SERVING AMERICA'S VETERANS

Department of Veterans Affairs OCTOBER 1, 2022 - SEPTEMBER 30, 2023

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2023

9.0M+ Health Care Patients Enrolled
- **6.3M+** Veterans Accessed Health Care

107M+ Clinical Encounters
- **71.8M+** In-Person Appointments
- **29.9M+** Telehealth/Telephone Appointments
- **6.2M+** Community Care Referrals

79.3% Veteran Trust in VA
Based on **36K+** Survey Responses*

89.9% Trust in VA Health Care
Based on **563K+** VA Health Care Survey Responses*

* FY2023 Q4 Trust Data

62.7M+ Calls Answered by VA Contact Centers
- **659K+** Calls to Veterans Crisis Line (Dial 988, then Press 1)
- **189K+** Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)

137K+ Veterans and Family Members Interred with Honor

170M+ VA.gov Pageviews
- **24.1M+** Logged In Users
- **2.3M+** Form Submissions
- **21.7M+** News.VA.gov Pageviews
- **201.2M+** #VetResources Newsletter Emails Opened
- **2.4M+** VA Event Calendar Pageviews

24.1M+ VA.gov/PACT Pageviews

76K+ New Employee Hires

1.9M+ VA Disability and Pension Claims Completed
- **588,264** PACT Act Related Claims Completed

103,245 Veterans Appeals Decisions
- **19,434** Hearings Held

2.9M+ Education Benefits and Supplemental Claims Completed

79K+ Insurance Claims Completed

400K+ Home Loans Guaranteed

17K+ 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

OCTOBER 13, 2022

VA expands survivor benefits to include more same-sex couples. (Military Times.com)

JANUARY 18, 2023

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

JUNE 8, 2023

1-800-MyVA411 (698-2411) and VA Hotline merge to increase access as VA's single telephone front door. (Stripes.com)

JUNE 27, 2023

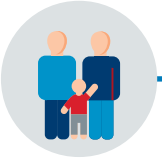
VA hosts "Summer VetFest" events to inform Veterans, their families about toxic exposure benefits. (VA News)

AUGUST 28, 2023

VA on pace to house at least 38,000 more homeless Veterans by end of 2023. (VA News)

SEPTEMBER 22, 2023

More burial, funeral costs can now be covered by Veterans benefits. (Military.com)



SEPTEMBER 29, 2023

VA expands maternity care coordination for Veterans. (VA News)

DECEMBER 20, 2022

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

MARCH 16, 2023

New VA Mission Statement recognizes sacred commitment to all Veterans, their families, caregivers and survivors. (VA News)

JUNE 14, 2023

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

AUGUST 6, 2023

Veterans see historic expansion of benefits for toxic exposure as new law nears anniversary. (AP News)

SEPTEMBER 20, 2023

DoD to upgrade discharges from "Don't Ask, Don't Tell" policy, helping more Veterans get the benefits they've earned. (Defense.gov)

SEPTEMBER 25, 2023

VA officials sound alarm on uptick Veterans benefits scams. (MilitaryTimes.com)

Download the VA Welcome Kit | **Call us** 1-800-MyVA411 (1-800-698-2411)

VA TRUST REPORT

U.S. DEPARTMENT OF VETERANS AFFAIRS | **JULY 1, 2023 - SEPTEMBER 30, 2023**

Current VA-Wide Trust Score: 79.3% (↑ 0.5%)

TOTAL RESPONDENTS: 36,154

EASE
74.0% (↑ 0.3%)

EFFECTIVENESS
78.8% (↑ 0.5%)

EMOTION
76.7% (↑ 0.5%)

Male Veteran Trust 80.1% (↓ 0.1%)

<30	60.1% (↑ 1%)	50-59	78.4% (↑ 0.9%)
30-39	57.1% (↓ 3.3%)	60+	88.0% (↑ 0.3%)
40-49	68.7% (↑ 0.7%)		

Female Veteran Trust 73.7% (↑2.4%)

<30	74.4% (↑ 7.0%)	50-59	76.1% (↓ 0.2%)
30-39	62.6% (↓ 0.1%)	60+	83.3% (↑ 2.4%)
40-49	67.9% (↑ 4.0%)		

Trust by Race and Ethnicity

American Indian or Alaskan Native	74.5% (↑ 1.8%)	Middle Eastern or North African	67.5% (↑ 3.2%)	Hispanic or Latino	80.6% (↑ 2.0%)
Asian	78.7% (↓ 5.7%)	Native Hawaiian or Pacific Islander	80.9% (↑ 4.6%)	Not Hispanic or Latino	82.5% (↑ 0.3%)
Black or African American	79.7% (↑ 0.1%)	White	83.2% (↑ 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.

VSIGNALS SURVEY DATA

2018 - FY2023 Q4

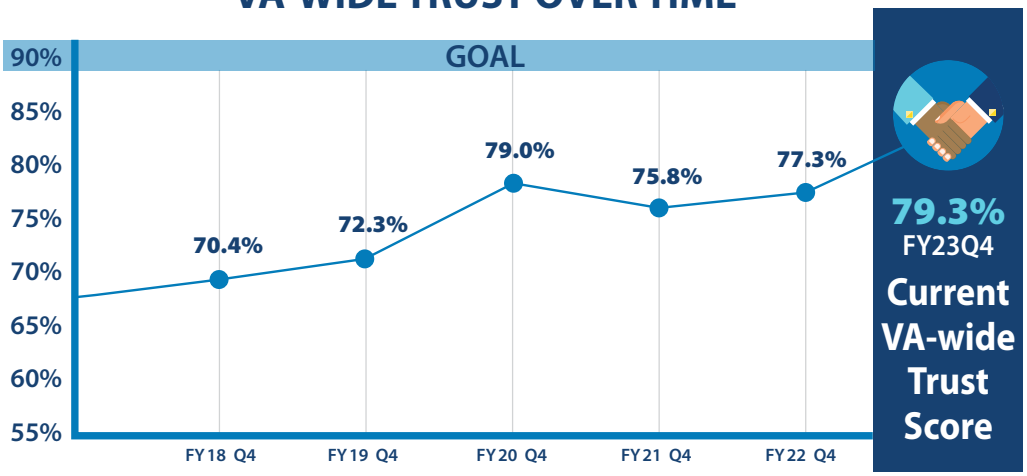
81,003,183 **VSignals Surveys Sent** (total)

13,009,736 **VSignals Survey Responses** (total)

4,222,253 **Free-Text Responses** (total)

176 **Active VSignals Surveys** (current)

VA-WIDE TRUST OVER TIME



VA CALL CENTER EXPERIENCE

Trust **72.7%** (–)
"I trust VA to fulfill our country's commitment to Veterans."

Ease/Simplicity **80.1%** (⬇ 1.0%)
"I waited a reasonable amount of time to speak to a [Agent]."

Efficiency/Speed **75.9%** (⬇ 0.9%)
"The [Agent] took a reasonable amount of time to address my need."

Employee Helpfulness **86.0%** (⬇ 0.4%)
"The [Agent] I interacted with was helpful."

Quality **71.7%** (⬇ 1.3%)
"The issue that I contacted [Contact Center] about on [Call Date] was resolved."

Satisfaction **75.3%** (⬇ 1.2%)
"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.

The more than 13 million digital surveys returned by Veterans since 2015 are enabling enhancements to the way VA provides care, benefits, and services. Improving access to VA's resources starts with listening to the voice of the Veteran community, then using feedback to design VA customer experiences that are easy, effective, and delivered with empathy. VA will continue to share these results on VA.gov/Trust.

SHARE YOUR FEEDBACK

VA relies on your feedback to make improvements. If you are an existing VA customer, please take the survey emailed to you after an appointment. Please also check VA.gov/Trust for any additional surveys and opportunities to share your feedback.

If you have questions about VA's Trust Report, please contact us at Vets-Experience@VA.gov.

Thank you for your service. We're here for you if you need us.

Call us with any questions at:
1-800-MyVA411 (800-698-2411) 24 hours-a-day, 365 days-a-year.

Download VA's Welcome Kit and explore what VA can do for you at: VA.gov/welcome-kit/

VISIT US ONLINE AT: VA.gov

VA | U.S. Department of Veterans Affairs