



SERVING AMERICA'S VETERANS

Department of Veterans Affairs

APRIL 1 - JUNE 30, 2024

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2024 Q3



9M+ Health Care Patients Currently Enrolled
6M+ Veterans Accessed Health Care



29M+ Clinical Encounters
19.3M+ In-Person Appointments
5.1M+ Telehealth/Telephone Appointments
2.3M+ Community Care Referrals



80.2% Veteran Trust in VA
 Based on **34.8K+** Survey Responses

92.0% Trust in VA Health Care
 Based on **442K** Outpatient Survey Responses



16.1M+ Calls Answered by VA Contact Centers
223.8K+ Calls to Veterans Crisis Line (Dial 988, then Press 1)
48.1K+ Calls to National Call Center for Homeless Veterans
 (1-877-4AIDVET)



36.3K Veterans and Family Members Interred with Honor



49.7M+ Visitors to VA.gov
2M+ Logged In Users
483.7K+ Form Submissions
5M+ [News.VA.gov](#) Pageviews
53.4M+ [#VetResources](#) Newsletter Emails Opened
518.5K+ VA [Event Calendar](#) Pageviews



1.1M+ VA.gov/PACT Pageviews



9.3K+ New Employee Hires



639.6K+ VA Disability and Pension Claims Completed
270,638 PACT Act Related Claims Completed



30.7K+ Veterans Appeals Decisions
5,248 Hearings Held



1M+ Education Benefits and Supplemental Claims Completed



24.1K+ Insurance Claims Completed

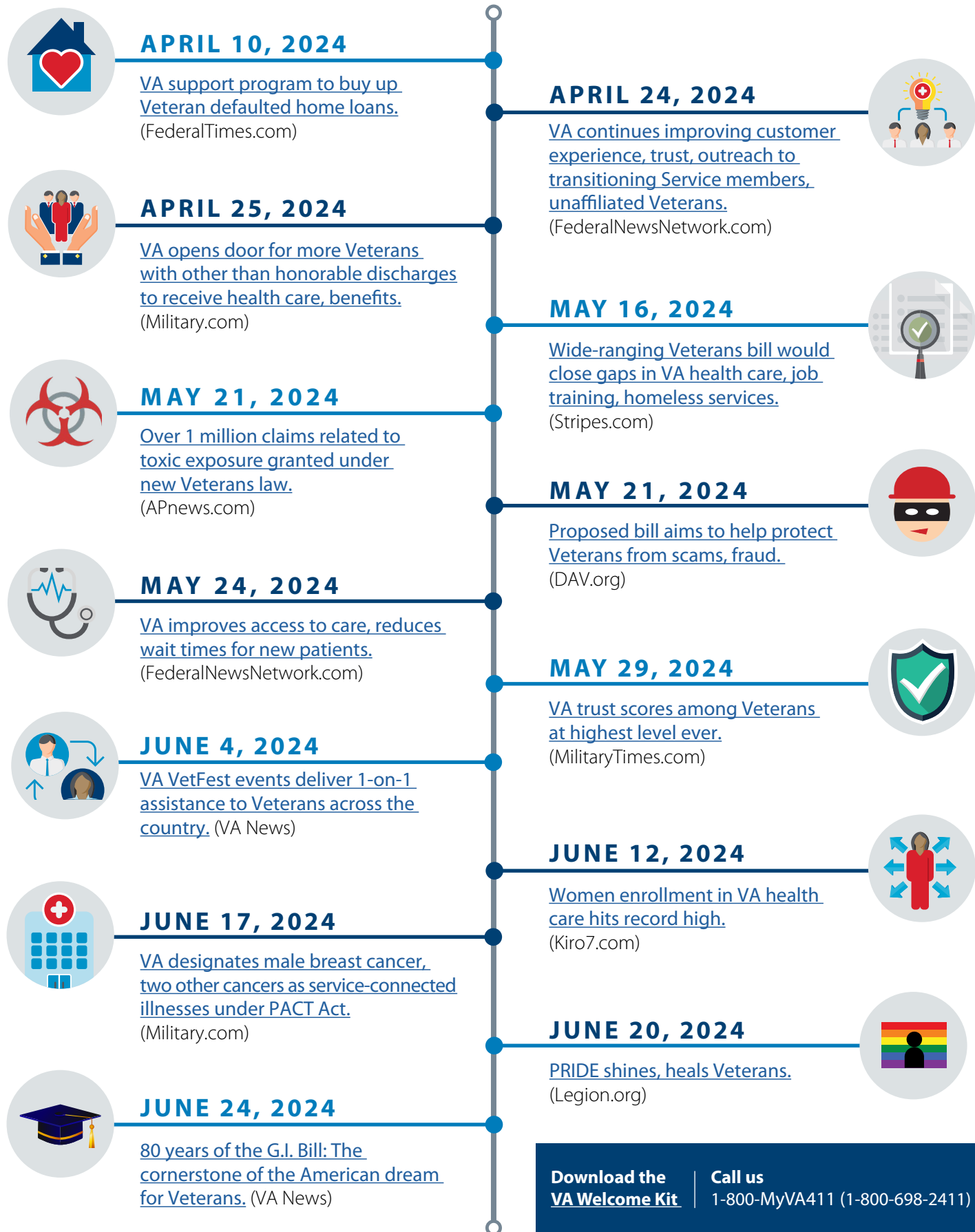


109.2K+ Home Loans Guaranteed



4.1K+ Veteran Readiness and Employment (VR&E) Positive Outcomes

SIGNIFICANT EVENTS



Download the
[VA Welcome Kit](#)

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

VA TRUST REPORT

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2024 Q3

APRIL 1 - JUNE 30, 2024



Current VA-Wide Trust Score: 80.2% (↓ 0.2%)

TOTAL RESPONDENTS: 34,837



EASE
75.4% (↓ 0.5%)



EFFECTIVENESS
79.9% (↓ 0.6%)



EMOTION
78.0% (↓ 0.4%)



Male Veteran Trust 81.1% (↓ 0.5%)

<30	65.6% (↓ 1.4%)	50-59	79.4% (↓ 0.5%)
30-39	63.3% (↑ 0.5%)	60+	88.0% (↓ 0.1%)
40-49	70.1% (↓ 2.0%)		



Female Veteran Trust 74.3% (↑ 1.1%)

<30	65.4% (↓ 4.1%)	50-59	77.2% (↑ 0.3%)
30-39	65.0% (↑ 4.9%)	60+	84.8% (↓ 0.1%)
40-49	72.0% (↑ 3.5%)		



Trust by Race and Ethnicity

American Indian or Alaskan Native	69.9% (↓ 4.4%)	Middle Eastern or North African	78.2% (↑ 13.3%)	Hispanic or Latino	78.8% (↓ 2.3%)
Asian	81.6% (↑ 0.9%)	Native Hawaiian or Pacific Islander	80.2% (↑ 0.1%)	Not Hispanic or Latino	83.3% (↓ 0.3%)
Black or African American	81.8% (↑ 1.4%)	White	83.2% (↓ 0.7%)		

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.

VETERANS SIGNALS (V SIGNALS) SURVEY DATA

2016 - FY2024 Q3



97,375,586
VSignals Surveys Sent (Total)



15,044,449
VSignals Survey Responses (Total)

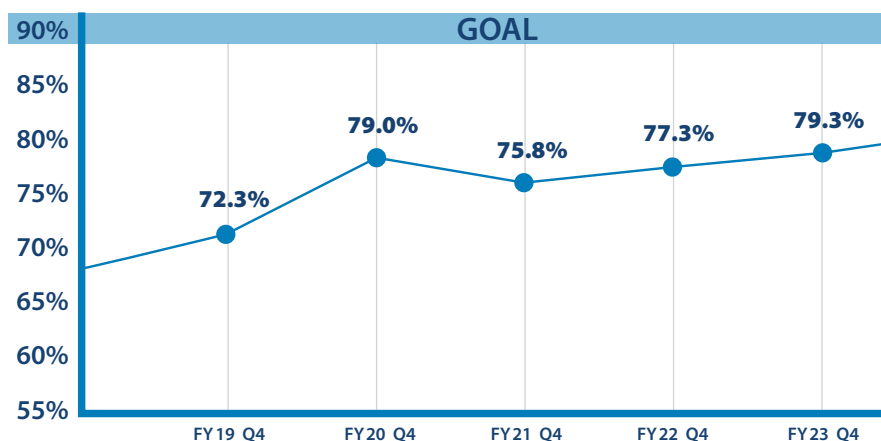


4,914,828
Free-Text Responses (Total)



189
Active VSignals Surveys (Current)

VA-WIDE TRUST OVER TIME



80.2%
FY24Q3
Current VA-wide Trust Score

Explore [Veteran trust in VA](#) data and trends since VSignals launch in FY2016.

VA CALL CENTER EXPERIENCE



Trust **74.4%** (↑ 0.6%)
 "I trust VA to fulfill our country's commitment to Veterans."



Employee Helpfulness **86.9%** (↑ 0.4%)
 "The [Agent] I interacted with was helpful."



Ease/Simplicity **81.8%** (↑ 0.6%)
 "I waited a reasonable amount of time to speak to a [Agent]."



Quality **71.9%** (↓ 0.2%)
 "The issue that I contacted [Contact Center] about on [Call Date] was resolved."



Efficiency/Speed **83.5%** (↑ 1.7%)
 "The [Agent] took a reasonable amount of time to address my need."



Satisfaction **76.9%** (—)
 "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 15 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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