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 24/7/365
- 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!

Highlight
On July 26, Jon Stewart shared a video on Twitter encouraging Veterans to apply for PACT Act benefits. Stewart stressed the importance of filing a claim or intent to file by August 9th: if you apply for PACT Act-related benefits by August 9, your benefits may be backdated to August 10, 2022.

Watch the PSA here.

Making a Difference Through the PACT Act
A Sergeant 1st Class deployed to Afghanistan in 2012, where he conducted route clearance operations and encountered many challenges and sacrifices. Upon returning home, he was eager to access the benefits he deserved but faced challenges as well. An overwhelming benefits process, extensive paperwork, and personal struggles transitioning to civilian life caused him to abandon his pursuit of benefits. When he learned of the PACT Act, which promised to simplify the claims process, he decided to file his claim again. With the support of his local VA Medical Center and County Veteran Service Organization, he felt his struggles were finally recognized, and he was successful accessing the benefits earned through his service.

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

- **408,581** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–07/29/2023)
- **400,321** Total Veterans with Completed PACT Act Related Claims
- **8,270** Total Survivors with Completed PACT Act Related Claims

Expanding Care

- **348,469** Total PACT Act Claims Approved (08/10/2022–07/29/2023)
- **78.6%** Approval Rate for PACT Act Related Claims (07/29/2023)

- **110,993** New Enrollees from the PACT Act Planning Population (10/01/2022–07/31/2023)

Total New VHA Enrollees: (through 07/31/2023)

- **278,975** AUG 2021-JULY 2022
- **325,338** AUG 2022-JULY 2023
- **+46,363**

For more information on these and other events, please visit 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

**4,134,336**
Total Toxic Exposure Screenings
(09/06/2022–07/31/2023)

**1,755,553 (42.46%)**
Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

**344,326 (8.33%)**
Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

**1,411,227 (34.13%)**
Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

**110,993**
New Enrollees in the PACT Act Planning Population
(10/01/2022–07/31/2023)

**64%**
New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

**3,895,938**
Current Enrollees in the PACT Act Planning Population (as of 07/31/2023)

### Benefits Experience

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

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

- **801,983**
  Cumulative Total PACT Related Claims Submitted
  (08/10/2022-07/29/2023)

- **785,573**
  Total Veteran PACT Related Claims Submitted
  16,410
  Total Survivor PACT Related Claims Submitted

- **443,175**
  Cumulative Total PACT Related Claims Completed
  (08/10/2022-07/29/2023)

- **434,678**
  Total Veteran PACT Related Claims Completed
  8,497
  Total Survivor PACT Related Claims Completed

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

- **1,379,366**
  Cumulative Total Non-PACT Related Claims Submitted
  (08/10/2022-07/29/2023)

- **1,437,069**
  Cumulative Total Non-PACT Related Claims Completed
  (08/10/2022-07/29/2023)

- **125.4**
  Average Days For Non-PACT Related Claim Completion
  (07/29/2023)

- **67.6%**
  Non-PACT Act Related Rating Claims Completed <=125 Days
  (07/29/2023)
PACT Act Claims Submission Methods

- **28.1%** PACT Act Claims Electronically Submitted (08/10/2022–07/29/2023)
- **90.2%** Electronic Claims Submitted by Veterans
- **9.8%** Electronic Claims Submitted by Power of Attorney
- **71.9%** PACT Act Claims Submitted by Mail (08/10/2022–07/29/2023)
- **86.1%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

<table>
<thead>
<tr>
<th>Weeks</th>
<th>05/13 2023</th>
<th>05/20 2023</th>
<th>05/27 2023</th>
<th>06/03 2023</th>
<th>06/10 2023</th>
<th>06/17 2023</th>
<th>06/24 2023</th>
<th>07/01 2023</th>
<th>07/08 2023</th>
<th>07/15 2023</th>
<th>07/22 2023</th>
<th>07/29 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>PACT RELATED</td>
<td>352,671</td>
<td>359,991</td>
<td>365,311</td>
<td>371,864</td>
<td>375,202</td>
<td>378,211</td>
<td>383,303</td>
<td>391,834</td>
<td>394,782</td>
<td>401,107</td>
<td>412,887</td>
<td>424,969</td>
</tr>
<tr>
<td>NON-PACT RELATED</td>
<td>462,239</td>
<td>457,932</td>
<td>454,722</td>
<td>457,262</td>
<td>454,059</td>
<td>452,666</td>
<td>454,768</td>
<td>461,042</td>
<td>466,940</td>
<td>470,131</td>
<td>474,724</td>
<td>478,408</td>
</tr>
</tbody>
</table>

**424,969** Total Pending PACT Act Related Claims (as of 07/29/2023)

**71,175** Total Pending PACT Act Related Claims with Partial Decisions (as of 07/29/2023)

**478,408** Total Pending Non-PACT Act Related Claims (as of 07/29/2023)

**362,369** Total Non-PACT Act Related Claims Pending <=125 Days (07/29/2023)

**114.2** Average Days Pending for PACT Act Related Claims (07/29/2023)

**275,057** Total PACT Act Related Claims Pending <=125 Days (07/29/2023)

**352,671** Total PACT Act Related Claims (as of 07/29/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 07/29/2023)

<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>135,818</td>
<td>137,614</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>80,593</td>
<td>81,857</td>
<td>82%</td>
<td>18%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>38,169</td>
<td>38,489</td>
<td>54%</td>
<td>46%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>35,943</td>
<td>36,574</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Malignant Growths of Genitourinary System</td>
<td>19,835</td>
<td>20,327</td>
<td>67%</td>
<td>33%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (As of 07/29/2023)

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)**

<table>
<thead>
<tr>
<th>MyVA411 Calls that Access the PACT Act Main Menu</th>
<th>VA.gov/PACT Pageviews</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly Totals</td>
<td>Weekly Totals</td>
</tr>
<tr>
<td>05/13 2023</td>
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</tr>
<tr>
<td>05/20 2023</td>
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<tr>
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<tr>
<td>07/22 2023</td>
<td>07/22 2023</td>
</tr>
<tr>
<td>07/29 2023</td>
<td>07/29 2023</td>
</tr>
</tbody>
</table>

**WEB AND PHONE EXPERIENCE**

- **16,145,287** Total Page Views (08/10/2022–07/29/2023)
- **582,124** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–07/29/2023)
- **112,593** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–07/29/2023)
Web and Phone Experience

Digital Advertising (ChooseVA PACT Act Campaign)

Clicks

<table>
<thead>
<tr>
<th>Impressions</th>
<th>Weekly Totals</th>
<th>05/13 2023</th>
<th>05/20 2023</th>
<th>05/27 2023</th>
<th>06/03 2023</th>
<th>06/10 2023</th>
<th>06/17 2023</th>
<th>06/24 2023</th>
<th>07/01 2023</th>
<th>07/08 2023</th>
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<th>07/22 2023</th>
<th>07/29 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Clicks</td>
<td>110,375</td>
<td>121,379</td>
<td>132,287</td>
<td>127,798</td>
<td>156,087</td>
<td>165,783</td>
<td>203,501</td>
<td>189,629</td>
<td>199,640</td>
<td>208,000</td>
<td>225,860</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Impressions</td>
<td>15,048,378</td>
<td>16,360,782</td>
<td>16,650,977</td>
<td>17,305,646</td>
<td>17,715,849</td>
<td>20,208,253</td>
<td>20,866,958</td>
<td>22,819,255</td>
<td>24,637,017</td>
<td>23,180,355</td>
<td>20,208,253</td>
<td>23,110,421</td>
</tr>
<tr>
<td></td>
<td>CTR</td>
<td>0.73%</td>
<td>0.74%</td>
<td>0.84%</td>
<td>0.72%</td>
<td>0.78%</td>
<td>0.79%</td>
<td>0.87%</td>
<td>0.90%</td>
<td>0.90%</td>
<td>0.90%</td>
<td>0.78%</td>
<td>0.98%</td>
</tr>
</tbody>
</table>

818,408,769 Total Impressions
5,613,594 Total Clicks
0.69% Click Through Rate

VA Call Centers

786,775 Total MyVA411 that Access the PACT Act Main Menu (Press 8)
(10/20/2022-07/29/2023)

170,465 Calls that Access Option 1 to Learn More about PACT Act and Health Care
(10/20/2022-07/29/2023)

168,722 Calls that Access Option 2 to Learn More about PACT ACT Benefits
(10/20/2022-07/29/2023)

234,878 Calls that Access Option 3 to Learn More about the PACT Act Overall
(10/20/2022-07/29/2023)

STEWARDSHIP

Issue 12—August 04, 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>$81,000</td>
</tr>
<tr>
<td>Office of Information &amp; Technology</td>
<td>99</td>
<td>—</td>
<td>23</td>
<td>$123,053,000</td>
<td>$88,934,000</td>
</tr>
<tr>
<td>VBA General Operating Expenses</td>
<td>1,884</td>
<td>8</td>
<td>—</td>
<td>$302,018,000</td>
<td>$248,360,000</td>
</tr>
<tr>
<td>Board of Veterans’ Appeals</td>
<td>153</td>
<td>6</td>
<td>—</td>
<td>$10,328,000</td>
<td>$22,000</td>
</tr>
<tr>
<td>Office of General Counsel</td>
<td>73</td>
<td>51</td>
<td>—</td>
<td>$4,374,000</td>
<td>$2,295,000</td>
</tr>
<tr>
<td>VA Central Office</td>
<td>64</td>
<td>46</td>
<td>4</td>
<td>$25,453,000</td>
<td>$18,222,000</td>
</tr>
<tr>
<td>Total PACT Act Toxic Exposures Fund</td>
<td>2,382</td>
<td>111*</td>
<td>27</td>
<td>$500,000,000</td>
<td>$365,989,000</td>
</tr>
</tbody>
</table>

*The change in FTE onboards from 1,668 (Issue 11) to 111 (Current - Issue 12) does not reflect a decrease. Rather, FTEs were moved to the FY 2023 Consolidated Appropriations Act Toxic Exposures Fund (TEF) as startup payroll funding is projected to be exhausted.
EXPLANATION OF TERMS

ISSUE TWELVE—AUGUST 04, 2023

DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD

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. This metric identifies the unique number of Veterans who filed a PACT Act benefit claim which VBA processed to completion. This metric identifies the unique number of Survivors who filed a PACT Act benefit claim which VBA processed to completion. This trust score reflects the percentage of Veterans who respond to the survey question, "I trust the VHA [Facility Name] for my health care needs" with a score of 4 or 5.

Approval Rate for PACT Act Related Claims since 08/10/22 (percentage)
Average Days for PACT Act Claims Completion

This metric indicates the length of time it takes VBA to process a PACT Act related benefits claim. This is measured from the date VA receives a claim to the date VA finished processing the claim and closed it out + 1 day, to eliminate the possibility of claims being completed in 0 days (ex. claim completed on the day it was received).

The Average Days to Complete (ADC) for PACT Act Related Claims is calculated based on the date VA received the claim, not the date VA began processing those claims. VA prioritized and completed some claims related to terminal illnesses, but VA did not begin processing most claims until January 1, 2023. As a result, the current value of ADC is inflated by any time between the date the claim was received and the January 1, 2023 implementation date for processing. The high ADC for PACT claims demonstrates VA's commitment to completing oldest pending claims first.

This statistic identifies the number of VBA benefit claims with one or more PACT Act-related conditions that have been completed in 125 days or less. This metric identifies the number of completed PACT disability claims where at least one issue was granted. The PACT Act Planning Population consists of Veterans who have a high level of confidence they are a member of one or more of the three PACT Act eligible cohorts (Veteran, Gulf War, Post 9-11). VA is using this population as a means of identifying the impact of the PACT Act on enrollment in VA health care.

Weekly Total: Non-PACT Act Related Claims Completed
Weekly Total: Non-PACT Act Related Claims Submitted
Cumulative Total: PACT Act Related Claims Completed
Cumulative Total: PACT Act Related Claims Submitted

This statistic measures the number of new enrollees in VA health care that fall within the PACT Act Planning Population to understand the impact of the PACT Act on enrollment. By design, this more focused metric will always be a subset of the metric above that shows overall new enrollment regardless of whether a Veteran is in an eligible PACT Act cohort. Together these two enrollment metrics help identify both the broad impact of PACT Act on enrollment - for example, those who may enroll for VA health care because of the publicity of PACT Act but are not directly eligible because of PACT Act—and the more direct impact of PACT Act—meaning those who are enrolling from populations VA assesses as becoming eligible due to the PACT Act.

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

This statistic identifies the number of VBA Toxic Exposure Screenings where a Veteran identified exactly one exposure to toxic substances. Please note the difference from the metric above—this metric includes Veterans who identify exactly one exposure and also those who identified more than one exposure; this metric only includes Veterans who identify exactly one exposure.

New Enrollees in the PACT Act Planning Population
Total New VHA Enrollees
Increase in New Enrollees in VHA
Upcoming Outreach Calendar

This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified at least one potential exposure to toxic substances. It includes the number of Veterans who received the screening, the number of Veterans who identified at least one potential concern related to a toxic substance exposure, and the percentage of responses in which Veterans identified at least one instance of toxic exposure during the screening.

This metric identifies the unique number of PACT disability claims submitted through mail. This metric identifies the number of VBA claims which do not have any conditions related to the PACT Act pending in the workload. This metric identifies the number of VBA claims that have been completed in 125 days or less. This statistic identifies the number of VBA claimants that have been completed since August 10, 2022, which are not related to the PACT Act. This statistic identifies the cumulative total of VBA benefits claims completed since August 10, 2022, which are not related to the PACT Act.

Page Two

Metric/Term

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

Definition

This statistic identifies the number of Veterans who received a VHA Toxic Exposure Screening. Every Veteran enrolled in VA health care will receive an initial screening and a follow-up screening at least once every 5 years. Veterans who are not enrolled and who meet eligibility requirements will have an opportunity to enroll and receive the screening. The screening will ask Veterans if they think they were exposed to any of these hazards while serving. Open burn pits and other airborne hazards, Gulf War related exposures, Agent Orange Radiation, Camp Lejeune contaminated water exposure and/or Other Exposures. This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified at least one exposure to toxic substances. It includes the number of Veterans who received the screening, the number of Veterans who identified at least one potential concern related to a toxic substance exposure, and the percentage of responses in which Veterans identified at least one instance of toxic exposure during the screening.

New Enrollees 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 Completed <= 125 days
Average Days Pending for Non-PACT Act Related Claims
Non-PACT Act Related Claims Pending <= 125 days
Non-PACT Act Related Claims Completed <= 125 days
Cumulative Total of Non-PACT Related Claims Submitted
Cumulative Total of Non-PACT Related Claims Completed

This statistic identifies the current number of VBA benefit claims with one or more PACT Act-related conditions that have been pending for 125 days or less. This statistic identifies the cumulative total of VBA benefits claims received since August 10, 2022, which are not related to the PACT Act. This metric identifies the average number of days it takes VBA to process a PACT Act related benefits claim. This statistic identifies the number of VBA benefit claims with one or more PACT Act related conditions that have been completed in 125 days or less.

This statistic 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.

Page Three

Metric/Term

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 statistic 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. This statistic identifies the number of PACT disability claims submitted electronically by a Veteran out of the total number of PACT disability claims submitted electronically.

This statistic identifies the number of PACT disability claims submitted through mail out of the total number of PACT disability claims submitted.

This statistic identifies the 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.

Please note the difference from the metric above—the metric above includes Veterans who identify exactly one potential concern; this metric includes Veterans who identify more than one potential concern.

Priority Groups: When Veterans apply for VA health care, they are assigned to 1 of 8 priority groups that impact how soon they are signed up for health care benefits and how much they may have to pay (if anything) toward the cost of care. To learn more about the factors that impact assignment, please visit https://www.va.gov/health-care/eligibility/priority-groups.

This statistic identifies the total number of VBA benefit claims with at least one PACT Act related claim issued each week. This statistic identifies the number of VBA benefit claims with at least one PACT Act related condition completed each week. This statistic identifies the number of VBA benefit claims with at least one PACT Act related condition received since August 10, 2022. This statistic identifies the number of VBA claims with at least one PACT Act related condition completed since August 10, 2022. This statistic identifies the total number of VBA benefits claims received each week not related to PACT Act. This statistic identifies the total number of VBA claims with at least one PACT Act related condition received since August 10, 2022.

This statistic identifies the number of VBA claims with at least one PACT Act related condition pending in the workload. This metric identifies the number of VBA claims which do not have any conditions related to the PACT Act pending in the workload.

This statistic identifies the number of VBA claims which do not have any conditions related to the PACT Act pending in the workload. This metric identifies the number of VBA claims with one or more PACT Act-related conditions that have been pending for 125 days or less.

This statistic identifies the current number of VBA benefit claims with one or more PACT Act-related conditions that have been pending for 125 days or less.

This statistic identifies the current number of VBA benefit claims with one or more PACT Act-related conditions that have been pending for 125 days or less.

This statistic identifies the current number of VBA benefit claims with one or more PACT Act-related conditions that have been pending for 125 days or less.

This statistic identifies the cumulative total of VBA benefit claims received since August 10, 2022, which are not related to the PACT Act. This statistic identifies the number of non-PACT VBA benefit claims that have been completed in 125 days or less.

This statistic identifies the cumulative total of VBA benefits claims completed since August 10, 2022, which are not related to the PACT Act.
Page Three (continued)

### Metric/Term

**Total Pending PACT Act Claims with Partial Decisions**

**Total Pending Non-PACT Act Claims with Partial Decisions**

**Top 5 Most Frequent Conditions on PACT Act Related Claims**

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### Definition

This metric identifies the number of currently pending PACT related disability benefit claims where a partial decision was rendered on the claim.

This metric identifies the number of currently pending non-PACT related disability benefit claims where a partial decision was rendered on the claim.

Top 5 most frequent conditions on PACT Act related disability claims with breakpoints for the # of distinct claims associated with these claimed conditions, the total number of distinct issues claimed, the total number of issues granted, and the grant/denial rate.


Top 3 reasons for denials on decisions on PACT disability claims: Not Insured/Caused by Service. Claimed condition is denied because condition neither occurred in nor was caused by military service; No Diagnosis. Claimed condition is denied because the medical evidence of record fails to show that the disability has been clinically diagnosed; Not Established by Presumption. Claimed condition is denied because the evidence of record does not show that certain criteria was met for a grant of service connection on a presumptive basis.

This statistic identifies the current number of pending VBA benefit claims with one or more PACT Act related conditions.

This statistic identifies the current number of pending VBA benefit claims without any PACT Act-related conditions.

This metric identifies the number of page views for the va.gov/PACT website.

This statistic identifies the number of times visitors to the VA.gov/PACT website clicked the "Apply for Benefits" link to file a disability compensation claim online.

This statistic identifies the number of times visitors to the VA.gov/PACT website clicked the "Apply for Health Care" link to apply for VA health care online.

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### Stewardship

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

### Metric/Term

**Full Time Equivalent Employee (FTE)**

**Account**

**Permanent Employee**

**Term Employee**

**Onboarded**

**Funds Allocated**

**Obligations**

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### Definition

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.

This statistic identifies the number of calls to 1-800 MyVA411 where callers selected the PACT Act Main Menu (option 8).

This statistic identifies the number of calls received to the automated MyVA411 line (option 8), which provides information about the PACT Act to callers.

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(6)).

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 delimited.

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.

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### Geographical Analysis

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

### Metric/Term

**Veterans in State**

**Total PACT Act Related Claims Received**

**Percentage of Total PACT Act Related Claims Received**

**Veterans Currently Enrolled with VA for Care**

**New Enrollees**

**Percentage of New Enrollees**

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### Definition

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.

This statistic identifies the total number of VBA benefit claims with at least one PACT Act-related condition separated by state of residence.

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.

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).

This statistic identifies the number 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).

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).

This statistic identifies the number of Veterans in state.

This statistic identifies the total number of PACT Act claims received.

This statistic identifies the percentage of total PACT Act related claims received.

This statistic identifies the number of Veterans currently 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).

This statistic identifies the percentage of new enrollees.

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### Further Geographic Explanations

**Symbol:** -

**U.S. territories, Freely Associated States, and Philippines**

**Unknown/Foreign**

**<10 Privacy Threshold**

This symbol indicates that data is unavailable.


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.