1.3M+ Vaccine Doses Administered (including boosters)
890K+ People Fully Vaccinated by VA
1.2M+ Veterans Vaccinated by VA or by Others (at least one dose)

6K+ COVID-19 Tests Completed

4.6M+ Unique VA Health Care Patients

27M+ Clinical Encounters
17M+ Presumed In-Person Appointments
8M+ Telehealth/Telephone Appointments
1M+ Community Care Referrals

20,469 Veterans Appeals Decisions
8,025 Hearings Held

79% Veteran Trust in VA
90.1% Trust in VA Health Care
540K+ Surveys Received

787K+ Education Benefits and Supplemental Claims Completed

383K+ VA Disability and Pension Claims Completed

14M+ Calls Answered by VA Contact Centers (FY 2022 Q1)
169K+ Calls to Veteran Crisis Line (1-800-273-8255 and Press 1)
36K+ Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)

23K+ Insurance Claims Completed

30M+ Visitors to VA.gov
3M+ Logged In Users
400K+ Form Submissions
4M+ Visitors to Blogs.VA.gov
30M+ #VetResources Newsletter Emails Opened
434K+ Visitors to VA’s Event Calendar

38,471 Veterans and Family Members Interred with Honor

256K+ Home Loans Guaranteed

30M+ Visitors to VA.gov
4K+ Veteran Readiness and Employment (VR&E) Positive Outcomes

10K+ New Employee Hires
Major Accomplishments

October 7, 2021
Millions in adaptive sports grants help disabled Veterans with rehabilitation goals.

October 14, 2021
VA adopts new artificial intelligence strategy to ensure trustworthy use of technology for Veteran care.

November 2, 2021
New strategy outlines five priorities for reducing military and Veteran suicide.

November 8, 2021
VA and Heroes Foundation create employment opportunities for Veterans.

November 10, 2021
VA accesses resources to increase housing assistance for vulnerable Veterans.

November 11, 2021
Benefits for military burn pit victims could expand dramatically under White House plan.

November 15, 2021
VA updates disability rating schedules for genitourinary and cardiovascular systems.

November 23, 2021
VA and Indian Health Service broaden scope to serve American Indian and Alaska Native Veterans.

December 13, 2021
Customer Experience tech improvements highlight Biden Executive Order.

December 14, 2021
VA strengthens care for Veterans impacted by intimate partner violence and sexual assault.

December 22, 2021
Moran’s GI Bill fix to extend Veterans’ educational benefits signed into law.

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

**U.S. DEPARTMENT OF VETERANS AFFAIRS FY2022 Q1**

**Current VA-Wide Trust Score: 79% (↑ 3.0%)**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Male Veteran Trust</th>
<th>Female Veteran Trust</th>
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<tbody>
<tr>
<td>&lt;30</td>
<td>62.5% (↑ 0.4%)</td>
<td>66.8% (↑ 0.4%)</td>
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<tr>
<td>30-39</td>
<td>58.7% (↑ 0.9%)</td>
<td>60.0% (↑ 2.5%)</td>
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<td>40-49</td>
<td>69.3% (↑ 0.4%)</td>
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<tr>
<td>50-59</td>
<td>79.8% (↑ 2.3%)</td>
<td>77.3% (↑ 2.7%)</td>
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<td>60+</td>
<td>86.6% (↑ 0.3%)</td>
<td>82.5% (↑ 1.2%)</td>
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**Trust by Race and Ethnicity**

*Data from VHA Outpatient Survey. Data will be sourced from VA-wide Trust Survey next quarter.*

- **American Indian or Alaskan Native**: 86.1% (+)
- **Asian**: 96.1% (+)
- **Black or African American**: 90.4% (+)
- **Native Hawaiian or Pacific Islander**: 89.4% (+)
- **White**: 91.9% —
- **Hispanic or Latino**: 91.5% (+)
- **Not Hispanic or Latino**: 91.7% (+)

**VA-WIDE CUSTOMER EXPERIENCE DRIVERS**

- **EASE**: 73% (↑ 3.0%)
- **EFFECTIVENESS**: 78% (↑ 3.0%)
- **EMOTION**: 76% (↑ 3.0%)
- **EMPOWERFULNESS**: 9.1 (+)
- **EQUITY AND TRANSPARENCY**: 9.1 —
- **QUALITY**: 9.3 —
- **SIMPPLICITY**: 9.0 —
- **SPEED**: 8.6 ↓

**TOP COMPLIMENTS**

- Quality of Care
- Cleanliness of Facility
- Interactions with Staff
- Specialty Care Satisfaction
- Nutrition Services

**TOP CONCERNS**

- Appointment Cancellation by VA
- General MISSION Act Feedback
- Scheduling an Appointment for Initial Visit
- Cancellation of VA Prescriptions
- Scheduling an Appointment

**APPOINTMENTS**: 58.2% (↓ 5.1%)

**MISSION ACT**: 42.1% (↓ 1.9%)

**PRESCRIPTIONS**: 81.4% (—)

Arrow and change is compared to last quarter's trust report.

KEY: + positive, - negative, or — neutral.
VA CALL CENTER EXPERIENCE

Trust
“I understood the information provided by the [Agent].” 7.3

Simplicity/Speed
“I waited a reasonable amount of time to speak to a [Agent].” 8.1

Efficiency/Speed
“The [Agent] took a reasonable amount of time to address my need.” 8.0

Employee Helpfulness
The [Agent] I interacted with was helpful.” 8.7

Quality
The issue that I contacted [Contact Center] about on [Call Date] was resolved.” 7.3

Satisfaction
“I am satisfied with the service I received from the [Contact Center].” 7.6

V SIGNALS SURVEY DATA

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<thead>
<tr>
<th>Year/Qtr</th>
<th>VSignals Surveys Sent (total)</th>
<th>VSignals Surveys Received (total)</th>
<th>Free-Text Responses (total)</th>
<th>Active VSignals Surveys (current)</th>
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VA-Wide Trust Over Time

COVID-19 SURVEY SUMMARY

Confidence/Trust 91.5% (△ 0.8%)
Quality 93.0% (△ 1.6%)
Ease/Simplicity 65.5% (△ 4.5%)
Employee Helpfulness 92.3% (△ 2.0%)

Preference of Care
- Video Telehealth: 11.9%
- In-Person: 67.1%
- Phone: 6.1%
- No Preference: 14.2%

PREFERENCE OF CARE

Top 3 Reasons for Getting Vaccinated

1. IT’S THE BEST WAY TO PREVENT ME FROM GETTING SICK FROM COVID-19 75.4%
2. IT’S THE BEST WAY TO PREVENT OTHERS FROM GETTING COVID-19 54.7%
3. IT WILL CONTRIBUTE TO ENDING THE COVID-19 PANDEMIC 38.3%

2,060 Veterans responded to a COVID-19 Survey from October 1 – December 31, 2021. These include Veterans who have had in-person or telehealth outpatient appointments during COVID-19, and who have not had an appointment in the past 30 days.

Arrow and change is compared to last quarter’s trust report.

KEY: △ positive, ▲ negative, or — neutral.