



# 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\*

\* FY2023 Q4 Trust Data

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



**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  
**16.4M+** Logged In Users  
**2.3M+** Form Submissions  
**21.7M+** [News.VA.gov](https://www.va.gov/news) 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



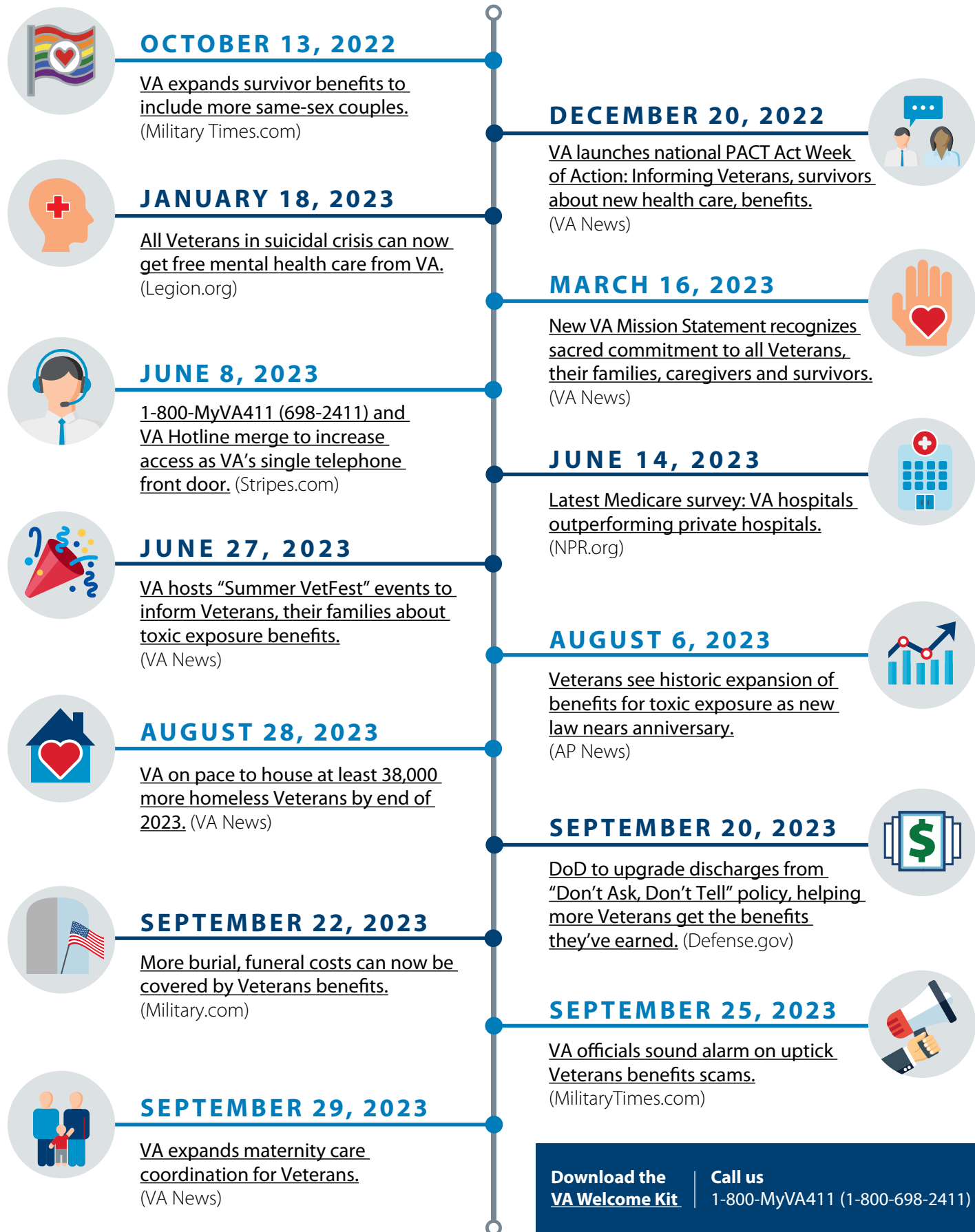
**400K+** Home Loans Guaranteed



**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



# 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	<b>74.5%</b> (↑ 1.8%)	Middle Eastern or North African	<b>67.5%</b> (↑ 3.2%)	Hispanic or Latino	<b>80.6%</b> (↑ 2.0%)
Asian	<b>78.7%</b> (↓ 5.7%)	Native Hawaiian or Pacific Islander	<b>80.9%</b> (↑ 4.6%)	Not Hispanic or Latino	<b>82.5%</b> (↑ 0.3%)
Black or African American	<b>79.7%</b> (↑ 0.1%)	White	<b>83.2%</b> (↑ 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 Q4



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



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

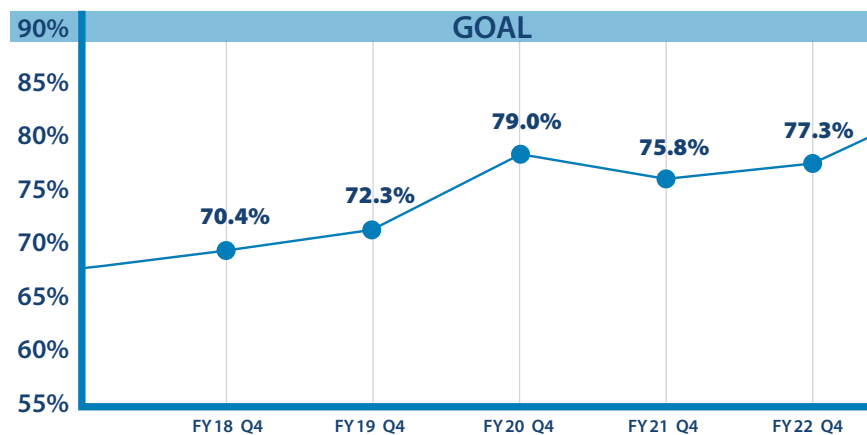


**4,222,253**  
Free-Text  
Responses (total)



**176**  
Active VSignals  
Surveys (current)

## VA-WIDE TRUST OVER TIME



**79.3%**  
FY23Q4  
Current  
VA-wide  
Trust  
Score

## 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](https://www.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](https://www.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](mailto: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/](https://www.va.gov/welcome-kit/)

VISIT US ONLINE AT: [VA.gov](https://www.va.gov)

VA



U.S. Department  
of Veterans Affairs