



**THE SECRETARY OF VETERANS AFFAIRS  
WASHINGTON**

May 8, 2025

The Honorable Kirsten Gillibrand  
United States Senate  
Washington, DC 20510

Dear Senator Gillibrand:

Thank you for your March 11, 2025, co-signed letter to the Department of Veterans Affairs (VA) regarding the cancellation of VA's Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act of 2022 Enterprise Program Management Office contract.

President Trump gave me simple instructions when he offered me the role of Secretary. He told me to take great care of Veterans. As such, everything I do is in pursuit of ensuring Veterans receive the care and services they deserve, and instilling a lasting culture of caring, customer service, and accountability at VA that focuses on always putting Veterans first.

VA has successfully implemented many of the requirements in the PACT Act across the VA enterprise, and we are continuing to implement and operationalize other aspects. Moreover, VA does not intend to cut or downgrade the PACT Act Dashboard.

As VA works to streamline and redirect resources, we have never veered from our Veteran-centric mission and our unwavering commitment to put Veterans first. Veterans, families, caregivers, and survivors will continue to access the world class benefits they have earned and deserve. In fact, on February 20, 2025, VA announced it had processed its one millionth claim, faster than at any point in the Department's history. On February 12, 2025, VA processed more than 12,000 claims, the highest processing day in VA history. The ten highest claims processing days in VA's history occurred in January and February. VA's claims accuracy rate has risen to more than 92%, and VA has provided \$62 billion in compensation and pension benefit payments to 6.9 million Veterans and survivors. Additionally, VA has completed 375,961 PACT Act claims in fiscal year 2025. Under the leadership of President Trump, we are strengthening the Department, so it works better for Veterans, families, caregivers, and survivors. VA's claims processing productivity is the highest it has ever been, and we look forward to continuing to provide record levels of service to Veterans and VA beneficiaries.

Page 2.

The Honorable Kirsten Gillibrand

Thank you for your continued support of our mission.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Collins', with a stylized flourish at the end.

Douglas A. Collins

Cc: The Honorable Richard Blumenthal  
The Honorable Charles E. Schumer  
The Honorable Martin Heinrich  
The Honorable Ben Ray Lujan  
The Honorable Ron Wyden  
The Honorable Jacky Rosen  
The Honorable Maria Cantwell  
The Honorable Elizabeth Warren  
The Honorable Amy Klobuchar  
The Honorable Jeffrey A. Merkley  
The Honorable Jeanne Shaheen  
The Honorable Tim Kaine  
The Honorable Adam B. Schiff  
The Honorable Peter Welch  
The Honorable Richard J. Durbin  
The Honorable Cory A. Booker  
The Honorable Alex Padilla