↑ 0.5%)
- Black or African American: 76.7% (↑ 0.4%)
- Hispanic or Latino: 76.8% (↑ 2.2%)
- Middle Eastern or North African: 57.2% (↑ 2.4%)
- Native Hawaiian or Pacific Islander: 75.8% (↑ 0.9%)
- White: 80.8% (↑ 0.5%)
- Not Hispanic or Latino: 80.5% (↑ 0.2%)

Note: Respondents may choose more than one option for race. Scores by race include all individuals who selected that race.

Arrow and change is compared to last quarter’s trust report.

**KEY:** ● positive, ▲ negative, or — neutral.

**VSIGNALS SURVEY DATA**

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<th>Year</th>
<th>Total Surveys Sent</th>
<th>Total Responses</th>
<th>Free-Text Responses</th>
<th>Active Surveys</th>
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**VA-WIDE TRUST OVER TIME**

Current VA-Wide Trust Score: 77.3%

Goal: 80%
VA CALL CENTER EXPERIENCE

**Trust**  72.8%  (↑ 2.2%)

“I trust VA to fulfill our country’s commitment to Veterans.”

**Employee Helpfulness**  86.0%  (—)

“The [Agent] I interacted with was helpful.”

**Ease/Simplicity**  80.6%  (↑ 0.6%)

“I waited a reasonable amount of time to speak to a [Agent].”

**Quality**  72.2%  (↑ 0.1%)

“The issue that I contacted [Contact Center] about on [Call Date] was resolved.”

**Efficiency/Speed**  75.4%  (↓ 0.4%)

“The [Agent] took a reasonable amount of time to address my need.”

**Satisfaction**  75.3%  (↑ 0.4%)

“I am satisfied with the service I received from the [Contact Center].”

Note: Percentages listed are composite scores comprised of multiple surveys with different statistical methods. The scores provide close approximations of Veteran trust and satisfaction—they do not represent an overall percentage of Veterans. Call center data includes VHA Member Services, VBA, and Community Care Contact Centers. VBA Contact Center survey questions are different but similar to the intent of each category.

Arrow and change is compared to last quarter’s trust report.  

KEY:  ↑ positive,  ↓ negative, or — neutral.

TOXIC EXPOSURES

**Top Compliments**

- Staff Clearly Inform Veterans of Registry Process
- Satisfaction with Care for Military Exposure
- Respect and Courtesy of Health Care Providers

"The Lady that helped was professional knowledgeable friendly and awnsered all my questions and concerns. It was a very nice experience, it makes me feel good to have a contact about the Burn pits.”

"Since i was diagnosed with Agent Orange Cancer the Wade Park VA Hospital has been nothing short of exceptional. My Pallative Care NP [NAME] has gone above anything i could of imagined. I am in total trust of her and thats rarely the case with me. Ill miss Dr [NAME] but i believe Dr [NAME] will do well for me.”

"Chattanooga clinic has always provided most excellent care for me. Dr [NAME] has been working with my Agent Orange diabetes for many years now and has done everything possible to control my sugar levels and prevent the side effects. Great team in Chattanooga from the front door all the way through. I am treated with the highest respect and dignity. Visiting is a pleasure!”

**Top Concerns**

- Providers are Rude and Unhelpful
- Process is Unclear and Lack of Follow-up
- Providers Lack Knowledge/Don’t Take Military Exposure Seriously

"When I set up with my primary care recently, he did not listen or help with my noisy joints, or with helping with the burn pit registry data that needs to be check into or added to my medical record. All he said was loose weight then we can re-evaluate. My joints have been failing for years and it isn’t from weight it’s from military service!! I just want a Dr who is here to support ME!!”

"I went to McGuire to be screened because I registered for burn pit exposure in Iraq. I found the process to be perfunctory. The screening amounted to an oral interview in which I felt my feedback was being dismissed & censored. I had no idea what to expect once I arrived on scene for the interview and I’m unclear what happens next. Better patient preparation is necessary.”

"During my last visit I addressed concerns that I felt were not taken seriously. I felt that the doctor was focusing on 1 area (losing weight) and not really as concerned as he should have been about some other questions I raised due to known exposure to toxins in my military service. I am concerned that certain of my respiratory problems may be closely associated with this exposure.”

**Top Recommendations**

- Make it Easier to get help with Toxic Exposure Information
- Make Online Services more Accessible
- More Periodic Updates on Claims

"Make it easier to get help with Agent Orange exposure information. Like interviews without going through endless confusing paper work. I was exposed to Agent Orange and have had Lymphoma twice.”

"I need help registering for the burn pit registry. No one at the VA seems to have a clue how to use the website! Help!”

"I filed an Agent Orange claim over 2 years ago- it is still open-no response-no action- i was told not to contact the VA office- but i cannot get an update-other than they are working on it’s sad"