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
- VA.gov/PACT
- ask.VA.gov
- CALL 1-800-MyVA411 24/7/365
- WALK-IN VA.gov/locations
- VETERANS SERVICE ORGANIZATION VA/disability/get-help-claim
- NEW HEALTH CARE & BENEFITS MAP Download Map Here

Help spread the word—download PACT Act Outreach Materials!

## Highlights

VA joined members of the Kiowa tribe in Carnegie, Oklahoma City on April 7, 2023 to help local community Veterans learn about the PACT Act, sign up for health care, and apply for VA benefits. While attending, Kiowa Tribe members performed a traditional Powwow and honored the local Veterans in the community.

Watch the video [HERE](#).

## Making a Difference Through the PACT Act

An Army Veteran was exposed to burn pits while deployed during the Persian Gulf War. Though he suffered from asthma, he had no intention of filing a claim for disability as he did not attribute it to his service until he read about respiratory issues being considered a presumptive condition under the PACT Act. After being encouraged by friends and fellow service members, he filed a claim requesting asthma be considered as service-connected. His claim was finalized on March 29th, 2023 and was granted 100% service-connection entitlement, receiving a retroactive payment backdated to August 10th, 2022, the date the PACT Act was signed into law. He is appreciative of the service-connection and how it will help him with his future healthcare needs.

## 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

- **300,910** Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–06/03/2023)
- **294,427** Total Veterans with Completed PACT Act Related Claims
- **6,490** Total Survivors with Completed PACT Act Related Claims
- **154.5** Average Days for PACT Act Related Claim Completion (06/03/2023)
- **47.0%** PACT Act Related Claims Completed <= 125 days (06/03/2023)

### Expanding Care

- **255,041** Total PACT Act Claims Approved (08/10/2022–06/03/2023)
- **79.3%** Approval Rate for PACT Act Related Claims (06/03/2023)
- **89,067** New Enrollees from the PACT Act Planning Population (10/01/2022–06/03/2023)

**Total New VHA Enrollees:** (through 06/03/2023)

- **231,872** AUG 2021-JUNE 2022
- **274,980** AUG 2022-JUNE 2023 +43,108

- 90.8% VA Health Care 90-Day Trust Score (12/06/2022–06/03/2023)

## UPCOMING OUTREACH CALENDAR

<table>
<thead>
<tr>
<th>June 15</th>
<th>June 17</th>
<th>June 20</th>
<th>June 21</th>
<th>June 22</th>
<th>June 24</th>
</tr>
</thead>
<tbody>
<tr>
<td>PACT Act and Enrollment Fair—State College, PA</td>
<td>Veteran Resource Fair and Meet the Experts—Erie, PA</td>
<td>PACT Act Info Day—LaSalle VA Clinic</td>
<td>PACT Act Info Day—Joliet, IL</td>
<td>PACT Act Info Day—Aurora, IL</td>
<td>PACT Act Claims Clinic—Crown Point, IN</td>
</tr>
<tr>
<td><a href="#">VIEW EVENT</a></td>
<td><a href="#">VIEW EVENT</a></td>
<td><a href="#">VIEW EVENT</a></td>
<td><a href="#">VIEW EVENT</a></td>
<td><a href="#">VIEW EVENT</a></td>
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</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

- **3,637,818** Total Toxic Exposure Screenings (09/06/2022-06/03/2023)
- **1,535,697 (42.2%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **298,965 (8.2%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- **1,236,732 (34.0%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure
- **89,067** New Enrollees in the PACT Act Planning Population (10/01/2022–06/03/2023)
- **63.0%** New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)
- **3,873,059** Current Enrollees in the PACT Act Planning Population (as of 06/03/2023)

### Benefits Experience

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

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

- **627,296** Cumulative Total PACT Related Claims Submitted (08/10/2022-06/03/2023)
- **612,825** Total Veteran PACT Related Claims Submitted
- **321,593** Total Survivor PACT Related Claims Submitted
- **154.5** Average Days For PACT Act Related Claim Completion (06/03/2023)
- **47.0%** PACT Act Related Rating Claims Completed ≤125 Days (06/03/2023)
- **314,934** Total Veteran PACT Related Claims Completed
- **6,659** Total Survivor PACT Related Claims Completed

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

- **1,169,560** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022-06/03/2023)
- **1,248,409** Cumulative Total Non-PACT Related Claims Completed (08/10/2022-06/03/2023)
- **127.2** Average Days For Non-PACT Related Claim Completion (06/03/2023)
- **67.4%** Non-PACT Act Related Rating Claims Completed ≤125 Days (06/03/2023)
PACT Act Claims Submission Methods

- **26.8%** PACT Act Claims Electronically Submitted (08/10/2022–06/03/2023)
- **89.0%** Electronic Claims Submitted by Veterans
- **11.0%** Electronic Claims Submitted by Power of Attorney
- **73.2%** PACT Act Claims Submitted by Mail (08/10/2022–06/03/2023)
- **86.5%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

**WEEKLY TOTALS**

- **371,864** Total Pending PACT Act Related Claims (as of 06/03/2023)
- **65,040** Total Pending PACT Act Related Claims with Partial Decisions (as of 06/03/2023)
- **457,262** Total Pending Non-PACT Act Related Claims (as of 06/03/2023)
- **49,421** Total Pending Non-PACT Act Related Claims with Partial Decisions (as of 06/03/2023)

**Top 5 Most Frequent Conditions on PACT Act Related Claims** (As of 06/03/2023)

<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>99,321</td>
<td>100,593</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>64,059</td>
<td>65,028</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>30,449</td>
<td>30,701</td>
<td>55%</td>
<td>45%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>27,950</td>
<td>28,404</td>
<td>51%</td>
<td>49%</td>
</tr>
<tr>
<td>Malignant Growths of Genitourinary System</td>
<td>14,291</td>
<td>14,622</td>
<td>68%</td>
<td>32%</td>
</tr>
</tbody>
</table>

**Most Frequent Denial Reasons** (As of 06/03/2023)

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:

- **12,229,593** Total Page Views (08/10/2022–06/03/2023)
- **463,908** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–06/03/2023)
- **87,876** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–06/03/2023)
**Digital Advertising (ChooseVA PACT Act Campaign)**

- **Total Impressions**: 642,278,662
- **Total Clicks**: 4,113,411
- **Click Through Rate**: 0.64%

**VA Call Centers**

- **MyVA411 that Access the PACT Act Main Menu (Press 8)**
  - **Calls**: 657,310
- **Calls that Access Option 1 to Learn More about PACT Act and Health Care**: 136,733
- **Calls that Access Option 2 to Learn More about PACT ACT Benefits**: 141,640
- **Calls that Access Option 3 to Learn More about the PACT Act Overall**: 200,280

**STEWARDSHIP**

Issue 8—June 09, 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)

<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>
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</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>
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<td>Medical and Prosthetic Research</td>
<td>8</td>
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<td></td>
<td>$650,000</td>
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<tr>
<td>Office of Information &amp; Technology</td>
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<td>18</td>
<td></td>
<td>$123,053,000</td>
<td>$86,582,000</td>
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<tr>
<td>VBA General Operating Expenses</td>
<td>1,884</td>
<td>1,569</td>
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<td>$302,018,000</td>
<td>$176,119,000</td>
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<td>Board of Veterans’ Appeals</td>
<td>153</td>
<td>6</td>
<td></td>
<td>$10,328,000</td>
<td>$8,000</td>
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<tr>
<td>Office of General Counsel</td>
<td>73</td>
<td>37</td>
<td></td>
<td>$4,374,000</td>
<td>$932,000</td>
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<tr>
<td>VA Central Office</td>
<td>64</td>
<td>38</td>
<td>4</td>
<td>$25,453,000</td>
<td>$15,117,000</td>
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<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>$286,833,000</td>
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</table>
**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 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 and Survivors who have filed a PACT Act benefit claim which VBA processed to completion.

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

**Definition**
This metric identifies the current number of pending VBA benefit claims with at least one or more PACT Act-related conditions that have been completed for 125 days or less. This metric identifies the current number of pending VBA benefit claims with at least one or more PACT Act-related conditions that have been completed for 125 days or less. This metric identifies the current number of pending VBA benefit claims with at least one or more PACT Act-related conditions that have been completed for 125 days or less. This metric identifies the current number of pending VBA benefit claims with at least one or more PACT Act-related conditions that have been completed for 125 days or less. This metric identifies the current number of pending VBA benefit claims with at least one or more PACT Act-related conditions that have been completed for 125 days or less.

**Metric/Term**
- PACT Act Related Rating Claims Completed <= 125 days
- PACT Act Claims Approved
- PACT Act Planning Population

**Definition**
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 (Vietnam, 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. 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 (Vietnam, 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.

**New Enrollees in the PACT Act Planning Population**
- Total New VHA Enrollments
- Increase in New Enrollees in VHA

**Upcoming Outreach Calendar**

**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
- New Enrollees in Priority Groups 1, 2, or 3
- 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 Act Related Claims Submitted
- Cumulative Total of Non-PACT Act Related Claims Completed

**Definition**
This metric 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. This metric identifies the number of VHA Toxic Exposure Screenings where a Veteran was identified as at least one exposure from 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 screening. This metric 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 identified at least one exposure (includes both those who identified one exposure and also those who identified more than one exposure); this metric only includes Veterans who identify exactly one exposure. This metric identifies the number of VHA Toxic Exposure Screenings where a Veteran identified more than 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. 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 metric identifies the total number of VBA benefit claims with at least one PACT Act-related issue received each week. This metric identifies the number of VBA benefit claims with at least one PACT Act-related condition completed each week. This metric identifies the total number of VBA benefit claims with at least one PACT Act-related condition completed since August 10, 2022. This metric identifies the total number of VBA benefit claims with at least one PACT Act-related condition completed since August 10, 2022. This metric identifies the total number of VBA benefit claims with at least one PACT Act-related condition completed since August 10, 2022.

**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 metric identifies the number of VBA benefit claims where at least one PACT Act-related condition pending in the workload. This metric identifies the number of VBA benefit claims which do not have any conditions related to the PACT Act pending in the workload.
### EXPLANATION OF TERMS (CONTINUED)

#### Page Three (continued)

**Metric/Term**

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

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

#### Most Frequent Denial Reasons

**Total Pending PACT Act Claims**

**VA.gov/PACT Page Views**

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

**Total Clicks on Call to Action to Enroll in Health Care**

### Page Four

**Metric/Term**

**Total Impressions**

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

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

### 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**

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

**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**

Onboarded (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**

**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 number of VBA benefit claims with at least one PACT Act-related condition separated by state of residence divided by the overall number of PACT Act related claims received.

**Percentage of Total 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).

**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**

**Further Geographic Explanations**

**Symbol (-)**

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

**Unknown/Foreign**

**<10 Privacy Threshold**

Data is unavailable.


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

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