### VA’s COVID-19 Response

- **555K+** Vaccine Doses Administered
- **57K+** People Fully Vaccinated by VA
- **92K+** Veterans Vaccinated by VA or by Others (at least one dose)
- **1M+** COVID-19 Tests Completed

### Department Statistics

- **4.4M+** Unique VA Health Care Patients
- **27M+** Clinical Encounters
  - **17.6M+** Presumed In-Person Appointments
  - **7.9M+** Telehealth/Telephone Appointments
  - **1.7M+** Community Care Referrals
- **76%** Veteran Trust in VA
- **89.9%** Trust in VA Health Care
  - Based on **397K+** Outpatient Surveys Received
- **13.2M+** Calls Answered by VA Contact Centers (FY 2022 Q2)
  - **178K+** Calls to Veteran Crisis Line (Dial 988, then Press 1)
  - **42K+** Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)
- **39,395** Veterans and Family Members Interred with Honor
- **28.5M+** Visitors to VA.gov
  - **3.2M+** Logged In Users
  - **495K+** Form Submissions
  - **2.9M+** Visitors to Blogs.VA.gov
  - **47.8M+** #VetResources Newsletter Emails Opened
  - **213K+** Visitors to VA’s Event Calendar
- **14K+** New Employee Hires

### Claims and Benefits

- **444K+** VA Disability and Pension Claims Completed
- **24,816** Veterans Appeals Decisions
- **7,800** Hearings Held
- **759K+** Education Benefits and Supplemental Claims Completed
- **24K+** Insurance Claims Completed
- **156K+** Home Loans Guaranteed
- **4K+** Veteran Readiness and Employment (VR&E) Positive Outcomes
APRIL 06, 2022
VA ingenuity affords formerly incarcerated Veterans valuable resources for rehabilitation.

APRIL 11, 2022
New actions to lessen medical debt burden, increase consumer protection.

APRIL 13, 2022
VA reshapes approach to data through improved governance, new platforms, focus on workforce.

APRIL 28, 2022
VA expands reimbursement agreement program to Urban Indian Organizations.

APRIL 29, 2022
VA Secretary says proposed $300B budget would improve, save the lives of millions of Veterans.

MAY 27, 2022
VA Secretary discusses PACT Act, one of the largest substantive health, benefit expansions in VA's history.

MAY 31, 2022
New VA benefit will sell guaranteed life insurance to most Veterans.

JUNE 01, 2022
U.S. Department of Labor awards over $57M to help Veterans overcome, avoid homelessness, re-enter workforce.

JUNE 21, 2022
VA helps bridge digital divide for Veterans.

JUNE 22, 2022
VA sees returns from customer experience campaign.

Download the VA Welcome Kit | Call us 1-800-MyVA411 (1-800-698-2411)
VA TRUST REPORT
U.S. DEPARTMENT OF VETERANS AFFAIRS FY2022 Q3

Current VA-Wide Trust Score: 76% (↓ 2%)
TOTAL RESPONDENTS: 36,763

EASE 71% (↓ 1%)
EFFECTIVENESS 75% (↓ 2%)
EMOTION 73% (↓ 2%)

Male Veteran Trust 77.4% (↓ 1.0%)
<30 55.7% (↑ 5.0%) 50-59 76.7% (↑ 0.8%)
30-39 53.7% (↑ 1.3%) 60+ 85.3% (↑ 1.1%)
40-49 66.4% (↑ 0.4%)

Female Veteran Trust 68.7% (↓ 2.1%)
<30 58.8% (↑ 11.2%) 50-59 76.7% (↑ 0.8%)
30-39 54.9% (↑ 1.2%) 60+ 85.3% (↑ 1.1%)
40-49 66.0% (↑ 0.4%)

Trust by Race and Ethnicity
American Indian or Alaskan Native 70.0% (↑ 0.9%)
Asian 82.5% (↑ 1.8%)
Black or African American 76.7% (↑ 1.9%)
Middle Eastern or North African 63.0% (↑ 1.9%)
Native Hawaiian or Pacific Islander 80.0% (↑ 2.9%)
Hispanic or Latino 78.6% (↑ 0.5%)
Not Hispanic or Latino 79.8% (↑ 0.9%)

Respondents may choose more than one option for race. Scores by race include all individuals who selected that race.

VSIGNALS SURVEY DATA
2016 - FY2022 Q3

56,649,511 VSignals Surveys Sent (total)
9,424,739 VSignals Surveys Received (total)
3,126,036 Free-Text Responses (total)
136 Active VSignals Surveys (current)

VA-WIDE CUSTOMER EXPERIENCE DRIVERS

EMPLOYEE HELPFULNESS 9.1 —
EQUITY AND TRANSPARENCY 9.0 ↓
QUALITY 9.3 —
SATISFACTION 9.3 —
SIMPLICITY 9.0 —
SPEED 8.4 ↓

Incorporating many VSignals VHA/VBA/NCA/Board surveys. Scores rated on scale of 0-10 and weighted based on types and frequency of services.

Arrow and change is compared to last quarter’s trust report.  KEY: ♦ positive,  ● negative, or — neutral.

DEPARTMENT OF VETERANS AFFAIRS | APRIL 1, 2022 - JUNE 30, 2022
### VA Call Center Experience

**Trust**
"I understood the information provided by the [Agent]." 7.2 ↓

**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." 7.4 —

**Satisfaction**
"I am satisfied with the service I received from the [Contact Center]." 7.6 ↓

### VA Outpatient Services

**Top Compliments**
1. Quality of Care
2. Cleanliness of Facility
3. Interactions with Staff
4. Specialty Care Satisfaction
5. Health Care Provider Courtesy

**Top Concerns**
1. Appointment Cancellation by VA
2. Cancellation of VA Prescriptions
3. Scheduling an Appointment
4. Accuracy of Mail Order Prescription Addresses
5. Female Health Care Services

Compliment/Concern entries ranked by response. Total Respondents: 36,763

### VA Access to Health Care

**Outpatient Services Surveys**
- Ease Score: 91.8% agree/strongly agree (361,606 respondents)

- It was easy to get my appointment. 84.3% agree/strongly agree ↓ (59,373 respondents)

- I got my appointment on a date and time that worked for me. 86.3% agree/strongly agree ↓ (59,373 respondents)

**Telehealth Appointment Surveys**
- Ease Score: 85.2% agree/strongly agree (43,347 respondents)

- Home or Mobile Survey: Telehealth reduces the need to travel long distances to meet with my provider. 91.1% agree/strongly agree ↑ (16,479 respondents)

- Scheduling Survey: I got my appointment on a date and time that worked for me. 86.9% agree/strongly agree ↓ (20,598 respondents)

**Community Care Survey**
- Ease Score: 75.7% agree/strongly agree (17,792 respondents)

- Scheduling a VA community care appointment was easy. 77.6% agree/strongly agree ↑ (3,159 respondents)

- If given the option, I would have chosen to get my care from a VA clinician using telehealth. 16.9% agree/strongly agree ↑ (2,460 respondents)

- Before choosing to use community care, I was given the option to get my care from a VA clinician using telehealth. (Yes) 45.0% agree/strongly agree ↓ (2,460 respondents)

- Before choosing to use community care, I was given the option to get my care from a VA clinician using telehealth. (No) 33.4% agree/strongly agree ↑ (2,460 respondents)

29.26% of Veterans used telehealth/telephone for their appointments in FY2022 Q3.

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