8.8M+ Health Care Patients Enrolled
4.4M+ Veterans Accessed Health Care

27M+ Clinical Encounters
17.9M+ In-Person Appointments
7.7M+ Telehealth/Telephone Appointments
1.2M+ Community Care Referrals

79.2% Veteran Trust in VA
Based on 37K+ Survey Responses

89.4% Trust in VA Health Care
Based on 560K+ VA Health Care Survey Responses

494K+ VA Disability and Pension Claims Completed
144,994 PACT Act Related Claims Completed

26,316 Veterans Appeals Decisions
5,342 Hearings Held

1.0M+ Education Benefits and Supplemental Claims Completed

21K+ Insurance Claims Completed

32,829 Veterans and Family Members Interred with Honor

43M+ VA.gov Pageviews
4.4M+ Logged In Users
529K+ Form Submissions
4.2M+ News.VA.gov Pageviews
46.6M+ #VetResources Newsletter Emails Opened
692K+ VA Event Calendar Pageviews

3.4M+ VA.gov/PACT Pageviews

18K+ New Employee Hires

87K+ Home Loans Guaranteed

4K+ Veteran Readiness and Employment (VR&E) Positive Outcomes*

*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.
**SIGNIFICANT EVENTS**

**JANUARY 4, 2023**
VA reaches one million in military exposure screenings. *(VA News)*

**JANUARY 12, 2022**
VA program gives transitioning Veterans a “solid start”. *(DAV.org)*

**JANUARY 18, 2023**
All Veterans in suicidal crisis can now get free mental health care from VA. *(Legion.org)*

**JANUARY 26, 2023**
VA surpasses goal to house homeless Veterans. *(WSJ.com)*

**JANUARY 30, 2023**
VA program helps Veterans, caregivers plan for future health needs. *(VA News)*

**FEBRUARY 16, 2023**
VA chooses 10 projects for $20 million “Mission Daybreak” suicide prevention challenge. *(WashingtonTechnology.com)*

**FEBRUARY 16, 2023**
VA warns against, provides tips to avoid PACT Act fraud targeting Veterans. *(Military.com)*

**MARCH 01, 2023**
Home-based cardiac rehab may lower death risk for Veterans. *(Heart.org)*

**MARCH 06, 2023**
Life insurance coverage increases for Veterans, service members. *(VA News)*

**MARCH 09, 2023**
VA continues aggressive nationwide outreach to assist Veterans impacted by toxic exposures. *(VA News)*

**MARCH 13, 2023**
VA invests in customer experience, sees uptick in Veteran trust. *(Meritalk.com)*

**MARCH 16, 2023**
VA modernizes mission statement based on Lincoln’s line. *(WashingtonPost.com)*

**MARCH 28, 2023**
VA reaches $1 billion in grants awarded to states, territories, tribes for Veteran cemeteries. *(Legion.org)*

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Download the VA Welcome Kit  |  Call us 1-800-MyVA411 (1-800-698-2411)
### Current VA-Wide Trust Score: 79.2% (↑ 1.9%)  
**TOTAL RESPONDENTS: 37,645**

<table>
<thead>
<tr>
<th>Category</th>
<th>Score (%)</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>EASE</td>
<td>74.1%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>78.7%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Emotion</td>
<td>76.4%</td>
<td>2.4%</td>
</tr>
</tbody>
</table>

**Male Veteran Trust 80.2% (↑ 1.8%)**
- <30: **66.3%** (↑ 7.6%)
- 30-39: **56.3%** (↑ 0.3%)
- 40-49: **68.4%** (↑ 1.3%)
- 50-59: **78.4%** (↑ 1.5%)

**Female Veteran Trust 72.5% (↑ 2.4%)**
- <30: **69.3%** (↑ 0.7%)
- 30-39: **61.7%** (↑ 6.0%)
- 40-49: **68.4%** (↑ 2.9%)
- 50-59: **73.2%** (↑ 0.2%)
- 60+: **84.5%** (↑ 2.1%)

### Trust by Race and Ethnicity

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Score (%)</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian or Alaskan Native</td>
<td>70.5%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Asian</td>
<td>81.7%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>80.2%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Middle Eastern or North African</td>
<td>61.9%</td>
<td>4.7%</td>
</tr>
<tr>
<td>Native Hawaiian or Pacific Islander</td>
<td>76.9%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>79.3%</td>
<td>2.5%</td>
</tr>
<tr>
<td>Not Hispanic or Latino</td>
<td>82.7%</td>
<td>2.3%</td>
</tr>
</tbody>
</table>

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.**

<table>
<thead>
<tr>
<th>Key</th>
<th>Positive</th>
<th>Negative</th>
<th>Neutral</th>
</tr>
</thead>
<tbody>
<tr>
<td>●</td>
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</tbody>
</table>

### VSIGNALS SURVEY DATA

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>VSignals Surveys Sent (total)</td>
<td>71,181,596</td>
</tr>
<tr>
<td>VSignals Survey Responses (total)</td>
<td>11,581,828</td>
</tr>
<tr>
<td>Free-Text Responses (total)</td>
<td>3,802,616</td>
</tr>
<tr>
<td>Active VSignals Surveys (current)</td>
<td>167</td>
</tr>
</tbody>
</table>

### VA-WIDE TRUST OVER TIME

**Goal**
- 55%
- 60%
- 65%
- 70%
- 75%
- 80%
- 85%
- 90%

**FY23Q2 Current VA-wide Trust Score**
- 79.2%
### VA Call Center Experience

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust</td>
<td>71.6%</td>
<td>↓ 0.1%</td>
</tr>
<tr>
<td>Employee Helpfulness</td>
<td>85.5%</td>
<td>↓ 0.1%</td>
</tr>
<tr>
<td>Ease/Simplicity</td>
<td>79.5%</td>
<td>↓ 0.1%</td>
</tr>
<tr>
<td>Quality</td>
<td>71.3%</td>
<td>↓ 0.1%</td>
</tr>
<tr>
<td>Efficiency/Speed</td>
<td>70.2%</td>
<td>↓ 0.5%</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>74.2%</td>
<td>↓ 0.1%</td>
</tr>
</tbody>
</table>

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

- "Great medical services! Thank you for taking care of a 100% total and permanently disabled Vietnam Veteran with Agent Orange exposure after 50 years."
  
  (Feedback submitted 03/13/2023 by a 75-year-old-male Veteran)

- "The staff and doctor at the Burn Pit Clinic went above and beyond on my visit. Pre-visit, the staff called and helped with getting signed up for and seen for the burn pit exam. They were also very professional, cordial and patient. The doctor made you feel proud for serving in the military and very comfortable about the visit."
  
  (Feedback submitted 01/31/2023 by a 52-year-old-male Veteran)

- "VA contacted me to set up an appointment after I filled out an online Burn Pit questionnaire. They worked with me on scheduling a best fit with my schedule. The appointment was thorough, yet easy."
  
  (Feedback submitted 01/11/2023 by a 52-year-old-male Veteran)

#### Top Concerns

- "I served as a jet engine technician (8 1/2 years) exposed to loud jet engines, toxic JP4 jet fuel, and my VA doctors refuse to render my lung and hearing problems associated with such exposure. They ignore the PACT Act or are ignorant about its recent rulings."
  
  (Feedback submitted 01/01/2023 by an 82-year-old-male Veteran)

- "I was told I would be given information on how to address exposure to burn pits, but that did not happen. I did receive literature. It was like there was a communication disconnect between the nurse and doctor. The nurse gave me literature and told me the doctor would address it, but that didn’t happen. My visit seemed rushed."
  
  (Feedback submitted 01/20/2023 by a 52-year-old-male Veteran)

- "I have a sinus issue that I believe was result of the burn pits and I thought this examination was to possibly help link my issues to it. Instead, the doctor was very nice and informative that this physical would in no way link issues I have to the burn pits. Why am I here for this physical then? It was a complete waste of my time."
  
  (Feedback submitted 03/05/2023 by a 54-year-old-male Veteran)

#### Top Recommendations

- "I need more clear information and direction to get involved with MHR support counseling and to get new, clear direction with who (if anyone) can assist me with submitting a claim for burn pit damage. I had been placed in charge of Field Sanitation (1-2 hour class) in the desert then reported to my new extra job of burning feces in JP8 fuel taken from outhouses. I’ve since lost bone density and teeth."
  
  (Feedback submitted 01/21/2023 by a 69-year-old-male Veteran)

- "I recommend the toxic exposure screening be explained upfront when making a call to a Veteran who has requested screening. I received 3 calls, and each one was limited to asking me a few questions about whether I thought I was exposed and the caller was not collecting data over the phone. I provided details about my exposure, but this data was not collected during those calls."
  
  (Feedback submitted 03/20/2023 by a 66-year-old-male Veteran)

- "Vietnam Veterans must be included in the Burn Pit Program. We performed the exact same process covered for others. Diabetic testing for glucose levels with continuous glucose monitoring (CGM) needs to be available to all insulin users: better tracking, and better control."
  
  (Feedback submitted 01/19/2023 by a 75-year-old-male Veteran)