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](https://www.VA.gov)
[VA.gov/PACT](https://www.VA.gov/PACT)
[ask.VA.gov](https://ask.VA.gov)
[CALL](tel:1-800-MyVA411)
[24/7/365](#)
[WALK-IN](#)
[Veterans Service Organization](#)
[VA.gov/find/locations](https://VA.gov/find/locations)
[NEW HEALTH CARE & BENEFITS MAP](#)
[Download Map Here](#)

Help spread the word—download PACT Act Outreach Materials!

**Highlights**

Researchers with the U.S. Department of Veterans Affairs (VA) are using National Aeronautics and Space Administration (NASA) Earth observations of smoke and other air pollution to study the health impacts on Veterans who were deployed to Afghanistan, Iraq, and other areas of Southwest Asia in the years after September 11, 2001. Read more [HERE](#).

**Making a Difference Through the PACT Act**

A Navy and Air Force Veteran was deployed several times with his rescue unit to the Southwest Asian Theater. Though he was concerned with the burn pits and ground contamination conditions he experienced there, he was denied service connection for sinusitis and sleep apnea in his original benefits claim. After learning of new presumptive conditions under the PACT Act, he persisted and was subsequently awarded a 100% permanent and total disability rating. He is grateful for this help in providing for his family and shares his knowledge of the PACT Act with fellow Veterans in his community.

**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**

- **251,584** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–05/06/2023)
- **245,974** Total Veterans with Completed PACT Act Related Claims
- **5,616** Total Survivors with Completed PACT Act Related Claims
- **79.7%** Approval Rate for PACT Act Related Claims (05/06/2023)
- **155.5** Average Days for PACT Act Related Claim Completion (05/06/2023)
- **46.3%** PACT Act Related Claims Completed <= 125 days (05/06/2023)

**Expanding Care**

- **77,337** New Enrollees from the PACT Act Planning Population (10/01/2022–04/30/2023)
- **90.7%** VA Health Care 90-Day Trust Score (12/06/2022–04/29/2023)

**Total New VHA Enrollees:** (through 04/29/2023)

- **208,627** AUG 2021-APR 2022
- **244,544** AUG 2022-APR 2023
- **+35,917**

**UPCOMING OUTREACH CALENDAR**

- **May 16**
  - PACT Act Awareness Event–Tuscaloosa, AL
  - VIEW EVENT
- **May 18**
  - We CARE Veterans Fair–Rome, GA
  - VIEW EVENT
- **May 20**
  - Oregon Women Veterans Conference–Salem, OR
  - VIEW EVENT
- **May 25**
  - PACT Act Brief and Claims Filing–College Park, GA
  - VIEW EVENT
- **June 03**
  - Oregon Women Veterans Conference–Salem, OR
  - VIEW EVENT
- **June 16**
  - PACT Act Claims Briefing–Colorado Springs, CO
  - VIEW EVENT

For more information on these and other events, please visit [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

**3,317,560**  
Total Toxic Exposure Screenings  
(09/06/2022–05/06/2023)

**1,403,865 (42.32%)**  
Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure

**272,906 (8.23%)**  
Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

**1,130,959**  
Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure

**77,337**  
New Enrollees in the PACT Act Planning Population  
(10/01/2022–04/30/2023)

**3,842,609**  
Current Enrollees in the PACT Act Planning Population  
(as of 04/30/2023)

**63.0%**  
New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

### Benefits Experience

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

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

**546,529**  
Cumulative Total PACT Related Claims Submitted  
(08/10/2022–05/06/2023)

**533,045**  
Total Veteran PACT Related Claims Submitted

**266,690**  
Total Survivor PACT Related Claims Submitted

**155.5**  
Average Days for PACT Act Related Claim Completion  
(05/06/2023)

**46.3%**  
PACT Act Related Rating Claims Completed <125 Days  
(05/06/2023)

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

**1,067,424**  
Cumulative Total Non-PACT Related Claims Submitted  
(08/10/2022–05/06/2023)

**1,135,773**  
Cumulative Total Non-PACT Related Claims Completed  
(08/10/2022–05/06/2023)

**129.3**  
Average Days for Non-PACT Related Claim Completion  
(05/06/2023)

**66.9%**  
Non-PACT Act Related Rating Claims Completed <125 Days  
(05/06/2023)
PACT Act Claims Submission Methods

27.0% PACT Act Claims Electronically Submitted (08/10/2022–05/06/2023)

88.8% Electronic Claims Submitted by Veterans

11.2% Electronic Claims Submitted by Power of Attorney

73.0% PACT Act Claims Submitted by Mail (08/10/2022–05/06/2023)

86.6% Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

WEEKLY TOTALS

![Graph showing weekly totals for PACT and non-PACT claims]

346,000 Total Pending PACT Act Related Claims (as of 05/06/2023)

467,762 Total Pending Non-PACT Act Related Claims (as of 05/06/2023)

106.9 Average Days Pending for PACT Act Related Claims (05/06/2023)

249,634 Total PACT ACT Related Claims Pending <=125 Days (05/06/2023)

98.8 Average Days Pending for Non-PACT Act Related Claims (05/06/2023)

353,529 Total Non-PACT Act Related Claims Pending <=125 Days (05/06/2023)

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 05/06/2023)

<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>83,942</td>
<td>84,990</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>56,092</td>
<td>56,931</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>26,523</td>
<td>26,729</td>
<td>55%</td>
<td>45%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>24,223</td>
<td>24,607</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>11,798</td>
<td>12,097</td>
<td>25%</td>
<td>75%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons

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)

![Graph showing web traffic and call history]

The PACT Act webpage has received to date:

10,960,961 Total Page Views (08/10/2022–05/06/2023)

413,494 Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–05/06/2023)

77,467 Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–05/06/2023)
Digital Advertising (ChooseVA PACT Act Campaign)

<table>
<thead>
<tr>
<th>Impressions</th>
<th>Clicks</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/18 2023</td>
<td>598,424</td>
</tr>
<tr>
<td>02/25 2023</td>
<td>1,273,342</td>
</tr>
<tr>
<td>03/04 2023</td>
<td>2,146,668</td>
</tr>
<tr>
<td>03/11 2023</td>
<td>2,925,027</td>
</tr>
<tr>
<td>03/18 2023</td>
<td>3,647,270</td>
</tr>
<tr>
<td>03/25 2023</td>
<td>4,369,804</td>
</tr>
<tr>
<td>04/01 2023</td>
<td>5,092,649</td>
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<tr>
<td>04/08 2023</td>
<td>5,806,887</td>
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<tr>
<td>04/15 2023</td>
<td>6,521,112</td>
</tr>
<tr>
<td>04/22 2023</td>
<td>7,236,179</td>
</tr>
<tr>
<td>04/29 2023</td>
<td>8,051,743</td>
</tr>
<tr>
<td>05/06 2023</td>
<td>8,867,310</td>
</tr>
</tbody>
</table>

VA Call Centers

Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022-05/06/2023)

595,068

Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022-05/06/2023)

122,613

Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022-05/06/2023)

129,369

Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022-05/06/2023)

181,935

STEWARDSHIP

Issue 6—May 12, 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.

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

PACT ACT Toxic Exposures Fund (TEF)

(Initial $500M)

<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>---</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>12</td>
<td>---</td>
<td>$123,053,000</td>
<td>$6,490,000</td>
</tr>
<tr>
<td>Veterans Benefits Administration-</td>
<td>1,884</td>
<td>2,260</td>
<td>---</td>
<td>$302,018,000</td>
<td>$63,939,000</td>
</tr>
<tr>
<td>General Operating Expenses</td>
<td>153</td>
<td>---</td>
<td>---</td>
<td>$10,328,000</td>
<td>---</td>
</tr>
<tr>
<td>Board of Veterans’ Appeals</td>
<td>73</td>
<td>36</td>
<td>---</td>
<td>$4,374,000</td>
<td>$485,000</td>
</tr>
<tr>
<td>Office of General Counsel</td>
<td>64</td>
<td>28</td>
<td>2</td>
<td>$25,453,000</td>
<td>$1,089,000</td>
</tr>
<tr>
<td>VA Central Office</td>
<td>2,382</td>
<td>2,336</td>
<td>2</td>
<td>$500,000,000</td>
<td>$72,002,000</td>
</tr>
</tbody>
</table>

577,912,879

Total Impressions

3,622,572

Total Clicks

0.63%

Click Through Rate
### 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 have filed a PACT Act benefit claim which VBA processed to completion.

This metric identifies the number of Veterans who have 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**

**Definition**

This metric identifies the percentage of PACT Act disability claims where at least one condition was granted (regardless of whether or not the condition was filed under PACT).

This metric indicates the average number of days 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 has completed the claim and closed it out + 1 day, to eliminate the possibility of claims being completed in 0 days (ex. claim completed on the date it was received).

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 VA enrollment.

This metric indicates the total number of VBA benefit claims with at least one PACT Act-related condition completed since August 10, 2022.

This statistic identifies the total number of VHA Toxic Exposure Screenings where a Veteran identified exactly one exposure.

Please note the difference from the metric above—the metric above includes Veterans who identify exactly one exposure—meaning those who are enrolling exactly one exposure.

### 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 at least 1 Potential Exposure**

**Definition**

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.

This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified exactly one exposure to toxic substances.

This statistic identifies the number of VHA Toxic Exposure Screenings where a Veteran identified exactly one exposure to toxic substances.

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.

- **New Enrollees in Priority Groups 1, 2, or 3**
- **Weekly Total: VHA Toxic Exposure Screenings**
- **Cumulative Total: VHA Toxic Exposure Screenings Completed**

**Definition**

This statistic identifies the current number of VBA benefit claims with one or more PACT Act-related conditions less than 125 days old.

This metric identifies the current number of PACT Act-related conditions that have been completed in 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 cumulative total of VBA benefit claims completed since August 10, 2022, which are not related to the PACT Act.

### 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)**
**Pending Claims—PACT Related**
**Pending Claims—Non-PACT Related**

**Definition**

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

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

This metric identifies the total number of PACT disability claims submitted electronically out of the total number of PACT disability claims submitted.

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

This metric identifies the 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.

This metric identifies the number of VBA claims where the PACT Act-related condition is pending for more than 125 days.

This metric identifies the number of VBA claims where the PACT Act-related condition is pending for more than 125 days.
Page Three (continued)

**Metric/Term**

**Top 5 Most Frequent Conditions on PACT 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.

**Total Pending PACT Act Claims**

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

**VA.gov/PACT Page Views**

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

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

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**

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.

**Unknown/Foreign**

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

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

U.S. territories, Freely Associated States, and Philippines; this population is aggregated.

**Further Geographic Explanations**

**Symbol (–)**

Data is unavailable.


**Unknown/Foreign**

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

**<10 Privacy Threshold**

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

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

This statistic identifies the percentage of VBA benefit claims with at least one PACT Act related condition received in a particular state.

**Total PACT Act Related Claims Received**

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

**Total Enrollment with VA for Care**

The number of Veterans newly enrolled in VHA health care 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).

**Top 5 Most Frequent Denial Reasons**

Top 3 reasons for denials on decisions on PACT Act disability claims. Not Incurred/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.

**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)**

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 § 45.5(c)).

**Account**

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**

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

**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.

**Funds Allocated**

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 further geographic explanations.

**EXPLANATION OF TERMS (CONTINUED)**

**Percentage of Total PACT Act Claims Received**

This statistic identifies the percentage of VBA benefit claims with at least one PACT Act related condition received in a particular state.

**Total Pending PACT Act Claims**

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

**VA.gov/PACT Page Views**

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

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

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**

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.

**Geographical Analysis**

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

**Metric/Term**

**Veterans in State**

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**

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**

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**

This statistic identifies the number of Veterans newly enrolled in VHA health care 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 health care 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 number of Veterans newly enrolled in VHA health care who have 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 (–)**

Data is unavailable.


**Unknown/Foreign**

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

**<10 Privacy Threshold**

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