



# SERVING AMERICA'S VETERANS

Department of Veterans Affairs

JANUARY 1, 2022 - DECEMBER 10, 2022\*

## U.S. DEPARTMENT OF VETERANS AFFAIRS CALENDAR YEAR 2022 IN REVIEW



**9M+** Health Care Patients Enrolled  
**6.7M+** Veterans Accessed Health Care



**100M+** Clinical Encounters  
**37M+** In-Person Appointments  
**14M+** Telehealth/Telephone Appointments  
**2.5M+** Community Care Referrals



**77.3%** Veteran Trust in VA **89.9%** Trust in VA Health Care  
Based on **34K+** Survey Responses\*  
Based on **540K+** Outpatient Survey Responses\*  
\*FY2022 Q4 Trust Data



**49.0M+** Calls Answered by VA Contact Centers  
**694K+** Calls to Veterans Crisis Line (Dial 988, then Press 1)  
**163K+** Calls to National Call Center for Homeless Veterans  
(1-877-4AIDVET)



**140,042** Veterans and Family Members Interred with Honor



**117M+** VA.gov pageviews  
**11.9M+** Logged In Users  
**1.9M+** Form Submissions  
**16.4M+** [News.VA.gov](https://www.va.gov/news) Pageviews  
**185M+** [#VetResources](https://www.va.gov/vetres) Newsletter Emails Opened  
**1.5M+** VA [Event Calendar](https://www.va.gov/calendar) Pageviews



**62K+** New Employee Hires

\*\*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.



**1.6M+**  
VA Disability and Pension  
Claims Completed



**92,089**  
Veterans Appeals  
Decisions  
**25,890** Hearings Held



**3.3M+**  
Education Benefits  
and Supplemental  
Claims Completed



**86K+**  
Insurance Claims  
Completed



**574K+**  
Home Loans  
Guaranteed



**15K+**  
Veteran Readiness and  
Employment (VR&E)  
Positive Outcomes\*\*



# SIGNIFICANT EVENTS



**JUNE 22, 2022**

VA customer experience campaign leads to increased Veteran satisfaction



**AUGUST 10, 2022**

Historic PACT Act ushers in sweeping changes for millions of Veterans



**SEPTEMBER 13, 2022**

VA harnessing technology to cut benefit wait times from months to minutes



**SEPTEMBER 30, 2022**

VA caregiver benefits expand to all Vets starting Oct. 1



**NOVEMBER 3, 2022**

Tally of homeless Veterans fell 11%, biggest drop in 5 years



**DECEMBER 5, 2022**

VA offers toxic exposure screening to enrolled Veterans

**MARCH 14, 2022**

From tents to tiny shelters, VA begins aggressive push to end Veteran homelessness



**JULY 18, 2022**

New Veterans Crisis Line phone number (Dial 988, then press 1) connects Veterans to 24/7 support



**SEPTEMBER 2, 2022**

VA to provide abortions in cases of rape, danger to Veteran health



**SEPTEMBER 19, 2022**

Veteran suicides drop to lowest rate since 2006



**OCTOBER 14, 2022**

VA expands survivor benefits to include more same-sex couples



**NOVEMBER 30, 2022**

Millions more Veterans will have access to life insurance soon



**DECEMBER 12, 2022**

VA starting work on terminally ill Vets PACT Act claims immediately



Download the VA Welcome Kit  
[www.va.gov/welcome-kit/](http://www.va.gov/welcome-kit/)

Call us  
1-800-MyVA411