In this VA PACT Act Performance Dashboard, we are demonstrating our commitment to transparency by sharing with all stakeholders—internal to VA and externally—key performance metrics and data we are using to assess our success in implementing the PACT Act.

If you, a Veteran, family member, or survivor would like more information about the PACT Act and your VA benefits, please start here: VA.GOV ask.VA.gov/ CALL 1-800-MyVA411 WALK-IN VA.gov/find/ locations VETERANS SERVICE ORGANIZATION VA.gov/disability/ get-help-filing-claim NEW HEALTH CARE & BENEFITS MAP Download Map Here

Help spread the word—download PACT Act Outreach Materials!

**Highlights**

- The Department of Defense and VA teamed up to get the message out on the PACT Act.
- Lloyd Austin, Secretary of Defense, and Denis McDonough, Secretary of Veterans Affairs, joined forces to film a video about the PACT Act. **Hear from Secretary Austin and Secretary McDonough** and help get the word out about PACT.

**Making a Difference Through the PACT Act**

An Operation Iraqi Freedom (OIF) Veteran lived next to an elderly Vietnam Veteran and his wife, and checked on the widow when the Vietnam Veteran passed away. The OIF Veteran was familiar with the PACT Act and its new presumptive conditions and locations from attending PACT events at his local VA Medical Center. He recognized the Veteran and widow may now be eligible for benefits. Using knowledge gained at the VA PACT events, he assisted the widow in filing for the newly presumptive conditions that led to her husband’s death, as well as for Survivor’s Dependency and Indemnity Compensation. The OIF Veteran’s dedication to serving his fellow Veteran’s widow and the resources now provided by the PACT Act ultimately allowed the widow to comfortably stay in her marital home.

**VA IS EXPANDING CARE AND BENEFITS FOR VETERANS AND SURVIVORS**

The PACT Act is perhaps the largest health care and benefits expansion in VA history. In this section, we are measuring the overall impact of the PACT Act in terms of its expansion of health care and benefits.

**Expanding Benefits**

- **353,743** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–07/01/2023)
- **346,429** Total Veterans with Completed PACT Act Related Claims
- **7,322** Total Survivors with Completed PACT Act Related Claims

**Expanding Care**

- **300,678** Total PACT Act Claims Approved (08/10/2022–07/01/2023)
- **91.0%** Approval Rate for PACT Act Related Claims (07/01/2023)
- **98,316** New Enrollees from the PACT Act Planning Population (10/01/2022–07/01/2023)

**Total New VHA Enrollees:** (through 07/01/2023)

<table>
<thead>
<tr>
<th>AUG 2021-JUNE 2022</th>
<th>257,261</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUG 2022-JUNE 2023</td>
<td>300,618 +43,357</td>
</tr>
</tbody>
</table>

91.0% VA Health Care 90-Day Trust Score (04/02/2023–07/01/2023)

Average Days for PACT Act Related Claim Completion

| 153.5 | (07/01/2023) |

47.9% PACT Act Related Claims Completed <= 125 days

| (07/01/2023) |

**UPCOMING OUTREACH CALENDAR**

<table>
<thead>
<tr>
<th>July 08</th>
<th>July 12</th>
<th>July 14</th>
<th>July 15</th>
<th>July 19</th>
<th>July 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>PACT Act One-Stop Shop</td>
<td>Summer VetFest and PACT Awareness Event</td>
<td>PACT ACT Benefits and Resources Event</td>
<td>Summer Concert and PACT ACT Resource Fair</td>
<td>PACT Act Summer VetFest</td>
<td>PACT Act and Enrollment Fair</td>
</tr>
<tr>
<td>Hutchinson, KS</td>
<td>Layton, UT</td>
<td>Caribou, ME</td>
<td>Battle Creek, MI</td>
<td>Huntington, WV</td>
<td>Altoona, PA</td>
</tr>
</tbody>
</table>

For more information on these and other events, please visit [https://www.va.gov/outreach-and-events/events/](https://www.va.gov/outreach-and-events/events/).
VA is committed to providing world class and timely health care, benefits and services to Veterans and Survivors. In this section, we measure VA’s success in delivering outstanding and timely support and in earning the Veteran’s and Survivor’s trust.

### Care Experience

- **3,903,054** Total Toxic Exposure Screenings (09/06/2022–07/01/2023)
- **1,651,832 (42.3%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **322,419 (8.2%)** Toxic Exposure Screenings where Veterans Endorsed at least 2 Potential Exposures
- **1,329,413 (34.1%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

### Benefits Experience

The charts below show the past 12 weeks (a rolling 12-week view).

#### Claims Submitted and Completed—PACT Act-Related

- **706,413** Cumulative Total PACT Related Claims Submitted (08/10/2022-07/01/2023)
- **690,964** Total Veteran PACT Related Claims Submitted
- **380,740** Cumulative Total PACT Related Claims Completed (08/10/2022-07/01/2023)
- **373,221** Total Veteran PACT Related Claims Completed

#### Claims Submitted and Completed—Non-PACT Act Related

- **1,271,167** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022-07/01/2023)
- **1,346,236** Cumulative Total Non-PACT Related Claims Completed (08/10/2022-07/01/2023)
- **126.1** Average Days For Non-PACT Related Claim Completion (07/01/2023)
- **67.6%** Non-PACT Act Related Rating Claims Completed <=125 Days (07/01/2023)
PACT Act Claims Submission Methods

- **27.0%** PACT Act Claims Electronically Submitted (08/10/2022–07/01/2023)
- **89.3%** Electronic Claims Submitted by Veterans
- **10.7%** Electronic Claims Submitted by Power of Attorney
- **73.0%** PACT Act Claims Submitted by Mail (08/10/2022–07/01/2023)
- **86.3%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

- **391,834** Total Pending PACT Act Related Claims (as of 07/01/2023)
- **68,770** Total Pending PACT Act Related Claims with Partial Decisions (as of 07/01/2023)
- **461,042** Total Pending Non–PACT Act Related Claims (as of 07/01/2023)
- **46,666** Total Pending Non-PACT Act Related Claims with Partial Decisions (as of 07/01/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 07/01/2023)

<table>
<thead>
<tr>
<th>Condition</th>
<th>Number of Claims</th>
<th>Number of Issues</th>
<th>Percent Granted</th>
<th>Percent Denied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hypertensive Vascular Disease</td>
<td>117,345</td>
<td>118,874</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>72,142</td>
<td>73,252</td>
<td>82%</td>
<td>18%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>34,304</td>
<td>34,594</td>
<td>55%</td>
<td>45%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>31,867</td>
<td>32,399</td>
<td>51%</td>
<td>49%</td>
</tr>
<tr>
<td>Malignant Growths of Genitourinary System</td>
<td>16,985</td>
<td>17,401</td>
<td>68%</td>
<td>32%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (As of 07/01/2023)

1. No Diagnosis
2. Not Incurred or Not Caused by Service
3. Not Established by Presumption

Web and Phone Experience

- **VA.gov/PACT Pageviews & 1-800-MyVA411 Calls that Access the PACT Act Main Menu (Press 8)**

The PACT Act webpage has received to date:

- **13,796,469** Total Page Views (08/10/2022–07/01/2023)
- **507,894** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–07/01/2023)
- **98,474** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–07/01/2023)
Web and Phone Experience

Digital Advertising (ChooseVA PACT Act Campaign)

![Graph showing weekly totals for clicks and impressions, with data for 04/15/2023 to 07/01/2023]

Total Impressions: 724,374,486
Total Clicks: 4,766,539
Click Through Rate: 0.66%

VA Call Centers

- **708,204** Total MyVA411 that Access the PACT Act Main Menu (Press 8)
  (10/20/2022-07/01/2023)

- **147,727** Calls that Access Option 1 to Learn More about PACT Act and Health Care
  (10/20/2022-07/01/2023)

- **154,339** Calls that Access Option 2 to Learn More about PACT ACT Benefits
  (10/20/2022-07/01/2023)

- **214,528** Calls that Access Option 3 to Learn More about the PACT Act Overall
  (10/20/2022-07/01/2023)

STEWARDSHIP

Issue 10—July 07, 2023

VA seeks to act as a wise steward of PACT Act resources. In this section, we measure VA’s success in hiring and obligating resources funded through the PACT Act Toxic Exposures Fund, P.L. 117-68.

PACT ACT Toxic Exposures Fund (TEF)

(Initial $500M)

Stewardship information will be included in every other issue of the VA PACT Act Dashboard or when updated data is available.

<table>
<thead>
<tr>
<th>VA ACCOUNT</th>
<th>FULL-TIME EQUIVALENT EMPLOYEES (FTE)</th>
<th>PERMANENT EMPLOYEES ONBOARDED</th>
<th>TERM EMPLOYEES ONBOARDED</th>
<th>FUNDS ALLOCATED</th>
<th>TOTAL OBLIGATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>VHA Medical Care</td>
<td>101</td>
<td>—</td>
<td>—</td>
<td>$34,124,000</td>
<td>$8,075,000</td>
</tr>
<tr>
<td>Medical and Prosthetic Research</td>
<td>8</td>
<td>—</td>
<td>—</td>
<td>$650,000</td>
<td>—</td>
</tr>
<tr>
<td>Office of Information &amp; Technology</td>
<td>99</td>
<td>18</td>
<td>—</td>
<td>$123,053,000</td>
<td>$88,018,000</td>
</tr>
<tr>
<td>VBA General Operating Expenses</td>
<td>1,884</td>
<td>1,569</td>
<td>—</td>
<td>$302,018,000</td>
<td>$230,717,000</td>
</tr>
<tr>
<td>Board of Veterans’ Appeals</td>
<td>153</td>
<td>6</td>
<td>—</td>
<td>$10,328,000</td>
<td>$13,000</td>
</tr>
<tr>
<td>Office of General Counsel</td>
<td>73</td>
<td>37</td>
<td>—</td>
<td>$4,374,000</td>
<td>$1,396,000</td>
</tr>
<tr>
<td>VA Central Office</td>
<td>64</td>
<td>38</td>
<td>4</td>
<td>$25,453,000</td>
<td>$15,931,000</td>
</tr>
<tr>
<td>Total PACT Act Toxic Exposures Fund</td>
<td>2,382</td>
<td>1,668</td>
<td>4</td>
<td>$500,000,000</td>
<td>$344,151,000</td>
</tr>
</tbody>
</table>
**EXPLANATION OF TERMS**

**Page One**

**Metric/Term**

**Total Veterans/Survivors with Completed PACT Act Claims**

**Total Veterans with Completed PACT Act Claims**

**Total Survivors with Completed PACT Act Claims**

**VHA Trust**

**Definition**

This metric identifies the unique number of Veterans and Survivors who have filed a PACT Act benefit claim which VBA processed to completion.

**Approval Rate for PACT Act Related Claims since 08/10/22 (percentage)**

**Average Days for PACT Act Claims Completion**

**PACT Act Related Rating Claims Completed <= 125 days**

**PACT Act Claims Approved**

**PACT Act Planning Population**

**New Enrollees in the PACT Act Planning Population**

**Total New VHA Enrollies**

**Increase in New Enrollies in VHA**

**Upcoming Outreach Calendar**

**New Enrollies in Priority Groups, 1, 2, or 3**

**Weekly Total: PACT Act Related Claims Submitted**

**Weekly Total: PACT Act Related Claims Completed**

**Cumulative Total: PACT Act Related Claims Submitted**

**Cumulative Total: PACT Act Related Claims Completed**

**Weekly Total: Non-PACT Act Related Claims Submitted**

**Weekly Total: Non-PACT Act Related Claims Completed**

**Average Days for PACT Act Claims Completion**

**PACT Act Related Rating Claims Pending <= 125 days**

**PACT Act Related Rating Claims Approved <= 125 days**

**PACT Act Rating Claims Approved**

**PACT Act Planning Population**

**Increase in New Enrollies in VHA**

**Upcoming Outreach Calendar**

**Total Toxic Exposure Screenings**

**Toxic Exposure Screenings where Veterans Endorsed at Least 1 Potential Exposure**

**Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure**

**Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure**

**New Enrollies in Priority Groups, 1, 2, or 3**

**Weekly Total: PACT Act Related Claims Submitted**

**Weekly Total: PACT Act Related Claims Completed**

**Cumulative Total: PACT Act Related Claims Submitted**

**Cumulative Total: PACT Act Related Claims Completed**

**Weekly Total: Non-PACT Act Related Claims Submitted**

**Weekly Total: Non-PACT Act Related Claims Completed**

**Average Days for PACT Act Claims Completion**

**PACT Act Related Rating Claims Pending <= 125 days**

**PACT Act Related Rating Claims Approved <= 125 days**

**PACT Act Rating Claims Approved**

**PACT Act Planning Population**

**Increase in New Enrollies in VHA**

**Upcoming Outreach Calendar**

**Electronic PACT Act Claims Submitted by Power of Attorney (percentage)**

**Electronic PACT Act Claims Submitted by Veterans (percentage)**

**PACT Act Claims Submitted Electronically (percentage)**

**PACT Act Claims Submitted through Mail (percentage)**

**Mailed Claims Submitted with a Power of Attorney on File with VA (percentage)**

**Pending Claims—PACT Related**

**Pending Claims—Non-PACT Related**

**Definition**

This metric identifies the number of PACT disability claims submitted through mail.

**Mailed Claims Submitted with a Power of Attorney on File with VA (percentage)**

**Total number of PACT disability claims submitted through mail where the Veteran is represented by a Power of Attorney out of the total number of PACT disability claims submitted.**

**Pending Claims—PACT Related**

**Pending Claims—Non-PACT Related**

**Definition**

This metric identifies the number of PACT disability claims submitted electronically by a Power of Attorney out of the total number of PACT disability claims submitted electronically.

**Total number of PACT disability claims submitted electronically by a Power of Attorney out of the total number of PACT disability claims submitted electronically.**

**Total number of PACT disability claims submitted electronically by a Power of Attorney out of the total number of PACT disability claims submitted electronically.**

**Total number of PACT disability claims submitted through mail where the Veteran is represented by a Power of Attorney out of the total number of PACT disability claims submitted through mail.**

**Definition**

This metric identifies the number of VBA benefit claims with at least one PACT Act-related condition that have been completed in 125 days or less.

**Metric/Term**

**Pending Claims—Non-PACT Related**

**Electronic PACT Act Claims Submitted by Power of Attorney (percentage)**

**Electronic PACT Act Claims Submitted by Veterans (percentage)**

**PACT Act Claims Submitted Electronically (percentage)**

**PACT Act Claims Submitted through Mail (percentage)**

**Mailed Claims Submitted with a Power of Attorney on File with VA (percentage)**

**Pending Claims—PACT Related**

**Pending Claims—Non-PACT Related**
### Page Four

**Metric/Term**

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Impressions</td>
<td>This statistic identifies the total number of PACT Act advertisements rendered on user screens through digital marketing. The impression is not action-based but is the user potentially seeing the PACT Act advertisement for awareness.</td>
</tr>
<tr>
<td>MyVA411 Calls that Access the PACT Act Main Menu (Press 8)</td>
<td>This statistic identifies the number of calls to 1-800-MyVA411 where callers selected the PACT Act Main Menu (Press 8).</td>
</tr>
<tr>
<td>MyVA411 Calls that Access the PACT Act Main Menu (Press 8)</td>
<td>This statistic identifies the total number of calls received to the automated MyVA411 line (option 8), which provides information about the PACT Act to callers.</td>
</tr>
</tbody>
</table>

**Stewardship**

Reminder: Stewardship information will be included in every other issue of this dashboard publication (or when updated data is available).

**Metric/Term**

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
</table>
| Full-Time Equivalent Employee (FTE) | This Full Time Equivalent refers to the total number of regular straight-time hours worked by employees divided by the number of compensable hours applicable to each fiscal year (regular method), or the total regular hours worked in a fiscal year (2,080 hours) divided by 26 biweekly pay periods (pay period method) (as per OMB A-11 Circular § 85.5(c)).  
Account refers to a separate financial reporting unit used by the Federal Government to record budget authority, outlays and income for budgeting or management information purposes as well as for accounting purposes. An employee who has been hired under an appointment that is not time-limited. An employee for whom the agency has granted a term appointment (of employment) of more than 1 year but usually not more than 4 years. Onboards (i.e., the number of personnel encumbering positions) are the number of employees (i.e., headcount) onboard when the data are reported. Note: "Onboards” differ from “FTE,” which is a budgetary term based on compensable hours as opposed to headcount. Colloquially, “onboards” refers to newly hired employees who have started work with VA (their hiring is complete). The amount of funding provided to each Administration or Staff Office. Obligation means a binding agreement that will result in outlays, immediately or in the future. |
| Permanent Employee               | An employee who has been hired under an appointment that is not time-limited.                                                            |
| Term Employee                    | An employee for whom the agency has granted a term appointment (of employment) of more than 1 year but usually not more than 4 years.       |
| Onboarded                        | Onboards (i.e., the number of personnel encumbering positions) are the number of employees (i.e., headcount) onboard when the data are reported. Note: "Onboards” differ from “FTE,” which is a budgetary term based on compensable hours as opposed to headcount. Colloquially, “onboards” refers to newly hired employees who have started work with VA (their hiring is complete). |
| Funds Allocated                  | The amount of funding provided to each Administration or Staff Office.                                                                     |
| Obligations                      | Obligation means a binding agreement that will result in outlays, immediately or in the future.                                         |

**Geographical Analysis**

Reminder: The Geographical Analysis is included in every other issue of this dashboard publication.

**Metric/Term**

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans in State</td>
<td>This statistic identifies the number of Veterans in a particular location. This is a projection as of 09/30/2022. This projection is not subdivided for U.S. territories, Freely Associated States, and Philippines; this population is aggregated.</td>
</tr>
<tr>
<td>Total PACT Act Related Claims Received</td>
<td>This statistic identifies the total number of VBA benefit claims with at least one PACT Act-related condition separated by state of residence.</td>
</tr>
<tr>
<td>Percentage of Total PACT Act Related Claims Received</td>
<td>This statistic identifies the percentage of VBA benefit claims with at least one PACT Act related condition received in a particular state divided by the overall number of PACT Act related claims received.</td>
</tr>
</tbody>
</table>
| Veterans Currently Enrolled with VA for Care                 | This statistic identifies the number of Veterans enrolled in VHA healthcare who have a permanent address in a particular state.  
This does not include those Veterans who do not have a permanent address or those with a permanent address outside the 50 states. |
| New Enrollees                                                 | This statistic identifies the number of Veterans newly enrolled in VHA healthcare who have a permanent address in a particular state.  
This does not include those Veterans who do not have a permanent address or those with a permanent address outside the 50 states. |
| Percentage of New Enrollees                                  | This statistic identifies the percentage of Veterans newly enrolled in VHA healthcare who have a permanent address in a particular state, divided by the overall Veteran population. (This does not include those Veterans who do not have a permanent address or those with a permanent address outside the 50 states). |

**Further Geographic Explanations**

**Symbol (-)**

- U.S. territories, Freely Associated States, and Philippines
- Unknown/Foreign
- <10 Privacy Threshold

This symbol indicates that data is unavailable.

U.S. territories, Freely Associated States, and Philippines group includes claims from Veterans and Survivors residing in the following locations: American Samoa, Federated States of Micronesia, Guam, Marshall Islands, Commonwealth of Northern Mariana Islands, Palau, Philippines, and U.S. Virgin Islands. The Unknown/Foreign group includes Veterans and Survivors with a foreign address or whose state of residence information is currently unavailable.

To maintain Veteran and Survivor privacy, receipts and enrollments <10 cannot be publicly shared.