



VA PACT ACT

MARCH 03, 2023

PERFORMANCE DASHBOARD

ISSUE ONE

Published Bi-weekly on Fridays



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/find/locations
- VETERANS SERVICE ORGANIZATION**
VA.gov/disability/get-help-filing-claim
- NEW HEALTH CARE & BENEFITS MAP**
[Download Map Here](#)

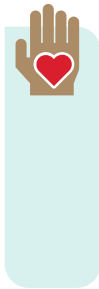
Help spread the word—download PACT Act Outreach Materials!



Highlights

VA began processing PACT Act benefits claims for terminally ill Veterans on December 12, 2022. This ensures terminally ill Veterans receive their earned benefits and health care on the earliest possible date.

On January 1, 2023, VA began fully processing PACT Act claims for all Veterans.



Making a Difference Through the PACT Act

More than 50 years after leaving the Navy, a Vietnam-era Veteran decided the time had come to submit a claim for VA benefits. Following a PACT Act info session, he submitted a claim for hypertension—a newly presumptive condition under the PACT Act. On February 10, 2023, the Veteran's claim for hypertension was granted. The Veteran was very pleased with the positive and timely outcome, and he and his spouse now have peace of mind knowing that he will receive the benefits he deserves.

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

Expanding Care



90.4%
VHA Trust



124,127

Total Veterans/Survivors with Completed PACT Act Related Claims (08/10/2022–02/11/2023)



122,130

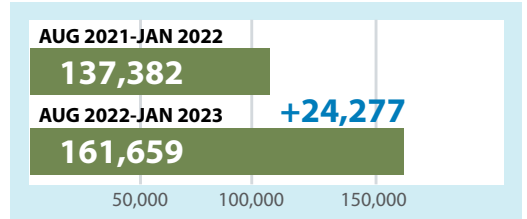
Total Veterans with Completed PACT Act Related Claims

1,999

Total Survivors with Completed PACT Act Related Claims



Total New VHA Enrollees:



UPCOMING OUTREACH CALENDAR

March 10	March 11	March 13	March 15	March 17	March 21
VA Health and Benefits Claims Clinic—Omaha, NE VIEW EVENT	Black & Other Veterans of Color VA Health and Benefits Claims Clinic—Baltimore, MD VIEW EVENT	PACT Act Town Hall—Santa Fe, NM VIEW EVENT	Veteran and Survivors Claims Clinic—Tomah, WI VIEW EVENT	Veteran and Survivors Claims Clinic—Bozeman, MT VIEW EVENT	VA PACT Act Webinar—Online VIEW EVENT

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



90.4%
Overall VHA Trust



1,957,151

Total Toxic Exposure Screenings
(08/10/2022–02/11/2023)



41.3%

Toxic Exposure Screenings where Veterans Endorsed at least one Potential Exposure

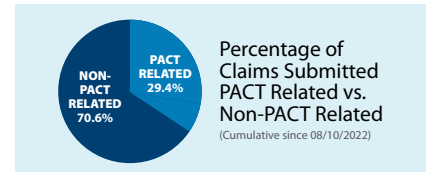
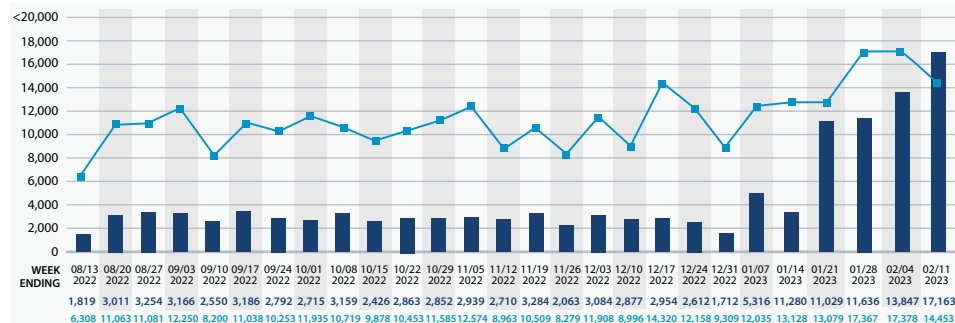


Benefits Experience

The charts below display data from the date of PACT Act passage. Future issues of the Dashboard will provide a rolling 12-week view.

Claims Submitted and Completed—PACT Act-Related

WEEKLY TOTAL ■ PACT Act Related-Submitted ■ PACT Act Related-Completed



309,219

Cumulative Total PACT Related Claims Submitted
(Since 08/10/2022)

300,392

Total Veteran PACT Related Claims Submitted
8,827
Total Survivor PACT Related Claims Submitted



128,299

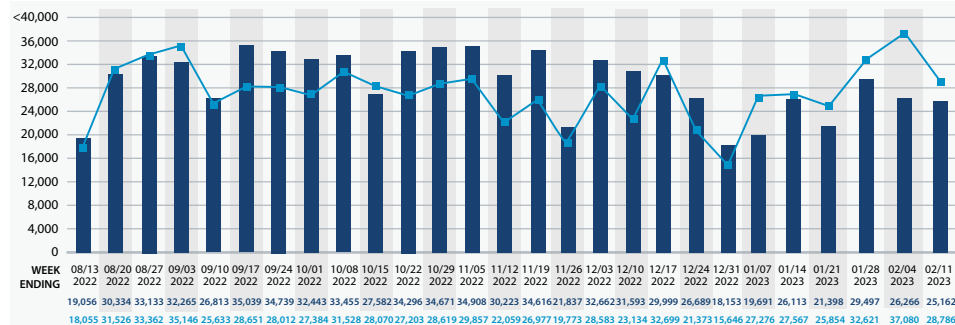
Cumulative Total PACT Related Claims Completed
(Since 08/10/2022)

126,283

Total Veteran PACT Related Claims Completed
2,016
Total Survivor PACT Related Claims Completed

Claims Submitted and Completed—Non-PACT Act Related

WEEKLY TOTAL ■ Non-PACT Act Related-Submitted ■ Non-PACT Act Related-Completed



742,504

Cumulative Total Non-PACT Related Claims Submitted
(Since 08/10/2022)

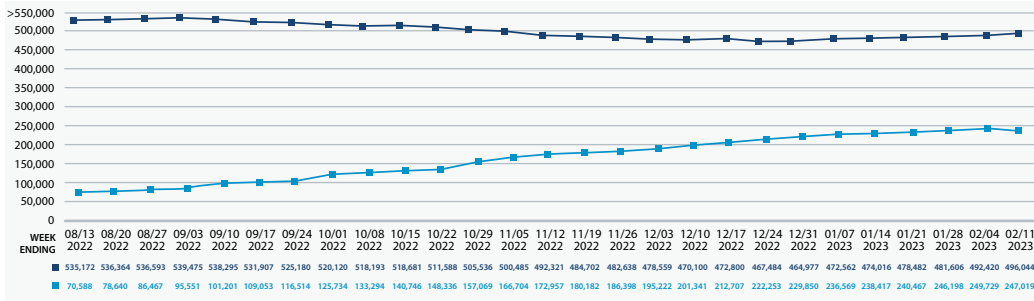


782,633

Cumulative Total Non-PACT Related Claims Completed
(Since 08/10/2022)

Pending Claims—PACT Related and Non-PACT Related

WEEKLY TOTAL ■ Inventory Pending-PACT Related ■ Inventory Pending-Non-PACT Related



Top 5 PACT Act Conditions Granted

- 1) Hypertensive Vascular Disease
- 2) Allergic Rhinitis
- 3) Maxillary Sinusitis
- 4) Bronchial Asthma
- 5) Malignant Growth of Genitourinary System



247,019

Total Pending PACT Act Related Claims (Since 2022)



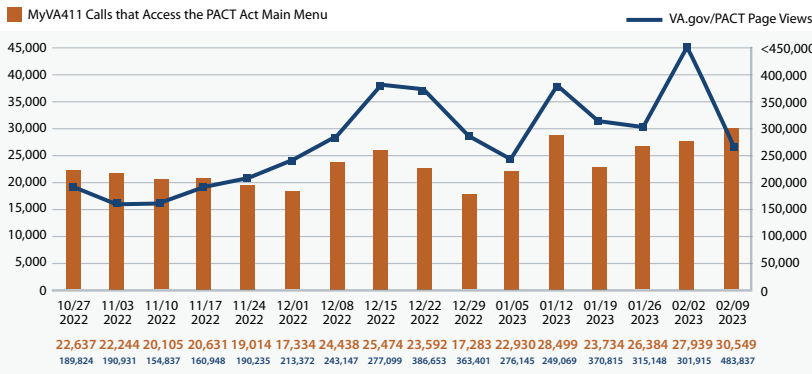
496,044

Total Pending Non-PACT Act Related Claims



Web Experience

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



The PACT Act webpage has received to date:



6.8M+

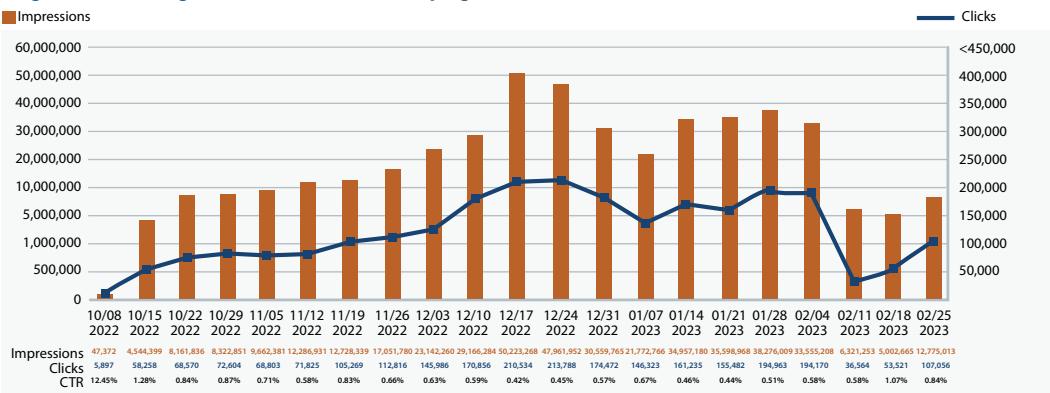
Total Page Views (Since 08/10/2022)



230,816

Total Clicks on Call to Action to File a Disability Claim Online (Since 08/10/2022)

Digital Advertising (ChooseVA PACT Act Campaign)



Cumulative Totals:

442,118,480

Total Impressions

2,528,992

Total Clicks

0.57%

Click Through Rate



Phone Experience

VA Call Centers



372,787

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

MAIN MENU



71,187

Calls that Access Option 1 to Learn More about PACT Act and Health Care

OPTION 1



84,086

Calls that Access Option 2 to Learn More about PACT ACT Benefits

OPTION 2



114,943

Calls that Access Option 3 to Learn More about the PACT Act Overall

OPTION 3

GEOGRAPHICAL ANALYSIS

Geographic Analysis will be included in every other issue of the VA PACT Act Performance Dashboard.

U.S. STATES/TERRITORIES	PROJECTED # OF VETERANS IN STATE	% OF ALL VETERANS NATIONALLY	CUMULATIVE CLAIM TOTALS FROM AUGUST 10, 2022–PRESENT				CUMULATIVE ENROLLMENTS FROM OCTOBER 01, 2022–PRESENT			
			TOTAL PACT ACT RELATED CLAIMS RECEIVED	% OF TOTAL PACT ACT RELATED CLAIMS RECEIVED	TOTAL NON-PACT ACT CLAIMS RECEIVED	% OF TOTAL NON-PACT ACT CLAIMS RECEIVED	VETERANS CURRENTLY ENROLLED WITH VA FOR CARE	% OF VETERANS CURRENTLY ENROLLED WITH VA FOR CARE	NEW ENROLLEES	% OF NEW ENROLLEES
Alabama	351,132	1.89%	7,600	2.46%	18,581	2.50%	167,875	2.00%	3,055	1.90%
Alaska	69,838	0.38%	952	0.31%	2,141	0.29%	32,426	0.39%	762	0.50%
Arizona	498,546	2.68%	7,558	2.44%	16,927	2.28%	230,556	2.74%	3,832	2.40%
Arkansas	204,197	1.10%	3,350	1.08%	7,999	1.08%	100,512	1.20%	1,259	0.80%
California	1,534,710	8.25%	21,944	7.10%	60,963	8.21%	662,047	7.88%	14,706	9.20%
Colorado	374,233	2.01%	5,830	1.89%	14,392	1.94%	167,543	1.99%	4,022	2.50%
Connecticut	158,714	0.85%	1,797	0.58%	4,049	0.55%	62,333	0.74%	1,160	0.70%
Delaware	68,675	0.37%	972	0.31%	2,320	0.31%	26,470	0.31%	513	0.30%
District of Columbia	28,003	0.15%	325	0.11%	882	0.12%	10,911	0.13%	186	0.12%
Florida	1,450,597	7.80%	26,406	8.54%	68,694	9.25%	718,837	8.55%	13,537	8.50%
Georgia	678,304	3.65%	13,677	4.42%	38,544	5.19%	320,263	3.81%	6,607	4.10%
Hawaii	107,210	0.58%	1,934	0.63%	4,634	0.62%	45,898	0.55%	1,336	0.80%
Idaho	126,467	0.68%	1,995	0.65%	4,095	0.55%	61,471	0.73%	1,018	0.60%
Illinois	569,448	3.06%	7,736	2.50%	15,641	2.11%	224,005	2.67%	4,013	2.50%
Indiana	388,083	2.09%	6,032	1.95%	13,128	1.77%	163,329	1.94%	2,631	1.60%
Iowa	182,640	0.98%	2,968	0.96%	5,783	0.78%	83,710	1.00%	1,351	0.80%
Kansas	186,099	1.00%	3,177	1.03%	5,880	0.79%	77,622	0.92%	1,523	1.00%
Kentucky	272,088	1.46%	4,762	1.54%	9,840	1.33%	125,144	1.49%	1,974	1.20%
Louisiana	267,174	1.44%	5,914	1.91%	13,581	1.83%	117,028	1.39%	2,192	1.40%
Maine	107,750	0.58%	1,311	0.42%	2,934	0.40%	50,487	0.60%	741	0.50%
Maryland	355,787	1.91%	5,807	1.88%	15,247	2.05%	145,012	1.73%	3,050	1.90%
Massachusetts	285,971	1.54%	3,102	1.00%	7,886	1.06%	113,461	1.35%	2,113	1.30%
Michigan	530,586	2.85%	7,328	2.37%	16,103	2.17%	203,580	2.42%	3,776	2.40%
Minnesota	294,232	1.58%	4,621	1.49%	8,834	1.19%	145,668	1.73%	2,327	1.50%
Mississippi	181,855	0.98%	4,228	1.37%	9,422	1.27%	87,374	1.04%	1,452	0.90%
Missouri	399,154	2.15%	6,025	1.95%	13,339	1.80%	180,414	2.15%	3,173	2.00%
Montana	86,399	0.46%	1,506	0.49%	2,942	0.40%	46,819	0.56%	855	0.50%
Nebraska	119,645	0.64%	2,336	0.76%	4,634	0.62%	61,668	0.73%	1,064	0.70%
Nevada	216,626	1.17%	3,957	1.28%	9,133	1.23%	108,381	1.29%	1,907	1.20%
New Hampshire	96,358	0.52%	1,107	0.36%	2,275	0.31%	41,423	0.49%	737	0.50%
New Jersey	310,802	1.67%	3,467	1.12%	9,407	1.27%	111,157	1.32%	2,248	1.40%
New Mexico	144,134	0.78%	2,092	0.68%	5,043	0.68%	69,398	0.83%	1,483	0.90%
New York	688,611	3.70%	7,745	2.50%	17,860	2.41%	285,149	3.39%	3,862	2.40%
North Carolina	687,364	3.70%	13,841	4.48%	36,523	4.92%	337,379	4.01%	7,293	4.60%
North Dakota	50,834	0.27%	924	0.30%	1,430	0.19%	24,263	0.29%	449	0.30%
Ohio	695,454	3.74%	10,769	3.48%	21,161	2.85%	297,167	3.54%	5,078	3.20%
Oklahoma	281,728	1.52%	5,373	1.74%	12,937	1.74%	134,013	1.59%	2,652	1.70%
Oregon	271,871	1.46%	3,739	1.21%	7,791	1.05%	126,756	1.51%	1,679	1.10%
Pennsylvania	719,233	3.87%	8,773	2.84%	18,703	2.52%	289,658	3.45%	5,442	3.40%
Puerto Rico	73,146	0.39%	2,216	0.72%	6,974	0.94%	55,389	0.66%	912	0.56%
Rhode Island	58,026	0.31%	695	0.22%	1,870	0.25%	23,242	0.28%	390	0.20%
South Carolina	388,404	2.09%	8,015	2.59%	20,132	2.71%	190,857	2.27%	3,467	2.20%
South Dakota	63,322	0.34%	1,198	0.39%	2,456	0.33%	35,820	0.43%	591	0.40%
Tennessee	444,482	2.39%	8,332	2.69%	19,106	2.57%	209,294	2.49%	3,988	2.50%
Texas	1,543,168	8.30%	33,086	10.70%	87,517	11.79%	771,176	9.18%	17,372	10.90%
U.S. Territories, Freely Assoc. States and Philippines	20,143	0.33%	706	0.23%	1,259	0.17%	9,242	0.11%	238	0.15%
American Samoa	–	–	82	0.03%	172	0.02%	979	0.01%	31	0.02%
Federated States of Micronesia	–	–	<10	–	<10	–	55	<0.01%	<10	–
Guam	–	–	475	0.15%	784	0.11%	5,439	0.06%	181	0.11%
Marshall Islands	–	–	<10	–	<10	–	<10	–	<10	–
Cmlth of Northern Mariana Islands	–	–	38	0.01%	78	0.01%	525	0.01%	<10	–
Palau	–	–	<10	–	36	<0.01%	37	<0.01%	<10	–
Philippines	–	–	<10	–	<10	–	<10	–	<10	–
U.S. Virgin Islands	–	–	105	0.03%	184	0.02%	2,197	0.03%	26	0.02%
Unknown/Foreign	62,476	0.11%	1,767	0.57%	4,527	0.61%	38,885	0.46%	469	0.29%
Utah	128,922	0.69%	2,069	0.67%	4,232	0.57%	57,192	0.68%	1,137	0.70%
Vermont	39,731	0.21%	375	0.12%	738	0.10%	17,309	0.21%	230	0.10%
Virginia	691,325	3.72%	12,376	4.00%	30,092	4.05%	286,723	3.41%	7,779	4.90%
Washington	533,346	2.87%	6,823	2.21%	15,745	2.12%	213,912	2.55%	4,414	2.80%
West Virginia	128,326	0.69%	2,159	0.70%	4,585	0.62%	65,284	0.78%	864	0.50%
Wisconsin	331,650	1.78%	5,619	1.82%	10,009	1.35%	149,356	1.78%	2,347	1.50%
Wyoming	45,435	0.24%	803	0.26%	1,584	0.21%	24,203	0.29%	403	0.30%
TOTALS	18,755,384	100.00%	309,219	100.00%	742,504	100.00%	8,405,091	100.00%	161,659	100.00%

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

Total New VHA Enrollees

Increase in New Enrollees in VHA

Upcoming Outreach Calendar

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.

This statistic identifies the total new VHA enrollments (newly registered healthcare beneficiaries) for the periods of August 2022-End of Current Month 2023 and August 2021-End of month 2022, for comparative analysis purposes.

This number identifies the change between 2023 and 2022 VHA enrollees during the same time period.

This calendar identifies key activities or outreach events occurring in the coming weeks.

Page Two

Metric/Term

Total Toxic Exposure Screenings

Toxic Exposure Screenings where Veterans Endorsed at least 1 Exposure

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

Cumulative Total of Non-PACT Related Claims Submitted

Cumulative Total of Non-PACT Related Claims Completed

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.

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.

This metric identifies the total number of VBA benefit claims with at least one PACT Act-related claimed 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 statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition received since August 10, 2022.

This statistic identifies the total number of VBA claims with at least one PACT Act related condition completed since August 10, 2022.

This number identifies the total VBA benefits claims received each week not related to PACT Act.

This number identifies the total VBA benefits claims completed each week not related to PACT Act.

This statistic identifies the cumulative total of VBA benefits claims received 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 Three

Metric/Term

Inventory Pending-PACT Related

Inventory Pending-Non-PACT Related

Top 5 PACT Act Conditions Granted

Total Pending PACT Act Claims

Total Pending Non-PACT Act Claims

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

VA.gov/PACT Page Views

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

Total Impressions

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

Definition

This metric 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 five presumptive conditions related to the PACT Act which are most frequently granted on VBA disability compensation rating decisions.

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

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 total number of PACT Act advertisements rendered on users 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 total number of calls received to the automated MyVA411 line (option 8), which provides information about the PACT Act to callers.

Page Four

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

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. (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).

Further Geographic Explanations

Symbol –

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

Unknown/Foreign

<10 Privacy Threshold

Data is unavailable.

U.S. territories, Freely Associated States, and Philippines group includes claims from Veterans and Survivors residing in the following locations: American Samoa, Federated States of Micronesia, Guam, Marshall Islands, Cmlth of Northern Mariana Islands, Palau, Philippines, and U.S. Virgin Islands.

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.