Agenda

- Q4 Results
- FY19 Results
- Performance in FY20
- #BestYearEver
VBA Overview and Priorities

24,968 EMPLOYEES 56% VETERANS

$29B In benefits distributed in FY19 Q4

540 Intake sites, out-based facilities, VetSuccess on campus sites, and VR&E offices
56 Regional offices
39 Other special processing and call centers

Provide Veterans with the benefits they have earned in a manner that honors their service

Ensure we are strong fiscal stewards of the money entrusted to us

Foster a culture of collaboration

ChooseVA
“To care for him who shall have borne the battle and for his widow, and his orphan.”
Abraham Lincoln
PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th></th>
<th>FY19 Q4</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims Completed</td>
<td>373.9K</td>
<td>322.7K</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>96</td>
<td>125</td>
</tr>
<tr>
<td>Issue Quality</td>
<td>95.7%</td>
<td>96.0%</td>
</tr>
</tbody>
</table>

Target Exceeded

4.9M Veterans Served
$22.5B Paid
Columbus Day Challenge

When: July 8 through September 30
What: Complete 400,000 claims
Reward: One day time off grant

Completed 440,000 claims
10% over target

Notes
Maintained a high level of quality. Non-rating work unaffected.

Willie Clark
Deputy Under Secretary for Field Operations
### Legacy Appeals

**PERFORMANCE INDICATORS**

<table>
<thead>
<tr>
<th>Inventory (Non-Remand)*</th>
<th>FY19 Q4</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>132,474</td>
<td>139,772</td>
</tr>
</tbody>
</table>

*Note: Pre-“board” workload inventory

### AMA

**PERFORMANCE INDICATORS**

<table>
<thead>
<tr>
<th>Two VBA Decision Lanes</th>
<th>Supplemental Claim</th>
<th>Higher-Level Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target (Average Days)</td>
<td>125</td>
<td>125</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>60.3</td>
<td>41.1</td>
</tr>
<tr>
<td>Claims Received</td>
<td>61,933</td>
<td>12,872</td>
</tr>
</tbody>
</table>
Veterans Pension

**PERFORMANCE INDICATORS**

<table>
<thead>
<tr>
<th></th>
<th>FY19 Q4</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims Completed</td>
<td>22.3K</td>
<td>17.8K</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>103</td>
<td>125</td>
</tr>
</tbody>
</table>

- Target Exceeded
- Target Exceeded

- **239K Beneficiaries Served**
- **$778M Paid**
## Survivor Benefits

### PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th></th>
<th>FY19 Q4</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims Completed</td>
<td>15.8K</td>
<td>15.6K</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>91.7</td>
<td>125</td>
</tr>
</tbody>
</table>

**604K Beneficiaries Served**

**$2.3B Paid**
Fiduciary

PERFORMANCE INDICATORS

Field Examinations

<table>
<thead>
<tr>
<th>FY19 Q4</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>27.5K</td>
<td>21.9K</td>
</tr>
</tbody>
</table>

Target Exceeded

178.2K Beneficiaries in the Program
Performance Indicators:

- **Timeliness of Disbursements**: 
  - **FY19 Q4**: 3.3 days 
  - **Target**: 4.0 days 
  - Status: Target Exceeded

- **Accuracy of Disbursements**: 
  - **FY19 Q4**: 98.9% 
  - **Target**: 99.0% 
  - Status: Target Exceeded

- **Found Beneficiaries**: 
  - **FY19 Q4**: 326 
  - **Target**: 300 
  - Status: Target Exceeded

- **Benefits Paid to Found Beneficiaries**: 
  - **FY19 Q4**: $1.5M 
  - **Target**: –

5.7M Lives Insured
$1.2T in Coverage
**PERFORMANCE INDICATORS**

<table>
<thead>
<tr>
<th>Timeliness of Processing Original Applications</th>
<th>FY19 Q4</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accuracy</td>
<td>23.8 days</td>
<td>28 days</td>
</tr>
</tbody>
</table>

Target Exceeded

434,365 Students

$2.6B Paid
Labor Day Challenge

Charmain Bogue
Executive Director, Education Service

When: July 8 through August 24
What: Claims speed, program approval, and compliance processing
Reward: One day time off grant

GOAL

RESULT

Exceeded goal by 9.5%

Award Granted
PERFORMANCE INDICATORS

Positive Outcomes
(Employment, Independent Living, Persisting in School)

<table>
<thead>
<tr>
<th></th>
<th>FY19 Q4</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Counselors Hired</td>
<td>169</td>
<td>169</td>
</tr>
</tbody>
</table>

Target Exceeded
Promise Met

Over 1,000 Rehabilitation Counselors
350 Office Locations
104 VetSuccess on Campus Sites
Labor Day Challenge

**GOAL**
When: July 8 through August 24
What: 6,945 individual plans for service
Reward: One day time off grant

**RESULT**
Exceeded the goal by nearly 5%

**Notes**
Maintained a high level of quality.

Will Streitberger
Director, Vocational Rehabilitation & Employment
### PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>Category</th>
<th>Actuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreclosures</td>
<td>27,440 Foreclosure Avoidance</td>
</tr>
<tr>
<td>Certificates of Eligibility Issued with VA staff Intervention</td>
<td>86.3% within 1 Day</td>
</tr>
<tr>
<td>Specially Adapted Housing Grants</td>
<td>550 Approved</td>
</tr>
</tbody>
</table>

**219,129 Loans**

**$65.1B Total Loan Amount**
**PERFORMANCE INDICATORS**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Actuals</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA TAP Touches (Q4)</td>
<td>96,715</td>
<td>-</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>95.7%</td>
<td>95%</td>
</tr>
</tbody>
</table>

Q4 results align with Department of Defense’s customer satisfaction reporting cycle.

VA TAP Touches are individual interactions with transitioning Service members, Veterans, spouses, and caregivers through TAP briefings.
Key Activities

- Outreach → National & USB
- Budget → On Track
- Oversight → Participated
Q4 Summary

Met or Exceeded All Targets

Very Strong Performance in Quarter
FY19 Performance: Strong

- Compensation: Target Met or Exceeded
- Education: Target Met or Exceeded
- Appeals: Target Met or Exceeded
- Vocational Rehabilitation & Employment: Target Met or Exceeded
- Pension & Fiduciary: Target Met or Exceeded
- Home Loan Guaranty: Target Met or Exceeded
- Insurance: Target Met or Exceeded
- Transition & Economic Development: Target Met or Exceeded

Strong Progress

Target Not Met
Thank You to VA Office of Information and Technology!

James P. Gfrerer
Assistant Secretary for Information & Technology and Chief Information Officer

- Jack Galvin
- Rob Smith
- Rob Orifici
- John Blankenship
- John Everett

- Joe McDowell
- Angela Rust
- Daniel McCune
- Dominic Cussatt
- Susan Perez
Accelerating Our Performance for FY20

Raising Targets

- Compensation: 3% more
- Appeals: Eliminate legacy appeals by July 4, 2020
- Pension & Fiduciary: 3% more
- Insurance: Find 30% more difficult to find beneficiaries
- Home Loan Guaranty: New target: 1-day COE
- VR&E: 5% more positive outcomes
Looking Ahead to Q1 FY20

December 1, 2019

- Forever GI Bill
  - Colmery Act Completion
  - We Will Fulfill the Promise

January 1, 2020

- Blue Water Navy
  - Claim Adjudication Begins
  - We Will Meet the Law

On Track
Summary

Q4 Met or Exceeded Targets
FY19 Strong Performance Overall
Introduced New Targets

#BestYearEver VBA FY20
This webcast and materials will be posted at: benefits.va.gov/stakeholder

For VA customer service, call: 1-800-827-1000

To learn more about VA Benefits, visit: benefits.va.gov

For more specific questions, access: Inquiry Routing & Information System (IRIS)

#BestYearEver VBA FY20
Thank You

#BestYearEver

VBA FY20