Managing VBA Performance & Results
FY20 Q2

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

April 30, 2020
Overview

FY20 Q2 Results

Additional Topics

Summary

Blue Water Navy

Accountability

Colmery

VBBP

Solid Start

COVID-19

Agenda
Margarita Devlin
Principal Deputy Under Secretary for Benefits
Topic: Solid Start

Beth Murphy
Executive Director
Compensation Services
Topic: Blue Water Navy

Charmain Bogue
Executive Director
Education Service
Topic: Education

Joseph Gurney
Senior Advisor for Fiscal Stewardship
Topic: VBBP
VBA Overview and Priorities

25,506 EMPLOYEES

56% VETERANS

$31B In benefits distributed in FY20 Q2

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
About VBA

“To care for him who shall have borne the battle and for his widow, and his orphan.”

Abraham Lincoln
BLUF: FY20 Q2 Performance – Outstanding

Exceeded All Key Performance Metrics

<table>
<thead>
<tr>
<th>Service</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compensation</td>
<td>Target Exceeded</td>
</tr>
<tr>
<td>Appeals</td>
<td>Target Exceeded</td>
</tr>
<tr>
<td>Pension &amp; Fiduciary</td>
<td>Target Exceeded</td>
</tr>
<tr>
<td>Insurance</td>
<td>Target Exceeded</td>
</tr>
<tr>
<td>Education</td>
<td>Target Exceeded</td>
</tr>
<tr>
<td>Vocational Rehabilitation &amp; Employment</td>
<td>Target Exceeded</td>
</tr>
<tr>
<td>Home Loan Guaranty</td>
<td>Target Exceeded</td>
</tr>
<tr>
<td>Transition &amp; Economic Development</td>
<td>Target Exceeded</td>
</tr>
</tbody>
</table>

Target Exceeded: Exceeded all key performance metrics
Strong Progress: Met targets but with some progress
Target Not Met: Did not meet targets
**Targets Exceeded**

**Takeaways**

- Completed 65k more than target
- Average days to complete was almost a month faster than target
- In March 2020, VBA set a new record for the highest number of completed disability rating claims in a single month at more than 156K

**Performance Indicators**

<table>
<thead>
<tr>
<th></th>
<th>FY20 Q2</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims Completed</td>
<td>392,210</td>
<td>326,560</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>94.0</td>
<td>125</td>
</tr>
<tr>
<td>Issue Quality</td>
<td>95.35%</td>
<td>96.0%</td>
</tr>
</tbody>
</table>

**5M Veterans Served**

**$24.2B Paid**

Serving more Veterans, faster & with high quality
# Blue Water Navy Claims Report (as of March 31, 2020)

<table>
<thead>
<tr>
<th>Claims for Processing</th>
<th>Veteran Claims</th>
<th>Survivor Claims</th>
<th>Total Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>47,148</td>
<td>4,267</td>
<td>51,415</td>
<td></td>
</tr>
</tbody>
</table>

| Completed Claims      | 12,752         | 1,908           | 14,660       |

| Retroactive Payments  | $274,077,322   | $31,405,723     | $305,483,046 |

Find out more information at [https://www.benefits.va.gov/benefits/blue-water-navy.asp](https://www.benefits.va.gov/benefits/blue-water-navy.asp)
C&P Exams Update

- Focusing on safety of Veterans, Service Members, Employees, and C&P Examiners

- Temporarily suspending all in-person C&P exams at beginning of April

- Using alternative means:
  - Rate on available evidence
  - “Tele-C&P exams” for some conditions
  - Acceptable Clinical Evidence (ACE) exams

- Completing claims—including partial ratings—to pay benefits

- Holding claims in work queue if need in-person C&P exam or other evidence
### Targets Exceeded

#### Takeaways

- AMA is a success
- In Q2, VBA processed Higher-Level Reviews 50% faster than our target

#### Non-remand legacy inventory at the lowest level since tracking began in 2006

### Reduction of Legacy Appeals

#### PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>FY20 Q2</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventory (Non-Remand)*</td>
<td>48,062</td>
</tr>
</tbody>
</table>

*Note: Pre-“board” workload inventory

#### AMA@VBA

#### PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>Two VBA Decision Lanes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplemental Claim</td>
</tr>
<tr>
<td>Target (Average Days)</td>
</tr>
<tr>
<td>Average Days to Complete</td>
</tr>
<tr>
<td>Claims Received</td>
</tr>
</tbody>
</table>

### Targets Exceeded

- AMA is a success
- In Q2, VBA processed Higher-Level Reviews 50% faster than our target

### Non-remand legacy inventory at the lowest level since tracking began in 2006
Veterans Pension and Dependency Indemnity Compensation (DIC)

Targets Exceeded

Takeaway

- Completed claims 4 weeks faster than target

Serving more Veterans, faster

### PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>FY20 Q2</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims Completed</td>
<td>32.6K</td>
</tr>
<tr>
<td>Veterans Pension Average Days to Complete</td>
<td>96.7</td>
</tr>
<tr>
<td>DIC Average Days to Complete</td>
<td>98.8</td>
</tr>
</tbody>
</table>

**Veterans Pension**

232K Beneficiaries Served

$772M Paid

**DIC**

438K Beneficiaries Served

$1.9B Paid
Fiduciary

Targets Exceeded

Field examinations ensure the well-being of the beneficiary and protect the beneficiary’s VA benefits.

Takeaway

175,526 Beneficiaries in the Program

PERFORMANCE INDICATORS

Field Examinations

<table>
<thead>
<tr>
<th>FY20 Q2</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.5K</td>
<td>24.5K</td>
</tr>
</tbody>
</table>

Protecting Veterans & their benefits from fraud & abuse
Targets Exceeded

Takeaways

- Disbursed payments faster
- Located hard-to-find beneficiaries at a greatly accelerated pace

Honoring Veterans’ final request of VBA

<table>
<thead>
<tr>
<th>PERFORMANCE INDICATORS</th>
<th>FY20 Q2</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness of Disbursements</td>
<td>2.7 days</td>
<td>4.0 days</td>
</tr>
<tr>
<td>Accuracy of Disbursements</td>
<td>98.5%</td>
<td>99.0%</td>
</tr>
<tr>
<td>Hard-to-Find Beneficiaries</td>
<td>1,458</td>
<td>383</td>
</tr>
<tr>
<td>Benefits Paid to Found Beneficiaries</td>
<td>$7.4M</td>
<td>–</td>
</tr>
</tbody>
</table>

5.6M Lives Insured

$1.2T in Coverage
Targets Exceeded

Takeaways

- Continuing retroactive payments through COVID-19
- More on this from Charmain Bogue next

Student Veterans are getting access to benefits faster & with high quality

PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>FY20 Q2</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness of Processing Original Applications</td>
<td>17.0 days</td>
</tr>
<tr>
<td>Accuracy</td>
<td>95.0%*</td>
</tr>
</tbody>
</table>

701,628 Students
$3.4B Paid
GI Bill Update

True Up
- Started April 29
- Worked with schools to receive corrected enrollments
  - August 1, 2018 to November 30, 2019
- Impacted enrollments
  - Classes at extension campuses
- No action is required by the student
  - First checks go out May 2020

COVID-19
- Public Law 116-128
  - Signed by POTUS on March 21
- Same monthly housing allowance
  - Until December 21, 2020
  - Or School Resumes
Targets Exceeded

Takeaways

• VR&E continues to engage with Veterans and provide positive outcomes

• Tele-counseling has expanded, avoiding in-person contact

Performance Indicators

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

<table>
<thead>
<tr>
<th>FY20 Q2</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>4,364</td>
<td>3,900</td>
</tr>
</tbody>
</table>

Over 1,000 Rehabilitation Counselors

Over 350 Office Locations

104 VetSuccess on Campus Sites
Targets Exceeded

Takeaways

- More Veterans accessed VA loans for purchase and refinance
- LGY increasing the number of COEs that are issued automatically

Veterans getting home loans faster

PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>FY20 Q2</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Certificate of Eligibility within 5 days</td>
<td>99.87%</td>
</tr>
<tr>
<td>Certificate of Eligibility within 1 day</td>
<td>87.59%</td>
</tr>
</tbody>
</table>

31,035 Foreclosures Avoided

$30.5M In Specially Adapted Housing Grants

280,074 Loans

$82B Total Loan Amount
Targets Exceeded

Takeaways

- Conducted at 3 key intervals post-transition (Stage 1:0-90; Stage 2: 91-180; Stage 3:181-365)
- Implemented priority Solid Start calling for Veterans in need of mental health support
- More on Solid Start from Margarita Devlin next

Consistent, Caring Contact for Veterans

PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th></th>
<th>Actuals</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA TAP Touches</td>
<td>90,866</td>
<td>–</td>
</tr>
<tr>
<td>VA TAP Customer Satisfaction</td>
<td>95.9%</td>
<td>95%</td>
</tr>
<tr>
<td>VA Solid Start Successful</td>
<td>53%</td>
<td>15%</td>
</tr>
<tr>
<td>Contact Rate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Conducting at 3 key intervals post-transition helps ensure that Veterans receive necessary support.
Solid Start

- Stage 2 calls started
- 100 specially trained VA representatives reached out to over 50,000 Veterans
- Callers are engaging range of Veterans – active duty and reserve/guard personnel who have separated
- VA benefits and services, including mental healthcare, warm transfers to VA Crisis Line
- COVID-19 – access healthcare, receive assistance with employment, financial information and resources

Margarita Devlin
Principal Deputy
Under Secretary for Benefits
Accountability

Paul Lawrence was live
Providing our Nation’s Warriors with the Benefits and Services they earned
2d • 📣

The latest VBA information in less than 10 minutes
Veterans Benefits Banking Program

Key Features

Fraud Protection:
• Secure direct deposit into banks and credit unions

Service and Flexibility for Veterans:
• Providing excellent customer service via phone, online and in person

No Cost Checking:
• Cost-effective for Veterans on accounts and maintenance fees

Choice:
• Top and well-known institutions for Veterans to choose from

By The Numbers

19 Credit Unions
9 Banks
12,000 Locations

To learn more go to www.va.gov/change-direct-deposit or www.veteransbenefitsbanking.org or call us at 1-800-827-1000.
Thank You

VA Office of Information and Technology!

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

• Chris Barnes
• Dewaine Beard
• John Blankenship
• Ruchika Croall
• Dominic Cussatt
• John Everett
• Jack Galvin
• John Gardner
• Ty Jacobs
• Daniel McCune

• Joe McDowell
• Clyde Miller
• Dianne Newman
• Yu (Boris) Ning
• Rob Orifici
• Susan Perez
• Dennis Peterson
• Angela Rust
• Roger Sigley
• Cherri Waters

OIT’s VBA Account Leaders

Brad Houston
Rob Smith
COVID-19

Open for business
  • Telework enabled

Closed public contact centers
  • VA.gov
  • 1 (800) 827-1000

Quickly dealing with changes
  • Extensions – yes
  • Debt Relief – 1 (800) 827-0648

Veterans are not alone
  • Benefits Questions? - 1 (800) 827-1000
  • In Crisis? – 1 (800) 273-8255

COVID Microsite - www.publichealth.va.gov/n-coronavirus/
FAQ - www.va.gov/coronavirus-veteran-frequently-asked-questions/
## Summary

### Outstanding Performance
- More and Faster

### Sustaining our promises
- BWN, Colmery, Solid Start, VBBP

### Context – Consistently Outstanding
- 4 consecutive Quarters

### Why does it matter?
- We are delivering for Veterans
- Fulfilling directive:
  - VA Secretary Wilkie – “Excellent Customer Service”
  - President Lincoln – “To care for him who has borne the battle…”

### We are still on track to:

#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

Connect with us!

@VAVetBenefits
@VABenefits
@VeteransBenefits
@VAVetBenefits
@department-of-veterans-affairs
Stay With Us for the After Show

VBA COVID-19 Readiness

- Open for business and continuing to do more!
- Adapting to stay engaged with Veterans in new ways
- Tele-Townhalls and Solid Start calls: What We’ve Learned

#BestYearEver  VBA FY20