

Department of Veterans Affairs

Memorandum

Date: 3/6/25

From: Experience Analytics and Measurement, Enterprise Measurement and Design (EMD)

Subj: Measurement Decision Memo for: PACT Act Toxic Exposure Screening Navigator Custom

To: Chief Veterans Experience Officer
thru: EMD Leadership

1. Purpose

To receive approval to proceed with ☒ launch-of ☐ updates-to the

PACT Act Toxic Exposure Screening N ☒ VSignals ☐ ESignals ☐ CSignals
survey / measurement instrument(s), including:

☒ Survey ☒ Dashboard ☐ Public Reporting

2. About

This measurement request pertains to the following:

Name: PACT Act Toxic Exposure Screening Navigator Customer Service Ad Hoc Survey

Distribution Frequency: Continuous

Distribution Method: QR Code/Link

Purpose:

Gather feedback from Veterans and stakeholders on their experiences with the PACT Act Toxic Exposure Screening Navigator Program to assess service quality, identify areas for improvement, and ensure the program meets Veterans' needs. The insights will drive quality improvement projects and enhance customer service.

Who Will Use the Data:

PACT Act & TES Navigator Office

How the Data Benefits VA:

The insights will drive quality improvement projects and enhance customer service for PACT Act Toxic Exposure Screening

Target Audience(s):

☒ Veterans ☐ Caregivers ☐ Survivors ☐ Families
☐ Staff ☐ Partners ☐ Public

Estimated Number of Audience-Members Annually: 3,000

Launch Date: 3/21/2025

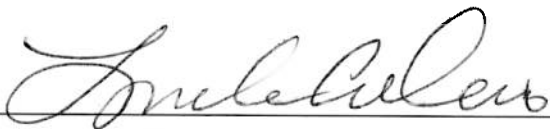
Proposed End Date: Ongoing

3. **Approval**

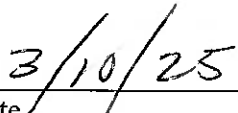
Based on the information above, the undersigned:

☒ Approves ☐ Denies

The request to proceed with measuring PACT Act Toxic Exposure Screening Navigator Customer Service Ad Hoc Survey



Lynda C. Davis, Ph.D.



Date