



U.S. Department  
of Veterans Affairs

**MANILA REGIONAL BENEFITS OFFICE AND  
OUTPATIENT CLINIC**

**Trip Pack  
Fiscal Year 2021  
March 2021**

U.S. EMBASSY  
1501 ROXAS BOULEVARD  
1302 PASAY CITY, PHILIPPINES

Tracey A. Betts  
Director

## ***Table of Contents***

Regional Office and Outpatient Clinic at a Glance.....	3
Veteran Population .....	4
Total Benefits Provided.....	4
Filipino Veterans Equity Compensation: .....	5
Regional Office Leadership.....	6
Director .....	6
Assistant Director .....	6
Benefits and Services Provided.....	8
Compensation .....	9
Outpatient Clinic .....	10
Improving the Veteran Experience and Outreach.....	10
Partnerships and Stakeholder Engagement .....	13
Improving the Employee Experience .....	13
Process Improvements and Special Initiatives .....	14

***Regional Office and Outpatient Clinic at a Glance***

**Regional Office and Outpatient Clinic Staffing:** 165 FTE as of March 31, 2021

**Outbased Locations:** None

## ***Veteran Population***

**Philippine Veteran Population:** 35,000 (U.S. Department of State estimate FY2020)

### **Veteran Population Served by Period of Service:**

<b>Period of Service</b>	<b>Number of Veterans</b>
Gulf War	2,819
Vietnam Era	1,929
Korean Conflict	42
World War II	22
World War II, Pesos	556
Peacetime	977

### **Veteran Population Served by Gender:**

<b>Gender</b>	<b>Number of Veterans</b>
<b>Male</b>	6,163
<b>Female</b>	121
<b>Other/Unknown</b>	61

## ***Total Benefits Provided***

### **Compensation and Pension Benefits Paid Monthly:**

<b>Benefit Type</b>	<b>Veterans</b>	<b>Male</b>	<b>Female</b>	<b>Other/Unk</b>
Veterans Compensation	\$14,991,127	\$14,610,086	\$281,207	\$99,834
Veterans Live Pension	\$440,868	\$433,114	\$265	\$7,489

### **Pension and Survivors Benefits Paid Monthly:**

<b>Benefit Type</b>	<b>Beneficiaries</b>	<b>Male</b>	<b>Female</b>	<b>Other/Unk</b>
Veterans Death Pension	\$1,419,521	\$1,354,415	\$1,797	\$63,309
Survivors Benefits	\$3,849,896	\$1,133,529	\$2,602,459	\$113,908

### **Compensation and Pension Beneficiaries:**

<b>Benefit Type</b>	<b>Total</b>
Veterans Compensation	6,032
Veterans Live Pension	313
Veterans Death Pension	1,968
Survivors Benefits	3,467

### ***Filipino Veterans Equity Compensation:***

With the February 17, 2009, passage of the American Recovery and Reinvestment Act of 2009, Filipino Veterans who served with the U.S. Armed Forces became eligible for a new Filipino Veterans Equity Compensation (FVEC). Eligible World War II Veterans were entitled to a one-time payment of \$9,000 for non-U.S. citizens and \$15,000 for those with U.S. citizenship. Veterans were given one year to apply for the benefit. The Manila Regional Office was tasked with processing all claims for the FVEC benefit and it embarked on an extensive outreach program in partnership with our colleagues from the Philippine Veterans Affairs Office (PVAO) to ensure that no Veteran was denied an opportunity to file a claim.

The Manila Regional Office received nearly 42,755 FVEC claims during the one-year filing period from February 2009 until February 2010.

FVEC data as of March 2021 are as follows:

<b>Claims Granted (\$9,000)</b>	<b>Claims Granted (\$15,000)</b>	<b>Claims Denied</b>
9,670	9,318	23,767

<b>Appeals Received</b>	<b>Appeals Granted</b>	<b>Appeals Denied</b>	<b>Total Appeals Pending</b>	<b>Avg. Days Pending Appeal at BVA</b>	<b>No. of Appeals Overturned by BVA</b>
4,570	500	1,300	8	1,248	4

<b>Total Payout (\$9,000)</b>	<b>Total Payout (\$15,000)</b>
\$87,030,000	\$139,256,204

## ***Regional Office Leadership***

### ***Director***

Tracey A. Betts

Tracey Betts was appointed as the Director of the VA Manila Regional Benefit Office and Outpatient Clinic on June 24, 2018. The Manila Office is the Department's only office located in a foreign country; therefore, Ms. Betts also serves as the United States Attaché for Veterans Affairs at the United States Embassy in the Philippines. In this role, Ms. Betts provides executive direction to 165 employees who administer medical and non-medical benefits to Veterans, their dependents, and their survivors residing in the Philippines to include disability compensation, pension, and the Filipino Veterans Equity Compensation (FVEC) benefits. Monthly monetary disbursements total \$20.7 million for approximately 13,000 beneficiaries throughout the Philippines. The clinic provides outpatient medical services for service-connected eligible Veterans. VA services are provided within an annual operating budget of \$18.7 million.

Ms. Betts has over 37 years of experience in the Veterans Benefits Administration, having worked in both field and central office locations. She began her career in 1983, as a clerk typist at the Houston Regional Office, and later transitioned to VA Central Office as a Systems and Procedures Analyst with the Office of Financial Management crafting financial policy. Ms. Betts has served as a mentor for the Presidential Management Fellows and Leadership Development Programs.

Ms. Betts was born in Guam and grew up on Wake Island and Kwajalein. She is a native Hawaiian graduate of the Kamehameha Schools. Ms. Betts has two adult children and resides in Manila with her husband Charles.

### ***Assistant Director***

Kevin J. McAllister

Kevin J. McAllister was selected as the Assistant Director of the VA Manila Regional Benefit Office and Outpatient Clinic September 16, 2018. The Manila Office is the Department's only office located in a foreign country; therefore, Mr. McAllister also serves as an Embassy Officer for the United States Embassy in the Philippines. As the Assistant Director, Mr. McAllister is responsible for day to day operations of 165 employees who administer medical and non-medical benefits to Veterans, their dependents, and their survivors residing in the Philippines to include disability compensation, pension, and the Filipino Veterans Equity Compensation (FVEC) benefits.

Kevin is a Veteran of the United States Marine Corps (four years) and the United States Army (six years) and has over 23 years of total federal service. He began his career with the Veterans Benefits Administration (VBA) in 2008, as a Loan Specialist with VBA's Loan Guaranty Service in the Specially Adapted Housing Programs policy and procedures

division at VBA Central Office, Washington, DC. He transitioned to the Office of Management as a Management and Program Analyst in March of 2012. In this role, he served as a senior advisor to the Director, Office of Management supporting the areas of Employee Development and Training, Acquisition, Administration and Facilities, Human Resources.

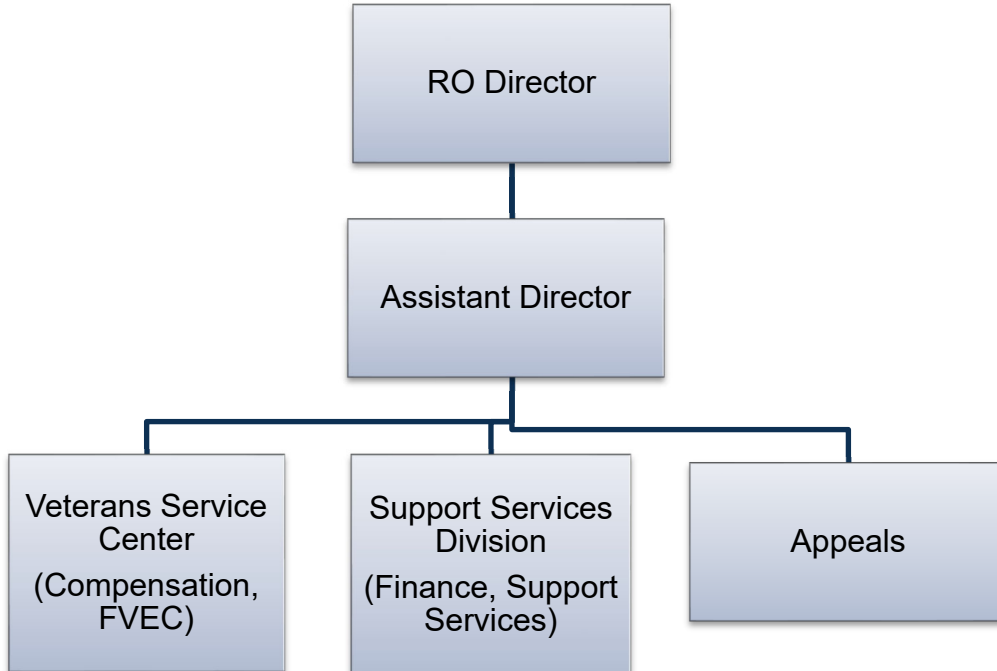
Kevin's other professional accomplishments include the completion of the Partnership for Public Service- Excellence In Government Fellows leadership program (2016) and VBA's Leadership Development Program (2011). He has also served on details as the Acting Deputy Director for the Office of Administration and Facilities (2018), Acting Deputy Director for the Office of Management (2016), Acting Deputy Director for the Office of Field Operations (2015), and Acting Chief of Administrations (2014).

Mr. McAllister was born in St. Paul, Minnesota and has three adult children. He currently resides in Manila with his wife Lucenia who was born in the Philippines.

## ***Benefits and Services Provided***

The Manila Regional Office and Outpatient Clinic administers a variety of services and benefits including Compensation, Pension, and Survivors benefits. Other services provided include outreach services for the homeless, elderly, minority Veterans and women Veterans; and public affairs.

Additional information on benefits and services can be found at <http://www.benefits.va.gov>.





## Compensation

The Veterans Service Center administers the Compensation and Pension programs for Veterans and their dependents in the Philippines. In addition, the division is responsible for determining eligibility for burial, death cases, Veterans Health Administration, National Cemetery Administration, as well as, Filipino Veterans Equity Compensation (FVEC) claims.

Compensation Performance Measures	FY 2021 Target	FYTD* Performance As of Mar. 31, 2021
<b>Disability Claims</b>		
VSC End Product Completions	4,452	2,599
<b>Efficiency</b>		
Compensation RFD Efficiency FYTD	58%	54.7%
<b>Quality</b>		
Compensation Rating Issue-Based Quality	96%	94.7%
Percent of Employee Pass Rate	80%	100%
<b>Cycle Productivity – Time in Queue (TIQ)</b>		
Rating Time in Queue IDEV	3 days	2 days
Rating Time in Queue SUPP	3 days	2.1 days
Rating Time in Queue RFD/AWD/AUTH	6 days	2.5 days
<b>Cycle Productivity – Time to Exit (TEC)</b>		
Rating Time to Exit AUTH	1.5 days	0.1 day
Rating Time to Exit AWD	2.5 days	0.2 day
Rating Time to Exit IDEV	4 days	0.7 day
Rating Time to Exit RFD	2.5 days	0.6 day
Rating Time to Exit SUPP	4 days	0.9 day
<b>Priority Station of Zip (SOZ) Claims</b>		
Amyotrophic Lateral Sclerosis (ALS) ADC	0	35
Amyotrophic Lateral Sclerosis (ALS) ADP	0	0
Homeless ADC	0	49
Homeless ADP	0	0
Military Sexual Trauma (MST) ADC	0	0
Military Sexual Trauma (MST) ADP	0	0
Prisoner of War (POW) ADC	39	1,290
Prisoner of War (POW) ADP	23	0
<b>Other Tracked Measures</b>		
VSC Not-Rating Non-NWQ Legacy Inventory ADP	100	34.5

## Outpatient Clinic

The VA Regional Office (RO) and Outpatient Clinic (OPC) are co-located on Embassy grounds. This is the only VA healthcare facility located in a foreign country. VHA Directive 2012-019 and 38 CFR 17.35, provides the authority for delivery of certain outpatient health care services to U.S. Veterans with VA rated service-connected conditions residing in or visiting the Philippines. Limited ancillary services are available in the Clinic, such as Laboratory, Nursing, Pharmacy, Prosthetics, Radiology, and Social Work. Care in the community was transitioned to the Foreign Medical Program (FMP) on October 1, 2017.

### A. Compensation and Pension Program (data source: VSSC)

The outpatient clinic transitioned compensation and pension examinations to the Veterans Evaluation Service in April 2017.

Listed are the OPC's data as of March 2021:

Domain	Metric Name	VISN	Facility	FY19	FY20	FYTD Mar FY19	FYTD Mar FY20	FYTD Mar FY21	2 Year % Chg Mar to Mar
Resources	Medical Care Budget	V21	(5V21) (358) Manila, PI HCS	\$7,767,701	\$7,809,800	\$7,728,401	\$7,844,948		
	Total Medical Care FTEE	V21	(5V21) (358) Manila, PI HCS	65.1	68.0	65.1	67.8		
	RN Medical Care FTEE	V21	(5V21) (358) Manila, PI HCS	8.9	9.0	8.8	9.0		
	MD Medical Care FTEE	V21	(5V21) (358) Manila, PI HCS	8.7	8.0	8.6	8.4		
Patients Treated	Unique Patients	V21	(5V21) (358) Manila, PI HCS	6,259	5,387	5,046	4,722	3,721	-26.3 %
			(5V21) (358) Manila, PH	6,259	5,387	5,046	4,722	3,721	-26.3 %
	Women Veterans Treated	V21	(5V21) (358) Manila, PI HCS	120	119	95	100	73	-23.2 %
			(5V21) (358) Manila, PH	120	119	95	100	73	-23.2 %
	Priority 1-6 % Uniques	V21	(5V21) (358) Manila, PI HCS	99.5 %	99.6 %	99.7 %	99.6 %	99.4 %	-0.3 %
	Priority 7-8 % Uniques	V21	(5V21) (358) Manila, PI HCS	0.4 %	0.2 %	0.3 %	0.2 %	0.3 %	0.0 %
Non-Veteran % Uniques	V21	(5V21) (358) Manila, PI HCS	0.1 %	0.1 %	0.0 %	0.1 %	0.1 %		
Outpatient	Outpatient Visits	V21	(5V21) (358) Manila, PI HCS	19,849	12,086	11,039	7,446	8,052	-27.1 %
			(5V21) (358) Manila, PH	19,849	12,086	11,039	7,446	8,052	-27.1 %
	Unduplicated Encounters	V21	(5V21) (358) Manila, PI HCS	39,623	22,390	21,238	16,331	11,960	-43.7 %
(5V21) (358) Manila, PH			39,623	22,390	21,238	16,331	11,960	-43.7 %	

## Improving the Veteran Experience and Outreach

Employees of the Manila Regional Office and Outpatient Clinic went to different parts of the Philippines for a series of outreach activities to our Veterans. The main goal is to improve accessibility to Veterans living outside of the Manila metropolitan area. Employees participating in the outreach events assist with filing benefit claims, answering VA related questions, responding to inquiries regarding the Foreign Medical Plan, providing immunizations, determining medical care eligibility, performing wellness exams, (e.g., blood pressure checks) and providing patient education.

## **General Outreach**

### **October 2020**

The Director supported the American Citizen Services (ACS) on a virtual Outreach regarding the US voting system last October 2, 2020.

The Director attended a special zoom session organized by the Manila Elks Club on October 6, 2020. During this session, the Elks presented tablets recently purchased from a Beacon Grant to children of the Philippine American Guardians Association (PAGA).

The Director, Assistant Director and Clinic Manager supported the U.S. Embassy Consular Sections Outreach on the following dates:

- October 26, 2020 for Citizen Liaison Volunteers (CLV)
- October 28, 2020 for United States Citizen in the Philippines

On October 29, 2020, the Director was one of the program key speakers and handled a breakout session for Veterans Affairs Update under the U.S. Embassy Public Services Forum in coordination with the American Chamber of Commerce (AmCham) Foundation.

### **November 2020**

On November 2020, the Manila VA Regional Office and Outpatient Clinic participated on a series of events on the following dates:

- November 5, 2020 -- Memorial Day Ceremony of the American Association of the Philippines held at the American Battle Monuments Commission (ABMC) in Taguig City, Manila.
- November 8, 2020 -- Veterans Day Commemoration with U.S. Embassy Manila (ABMC in Taguig City, Manila)
- November 11, 2020 -- Veterans Day Commemoration (Clark Veterans Cemetery Clark Freeport Zone, Angeles City, Pampanga)
- November 17, 2020 -- Veteran Advisory Board - 1st Quarter (Manila VARO)
- November 19, 2020 -- VA Panelist Representative in the Community Engagement Work Group from the Southern California Pacific Islander COVID-19 Response Team
- November 23, 2020 -- VMCC 65th Anniversary Flag Raising Ceremony

### **December 2020**

The Outreach and Stakeholder Engagement Office in collaboration with the VA Manila Director and the National Cemetery Administration (NCA) held a virtual training session on VA's Burial Flag benefit program for the Free Association States of Koror, Kolonia and Majuro last December 2, 2020.

The Director virtually attended the American Legion Returning Warriors Post 22 Majuro Chapter Induction Ceremony last December 16, 2020.

### **January 2021**

On January 15, 2021, USDVA Manila and PVAO met (virtually) for the second time to present their first requested topic of discussion on the ongoing USDVA Manila/PVAO Collaborative Meeting. USDVA Manila discussed our Mental Health Program and how we assist the newly discharged with their mental health, while PVAO discussed their 90 years and older validation process.

### **February 2021**

The Veteran Advisory Board held their online 2<sup>nd</sup> quarterly meeting to update our Veteran leaders with recent changes and address any questions they may have last February 4, 2021.

On February 11, 2021, USDVA Manila in collaboration with the VHA Office of Community Care held a virtual training on Foreign Medical Plan (FMP) to Veterans living in the Philippines, Pacific Island and other foreign countries.

The Regional Office had a townhall with our contacts from the Philippine Veterans Affairs Office (PVAO) and their satellite offices all over the Philippines last February 24, 2021. Topics discussed were:

- Available benefits for Filipino Veterans and their Survivors,
- How to Contact the RO – via WaitWhile (how to use), and other alternative contacts,
- Brief update on FVEC with Q&A, as requested by PVAO.

On February 26, 2021, USDVA Manila and Support Service Division (SSD) met with Foreign Medical Plan (FMP) Health Care Providers.

### **March 2021**

Virtual Training on Specially Adapted Housing for our Veterans in the Philippines and Pacific Islands Veteran Organizations. This training was conducted by the Central Office Loans Guaranty Office on March 4, 2021 with 17 attendees.

USDVA Manila and the Philippines Veterans Affairs Office (PVAO) presented the U.S. Congressional Gold Medal (USCGM) to the family of a Filipino veteran last March 15, 2021 in Camp Aguinaldo, Quezon City.

The Manila RO successfully commemorated an online National Vietnam War Veterans Day last March 29, 2021 with more than 30 online audience and was able to ship 50 pieces of Veterans Lapel Pin to our Veterans in various locations.

A WebEx meeting was conducted last March 30, 2021 where the VA Regional Office and Outpatient Clinic has developed a virtual outreach program for our Veteran Partner Groups' Support Personnel (Admin Staff) to provide information to Veterans and their beneficiaries throughout the Philippines.

### ***Partnerships and Stakeholder Engagement***

The Manila VA Regional Office and Outpatient Clinic participates in a Veterans Advisory Board meeting every quarter in which community stakeholders, Veterans, and Manila Leadership discuss hot topics and answer questions related to Veterans issues/concerns in this region.

The Manila VA Regional Office and Outpatient Clinic also maintains a collaborative relationship with our Philippine Veterans Affairs Office, U.S. Embassy and American Citizen Services, the American Battle Monument Commission, the American Legion Auxiliary of the Philippines, American Legion, Veterans of Foreign Wars, Disabled American Veterans, Elks Lodge 761 of Manila, American Chamber of Commerce, Social Security Administration, Veterans Federation of the Philippines, Filipino American Memorial Endowment, the Philippine Veterans Development Corporation, Medical Hospital systems and providers throughout the Philippines, and the Defense Attaches associated with the U.S. Embassy Manila.

As a member of the U.S. Embassy's leadership team, the Director serves as a Chairperson of the International Cooperative Administrative Support Services (ICASS) Council, committee member of the Special Immigrant Visa Program, Emergency Action Committee and the US Embassy Manila Diversity and Inclusion Core Council.

### ***Improving the Employee Experience***

The Manila VA Regional Office and Outpatient Clinic established a workgroup of employees to assess the All-Employee Survey results and provide recommendations to improve the employee experience. The RO reinvigorated the VA Employee Association (VAEA) to promote employee wellness, engagement, team building, and volunteerism within the local community.

The RO established a virtual monthly awards ceremony to recognize employees for their 'Years of Service', presentation of ICARE certificates, special contribution awards, and other incentive programs.

The Director and the Assistant Director host a virtual monthly birthday luncheon for employees to celebrate their birthdays and build relationships within the facility.

On October 2020, we had two engagement events initiated by the U.S. Embassy Community Liaison Office (CLO): 1) Employees were able to participate and compete in the 2020 Door decorating contest and the Director's Office Door entry was the winner for the Best Decorated Door (Office Category). 2) The VA Nurses won Best/Scariest Theme Costume.

On October 22, 2020, during the Enhanced Community Quarantine (ECQ), the Director provided guidance and organized a townhall for all VA employees to answer questions. A regular frequent asked questions document is also being released to address any concerns of the employees.

Last December 2020, the Director's Office, Public Contact Team and the Nurses participated in the holiday door decoration contest.

Our employees also participated in the Toys for Tots organized by the US Marine Corps during the Holidays.

Our VA Manila VA Employee Association organized a donation drive for the victims of typhoon Rolly.

On February 5, 2021 our USDVA Manila encouraged all employees to wear Red and send their photos to the Director's Office to be included in the weekly shout out to raise awareness about heart disease, the number 1 cause of death in women. While on March 17, 2021 all employees are encouraged to wear green during the St. Patrick's Day and almost all participated and are wearing different shades of green.

### ***Process Improvements and Special Initiatives***

The Director is an active member of the Improper Development Workgroup.

Faster better together (FBT) projects were initiated by the Director in various aspects to improve services in VA Manila.