

# Managing VBA Performance & Results FY20 Q1



Under Secretary for Benefits  
**Paul R. Lawrence, Ph.D.**

January 30, 2020



Choose **VA**

**VA**



U.S. Department  
of Veterans Affairs





# Agenda

- ✓ Overview
- ✓ FY20 Q1 Results
- ✓ Colmery Act
- ✓ BWN
- ✓ #BestYearEver

# VBA Overview and Priorities



**25,362**

EMPLOYEES



**54%**

VETERANS

**\$30B** In benefits distributed in FY20 Q1



**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



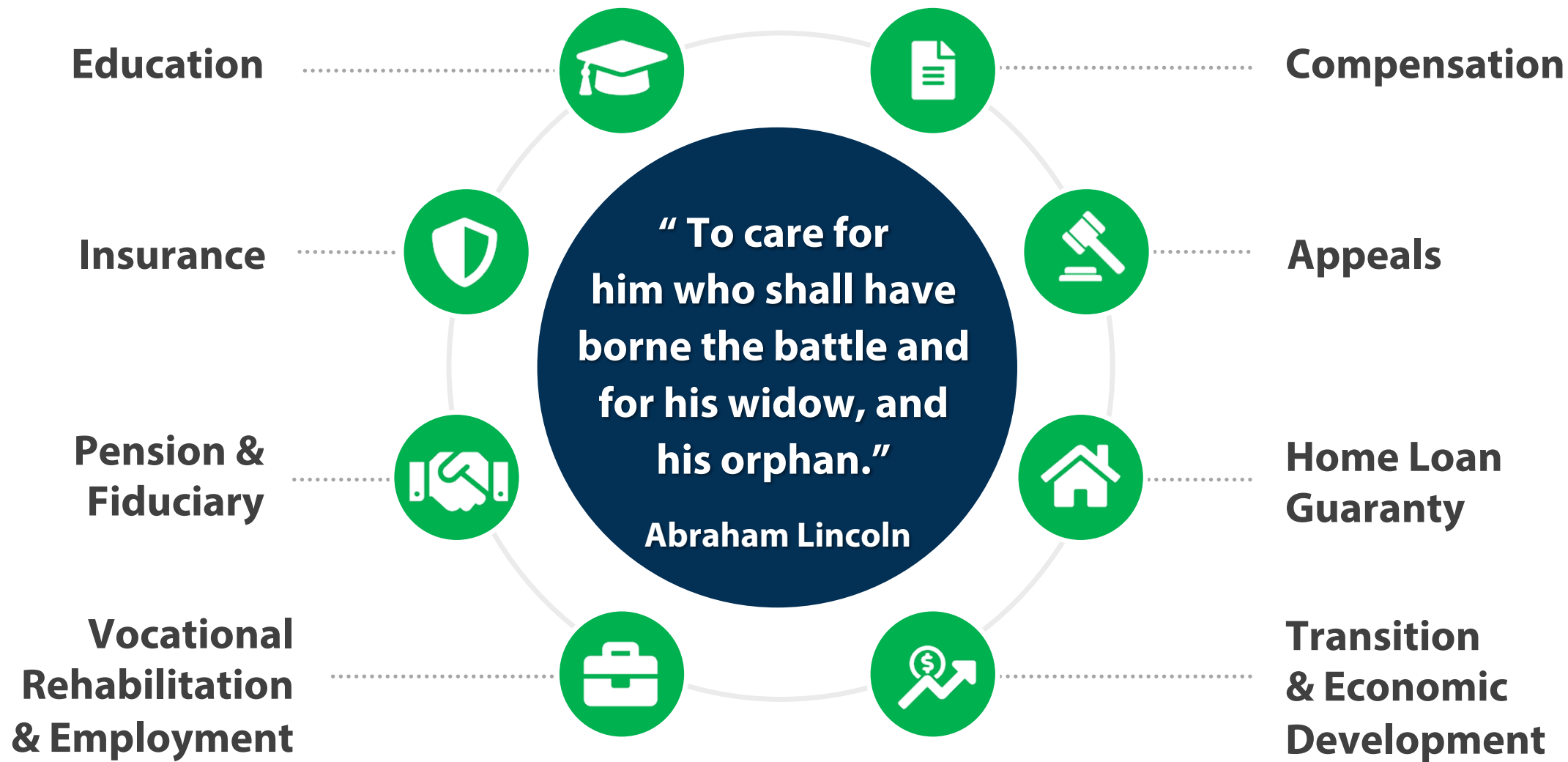
Ensure we are strong  
fiscal stewards of the  
money entrusted to us



Foster a culture  
of collaboration



# VBA Business Lines



# FY19 Q4 Accelerated Performance: New FY20 Targets



Compensation  
**3% more**



Insurance  
**Find 30% more difficult  
to find beneficiaries**



Appeals  
**Eliminate legacy  
appeals by July 4, 2020**



Home Loan Guaranty  
**New target: 1-day COE**



Pension & Fiduciary  
**3% more**



















VR&E  
**5% more positive  
outcomes**



# BLUF: FY20 Q1 Performance – Outstanding

## Met or Exceeded All Key Performance Metrics

 <b>Compensation</b>		 <b>Education</b>	
 <b>Appeals</b>		 <b>Vocational Rehabilitation &amp; Employment</b>	
 <b>Pension &amp; Fiduciary</b>		 <b>Home Loan Guaranty</b>	
 <b>Insurance</b>		 <b>Transition &amp; Economic Development</b>	



Target Met or Exceeded



Strong Progress



Target Not Met

## Targets Exceeded

### Takeaways

- Claims over 125 days—backlog
- November: A record-low backlog of 64,783
- Historic backlog of 611,000 in 2013
- Veterans now receive benefits faster, wait less

### PERFORMANCE INDICATORS

	FY20 Q1	Target
Claims Completed	352,138	325,066
Average Days to Complete	94.4	125
Issue Quality	95.6%	96.0%

**5M Veterans Served**  
**\$23.1B Paid**

## Targets Exceeded

### Takeaways

- AMA is a success!
- Veterans filing in the 2 VBA decision lanes get claims resolved faster

## Reduction of Legacy Appeals

### PERFORMANCE INDICATORS

#### Inventory (Non-Remand)\*

\*Note: Pre-"board" workload inventory

### AMA@VBA

### PERFORMANCE INDICATORS

#### Target (Average Days)

#### Average Days to Complete

#### Claims Received

FY20 Q1

Target

96,350

104,899

### Two VBA Decision Lanes

#### Supplemental Claim

#### Higher-Level Review

125

125

71

52

85,105

20,374



# Veterans Pension and Dependency Indemnity Compensation (DIC)

## Targets Exceeded

### Takeaway

- Provides security for those who've earned it and a legacy for those who've sacrificed

#### PERFORMANCE INDICATORS

	FY20 Q1	Target
Claims Completed	34.7K	30.3K
Veterans Pension Average Days to Complete	102.5	125
DIC Average Days to Complete	93.5	125

#### Veterans Pension

**237K** Beneficiaries Served  
**\$785M** Paid

#### DIC

**437K** Beneficiaries Served  
**\$1.9B** Paid

# Fiduciary

## Targets Exceeded

### Takeaway

- VA is an essential guardian working to ensure that vulnerable Veterans and beneficiary benefits are protected from fraud and abuse

### PERFORMANCE INDICATORS

#### Field Examinations

**FY20 Q1****Target**

25.0K

24.5K

## 177,394 Beneficiaries in the Program

## Targets Exceeded

### Takeaway

- The Insurance team responded to a challenge and nearly **met their annual target** to find hard-to-find beneficiaries in Q1

#### PERFORMANCE INDICATORS

	FY20 Q1	Target
Timeliness of Disbursements	3.0 days	4.0 days
Accuracy of Disbursements	98.6%	99.0%
Hard-to-Find Beneficiaries	1,408	383
Benefits Paid to Found Beneficiaries	\$7.9M	—

**5.7M** Lives Insured  
**\$1.2T** in Coverage

## Targets Exceeded

### Takeaways

- Student Veterans are getting their education claims resolved faster with the on-time implementation of the Colmery Act
- More on this from Charmain Bogue later

#### PERFORMANCE INDICATORS

Timeliness of Processing  
Original Applications

FY20 Q1

Target

18.5 days

28 days

Accuracy

97.0%

95.0%

**577,651** Students

**\$3.1B** Paid

## Targets Exceeded

### Takeaways

- More Veterans are using VR&E and experiencing more positive outcomes
- Tele-counseling continues to expand, making it easier for Veterans to access these services

#### PERFORMANCE INDICATORS

##### Positive Outcomes

(Employment, Independent Living, Persisting in School)

**FY20 Q1****Target**

4,299

3,860

**Over 1,000** Rehabilitation Counselors

**Over 350** Office Locations

**104** VetSuccess on Campus Sites



## Targets Exceeded

### Takeaways

- Veterans now have faster access to VA home loans and services
- Loan volume (purchase and refinance) increased significantly

#### PERFORMANCE INDICATORS

Certificate of Eligibility  
within 5 days

FY20 Q1

Target

99%

98%

Certificate of Eligibility  
within 1 day

87.75%

75%

**22,269** Foreclosures Avoided

**\$28.9M** In Approved Specially Adapted  
Housing Grants

**256,690** Loans

**\$76B** Total Loan Amount

## Targets Exceeded

### *i* Takeaways

- Launch of Solid Start on December 2: Consistent, Caring Contact for Transitioning Service Members
- Contact at 3 key intervals (0-90, 91-180, 181-365 days) post transition

#### PERFORMANCE INDICATORS

	Actuals	Target
VA TAP Touches (FY20 Q1)	90,389	—
VA TAP Customer Satisfaction	95.7%	95%



# Thank You

to VA Office of Information  
and Technology!



**James P. Gfrerer**

Assistant Secretary for  
Information & Technology and  
Chief Information Officer

- 
- John Blankenship
  - Ruchika Croall
  - Dominic Cussatt
  - John Everett
  - Jack Galvin
  - John Gardner
  - Ty Jacobs
  - Daniel McCune
  - Joe McDowell
  - Yu (Boris) Ning
  - Rob Orifici
  - Susan Perez
  - Dennis Peterson
  - Angela Rust
  - Roger Sigley
  - Rob Smith





# Outreach, Budget and Oversight



Outreach



Budget and Oversight

# Fulfilling Commitments Made in FY19 Q4

**We Fulfilled the  
Promise**

**December 1, 2019**

**Forever GI Bill**

**Colmery Act  
Completion**



**We Met the Law**

**January 1, 2020**

**Blue Water Navy**

**Claim Adjudication  
Began**





**Charmain Bogue**  
**Executive Director,**  
**Education Service**

# Colmery Act

## We Fulfilled the Promise

### Milestones

- November 28, 2018 announced Colmery Act reset
- Promised a December 1, 2019 launch
- Clarified accountability and program support
- Teamed with OIT to streamline and improve technology delivery
- Delivered on-time December 1, 2019!
- More to follow on “True Up”

### By The Numbers

**950** STEM Scholarships awarded since August 1, 2019

**7,000+** Certificates of Eligibility to Veterans for VET TEC

**2,300+** Purple Heart Recipients had benefits increased

**17,000** Months of GI Bill entitlement restored

**695** Schools offer priority enrollment





**Beth Murphy**  
**Executive Director,**  
**Compensation Service**



# Blue Water Navy

## We Met the Law

- The Blue Water Navy Vietnam Veterans Act of 2019 was signed into law by President Trump on June 25, 2019
- Implemented the law - effective Jan. 1, 2020
- First claim awarded on Jan. 1 in Manila (Dec. 31 in Washington, D.C.)
- Digitized 26,000 boxes of logs and approximately 28 million images with the U.S. National Archives and Records Administration (NARA) to verify Veterans' locations
- Trained experienced claims specialists on the law and benefits
- Launched a campaign to raise Veteran awareness
- More than 16,000 Veteran claims and more than 1,200 survivor claims submitted to date



# Vietnam Veterans: We Will Honor Your Service





# One Last Thing

## Veterans Benefits Banking Program (VBBP)

Want to get paid **faster, safer, and with fewer fees?**



To set up an account with a VBBP participating bank that understands Veterans' unique financial needs, go to [www.va.gov/change-direct-deposit](http://www.va.gov/change-direct-deposit) or [www.veteransbenefitsbanking.org](http://www.veteransbenefitsbanking.org) or call us at **1-800-827-1000**.

# FY19 Q1 v. FY20 Q1: We're Doing More, Faster

	FY19 Q1	FY20 Q1	
<b>Compensation</b> - Claims Completed	315K	352K	✓
<b>Compensation</b> – Average Days to Complete	104	94.4	✓
<b>Fiduciary</b> – Field Exams	19,800	24,988	✓
<b>Education</b> – Days to Process Original Application	27.2	18.5	✓
<b>VR&amp;E</b> – Positive Outcomes	3,932	4,299	✓

# Summary

- ✓ Outstanding Performance
- ✓ Fulfilled Promises
- ✓ On track to have our #BestYearEver

**#BestYearEver**  
VBA FY20

# Connect with us!

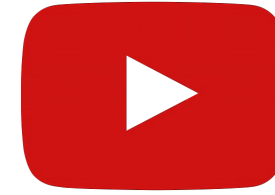
This webcast and materials will be posted at:  
[benefits.va.gov/stakeholder](https://benefits.va.gov/stakeholder)

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

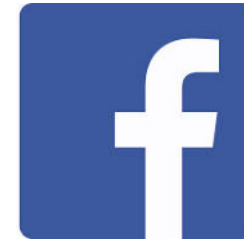
To learn more about VA Benefits, visit:  
[benefits.va.gov](https://benefits.va.gov)

For more specific questions, access:  
[Inquiry Routing & Information System \(IRIS\)](#)

**#BestYearEver**  
★ VBA FY20



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# Thank You

# #BestYearEver

