



# SERVING AMERICA'S VETERANS

## Department of Veterans Affairs

JANUARY 1, 2023 - MARCH 31, 2023

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2023 Q2



**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



**14.9M+** Calls Answered by VA Contact Centers  
**195K+** Calls to Veterans Crisis Line (Dial 988, then Press 1)  
**46K+** Calls to National Call Center for Homeless Veterans  
(1-877-4AIDVET)



**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](https://www.va.gov/news) Pageviews  
**46.6M+** [#VetResources](https://www.va.gov/vetresources) Newsletter Emails Opened  
**692K+** VA [Event Calendar](https://www.va.gov/eventcalendar) Pageviews



**3.4M+** VA.gov/PACT Pageviews



**18K+** New Employee Hires



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



**26,316** Veterans Appeals Decisions  
**5,342** Hearings Held



**1M+** Education Benefits and Supplemental Claims Completed



**21K+** Insurance Claims Completed



**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 18, 2023**

All Veterans in suicidal crisis can now get free mental health care from VA. (Legion.org)



**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)



**MARCH 06, 2023**

Life insurance coverage increases for Veterans, service members. (VA News)



**MARCH 13, 2023**

VA invests in customer experience, sees uptick in Veteran trust. (Meritalk.com)



**MARCH 28, 2023**

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

**JANUARY 12, 2022**

VA program gives transitioning Veterans a "solid start". (DAV.org)



**JANUARY 26, 2023**

VA surpasses goal to house homeless Veterans. (WSJ.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 09, 2023**

VA continues aggressive nationwide outreach to assist Veterans impacted by toxic exposures. (VA News)



**MARCH 16, 2023**

VA modernizes mission statement based on Lincoln's line. (WashingtonPost.com)



**Download the  
VA Welcome Kit**

**Call us**  
1-800-MyVA411 (1-800-698-2411)

# VA TRUST REPORT

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2023 Q2

JANUARY 1, 2023 - MARCH 31, 2023



**Current VA-Wide Trust Score: 79.2%** (↑ 1.9%)

TOTAL RESPONDENTS: 37,645



## EASE

**74.1%** (↑ 2.3%)



## EFFECTIVENESS

**78.7%** (↑ 2.1%)



## EMOTION

**76.4%** (↑ 2.4%)



## Male Veteran Trust 80.2% (↑ 1.8%)

<30 **66.3%** (↑ 7.6%) 50-59 **78.4%** (↑ 1.5%)  
30-39 **56.3%** (↑ 0.3%) 60+ **87.8%** (↑ 1.7%)  
40-49 **68.4%** (↑ 1.3%)



## Female Veteran Trust 72.5% (↑ 2.4%)

<30 **69.3%** (↑ 0.7%) 50-59 **73.2%** (↓ 0.2%)  
30-39 **61.7%** (↑ 6.0%) 60+ **84.5%** (↑ 2.1%)  
40-49 **68.4%** (↑ 2.9%)



## Trust by Race and Ethnicity

American Indian or Alaskan Native	<b>70.5%</b> (↓ 0.8%)	Middle Eastern or North African	<b>61.9%</b> (↑ 4.7%)	Hispanic or Latino	<b>79.3%</b> (↑ 2.5%)
Asian	<b>81.7%</b> (↑ 0.5%)	Native Hawaiian or Pacific Islander	<b>76.9%</b> (↑ 1.0%)	Not Hispanic or Latino	<b>82.7%</b> (↑ 2.3%)
Black or African American	<b>80.2%</b> (↑ 3.5%)	White	<b>83.2%</b> (↑ 2.5%)		

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

2018 - FY2023 Q2



**71,181,596**  
VSignals Surveys  
Sent (total)



**11,581,828**  
VSignals Survey  
Responses (total)

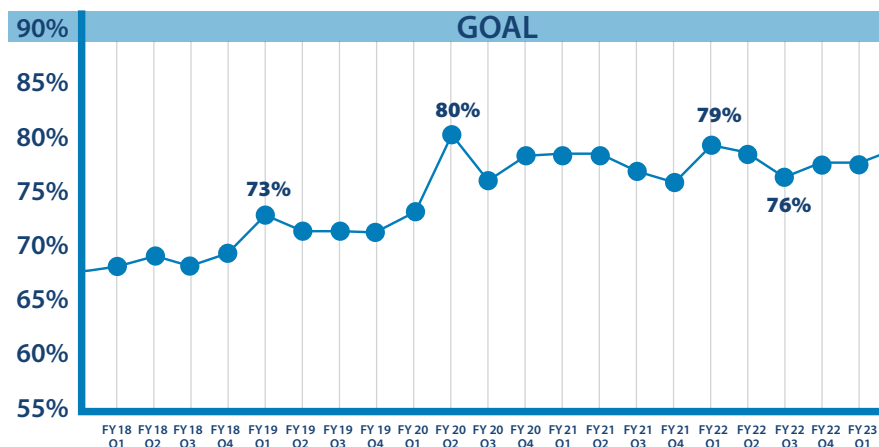


**3,802,616**  
Free-Text  
Responses (total)



**167**  
Active VSignals  
Surveys (current)

## VA-WIDE TRUST OVER TIME



**79.2%**  
FY23Q2  
**Current  
VA-wide  
Trust  
Score**

## VA CALL CENTER EXPERIENCE



### Trust

71.6% (↓ 0.1%)

"I trust VA to fulfill our country's commitment to Veterans."



### Employee Helpfulness

85.5% (↓ 0.1%)

"The [Agent] I interacted with was helpful."



### Ease/Simplicity

79.5% (↓ 0.1%)

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



### Quality

71.3% (↓ 0.1%)

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



### Efficiency/Speed

70.2% (↓ 0.5%)

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



### Satisfaction

74.2% (↓ 0.1%)

"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

Care for Military Exposure · Clear Veteran Registry Process · Respect/Courtesy of Health Care Providers

"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 55-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

Rude/Unhelpful Providers · Unclear Process/Lack of Follow-up · Providers Lack Knowledge of Military Exposure

"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

Access to Toxic Exposure Information · Toxic Exposure Screenings Data · Vietnam Veteran Inclusion

"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)