

# Managing VBA Performance & Results Q4 & FY19



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

**October 31, 2019**





# Agenda



**Q4 Results**



**Performance in FY20**



**FY19 Results**



**#BestYearEver**

# VBA Overview and Priorities

**24,968 EMPLOYEES 56% VETERANS**



**\$29B** In benefits distributed  
in FY19 Q4

**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

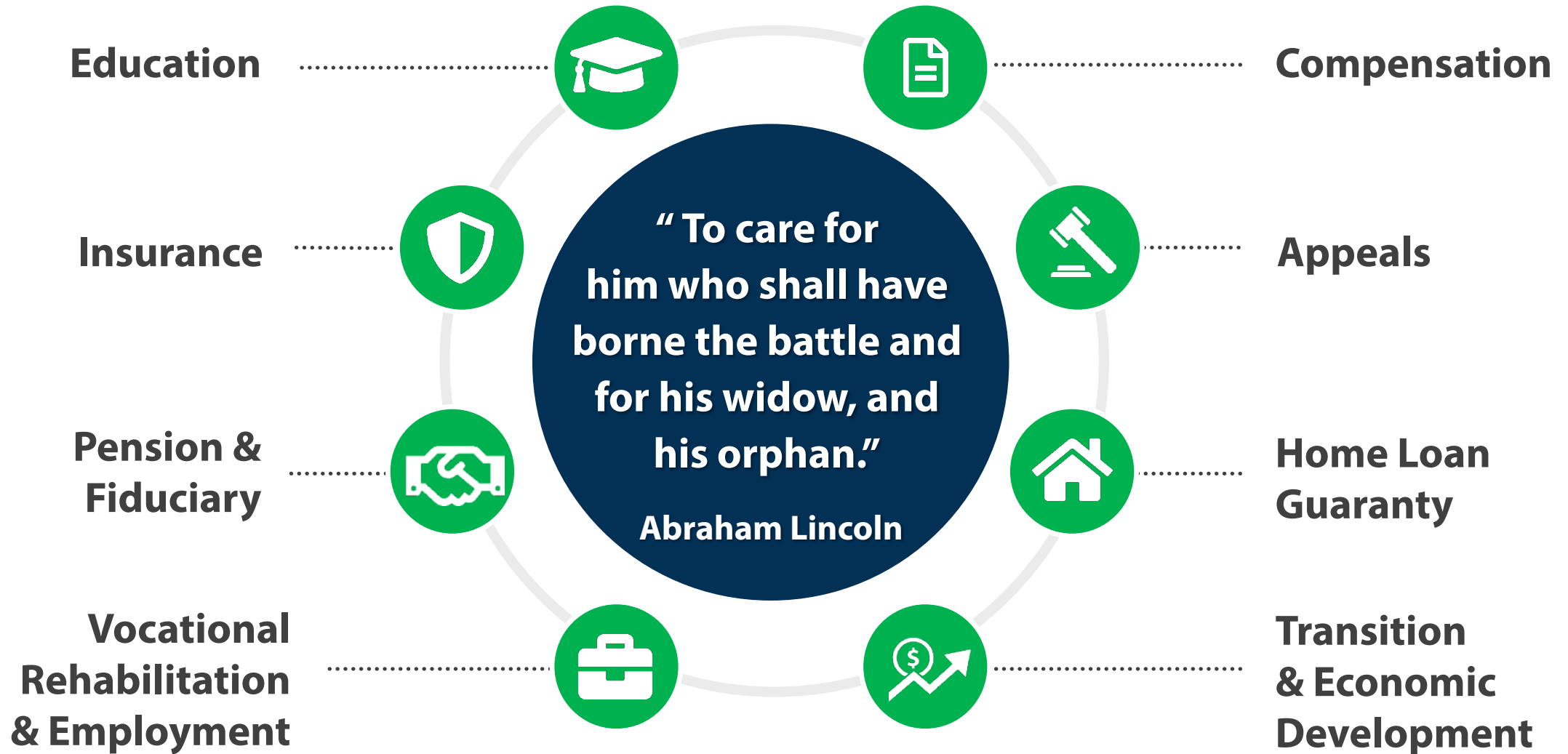


Ensure we are strong fiscal  
stewards of the money  
entrusted to us



Foster a culture  
of collaboration

# VBA Business Lines



PERFORMANCE INDICATORS

	FY19 Q4	Target	
Claims Completed	373.9K	322.7K	Target Exceeded
Average Days to Complete	96	125	
Issue Quality	95.7%	96.0%	Target Exceeded



4.9M Veterans Served  
\$22.5B Paid



# Columbus Day Challenge



**Willie Clark**

Deputy Under Secretary  
for Field Operations



**When: July 8 through September 30**

**What: Complete 400,000 claims**

**Reward: One day time off grant**



**Completed 440,000 claims  
10% over target**



## Notes

**Maintained a high level of quality. Non-rating work unaffected.**

# Legacy Appeals

## PERFORMANCE INDICATORS

Inventory (Non-Remand)\*

FY19 Q4

Target

132,474

139,772

Target Exceeded

\*Note: Pre-“board” workload inventory

# AMA

## PERFORMANCE INDICATORS

Target (Average Days)

Two VBA Decision Lanes

Supplemental Claim

Higher-Level Review

125

125

Average Days to Complete

60.3

41.1

Targets Exceeded

Claims Received

61,933

12,872

# Veterans Pension

PERFORMANCE INDICATORS	FY19 Q4	Target	
Claims Completed	22.3K	17.8K	Target Exceeded
Average Days to Complete	103	125	Target Exceeded



239K Beneficiaries Served  
\$778M Paid



# Survivor Benefits

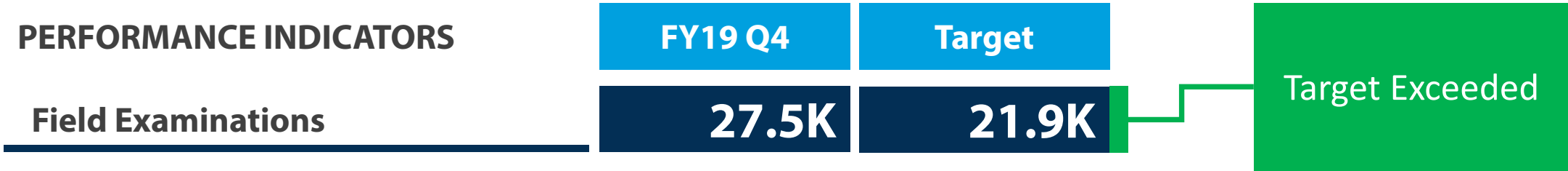
PERFORMANCE INDICATORS

	FY19 Q4	Target	
Claims Completed	15.8K	15.6K	Target Exceeded
Average Days to Complete	91.7	125	Target Exceeded



604K Beneficiaries Served  
\$2.3B Paid

# Fiduciary





178.2K Beneficiaries

in the Program

PERFORMANCE INDICATORS

	FY19 Q4	Target	
Timeliness of Disbursements	3.3 days	4.0 days	Target Exceeded
Accuracy of Disbursements	98.9%	99.0%	
Found Beneficiaries	326	300	Target Exceeded
Benefits Paid to Found Beneficiaries	\$1.5M	—	



5.7M Lives Insured  
\$1.2T in Coverage

PERFORMANCE INDICATORS	FY19 Q4	Target	
Timeliness of Processing Original Applications	23.8 days	28 days	Target Exceeded
Accuracy	97.6%	98.0%	



434,365 Students

\$2.6B Paid



# Labor Day Challenge



**Charmain Bogue**

Executive Director,  
Education Service



**When: July 8 through August 24**


**What: Claims speed, program approval, and compliance processing**

**Reward: One day time off grant**



**Exceeded goal by 9.5%**



PERFORMANCE INDICATORS	FY19 Q4	Target	
Positive Outcomes (Employment, Independent Living, Persisting in School)	4,931	4,785	Target Exceeded
Total Counselors Hired	169	169	<div>            Promise Met         </div>



Over 1,000 Rehabilitation Counselors

350 Office Locations

104 VetSuccess on Campus Sites

# Labor Day Challenge



**Will Streitberger**

Director, Vocational  
Rehabilitation &  
Employment



**When: July 8 through August 24**

**What: 6,945 individual plans for service**

**Reward: One day time off grant**



**Exceeded the goal by nearly 5%**

## Notes

**Maintained a high level of quality.**



PERFORMANCE INDICATORS

PERFORMANCE INDICATORS	Actuals		Target Exceeded
	27,440 Foreclosure Avoidance	107,787 Veteran Contacts	
	86.3% within 1 Day	99.5% within 5 Days	
	550 Approved	\$29.9M Approved Funds	
Foreclosures			
Certificates of Eligibility Issued with VA staff Intervention			
Specially Adapted Housing Grants			



219,129 Loans

\$65.1B Total Loan Amount

Provided Refunds by  
September 30, 2019

Promise Met



PERFORMANCE INDICATORS	Actuals	Target
VA TAP Touches (Q4)	96,715	–
Customer Satisfaction	95.7%	95%

Target Exceeded



Q4 results align with Department of Defense’s customer satisfaction reporting cycle.

VA TAP Touches are individual interactions with transitioning Service members, Veterans, spouses, and caregivers through TAP briefings.

# Key Activities

**Outreach**

**National & USB**

**Budget**

**On Track**

**Oversight**

**Participated**

















# Q4 Summary

**Met or Exceeded  
All Targets**



**Very Strong  
Performance  
in Quarter**

# FY19 Performance: Strong

 <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



# Thank You to VA Office of Information and Technology!



**James P. Gfrerer**

Assistant Secretary for  
Information &  
Technology and Chief  
Information Officer



- Jack Galvin
- Rob Smith
- Rob Orifici
- John Blankenship
- John Everett
- Joe McDowell
- Angela Rust
- Daniel McCune
- Dominic Cussatt
- Susan Perez

# Accelerating Our Performance for FY20

## Raising 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**



# Looking Ahead to Q1 FY20

**December 1, 2019**

**January 1, 2020**

**Forever GI Bill**

**Colmery Act  
Completion**

**We Will Fulfill the Promise**

**Blue Water Navy**

**Claim Adjudication  
Begins**

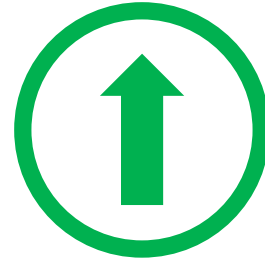
**We Will Meet the Law**

**On Track**

# Summary



**Q4 Met or  
Exceeded Targets**



**FY19 Strong  
Performance Overall**



**Introduced  
New Targets**

**#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:  
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For more specific questions, access:  
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**#BestYearEver**  
★ VBA FY20



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# Thank You

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 **VBA FY20**