Managing VBA Performance & Results

Q4 & FY20

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

October 29, 2020

VA | U.S. Department of Veterans Affairs

Agenda

Overview

- Q4 & FY20 **Performance**
- **Results** by Business Lines
- **Accountability**
- #BestYearEver VBA FY20
- **Accelerating** Our Performance

Summary

VBA Overview and Priorities

25,543 EMPLOYEES

55% VETERANS

$32B In benefits distributed in FY20 Q4

540 Intake sites, out-based facilities, VetSuccess on campus sites, and VR&E offices

56 Regional offices

38 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

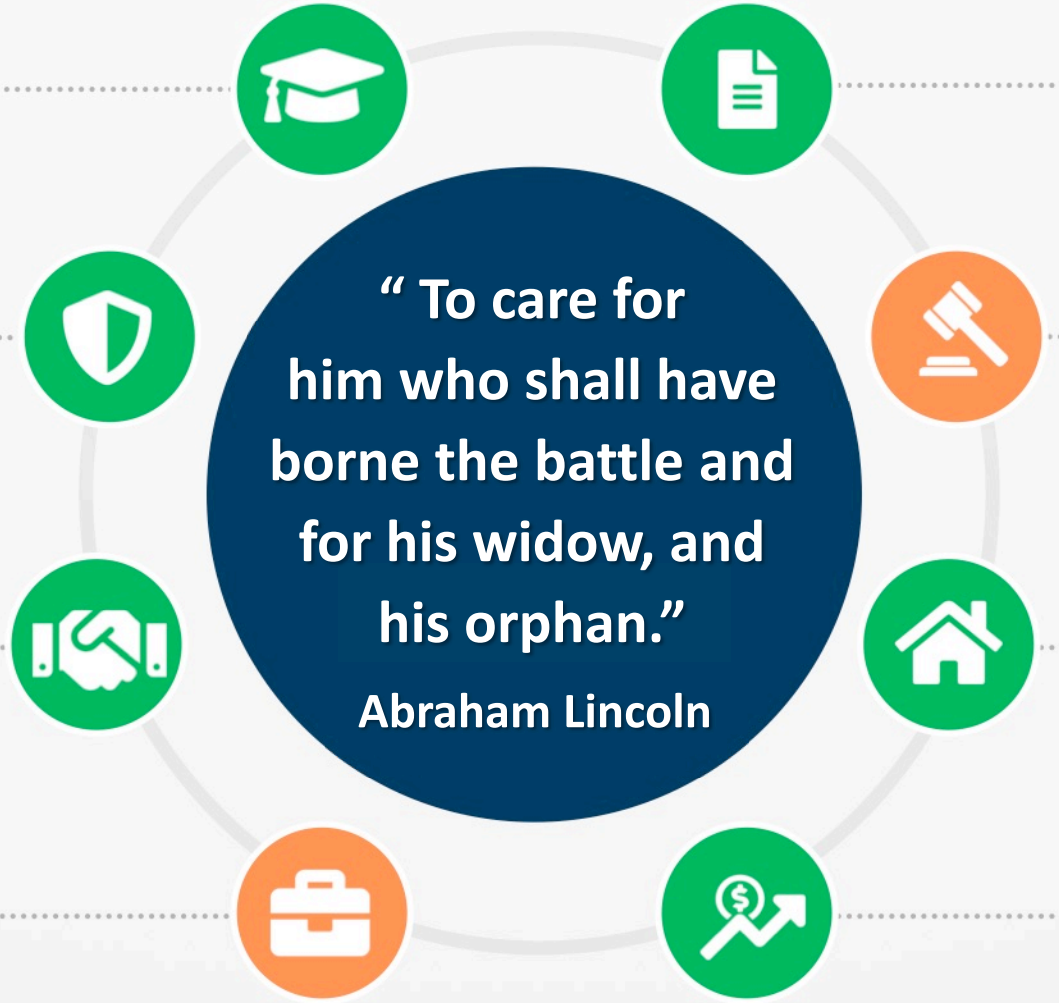
VBA Business Lines

Education

Insurance

Pension & Fiduciary

Veteran Readiness & Employment



Compensation

Administrative Review

Home Loan Guaranty

Transition & Economic Development

Lingering Impact of COVID-19

In-person restrictions affect ability to complete exams

→ Augmented targets with other Veteran-focused work

Compensation & Pension

- Limited Rating Claims
- Increased Non-Rating Claims

Veteran Readiness & Employment

- Modified Positive Outcomes
- Added Job Placements

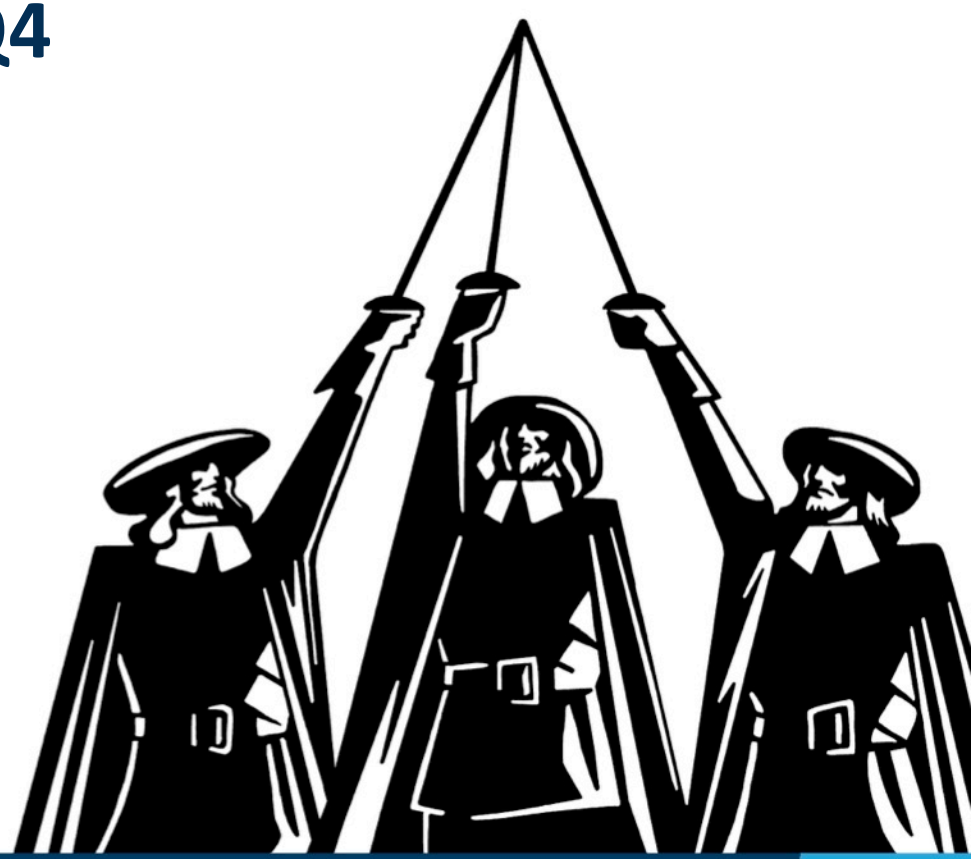
Rallying in Q4 for #BestYearEver VBA FY20

Outstanding Performance needed in Q4

Initiated Columbus Day Challenge

(August 3 – September 30)

> **Goal:** All Business Lines meet FY20 Outstanding Targets
>
> All of VBA unite to focus on serving Veterans
>
> Time-off Grant (1-day): *Everyone or Nobody*



BLUF: FY20 Q4 – Outstanding

High Level Results

- Compensation
- Administrative Review
- Pension & Fiduciary
- Insurance
- Education
- Veteran Readiness & Employment
- Home Loan Guaranty
- Transition & Economic Development

Columbus Day Challenge

Success!

Target Exceeded | Strong Progress | Target Not Met

FY20 Performance – Outstanding

- Compensation ✓
- Administrative Review ✓
- Pension & Fiduciary ✓
- Insurance ✓
- Education ✓
- Veteran Readiness & Employment ✓
- Home Loan Guaranty ✓
- Transition & Economic Development ✓

✓ Target Exceeded Strong Progress ✗ Target Not Met

Takeaways:

Record FOIA completions

- Highest number of completions in a single quarter
- 14% higher than the prior best quarter

5.1M Veterans Served

$25.3B Paid

	FY20 Q4	TARGET
Claims Completed	269,489	203,776
Average Days to Complete	99.8	125
Issue Quality	96.4%	96.0%

	FY20 Q4	TARGET
Non Rating Claims Completed	782,059	671,970

Takeaways:

- Completed Supplemental Claims 32% faster than target
- Completed Higher-Level Reviews 6% faster than target
- Reduced remand inventory from 75,096 to 42,670 – a 43% reduction

VBA Decision Lanes

	Supplemental Claim	Higher-Level Review
Target (Average Days)	125	125
Average Days to Complete	85	118
Claims Received	56,574	22,956

OFFICE OF ADMINISTRATIVE REVIEW
VETERANS BENEFITS ADMINISTRATION

Veterans Pension & Dependency Indemnity Compensation (DIC)

Takeaways:

- Expanded state plot claim automation capabilities, resulting in 33% more state plot claims completed in FY20 than FY19

	FY20 Q4	TARGET
Claims Completed	27.1K	25.7K
Veterans Pension Average Days to Complete	63	125
DIC Average Days to Complete	53	125

Veterans Pension	**220K** Beneficiaries Served	**$711M** Paid
DIC	**445K** Beneficiaries Served	**$1.9B** Paid

Fiduciary

Takeaways:

- Launched the Fiduciary Accounting Submission Tool (FAST) which improves the processing time and accuracy of the accounting review process

	FY20 Q4	TARGET
Field Examinations	**28.4K**	**25.4K**

162,231 Beneficiaries in the Program

Protecting our most vulnerable Veterans

INSURANCE

Takeaways:

Beat target for Hard-to-Find Beneficiaries

- Surpassing the FY20 target by 258%

5.6M Lives Insured

$1.2T in Coverage

	FY20 Q4	TARGET
Timeliness	**3.5 days**	**4.0 days**
Accuracy	**97.0%**	**99.0%**
Hard-to-Find Beneficiaries	**518**	**395**
Benefits Paid	**$3M**	—

Takeaways:

- Beat timeliness and accuracy targets
- Implemented Section 105 of the Colmery Act, which increased Post-9/11 GI Bill benefits to some Student Veterans

	FY20 Q4	TARGET
Timeliness of Processing Original Applications	**16 days**	**28 days**
Accuracy *(through September 2020)*	**98.3%**	**95.0%**

875,000 Students

$4.3B Paid

Student Veterans access benefits faster with high quality

Takeaways:

Job Placement reflects the number of participants VBA has assisted in obtaining suitable employment

- VR&E beat the Job Placement target by more than 150%

	FY20 Q4	TARGET
Positive Outcomes *(Employment, Independent Living, Persisting in School)*	**3,843**	**1,909**

	FY20 Q4	TARGET
Job Placement *(Employed Veterans receiving 2 additional EAA Payments)*	**3,706**	**2,448**

Takeaways:

- Surpassed 1.2 million loans guaranteed—*a record*
- Identified and reported unlawful advertising aimed at Veteran borrowers

	FY20 Q4	TARGET
Certificate of Eligibility *(within 5 days)*	**99.3%**	**98%**
Certificate of Eligibility *(within 1 day)*	**90.7%**	**75%**

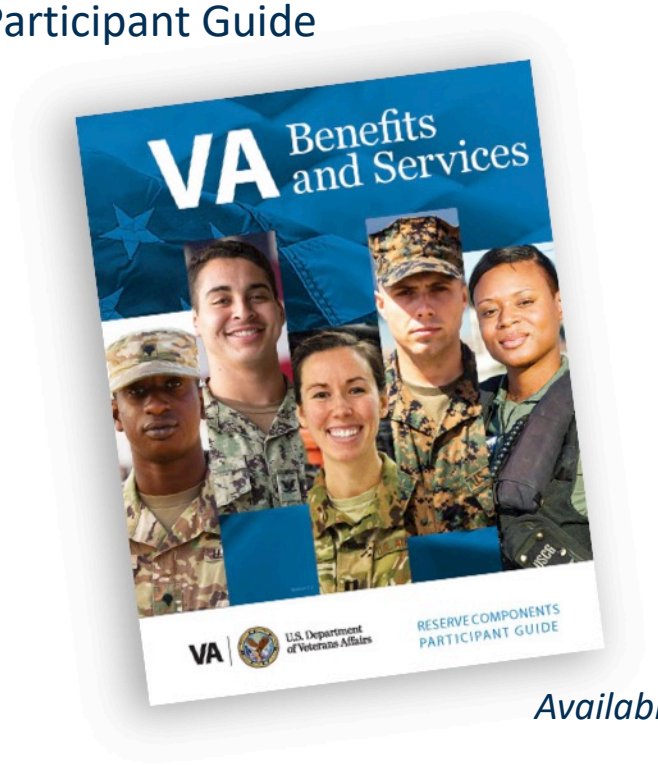
1.246M Loans

$375B Loan Amount

More Veterans are getting home loans faster

Takeaways:

- Received 2 Platinum Hermes Creative awards for redesigned VA Benefits and Services Participant Guide



Available at VA.gov

	FY20 Q4	TARGET
VA TAP Touches (Q4)	**50,273**	—
VA TAP Customer Satisfaction (Q4)	**N/A***	N/A*
VA Solid Start Successful Contact Rate	**41.8%**	15%

*There is no Customer Satisfaction Rate for FY20 Q4 since in-person VA Benefits and Services courses ceased on April 1, 2020 due to COVID-19.

Caring contact for Veterans

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

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

Tele-Townhalls in ***All 50 states***

7 VBA-VSO co-hosted

Expanded the definition of Customer Service:
Fast | Consistent | Empathetic | Aware

	Q3	Q4	TOTAL
Number of TTHs	30	60	90
Veterans Reached	1.2M	2.6M	3.8M

#BestYearEver

VBA FY20

On Time Colmery Implementation

EDU

On Time Implementation of BWN

COMP

On Time Implementation of Solid Start

TED

Eliminated Legacy Appeals

OAR

Record Number of Loans

LGY

Accelerated Tele-Counseling

VR&E

More Hard to Find Beneficiaries

INS

On Time Implementation of FAST

PFS

Accelerating Our Performance for FY21: Raising Targets

Transition & Economic Development
Increase Solid Start contact rate

Insurance
New SDVI timeliness target

Home Loan Guaranty
Increase COEs completed in 1 day

Pension & Fiduciary
New Burial Plot timeliness target

Education
Increase processing timeliness

Summary

Q4 **Exceeded** Targets

FY20 **Outstanding** Performance Overall

Increased Targets for 2nd Year in a Row

#FasterBetterTogether

VBA FY21

Stay With Us for the After Show

- VA Claim Exam
- Faster Better Together
- Blue Water Navy PSA
- VBA Voices – Craig Rose
- VET TEC
- VBBP PSA
- Loan Guaranty PSA

#FasterBetterTogether
VBA FY21

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)

Tele-Townhall Schedule:
benefits.va.govbenefitsteletownhall.asp#schedule

To follow us on social media:

VABenefits

VeteransBenefitsAdministration

VAVetBenefits

VeteransBenefitsAdministration

department-of-veterans-affairs