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

**Highlight**

Veterans and their survivors have filed more than one million claims for toxic exposure-related benefits under the PACT Act since President Biden signed it into law August 10, 2022. As of September 30, VA has processed more than 610,000 of these claims, granting 77.4% of them and awarding more than $2.46 billion in earned benefits to Veterans and survivors. Please continue to encourage Veterans and their survivors to apply for the care and benefits they may be eligible for under the PACT Act.

Visit www.va.gov/PACT or call 1-800-MY-VA-411.

**Making a Difference Through the PACT Act**

Kevin Strange served in Iraq and Afghanistan, and shortly after his return from his initial deployment in 2010, he began to experience recurring nosebleeds and nasal congestion. “It was frustrating and embarrassing. I tried to work and would start wheezing. I’d be in a conversation and spring a nosebleed.” Years later, the PACT Act was enacted, and the Tomah VA Medical Center’s response was almost instant. After an initial evaluation, Kevin was referred for follow-up testing and subsequently diagnosed by the Tomah VA provider with rhinitis, sinusitis, and asthma. He has since scheduled with Compensation & Pension for further evaluation and determination of benefits for his new diagnoses, related to the updated presumptive conditions as part of the PACT Act.

**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

- **567,724** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–10/07/2023)
- **486,622** Total PACT Act Claims Approved (08/10/2022–10/07/2023)
- **556,300** Total Veterans with Completed PACT Act Related Claims
- **11,444** Total Survivors with Completed PACT Act Related Claims
- **153.0** Average Days for PACT Act Related Claim Completion (10/07/2023)
- **47.7%** PACT Act Related Claims Completed <= 125 days (10/07/2023)

### Expanding Care

- **190,707** New Enrollees in the PACT Act Planning Population (08/10/2022–10/08/2023)
- **77.3%** Approval Rate for PACT Act Related Claims (10/07/2023)

### Upcoming Outreach Calendar

- **October 14**: Veteran Resource Enrollment Event
  - Nashville, MI
  - [VIEW EVENT](#)
- **October 19**: Madison VA at Veterans Regional Benefit Expo
  - Watertown, WI
  - [VIEW EVENT](#)
- **November 08**: Cookeville VA PACT Act Veterans Health Fair
  - Cookeville, TN
  - [VIEW EVENT](#)
- **November 09**: PACT Act Enrollment Claims Event
  - Mohave Valley, AZ
  - [VIEW EVENT](#)
- **November 16**: Veterans Health Expo
  - Los Angeles, CA
  - [VIEW EVENT](#)

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
- **4,675,413** Total Toxic Exposure Screenings (09/06/2022–10/08/2023)
- **2,003,109 (42.84%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **397,021 (8.49%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,606,088 (34.35%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure
- **190,707** New Enrollees in the PACT Act Planning Population (08/10/2022–10/08/2023)
- **59%** New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)
- **2,003,109 (42.84%)** Total Toxic Exposure Screenings (09/06/2022–10/08/2023)
- **1,707,956** Total Veterans that may be eligible for the SEP
- **1,313,577** Total Veterans not yet Enrolled
- **394,379** Total Veterans Currently Enrolled
- **23,922** Total New Enrollees from 10/01/2022 to Present

### 1-YEAR SPECIAL ENROLLMENT PERIOD (SEP)
Veterans who deployed to a combat zone, never enrolled in VA health care, and left active duty between September 11, 2001, and October 1, 2013, are eligible to enroll directly in VA health care in a special enrollment period until September 30, 2023.

### Benefits Experience

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

<table>
<thead>
<tr>
<th>WEEKLY TOTALS</th>
<th>07/22/2023</th>
<th>07/29/2023</th>
<th>08/05/2023</th>
<th>08/12/2023</th>
<th>08/19/2023</th>
<th>08/26/2023</th>
<th>09/02/2023</th>
<th>09/09/2023</th>
<th>09/16/2023</th>
<th>09/23/2023</th>
<th>09/30/2023</th>
<th>10/07/2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUBMITTED</td>
<td>27,760</td>
<td>29,522</td>
<td>41,465</td>
<td>66,201</td>
<td>42,777</td>
<td>25,919</td>
<td>24,406</td>
<td>17,627</td>
<td>20,530</td>
<td>20,362</td>
<td>21,883</td>
<td>20,707</td>
</tr>
<tr>
<td>COMPLETED</td>
<td>15,980</td>
<td>17,440</td>
<td>15,484</td>
<td>18,422</td>
<td>18,495</td>
<td>20,761</td>
<td>17,594</td>
<td>19,401</td>
<td>20,281</td>
<td>19,634</td>
<td>18,813</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>WEEKLY TOTALS</th>
<th>07/22/2023</th>
<th>07/29/2023</th>
<th>08/05/2023</th>
<th>08/12/2023</th>
<th>08/19/2023</th>
<th>08/26/2023</th>
<th>09/02/2023</th>
<th>09/09/2023</th>
<th>09/16/2023</th>
<th>09/23/2023</th>
<th>09/30/2023</th>
<th>10/07/2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUBMITTED</td>
<td>29,736</td>
<td>29,314</td>
<td>36,413</td>
<td>38,967</td>
<td>30,502</td>
<td>33,318</td>
<td>33,983</td>
<td>23,313</td>
<td>26,380</td>
<td>26,314</td>
<td>25,461</td>
<td>27,479</td>
</tr>
<tr>
<td>COMPLETED</td>
<td>25,143</td>
<td>25,630</td>
<td>21,629</td>
<td>22,471</td>
<td>20,259</td>
<td>22,627</td>
<td>22,436</td>
<td>21,795</td>
<td>25,166</td>
<td>24,450</td>
<td>22,739</td>
<td></td>
</tr>
</tbody>
</table>

#### Average Days For PACT Act Related Claim Completion (10/07/2023)
- **153.0** Average Days For PACT Act Related Claim Completion

#### Average Days For Non-PACT Act Related Claim Completion (10/07/2023)
- **125.2** Average Days For Non-PACT Act Related Claim Completion

#### Percentage of Claims Submitted PACT Related vs. Non-PACT Related (08/10/2022–10/07/2023)
- **39.6%** PACT RELATED
- **60.4%** NON-PACT RELATED

The charts below show the past 12 weeks (a rolling 12-week view).
PACT Act Claims Submission Methods

- **31.2%** PACT Act Claims Electronically Submitted (08/10/2022–10/07/2023)
- **92.0%** Electronic Claims Submitted by Veterans
- **8.0%** Electronic Claims Submitted by Power of Attorney
- **68.8%** PACT Act Claims Submitted by Mail (08/10/2022–10/07/2023)
- **85.5%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

- **540,485** Total Pending PACT Act Related Claims (as of 10/07/2023)
- **114.4** Average Days Pending for PACT Act Related Claims (as of 10/07/2023)
- **362,690** Total PACT Act Related Claims Pending <=125 Days (as of 10/07/2023)
- **558,002** Total Pending Non-PACT Act Related Claims (as of 10/07/2023)
- **94.6** Average Days Pending for Non-PACT Act Related Claims (as of 10/07/2023)
- **429,050** Total Non-PACT Act Related Claims Pending <=125 Days (as of 10/07/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 10/07/2023)

<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>186,008</td>
<td>188,566</td>
<td>77%</td>
<td>23%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>110,275</td>
<td>111,975</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>52,458</td>
<td>52,880</td>
<td>54%</td>
<td>46%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>49,134</td>
<td>50,034</td>
<td>49%</td>
<td>51%</td>
</tr>
<tr>
<td>Malignant Growth of Genitourinary System</td>
<td>28,102</td>
<td>28,804</td>
<td>65%</td>
<td>35%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (as of 10/07/2023)

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)**
- **21,028,811** Total Page Views (08/10/2022–10/08/2023)
- **849,807** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–10/08/2023)
- **177,090** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–10/08/2023)
### Digital Advertising (ChooseVA PACT Act Campaign)

#### Weekly Totals

<table>
<thead>
<tr>
<th>Date</th>
<th>Clicks</th>
<th>Impressions</th>
<th>CTR</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/22/23</td>
<td>156,807</td>
<td>20,208,253</td>
<td>0.78%</td>
</tr>
<tr>
<td>07/29/23</td>
<td>225,860</td>
<td>23,110,421</td>
<td>0.98%</td>
</tr>
<tr>
<td>08/05/23</td>
<td>253,899</td>
<td>8,110,277</td>
<td>1.17%</td>
</tr>
<tr>
<td>08/12/23</td>
<td>240,098</td>
<td>181,585</td>
<td>2.96%</td>
</tr>
<tr>
<td>08/19/23</td>
<td>41,268</td>
<td>1,046,417</td>
<td>0.85%</td>
</tr>
<tr>
<td>09/02/23</td>
<td>9,920</td>
<td>1,957,543</td>
<td>1.18%</td>
</tr>
<tr>
<td>09/09/23</td>
<td>23,069</td>
<td>1,911,257</td>
<td>1.23%</td>
</tr>
<tr>
<td>09/16/23</td>
<td>23,484</td>
<td>2,111,916</td>
<td>1.09%</td>
</tr>
<tr>
<td>09/23/23</td>
<td>23,093</td>
<td>6,540,785</td>
<td>1.12%</td>
</tr>
<tr>
<td>09/30/23</td>
<td>73,391</td>
<td>7,321,074</td>
<td>1.45%</td>
</tr>
<tr>
<td>10/07/23</td>
<td>106,336</td>
<td>869,314,599</td>
<td></td>
</tr>
</tbody>
</table>

#### Total Impressions: 869,314,599

#### Total Clicks: 6,407,152

#### Click Through Rate: 0.74%

### VA Call Centers

- **932,640** Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022–10/08/2023)
- **226,051** Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022–10/08/2023)
- **188,485** Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022–10/08/2023)
- **262,520** Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022–10/08/2023)
For a view of the data above shown by Congressional District, please visit https://www.accesstocare.va.gov/PactAct. The state totals in the Congressional District view will not match precisely with those above due to differences in methodology.

DEPARTMENT OF VETERANS AFFAIRS  
VA PACT ACT PERFORMANCE DASHBOARD  
ISSUE EIGHTEEN—OCTOBER 13, 2023
### Page One

#### Metric/Term

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Veterans/Survivors with Completed PACT Act Claims</td>
<td>This metric identifies the unique number of Veterans and Survivors who have filed a PACT Act benefit claim which VBA processed to completion.</td>
</tr>
<tr>
<td>Total Veterans with Completed PACT Act Claims</td>
<td>This metric identifies the unique number of Veterans who filed a PACT Act benefit claim which VBA processed to completion.</td>
</tr>
<tr>
<td>Total Survivors with Completed PACT Act Claims</td>
<td>This metric identifies the unique number of Survivors who filed a PACT Act benefit claim which VBA processed to completion.</td>
</tr>
<tr>
<td>VHA Trust</td>
<td>This metric reflects the percentage of Veterans who respond to the survey question, &quot;I trust the VHA (Facility Name) for my health care needs&quot; with a score of 4 or 5.</td>
</tr>
<tr>
<td>Approval Rate for PACT Related Claims since 08/10/22 (percentage)</td>
<td>Percentage of PACT act disability claims where at least one condition was granted (regardless of whether or not the condition was filed under PACT).</td>
</tr>
<tr>
<td>Average Days for PACT Act Claims Completion</td>
<td>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 finishes processing the claim and closes it out + 1 day, to eliminate the possibility of claims being completed in 0 days (ex. claim completed on the day it was received).</td>
</tr>
</tbody>
</table>

#### Page Two

#### Metric/Term

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Toxic Exposure Screenings</td>
<td>This statistic identifies the number of Veterans who have 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.</td>
</tr>
<tr>
<td>Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure</td>
<td>This statistic identifies the number of Veterans who have received a VHA Toxic Exposure Screening where a Veteran identified at least one exposure. 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 potential toxic exposure during the screening.</td>
</tr>
<tr>
<td>Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure</td>
<td>This statistic identifies the number of Veterans who have received a VHA Toxic Exposure Screening where a Veteran identified exactly one exposure.</td>
</tr>
<tr>
<td>Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure</td>
<td>This statistic identifies the number of Veterans who have received a VHA Toxic Exposure Screening where a Veteran identified more than one exposure.</td>
</tr>
<tr>
<td>New Enrollees in Priority Groups 1, 2, or 3</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one potential concern; this metric includes Veterans who identify more than one potential concern.</td>
</tr>
<tr>
<td>New Enrollees with a PACT Act Authority</td>
<td>Please note the difference from the metric above— the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Weekly Total: PACT Act Related Claims Submitted</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Weekly Total: PACT Act Related Claims Completed</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Cumulative Total: PACT Act Related Claims Submitted</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Cumulative Total: PACT Act Related Claims Completed</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Weekly Total: Non-PACT Act Related Claims Submitted</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Weekly Total: Non-PACT Act Related Claims Completed</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Average Days for PACT Act Claims Completion</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>PACT Act Related Rating Claims Pending &lt;= 125 days</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>PACT Act Related Rating Claims Completed &lt;= 125 days</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Non-PACT Act Related Claims Pending &lt;= 125 days</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Average Days Pending for Non-PACT Act Related Claims</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Non-PACT Act Related Claims Completed &lt;= 125 days</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Cumulative Total: Non-PACT Act Related Claims Submitted</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
<tr>
<td>Cumulative Total: Non-PACT Act Related Claims Completed</td>
<td>Please note the difference from the metric above—the metric above includes Veterans who identified exactly one exposure.</td>
</tr>
</tbody>
</table>

### 1-Year Special Enrollment

#### Metric/Term

<table>
<thead>
<tr>
<th>Metric/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Year Special Enrollment Period (SEP)</td>
<td>Combat Veteran Eligibility with an end date of September 30, 2023, for Veterans who discharged between September 11, 2001 and September 30, 2013, and applied outside their 5-year eligibility period.</td>
</tr>
<tr>
<td>Total Veterans that may be eligible for the SEP</td>
<td>Total Veterans from the PACT Act Planning Population that may be eligible for the Special Enrollment Period (SEP). This total may change to reflect changes in the PACT Act Planning Population (due to deaths, for example).</td>
</tr>
<tr>
<td>Total Veterans Currently Enrolled</td>
<td>Total Veterans from the PACT Act Planning Population that may be eligible for SEP and currently enrolled. This metric may fluctuate in different amounts than total new enrollees because Veterans may become enrolled due to other authorities besides SEP or may no longer be living.</td>
</tr>
<tr>
<td>Total Veterans not yet Enrolled</td>
<td>Total Veterans from the PACT Act Planning Population that may be eligible for SEP and are currently non-enrolled. This metric may decrease more than the increase in total new enrollees because Veterans may leave the “non-eligible” category when they are enrolled under other authorities besides SEP or no longer be living.</td>
</tr>
<tr>
<td>Total New Enrollees from 10/01/2022 to Present</td>
<td>Veterans from the group of “Total Veterans that may be eligible for SEP” who have been enrolled using the SEP authority between 10/1/2022 and present.</td>
</tr>
</tbody>
</table>
**Page Three**

**Metric/Term**

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

**Definition**

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

Electronic PACT Act Claims Submitted by Veterans (percentage)

**Definition**

Total number of PACT disability claims submitted electronically by a Veteran out of the total number of PACT disability claims submitted electronically.

PACT Act Claims Submitted Electronically (percentage)

**Definition**

Total number of PACT disability claims submitted electronically out of the total number of PACT disability claims submitted.

PACT Act Claims Submitted Through Mail (percentage)

**Definition**

Total number of PACT disability claims submitted through mail out of the total number of PACT disability claims submitted.

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

**Definition**

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.

Pending Claims—PACT Related

**Definition**

This metric identifies the number of VBA claims with at least one PACT Act related condition pending in the workload.

Pending Claims—Non-PACT Related

**Definition**

This metric identifies the number of VBA claims which do not have any conditions related to the PACT Act pending in the workload.

Total Pending PACT Act Related Claims with Partial Decisions

**Definition**

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

Top 5 Most Frequent Conditions on PACT Act Related Claims

**Definition**

Top 5 most frequent conditions on PACT Act related disability claims with breakouts 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.

**Reminder:** Stewardship information will be included in every other issue of this dashboard publication.

**Geographical Analysis**

**Metric/Term**

Veterans in State

**Definition**

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).

Total Pending PACT Act Claims

**Definition**

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

Total Pending Non-PACT Act Claims

**Definition**

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

VA.gov/PACT Page Views

**Definition**

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

Total Clicks on Call to Action to File a Disability Claim Online

**Definition**

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.

Total Clicks on Call to Action to Enroll in Health Care

**Definition**

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.

**Stewardship**

**Metric/Term**

Full-Time Equivalent Employee (FTE)

**Definition**

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

**Definition**

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.

Permanent Employee

**Definition**

An employee who has been hired under an appointment that is not time delimited.

Term Employee

**Definition**

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

**Definition**

Onboards (i.e., the number of personnel encumbering positions) are the number of employees (i.e., headcount) onboard when the data are reported.

Funds Allocated

**Definition**

The amount of funding provided to each Administration or Staff Office.

Obligations

**Definition**

Obligation means a binding agreement that will result in outlays, immediately or in the future.

**EXPLANATION OF TERMS (CONTINUED)**

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

**Metric/Term**

Total Impressions

**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.

MyVA411 Calls that Access the PACT Act Main Menu (Press 8)

**Definition**

This statistic identifies the number of calls to 1-800-MYVA411 where callers selected the PACT Act Main Menu (Press 8).

Total MyVA411 Calls that Access the PACT Act Main Menu (Press 8)

**Definition**

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.

**Stewardship**

**Metric/Term**

Full Time Equivalent Employee (FTE)

**Definition**

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

**Definition**

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.

Permanent Employee

**Definition**

An employee who has been hired under an appointment that is not time delimited.

Term Employee

**Definition**

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

**Definition**

Onboards (i.e., the number of personnel encumbering positions) are the number of employees (i.e., headcount) onboard when the data are reported.

Funds Allocated

**Definition**

The amount of funding provided to each Administration or Staff Office.

Obligations

**Definition**

Obligation means a binding agreement that will result in outlays, immediately or in the future.

**Geographical Analysis**

**Metric/Term**

Veterans in State

**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.

Total PACT Act Related Claims Received

**Definition**

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

Percentage of Total PACT Act Related Claims Received

**Definition**

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.

Veterans Currently Enrolled with VA for Care

**Definition**

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

**Definition**

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

**Definition**

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**

**Metric/Term**

Symbol (-)

**Definition**

This symbol indicates that data is unavailable.


Unknown/Foreign

**Definition**

The Unknown/Foreign group includes Veterans and Survivors with a foreign address or where state of residence information is currently unavailable.

<10 Privacy Threshold

**Definition**

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

**Reminder:** Stewardship information will be included in every other issue of this dashboard publication.

**Geographical Analysis**

**Metric/Term**

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