



SERVING AMERICA'S VETERANS

Department of Veterans Affairs

APRIL 1, 2023 - JUNE 30, 2023

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2023 Q3



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



26M+ Clinical Encounters
18.0M+ In-Person Appointments
7.4M+ Telehealth/Telephone Appointments
2.0M+ Community Care Referrals



78.9% Veteran Trust in VA
Based on **37K+** Survey Responses

89.7% Trust in VA Health Care
Based on **534K+** VA Health Care Survey Responses



13.9M+ Calls Answered by VA Contact Centers
199K+ Calls to Veterans Crisis Line (Dial 988, then Press 1)
46K+ Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)



37,550 Veterans and Family Members Interred with Honor



46M+ VA.gov Pageviews
4.4M+ Logged In Users
541K+ Form Submissions
5.6M+ [News.VA.gov](https://www.va.gov/news) Pageviews
49.3M+ [#VetResources](https://www.va.gov/vetres) Newsletter Emails Opened
790K+ VA [Event Calendar](https://www.va.gov/eventcalendar) Pageviews



5.6M+ VA.gov/PACT Pageviews



18K+ New Employee Hires



539K+ VA Disability and Pension Claims Completed
177,489 PACT Act Related Claims Completed



25,012 Veterans Appeals Decisions
5,394 Hearings Held



471K+ Education Benefits and Supplemental Claims Completed



15K+ Insurance Claims Completed



101K+ 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



APRIL 18, 2023

Paving paths to reentry for homeless Veterans: VA addresses cycle of incarceration, homelessness. (VA News)



APRIL 24, 2023

VA researchers use NASA data to track Veteran exposure to air pollution. (NASA.gov)



MAY 9, 2023

VA's "Today I Am" campaign aims to help Veterans take care of mental health. (KXAN.com)



MAY 30, 2023

PACT Act empowers new research to support Veterans exposed to toxic substances, improve Veteran health. (VA News)



JUNE 08, 2023

1-800-MyVA411 (1-800-698-2411) merges all VA contact centers into one easy-to-remember phone number. (Stripes.com)



JUNE 14, 2023

Latest Medicare survey: VA hospitals outperforming private hospitals. (NPR.org)



JUNE 30, 2023

Automation to help VA make better, faster, more informed decisions. (GovExec.com)

APRIL 22, 2023

Veterans Crisis Line fields record number of cries for help. (NBC.com)



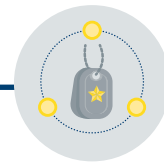
APRIL 24, 2023

VA, Rockefeller Foundation join forces to increase healthy food access, improve health outcomes for Veterans. (RockefellerFoundation.org)



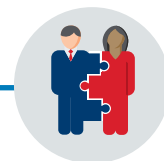
MAY 16, 2023

More than 250,000 Veteran Pact Act claims completed since law enacted. (Stripes.com)



JUNE 05, 2023

VA's CX approach strives to help better understand Veteran issues, yield improved results. (Meritalk.com)



JUNE 09, 2023

More survivors of Veterans eligible for VA benefits than ever before. (VA News)



JUNE 28, 2023

Veterans set to see cost-of-living increase to their benefits. (VA News)



**Download the
VA Welcome Kit**

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

VA TRUST REPORT

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2023 Q3

APRIL 1, 2023 - JUNE 30, 2023



Current VA-Wide Trust Score: 78.9% (↓ 0.4%)

TOTAL RESPONDENTS: 37,724



EASE

73.7% (↓ 0.5%)



EFFECTIVENESS

78.2% (↓ 0.4%)



EMOTION

76.2% (↓ 0.2%)



Male Veteran Trust 80.0%

 (↓ 0.2%)

<30 **59.1%** (↓ 7.2%) 50-59 **77.6%** (↓ 0.8%)
30-39 **60.5%** (↑ 4.2%) 60+ **87.6%** (↓ 0.2%)
40-49 **68.0%** (↓ 0.5%)



Female Veteran Trust 71.2%

 (↓ 1.3%)

<30 **67.4%** (↓ 1.9%) 50-59 **76.2%** (↑ 3.1%)
30-39 **62.7%** (↑ 1.0%) 60+ **80.9%** (↓ 3.6%)
40-49 **64.0%** (↓ 4.4%)



Trust by Race and Ethnicity

American Indian or Alaskan Native	72.7% (↑ 2.2%)	Middle Eastern or North African	64.2% (↑ 2.4%)	Hispanic or Latino	78.6% (↓ 0.6%)
Asian	84.4% (↑ 2.7%)	Native Hawaiian or Pacific Islander	76.2% (↓ 0.6%)	Not Hispanic or Latino	82.2% (↓ 0.5%)
Black or African American	79.6% (↓ 0.6%)	White	82.4% (↓ 0.8%)		

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.

V SIGNALS SURVEY DATA

2018 - FY2023 Q3



75,768,480
VSignals Surveys
Sent (total)



12,252,070
VSignals Survey
Responses (total)

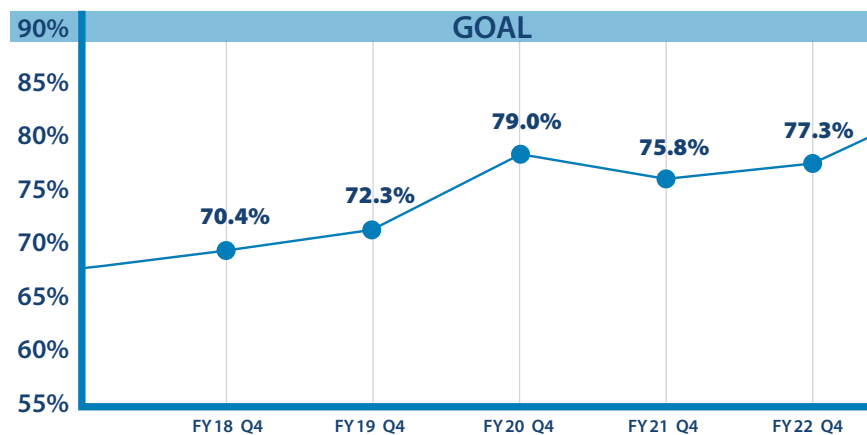


3,994,566
Free-Text
Responses (total)



174
Active VSignals
Surveys (current)

VA-WIDE TRUST OVER TIME



78.9%
FY23Q3
Current
VA-wide
Trust
Score

VA CALL CENTER EXPERIENCE



Trust

72.7% (↑ 1.1%)

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



Employee Helpfulness

86.5% (↑ 1.0%)

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



Ease/Simplicity

81.1% (↑ 1.6%)

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



Quality

73.0% (↑ 1.7%)

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



Efficiency/Speed

76.8% (↑ 6.5%)

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



Satisfaction

76.5% (↑ 2.3%)

"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

Timely Care · Excellent Staff · Staff Provided Thorough Information and Resources

"I signed up for the burn pit registry and it seemed like only minutes passed and a representative was contacting me to schedule an appointment. Thank you for the fast response."

(Feedback submitted 06/12/2023 by a 52-year-old-male Veteran)

"My doctor and her team were awesome in helping me update my paperwork and getting set up with an amendment to change some items on my records. As well as letting me know that due to my exposure to burn pits in Iraq I needed to work with VSO if there is concerns."

(Feedback submitted 06/27/2023 by a 39-year-old-female Veteran)

"It was an early morning appointment, but the doctor and I had some good laughs and put me in a good mood. She explained the questions well and I answered the best I could. I hope with the information I provided, small or large, it could possibly help out other Veterans down the road and perhaps make a correlation with burn pits and illness."

(Feedback submitted 06/30/2023 by a 37-year-old-female Veteran)



Top Concerns

Phone System Issues · Appointments Seem Redundant · Doctors Not Knowledgeable on Toxic Exposure

"I am new to the VA medical program and am an Army Veteran who was exposed to burn pits. I was given pamphlets during my 1st visit but the Pact Act number was automated and stated that they were not taking calls then was sent to a voicemail that was full."

(Feedback submitted 05/16/2023 by a 51-year-old-male Veteran)

"This visit was unnecessary to attend because the registration for the Burn Pit was already done and all the information received was redundant."

(Feedback submitted 06/09/2023 by a 56-year-old-male Veteran)

"I am a Camp Lejeune Marine and I suffer with peripheral neuropathy in upper and lower extremities. I'm not diabetic nor do I have a family history of this. I question the doctors about possible toxic neuropathy from my exposures at Camp Lejeune. They have no experience with toxic exposure and I feel like I'm blown off by them."

(Feedback submitted 05/07/2023 by a 62-year-old-male Veteran)



Top Recommendations

Allow for Telehealth Burn Pit Registry Services · Provide more Readily Available Information

"For the burn pit registry there was really nothing done in person that could not have been done over video or telephone. Also, needs to be offered to conduct the study at multiple locations so that the Veteran has the choice of whichever is closer to them on that day, because they may be working out of town."

(Feedback submitted 06/02/2023 by a 38-year-old-male Veteran)

"I mentioned during my recent VA appointment that I was registered in the burn pit registry and was looking for more information on the next steps in the process after the screening. My PCM said she would submit a consult request but no other information was provided."

(Feedback submitted 04/20/2023 by a 54-year-old-male Veteran)

"The recommendation I'd like to make, is that the handout that was given when arriving for the appointment, should be provided to the Veteran before they go to the appointment. I would have been better prepared, with a list of my illnesses and symptoms I've been having since my exposure to toxins."

(Feedback submitted 06/13/2023 by a 65-year-old-female Veteran)