

Managing VBA Performance & Results FY20 Q3



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

July 30, 2020

Agenda

Overview

BLUF

- Effects of COVID-19
- High Level Results

Results by Business Line

Other Key Accomplishments

- Accountability
- Engaging Our Veterans
- Veterans Benefits Banking Program

Summary

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



56%

VETERAN

\$30B ^SIn benefits distributed in FY20
Q3



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

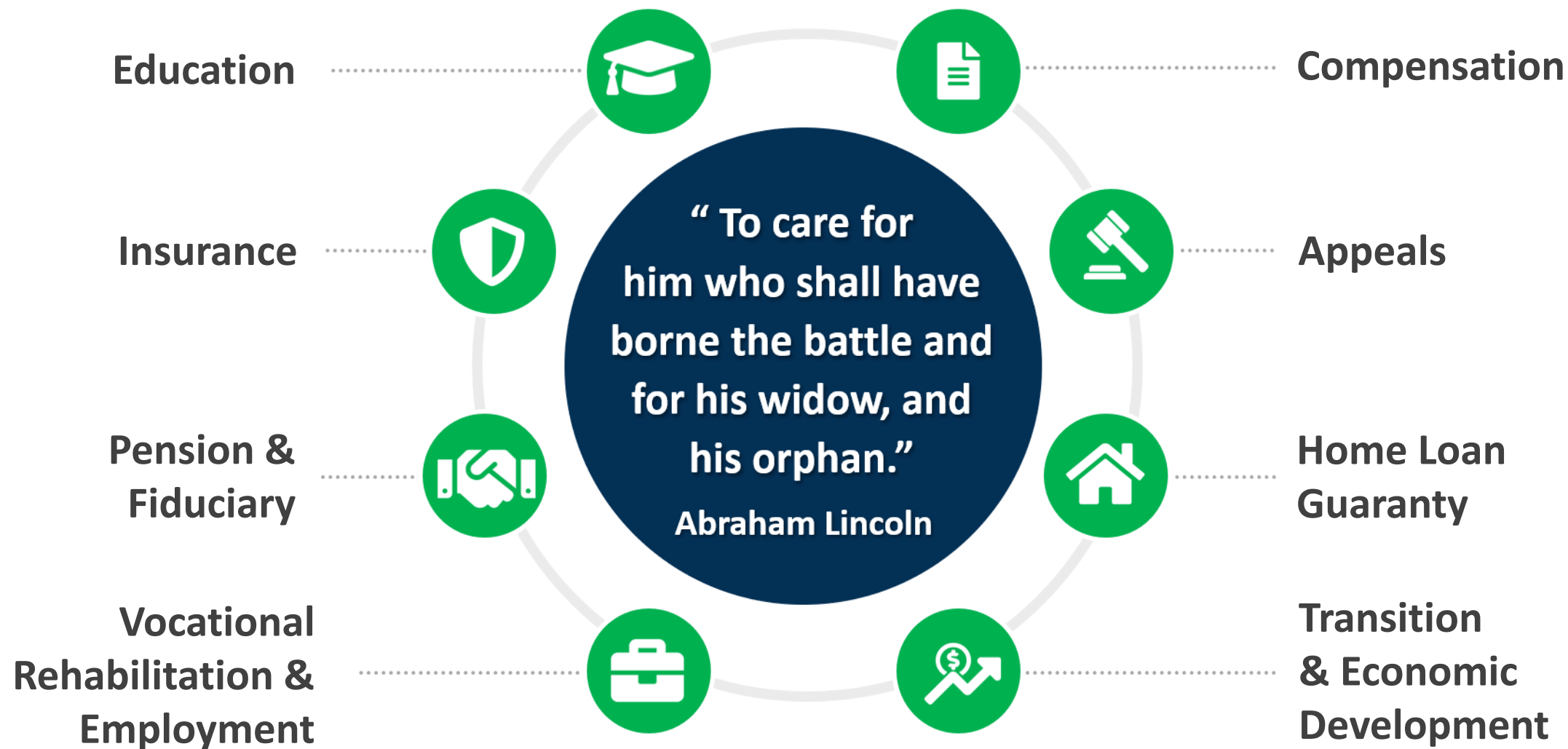


Ensure we are strong fiscal stewards of the money entrusted to us



Foster a culture of collaboration

VBA Business Lines





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

BLUF: FY20 Q3 – Very Strong

High Level Results

| | | | |
|---|--|--|--|
|  Compensation |  |  Education |  |
|  Appeals |  |  Vocational Rehabilitation & Employment |  |
|  Pension & Fiduciary |  |  Home Loan Guaranty |  |
|  Insurance |  |  Transition & Economic Development |  |

Very Strong because:

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

 COVID Impacted

 Target Exceeded

 Strong Progress

 Target Not Met

Takeaways:

Limitations on evidence reduced claims to complete

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

| | FY20 Q3 | TARGET |
|--------------------------|---------|---------|
| Claims Completed | 249,617 | 340,511 |
| Average Days to Complete | 90 | 125 |
| Issue Quality | 96.6% | 96.0% |

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

| | Veteran Claims | Survivor Claims | Total Claims |
|----------------------|----------------|-----------------|---------------|
| Processing | 53,830 | 6,961 | 60,791 |
| Completed | 22,429 | 3,628 | 26,057 |
| Retroactive Payments | \$474,623,333 | \$55,415,029 | \$530,038,362 |

For more information visit: www.benefits.va.gov/benefits/blue-water-navy.asp

As of June 2020

C&P Exams Update



David McLenachen

Executive Director

Medical Disability Exam
Program Integration Office

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

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

Reduction of Legacy Appeals

| | FY20 Q3 (without COVID) | TARGET |
|---------------------------|----------------------------|--------|
| Inventory (Non-Remand) | 2,180* | 1,000 |



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



OFFICE OF ADMINISTRATIVE REVIEW
VETERANS BENEFITS ADMINISTRATION

VBA Decision Lanes

| | Supplemental Claim | Higher-Level Review |
|-----------------------------|-----------------------|------------------------|
| Target (Average Days) | 125 | 125 |
| Average Days to Complete | 74 | 78 |
| Claims Received | 51,133 | 22,906 |

Veterans Pension & Dependency Indemnity Compensation (DIC)

Takeaways:

Completed claims an average of 44 days
faster than target

| | FY20 Q3 | TARGET |
|--|---------|--------|
| Claims Completed | 32.6K | 32.4K |
| Veterans Pension Average Days to Complete | 85.7 | 125 |
| DIC Average Days to Complete | 75.3 | 125 |

Veterans Pension

226K Beneficiaries Served

\$759M Paid

DIC

443K Beneficiaries Served

\$1.9B Paid

Fiduciary

Takeaways:

Exceeded the target by 10%

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

| | FY20 Q3 | TARGET |
|--------------------|------------|--------------|
| Field Examinations | 28K | 25.5K |

175,526 Beneficiaries in the Program

 **Targets Exceeded**

Takeaways:

Disbursed payments faster

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

New Leader:

Daniel Keenaghan



| | FY20 Q3 | TARGET |
|----------------------------|----------|----------|
| Timeliness | 2.8 days | 4.0 days |
| Accuracy | 98.2% | 99.0% |
| Hard-to-Find Beneficiaries | 646 | 399 |
| Benefits Paid | \$3.5M | — |

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

| | FY20 Q3 | TARGET |
|--|-----------|---------|
| Timeliness of Processing Original Applications | 10.1 days | 28 days |
| Accuracy (through June 2020) | 97.5% | 95.0% |

758,169 Students

\$2.2B Paid

✓ Targets Exceeded

➔ Student Veterans access benefits faster with high quality

True-Up Update



Charmain Bogue

Executive Director
Education Service

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

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

FY20 Q3

TARGET

3,709

4,132

1,000+ Counselors**350+** Locations**104** VetSuccess Sites

Stayed connected with Veterans via tele-counseling

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

Certificate of Eligibility
(within 5 days)

FY20 Q3

TARGET

99.81%

98%

Certificate of Eligibility
(within 1 day)

86.51%

75%

331,071 Loans

\$100.5B Loan Amount



Targets Exceeded



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



| | FY20 Q3 | TARGET |
|--|---------|--------|
| VA TAP Touches (Q2) | 90,625 | — |
| VA TAP Customer Satisfaction (Q2) | 95.7% | 95% |
| VA Solid Start Successful Contact Rate | 40.7% | 15% |



Targets Exceeded



Caring Contact

Thank You



James P. Gfrerer

*Assistant Secretary for
Information & Technology
and Chief Information Officer*

VA Office of Information and Technology!

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

Accountability



House Appropriations Committee

May 28

Department of Veterans Affairs - Response to COVID-19

Senate Veterans Affairs Committee

June 3

Review of the FY 2021 Budget and FY 2022 Advance Appropriations Request and Oversight of CARES Act Supplemental Appropriations for the Department of Veterans Affairs

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

TELE-TOWN HALLS

33 States Reached | Connected with over 1.5 million Veterans

As of July 30, 2020

833.380.0417

| | |
|----------------|-------------------------------------|
| July 30 | Ohio 5 ET |
| Aug 3 | New Jersey 4 ET |
| Aug 4 | Michigan 5 ET/4 CT |
| Aug 5 | Washington State 5 ET/2 PT |
| Aug 6 | Tennessee 4 ET/ 3 CT |
| Aug 11 | Iowa 5 ET/4 CT |
| Aug 12 | Veterans of Foreign Wars (VFW) 4 ET |
| Aug 13 | Missouri 5 ET/ CT |

| | |
|---------------|---------------------------------------|
| Aug 14 | New Mexico 5 ET/3 MT |
| Aug 17 | New Hampshire 4 ET |
| Aug 18 | Arizona 5 ET/3 MT/2 PT |
| Aug 19 | Disabled American Veterans (DAV) 4 ET |
| Aug 20 | Nebraska 5 ET/4 MT |
| Aug 25 | Delaware 4 ET |
| Aug 26 | Indiana 4ET/ 3 CT |
| Aug 27 | Idaho 5 ET/3 MT/2 PT |

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:

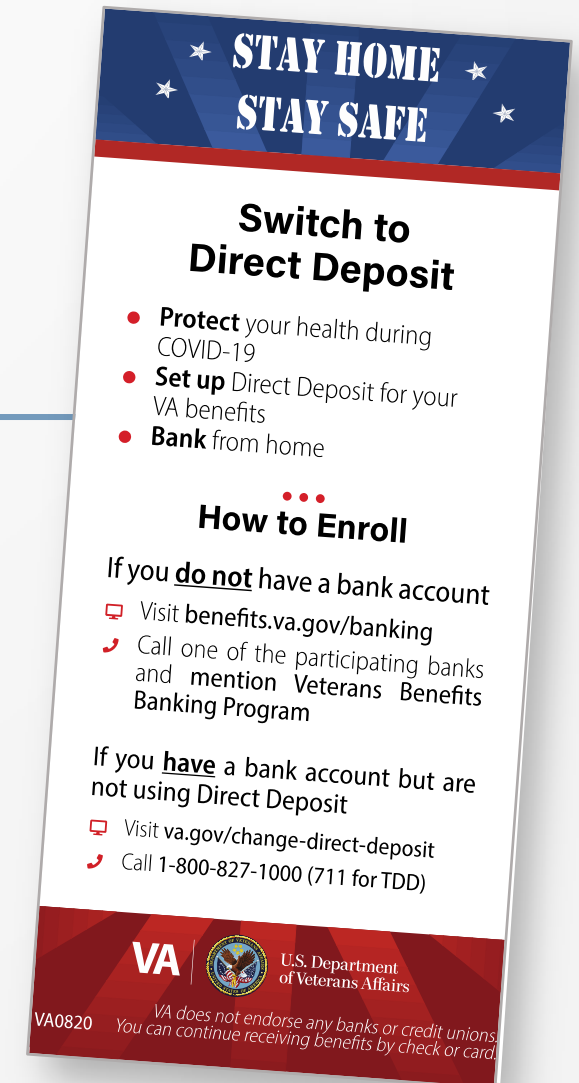
- 7,587 fewer unbanked Veterans
- 85% fewer “first-time” pre-paid debit card users
- 28% fewer ‘first time’ check recipients

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

#BestYearEver
VBA FY20

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



Connect with us!

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