



# SERVING AMERICA'S VETERANS

Department of Veterans Affairs

JANUARY 1 - MARCH 31, 2024

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2024 Q2



**9M+** Health Care Patients Currently Enrolled  
**5.6M+** Veterans Accessed Health Care



**30.6M+** Clinical Encounters  
**20.4M+** In-Person Appointments  
**5M+** Telehealth/Telephone Appointments  
**1.3M+** Community Care Referrals



**80.4%\*** Veteran Trust in VA  
Based on **38.2K+** Survey Responses  
\*All time highest trust score

**91.8%** Trust in VA Health Care  
Based on **505.9K+** Outpatient Survey Responses



**16.1M+** Calls Answered by VA Contact Centers  
**216.7K+** Calls to Veterans Crisis Line (Dial 988, then Press 1)  
**46.2K+** Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)



**31.8K+** Veterans and Family Members Interred with Honor



**50.4M+** Visitors to VA.gov  
**4.9M+** Logged In Users  
**587.1K+** Form Submissions  
**5.3M+** [News.VA.gov](#) Pageviews  
**52.3M+** [#VetResources](#) Newsletter Emails Opened  
**494.3K+** VA [Event Calendar](#) Pageviews



**1.1M+** VA.gov/PACT Pageviews



**14.5K+** New Employee Hires



**647.6K+** VA Disability and Pension Claims Completed  
**292,640** PACT Act Related Claims Completed



**28.5K+** Veterans Appeals Decisions  
**5,617** Hearings Held



**1.1M+** Education Benefits and Supplemental Claims Completed



**22.8K+** Insurance Claims Completed

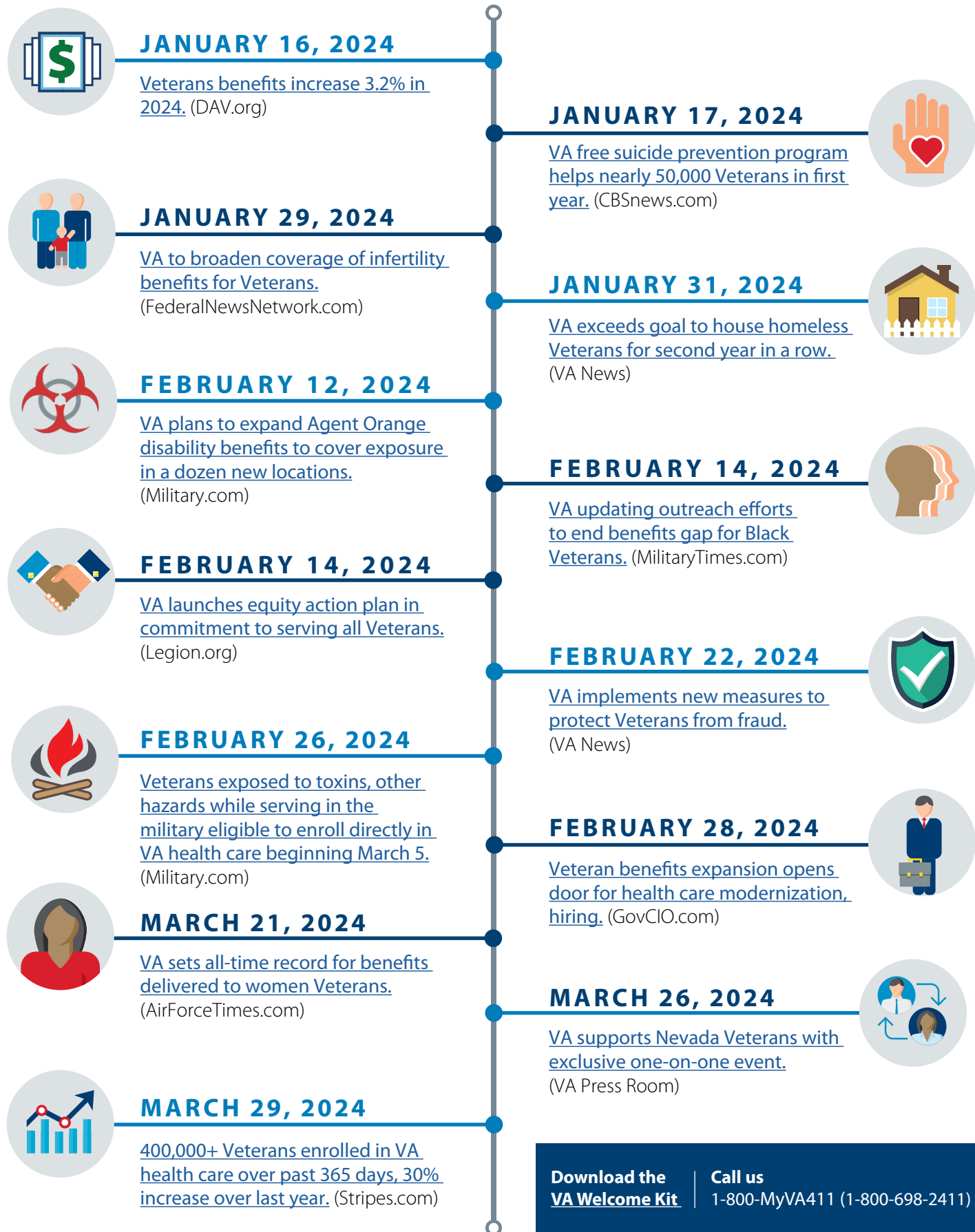


**93.2K+** Home Loans Guaranteed



**4.2K+** Veteran Readiness and Employment (VR&E) Positive Outcomes

## SIGNIFICANT EVENTS



# VA TRUST REPORT

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2024 Q2

JANUARY 1 - MARCH 31, 2024



**Current VA-Wide Trust Score\*: 80.4%** (↑ 1.3%) **TOTAL RESPONDENTS: 38,293**



**EASE\***  
**75.9%** (↑ 1.6%)



**EFFECTIVENESS\***  
**80.5%** (↑ 1.2%)



**EMOTION\***  
**78.4%** (↑ 1.4%)

\*All time highest trust score



**Male Veteran Trust 81.6%** (↑ 1.4%)

<30 **67.0%** (↑ 3.1%) 50-59 **79.9%** (↑ 1.6%)  
30-39 **62.8%** (↑ 3.9%) 60+ **88.1%** (↑ 0.6%)  
40-49 **72.1%** (↑ 3.1%)



**Female Veteran Trust 73.2%** (↑ 0.7%)

<30 **69.5%** (↑ 5.8%) 50-59 **76.9%** (↑ 1.6%)  
30-39 **60.1%** (↓ 4.1%) 60+ **84.9%** (↑ 0.4%)  
40-49 **68.5%** (↑ 0.9%)



## Trust by Race and Ethnicity

|                                   |                       |                                     |                       |                        |                       |
|-----------------------------------|-----------------------|-------------------------------------|-----------------------|------------------------|-----------------------|
| American Indian or Alaskan Native | <b>74.3%</b> (↑ 2.1%) | Middle Eastern or North African     | <b>64.9%</b> (↑ 3.8%) | Hispanic or Latino     | <b>81.1%</b> (↑ 0.8%) |
| Asian                             | <b>80.7%</b> (↓ 2.8%) | Native Hawaiian or Pacific Islander | <b>80.1%</b> (↓ 0.6%) | Not Hispanic or Latino | <b>83.6%</b> (↑ 1.5%) |
| Black or African American         | <b>80.4%</b> (↑ 0.8%) | White                               | <b>83.9%</b> (↑ 1.4%) |                        |                       |

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

2016 - FY2024 Q2



**92,121,917**  
**VSignals Surveys Sent (Total)**



**14,444,661**  
**VSignals Survey Responses (Total)**

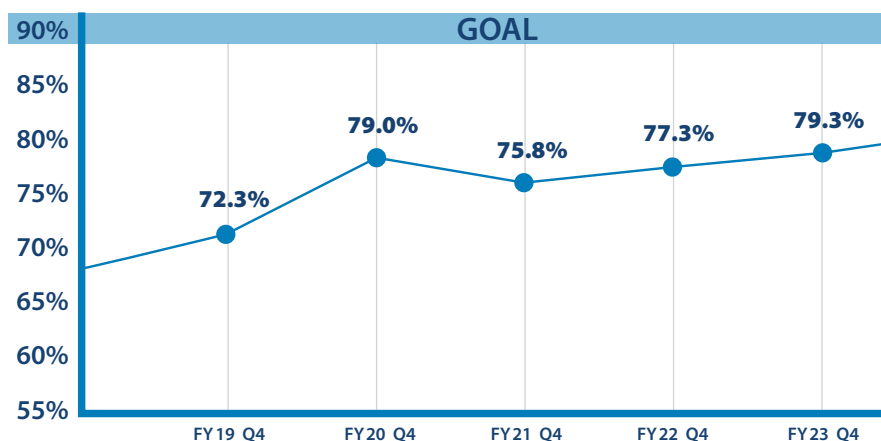


**4,717,542**  
**Free-Text Responses (Total)**



**188**  
**Active VSignals Surveys (Current)**

## VA-WIDE TRUST OVER TIME



**80.4%**  
FY24Q2  
**Current VA-wide Trust Score**

## VA CALL CENTER EXPERIENCE



**Trust** **73.8%** (↑ 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** **81.2%** (↑ 1.1%)  
 "I waited a reasonable amount of time to speak to a [Agent]."



**Quality** **72.1%** (↑ 1.5%)  
 "The issue that I contacted [Contact Center] about on [Call Date] was resolved."



**Efficiency/Speed** **81.8%** (↑ 1.7%)  
 "The [Agent] took a reasonable amount of time to address my need."



**Satisfaction** **76.9%** (↑ 1.6%)  
 "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.

Arrow and change is compared to last quarter's trust report. **KEY:** ↑ positive, ↓ negative, or — neutral.

## EXPLANATION OF TERMS

| METRIC  | DEFINITION   |
|---|--|
| Health Care Patients Enrolled                       | Number of Veterans who applied for VA medical services, were accepted for such care, and received confirmation of enrollment in the VA health care system.   |
| Veterans Accessed Health Care                       | Unique number of Veterans who received VA care.  |
| Clinical Encounters                                 | Contact between a patient and health care practitioner who is responsible for diagnosing, evaluating, or treating the patient's condition. Encounters may be outpatient or inpatient and can be face-to-face or via virtual or telemedicine technology. Encounters include appointments as well as walk-ins and telephone follow-ups, which aren't necessarily scheduled appointments. |
| In-Person Appointments                              | Of the reported number of clinical encounters, the number that were conducted in person.   |
| Telehealth/Telephone Appointments                   | Of the reported number of clinical encounters, the number that were conducted via telehealth and telephone.  |
| Community Care Referrals                            | Number of unique patients who received a community care referral.  |
| Veteran Trust in VA                                 | Percentage of respondents to the VA quarterly trust survey agreeing or strongly agreeing to the question, "I trust VA to fulfill our country's commitment to Veterans."  |
| Trust in VA Health Care                             | Percentage of respondents to VHA outpatient surveys agreeing or strongly agreeing to the question, "I trust <VA Facility> for my health care needs."   |
| Calls Answered by VA Contact Centers                | Number of calls answered by representatives of VA's 21 customer-facing contact centers.  |
| Calls to Veterans Crisis Line                       | Number of calls received by Veterans Crisis Line representatives. The Veterans Crisis Line operates 24 hours a day, 7 days a week.   |
| Calls to National Call Center for Homeless Veterans | Number of calls received by the call center's social service representatives. The National Call Center for Homeless Veterans operates 24 hours a day, 7 days a week.   |
| Veterans and Family Members Interred With Honor     | Number of Veteran and eligible family member interments in a VA national cemetery.   |
| Visitors to VA.gov                                  | Number of users who have initiated at least one session on the VA.gov website.   |
| VA.gov/PACT Pageviews                               | Total number of pageviews for the VA.gov/PACT webpage. This statistic includes repeat views.   |
| Logged In Users                                     | Number of authenticated users on VA.gov.   |
| Form Submissions                                    | Number of successful forms submitted by users on VA.gov.   |
| News.VA.gov Pageviews                               | Number of pageviews for the News.VA.gov website. This statistic includes repeat views.   |
| VetResources Newsletter Emails Opened               | Number of recipients who opened the #VetResources newsletter.  |
| VA Event Calendar Pageviews                         | Number of pageviews for the VA.gov/outreach-and-events/events/website. This statistic includes repeat views.   |
| Employee Hires                                      | Number of new hires and rehires to VA.   |
| VA Disability and Pension Claims Completed          | Number of VA disability and pension rating claims completed.   |
| PACT Act Related Claims Completed                   | Number of PACT Act related rating claims completed.  |
| Veterans Appeals Decisions                          | Number of appeals decisions issued by the Board of Veterans' Appeals.  |

## EXPLANATION OF TERMS CONTINUED

| METRIC   | DEFINITION  |
|--|---|
| Hearings Held  | Number of hearings held by a Board of Veterans' Appeals Veterans Law Judge or Acting Veterans Law Judge.  |
| Educational Benefits and Supplemental Claims Completed | Number of original and supplemental education claims completed.   |
| Insurance Claims Completed                             | Number of insurance claims processed.   |
| VA Home Loans Guaranteed                               | Number of home loans guaranteed by VA.  |
| VR&E Positive Outcomes                                 | Number of VR&E cases completed with a positive outcome for the Veteran. 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. |
| Ease   | Percentage of respondents to the VA quarterly trust survey agreeing or strongly agreeing to the question, "It was easy to get the care or service I needed."  |
| Effectiveness  | Percentage of respondents to the VA quarterly trust survey agreeing or strongly agreeing to the question, "I got the care or service I needed."   |
| Emotion  | Percentage of respondents to the VA quarterly trust survey agreeing or strongly agreeing to the question, "I feel like a valued customer."  |
| Male Veteran Trust                                     | Percentage of respondents agreeing or strongly agreeing that they trust VA who identify as male.  |
| Female Veteran Trust                                   | Percentage of respondents agreeing or strongly agreeing that they trust VA who identify as female.  |
| Trust by Race and Ethnicity                            | Percentage of respondents agreeing or strongly agreeing that they trust VA who identify as American Indian or Alaskan Native; Asian; Black or African American; Middle Eastern or North African; Native Hawaiian or Pacific Islander; White; Hispanic or Latino; Not Hispanic or Latino.  |
| VSignals Surveys Sent (Total)                          | Total number of VSignals surveys sent since FY2016 Q2 to VA health care or benefits recipients about their experience.  |
| VSignals Survey Responses (Total)                      | Total number of completed VSignals surveys received since FY2016 Q2 by VA health care or benefits recipients about their experience.  |
| Free-Text Responses (Total)                            | Total number of VSignals survey free-text responses (comments) received since FY2016 Q2 by VA health care or benefits recipients.   |
| Active VSignals Surveys (Current)                      | Number of VSignals surveys currently in use.  |
| VA Call Center Trust                                   | Percentage of respondents agreeing or strongly agreeing to the question, "I trust VA to fulfill our country's commitment to Veterans." Responses are obtained from multiple surveys—Enterprise Contact Center Council (ECCC) Member Services, ECCC Community Care, and VBA Contact Center.  |
| VA Call Center Ease/Simplicity                         | Percentage of respondents agreeing or strongly agreeing to the question, "The information provided by the phone representative was explained in terms I could understand." Responses are obtained from multiple surveys—ECCC Member Services, ECCC Community Care, and VBA Contact Center.  |
| VA Call Center Efficiency/Speed                        | Percentage of respondents agreeing or strongly agreeing to the question, "The length of time it took to get connected to a phone representative was reasonable." Responses are obtained from multiple surveys—ECCC Member Services, ECCC Community Care, and VBA Contact Center.  |
| VA Call Center Employee Helpfulness                    | Percentage of respondents agreeing or strongly agreeing to the question, "The phone representative treated me with courtesy and respect." Responses are obtained from multiple surveys—ECCC Member Services, ECCC Community Care, and VBA Contact Center.   |
| VA Call Center Quality                                 | Percentage of respondents agreeing or strongly agreeing to the question, "The phone representative answered my question on the issue I recently called about." Responses are obtained from multiple surveys—ECCC Member Services, ECCC Community Care, and VBA Contact Center.  |
| VA Call Center Satisfaction                            | Percentage of respondents agreeing or strongly agreeing to the question, "I am satisfied with the service I received from the VA call center." Responses are obtained from multiple surveys—ECCC Member Services, ECCC Community Care, and VBA Contact Center.  |



The more than 14 million digital surveys returned by Veterans since 2016 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).

**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)

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**U.S. Department  
of Veterans Affairs**