**1.3M+** Vaccine Doses Administered (including boosters)
- **890K+** People Fully Vaccinated by VA
- **1.2M+** Veterans Vaccinated by VA or by Others (at least one dose)

**6K+** COVID-19 Tests Completed

**4.6M+** Unique VA Health Care Patients

**27M+** Clinical Encounters
- **17M+** Presumed In-Person Appointments
- **8M+** Telehealth/Telephone Appointments
- **1M+** Community Care Referrals

**79%** Veteran Trust in VA
- **90.1%** Trust in VA Health Care
- **540K+** Surveys Received

**14M+** Calls Answered by VA Contact Centers (FY 2022 Q1)
- **169K+** Calls to Veteran Crisis Line (1-800-273-8255 and Press 1)
- **36K+** Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)

**38,471** Veterans and Family Members Interred with Honor

**30M+** Visitors to VA.gov
- **3M+** Logged In Users
- **400K+** Form Submissions
- **4M+** Visitors to Blogs.VA.gov
- **30M+** #VetResources Newsletter Emails Opened
- **434K+** Visitors to VA's Event Calendar

**10K+** New Employee Hires

**383K+** VA Disability and Pension Claims Completed

**2,046** Veterans Appeals Decisions
- **8,025** Hearings Held

**787K+** Education Benefits and Supplemental Claims Completed

**23K+** Insurance Claims Completed

**256K+** Home Loans Guaranteed

**4K+** Veteran Readiness and Employment (VR&E) Positive Outcomes

**890K+** People Fully Vaccinated by VA

**1.2M+** Veterans Vaccinated by VA or by Others (at least one dose)

**400K+** Form Submissions

**4M+** Visitors to Blogs.VA.gov

**30M+** #VetResources Newsletter Emails Opened

**434K+** Visitors to VA's Event Calendar

**10K+** New Employee Hires
MAJOR ACCOMPLISHMENTS

OCTOBER 7, 2021
- Millions in adaptive sports grants help disabled Veterans with rehabilitation goals.

OCTOBER 14, 2021
- VA adopts new artificial intelligence strategy to ensure trustworthy use of technology for Veteran care.

NOVEMBER 2, 2021
- New strategy outlines five priorities for reducing military and Veteran suicide.

NOVEMBER 8, 2021
- VA and Heroes Foundation create employment opportunities for Veterans.

NOVEMBER 11, 2021
- Benefits for military burn pit victims could expand dramatically under White House plan.

NOVEMBER 23, 2021
- VA and Indian Health Service broaden scope to serve American Indian and Alaska Native Veterans.

DECEMBER 13, 2021
- Customer Experience tech improvements highlight Biden Executive Order.

DECEMBER 14, 2021
- VA strengthens care for Veterans impacted by intimate partner violence and sexual assault.

DECEMBER 22, 2021
- Moran’s GI Bill fix to extend Veterans’ educational benefits signed into law.

Download the VA Welcome Kit
Call us 1-800-MyVA411 (1-800-698-2411)
Current VA-Wide Trust Score: 79% (↑ 3.0%)

Male Veteran Trust 79.8% (↑ 3.4%)
- <30: 62.5% (↑ 0.4%)
- 30-39: 58.7% (↑ 0.9%)
- 40-49: 69.3% (↑ 0.4%)
- 50-59: 79.8% (↑ 2.3%)
- 60+: 86.6% (↑ 0.3%)

Female Veteran Trust 72.3% (↑ 1.3%)
- <30: 66.8% (↑ 7.4%)
- 30-39: 60.0% (↑ 2.5%)
- 40-49: 69.0% (↑ 6.7%)
- 50-59: 77.3% (↑ 2.7%)
- 60+: 82.5% (↑ 1.2%)

Trust by Race and Ethnicity
*Data from VHA Outpatient Survey. Data will be sourced from VA-wide Trust Survey next quarter.

- American Indian or Alaskan Native: 86.1% ➕
- Asian: 96.1% ➕
- Black or African American: 90.4% ➕
- Native Hawaiian or Pacific Islander: 89.4% ➕
- Hispanic or Latino: 91.5% ➕
- Not Hispanic or Latino: 91.7% ➕

VA-WIDE CUSTOMER EXPERIENCE DRIVERS**

- EASE 73% (↑ 3.0%)
- EFFECTIVENESS 78% (↑ 3.0%)
- EMOTION 76% (↑ 3.0%)
- EMPLOYEE HELPFULNESS 9.1 ➕
- EQUITY AND TRANSPARENCY 9.1 —
- QUALITY 9.3 —
- SIMPLICITY 9.0 —
- SPEED 8.6 ➖

**Incorporating most VSignals VHA/VBA/NCA/Board surveys.

TOP COMPLIMENTS
- Quality of Care
- Cleanliness of Facility
- Interactions with Staff
- Specialty Care Satisfaction
- Nutrition Services

TOP CONCERNS
- Appointment Cancellation by VA
- General MISSION Act Feedback
- Scheduling an Appointment for Initial Visit
- Cancellation of VA Prescriptions
- Scheduling an Appointment

APPOINTMENTS 58.2% (↓ 5.1%)
MISSION ACT 42.1% (↓ 1.9%)
PRESCRIPTIONS 81.4% (—)
VA CALL CENTER EXPERIENCE

**Trust**
“I understood the information provided by the [Agent].” 7.3 

**Simplicity/Speed**
“I waited a reasonable amount of time to speak to a [Agent].” 8.1 —

**Efficiency/Speed**
“The [Agent] took a reasonable amount of time to address my need.” 8.0 —

**Employee Helpfulness**
The [Agent] I interacted with was helpful.” 8.7 

**Quality**
The issue that I contacted [Contact Center] about on [Call Date] was resolved.” 7.3 —

**Satisfaction**
“I am satisfied with the service I received from the [Contact Center].” 7.6 

VSIGNALS SURVEY DATA

- **48,962,816** VSsignals Surveys Sent (total)
- **8,253,374** VSsignals Surveys Received (total)
- **2,820,175** Free-Text Responses (total)
- **107** Active VSsignals Surveys (current)

VA-Wide Trust Over Time

COVID-19 SURVEY SUMMARY

- **CONFIDENCE/TRUST** 91.5% (↑ 0.8%)
- **QUALITY** 93.0% (↑ 1.6%)
- **EASE/SIMPLICITY** 65.5% (↑ 4.5%)
- **EMPLOYEE HELPFULNESS** 92.3% (↑ 2.0%)

PREFERENCE OF CARE

- **VIDEO TELEHEALTH** 11.9%
- **IN-PERSON** 67.1%
- **PHONE** 6.1%
- **NO PREFERENCE** 14.2%

Top 3 Reasons for Getting Vaccinated

- **75.4%** IT’S THE BEST WAY TO PREVENT ME FROM GETTING SICK FROM COVID-19
- **54.7%** IT’S THE BEST WAY TO PREVENT OTHERS FROM GETTING COVID-19
- **38.3%** IT WILL CONTRIBUTE TO ENDING THE COVID-19 PANDEMIC

2,060 Veterans responded to a COVID-19 Survey from October 1 – December 31, 2021. These include Veterans who have had in-person or telehealth outpatient appointments during COVID-19, and who have not had an appointment in the past 30 days.

Arrow and change is compared to last quarter’s trust report.

KEY: ⬆ positive, ⬇ negative, or — neutral.