Managing VBA Performance & Results
FY20 Q3

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

July 30, 2020
With Us Today

David McLenachen
Executive Director
Medical Disability Exam Program Integration Office

Topic: Update on C&P Exams

Charmain Bogue
Executive Director
Education Service

Topic: Update on Colmery True-Up
VBA Overview and Priorities

25,729
EMPLOYEE

$30B
In benefits distributed in FY20 Q3

56%
VETERAN

Intake sites, out-based facilities, VetSuccess on campus sites, and VR&E offices
Regional offices
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
“To care for him who shall have borne the battle and for his widow, and his orphan.”
Abraham Lincoln
Effects of COVID-19

Compensation
- Stopped in-Person C&P Exams
- Critical Piece of Evidence
- Limited Ability to Award Benefits
- Completed Fewer Claims

Vocational Rehabilitation & Employment
- Public Law 116-140 passed on April 28, 2020
- Allows Veterans 2 months of employment adjustment allowance payments
- Extended time means reporting fewer positive outcomes
High Level Results

- Compensation
  - COVID Impacted
  - Target Not Met

- Appeals
  - Strong Progress
  - Target Not Met

- Pension & Fiduciary
  - Very Strong
  - Target Exceeded

- Insurance
  - Very Strong
  - Target Exceeded

- Education
  - Very Strong
  - Target Exceeded

- Vocational Rehabilitation & Employment
  - COVID Impacted
  - Target Exceeded

- Home Loan Guaranty
  - Very Strong
  - Target Exceeded

- Transition & Economic Development
  - Very Strong
  - Target Exceeded

Very Strong because:

- 6 of 8 exceeded targets
- 2 were directly affected by COVID-19
- Significant, additional items accomplished for Veterans
Takeaways:

Limitations on evidence reduced claims to complete

**May 26: 1 Millionth Rating Claim Completed - Fastest Ever!**

<table>
<thead>
<tr>
<th>FY20 Q3</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims Completed</td>
<td>249,617</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>90</td>
</tr>
<tr>
<td>Issue Quality</td>
<td>96.6%</td>
</tr>
</tbody>
</table>

**5.1M Veterans Served**

**$24.5B Paid**

→ Serving Veterans faster & with high quality
Successes During COVID

Modernized Hospital Adjustments process in coordination with VHA:

• When Veterans are hospitalized for 21 days or more, they are now automatically reviewed for additional benefits without any action by the Veteran
• Eliminated virtually all outstanding FY18 & FY19 hospital adjustments (78,000)
• Addresses findings by VA Inspector General

Processed more Freedom of Information Act (FOIA) requests:

• 31,000 cases, up 33% over Q2
## Blue Water Navy

### Claims Report

<table>
<thead>
<tr>
<th></th>
<th>Veteran Claims</th>
<th>Survivor Claims</th>
<th>Total Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processing</td>
<td>53,830</td>
<td>6,961</td>
<td>60,791</td>
</tr>
<tr>
<td>Completed</td>
<td>22,429</td>
<td>3,628</td>
<td>26,057</td>
</tr>
<tr>
<td>Retroactive Payments</td>
<td>$474,623,333</td>
<td>$55,415,029</td>
<td>$530,038,362</td>
</tr>
</tbody>
</table>

For more information visit: [www.benefits.va.gov/benefits/blue-water-navy.asp](http://www.benefits.va.gov/benefits/blue-water-navy.asp)

*As of June 2020*
C&P Exams Update

Resumed in-person exams in most areas of the country
76% of pending exams available for scheduling
C&P examiners following CDC screening, sanitation, distancing and PPE guidance

Where in-person exams remain suspended:
• Rate on available evidence
• Tele-C&P exams
• Acceptable Clinical Evidence (ACE) exams
• Holding claims in place if in-person exam can’t be held or completed through Tele-C&P or ACE

David McLenachen
Executive Director
Medical Disability Exam
Program Integration Office
Takeaways:

Delivered on promise to eliminate non-remand legacy appeals by July 4th

- Except for those impacted by COVID-19

Since the end of Q3 FY19 through end of Q3 FY20, VBA completed 269,115 legacy appeals

The mission of the Appeals Management Office is changing, and is focused on managing higher-level reviews and Board Remands

Now known as the Office of Administrative Review, or OAR
Takeaways:

Completed Supplemental Claims 41% faster than target

Completed Higher-Level Review 38% faster than target

Remand production at highest levels ever

<table>
<thead>
<tr>
<th>VBA Decision Lanes</th>
</tr>
</thead>
<tbody>
<tr>
<td></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>
Veterans Pension & Dependency Indemnity Compensation (DIC)

Takeaways:

- Completed claims an average of 44 days faster than target

Veterans Pension

- 226K Beneficiaries Served
- $759M Paid

DIC

- 443K Beneficiaries Served
- $1.9B Paid

Claims Completed

- FY20 Q3: 32.6K
- TARGET: 32.4K

Average Days to Complete

- Veterans Pension: 85.7
- DIC: 75.3

- Target: 125
Fiduciary

Takeaways:

Exceeded the target by 10%

Ensured necessary oversight for vulnerable Veterans and beneficiaries who are unable to manage their financial affairs

175,526 Beneficiaries in the Program

FY20 Q3

Field Examinations

28K

Target

25.5K

Targets Exceeded
Takeaways:

Disbursed payments faster

Located more hard-to-find beneficiaries at a greatly accelerated pace

New Leader:
Daniel Keenaghan

<table>
<thead>
<tr>
<th>FY20 Q3</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness</td>
<td>2.8 days</td>
</tr>
<tr>
<td>Accuracy</td>
<td>98.2%</td>
</tr>
<tr>
<td>Hard-to-Find Beneficiaries</td>
<td>646</td>
</tr>
<tr>
<td>Benefits Paid</td>
<td>$3.5M</td>
</tr>
</tbody>
</table>

5.6M Lives Insured

$1.2T in Coverage
Takeaways:

Completed applications nearly 18 days faster than target
Beat target for accuracy
Fulfilling the commitment to make Post-9/11 GI Bill beneficiaries whole

Student Veterans access benefits faster with high quality
True-Up Update

Started April 29
August 1, 2018 to November 30, 2019
No action required by the student
First checks went out May 2020
$3.4 million in payments
Average payment of $2,000 to 1,700 beneficiaries

To learn more, call us at 1-888-GIBILL1.

Public Law 116-128
• Protects resident housing rate if converted online
• Until December 21, 2020
• Or School Resumes

Public Law 116-140
• Work Study
• Continuation of benefit payments for 28 days
• Restoration of Entitlement
• Delimiting Date Extensions
Takeaways:

The Coronavirus Response Act of 2020 extended employment services to Veterans for an additional 60 days prior to declaring a positive outcome.

- 1,000+ Counselors
- 350+ Locations
- 104 VetSuccess Sites
- Stayed connected with Veterans via tele-counseling

Positive Outcomes:
- FY20 Q3: 3,709
- Target: 4,132

(Employment, Independent Living, Persisting in School)
Veteran Readiness & Employment

Vocational Rehabilitation & Employment (VR&E) is now Veteran Readiness & Employment (VR&E).

**Why:** New name puts the focus on Veterans and their employment goals

**How:** The new name and logo is the result of interviews with transitioning Service members, Veterans, VSOs & VR&E field staff

**Don’t Worry:** VR&E will provide the same services it always has, with more modernization to come over the next year. *Stay tuned!*
Takeaways:

Guaranteed nearly 900K loans so far this fiscal year

This quarter, nearly 111,000 VA borrowers were identified as being impacted by COVID-19
  • Those borrowers may seek forbearance under the CARES ACT to provide temporary relief from mortgage payments

<table>
<thead>
<tr>
<th>Certificate of Eligibility (within 5 days)</th>
<th>FY20 Q3</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.81%</td>
<td>98%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Certificate of Eligibility (within 1 day)</th>
</tr>
</thead>
<tbody>
<tr>
<td>86.51%</td>
</tr>
<tr>
<td>75%</td>
</tr>
</tbody>
</table>

331,071 Loans
$100.5B Loan Amount

More Veterans are getting home loans faster
Takeaways:

Solid Start reached more than 73,000 Veterans

Connecting Veterans with VA benefits and services

- Priority calling for mental healthcare
- Warm transfers to VA Crisis Line
- COVID-19 information
- Assistance with employment, financial information & resources

New Leader:
Dr. Richard Hartman

---

<table>
<thead>
<tr>
<th>FY20 Q3</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA TAP Touches (Q2)</td>
<td>90,625</td>
</tr>
<tr>
<td>VA TAP Customer Satisfaction (Q2)</td>
<td>95.7%</td>
</tr>
<tr>
<td>VA Solid Start Successful Contact Rate</td>
<td>40.7%</td>
</tr>
</tbody>
</table>

Targets Exceeded

Caring Contact
Thank You

VA Office of Information and Technology!

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

Dominic Cussatt  
Brad Houston  
Rob Smith  
Arthur Allen  
Chris Barnes  
Dewaine Beard  
John Blankenship  
Ruchika Croall  
Eric Desjardins  

John Everett  
Jack Galvin  
John Gardner  
Ty Jacobs  
Chris Johnston  
Daniel McCune  
Joe McDowell  
Clyde Miller  
Patrick Musaro  

Dianne Newman  
Yu (Boris) Ning  
Rob Orifici  
Susan Perez  
Dennis Peterson  
Angela Rust  
Roger Sigley  
Cherri Waters  
Charles Worthington
PDUSB held weekly phone briefings with both SVAC and HVAC congressional staff regarding:

- C&P Exams
- COVID Impacts and Recovery Plans
- Weekly VBA Metrics
- Financial Protections for Vulnerable Veterans
Engaging Our Veterans

33 States Reached | Connected with over 1.5 million Veterans
As of July 30, 2020

TABLE

<table>
<thead>
<tr>
<th>July 30</th>
<th>Ohio 5 ET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 3</td>
<td>New Jersey 4 ET</td>
</tr>
<tr>
<td>Aug 4</td>
<td>Michigan 5 ET/4 CT</td>
</tr>
<tr>
<td>Aug 5</td>
<td>Washington State 5 ET/2 PT</td>
</tr>
<tr>
<td>Aug 6</td>
<td>Tennessee 4 ET/3 CT</td>
</tr>
<tr>
<td>Aug 11</td>
<td>Iowa 5 ET/4 CT</td>
</tr>
<tr>
<td>Aug 12</td>
<td>Veterans of Foreign Wars (VFW) 4 ET</td>
</tr>
<tr>
<td>Aug 13</td>
<td>Missouri 5 ET/CT</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Aug 14</th>
<th>New Mexico 5 ET/3 MT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 17</td>
<td>New Hampshire 4 ET</td>
</tr>
<tr>
<td>Aug 18</td>
<td>Arizona 5 ET/3 MT/2 PT</td>
</tr>
<tr>
<td>Aug 19</td>
<td>Disabled American Veterans (DAV) 4 ET</td>
</tr>
<tr>
<td>Aug 20</td>
<td>Nebraska 5 ET/4 MT</td>
</tr>
<tr>
<td>Aug 25</td>
<td>Delaware 4 ET</td>
</tr>
<tr>
<td>Aug 26</td>
<td>Indiana 4 ET/3 CT</td>
</tr>
<tr>
<td>Aug 27</td>
<td>Idaho 5 ET/3 MT/2 PT</td>
</tr>
</tbody>
</table>
What I Learned from 1.5 Million Veterans

Customer Service Begins at the Top

Veterans Need Assistance, Not Bureaucracy

We Have Great State Partners
Veteran’s Benefits Banking Program

December 2019: Began targeted outreach to unbanked Veterans

December through June:
• 7,587 fewer unbanked Veterans
• 85% fewer “first-time” pre-paid debit card users
• 28% fewer ‘first time’ check recipients

April 2020

Partnership with Treasury Department
• VBBP-focused inserts sent to Veterans receiving benefits via check

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

Strong Performance
- 6 of 8 Exceeded
- Compensation, VR&E leaned in

Promises Kept
- Eliminated Legacy Appeals
- Awarding Blue Water Navy benefits
- Started Colmery “True-Up”

Enhancing Innovations to Support Veterans
- Solid Start
- Veterans Benefits Banking Program
Stay With Us for the After Show

- Transition Talk 1: VSOC
- VET TEC Program
- Transition Talk 2: Educational & Career Counseling (Chapter 36)
- Dave McLenachen - DAV Interview
- Transition Talk 3: Colmery Act

#BestYearEver  VBA FY20
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)

To follow us on social media:

- VABenefits
- VeteransBenefitsAdministration
- VAVetBenefits
- VeteransBenefitsAdministration
- department-of-veterans-affairs