Managing VBA Performance & Results
FY20 Q1

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

January 30, 2020
Agenda

- Overview
- FY20 Q1 Results
- Colmery Act
- BWN
- #BestYearEver
VBA Overview and Priorities

25,362 EMPLOYEES

54% VETERANS

$30B In benefits distributed in FY20 Q1

- 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

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

56 Regional offices

39 Other special processing and call centers
“To care for him who shall have borne the battle and for his widow, and his orphan.”

Abraham Lincoln
FY19 Q4 Accelerated Performance: New FY20 Targets

- **Compensation**: 3% more
- **Appeals**: Eliminate legacy appeals by July 4, 2020
- **Pension & Fiduciary**: 3% more
- **Insurance**: Find 30% more difficult to find beneficiaries
- **Home Loan Guaranty**: New target: 1-day COE
- **VR&E**: 5% more positive outcomes
## BLUF: FY20 Q1 Performance – Outstanding

### Met or Exceeded All Key Performance Metrics

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

- **Target Met or Exceeded**: The target was met or exceeded.
- **Strong Progress**: Significant progress towards the target.
- **Target Not Met**: The target was not met.

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**VA**

U.S. Department of Veterans Affairs
Targets Exceeded

Takeaways

- Claims over 125 days—backlog
- November: A record-low backlog of 64,783
- Historic backlog of 611,000 in 2013
- Veterans now receive benefits faster, wait less

PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th></th>
<th>FY20 Q1</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims Completed</td>
<td>352,138</td>
<td>325,066</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>94.4</td>
<td>125</td>
</tr>
<tr>
<td>Issue Quality</td>
<td>95.6%</td>
<td>96.0%</td>
</tr>
</tbody>
</table>

5M Veterans Served
$23.1B Paid
Reduction of Legacy Appeals

**PERFORMANCE INDICATORS**

<table>
<thead>
<tr>
<th></th>
<th>FY20 Q1</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventory (Non-Remand)*</td>
<td>96,350</td>
<td>104,899</td>
</tr>
</tbody>
</table>

*Note: Pre-“board” workload inventory

**AMA@VBA**

**PERFORMANCE INDICATORS**

<table>
<thead>
<tr>
<th></th>
<th>Two VBA Decision Lanes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Supplemental Claim</td>
</tr>
<tr>
<td>Target (Average Days)</td>
<td>125</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>71</td>
</tr>
<tr>
<td>Claims Received</td>
<td>85,105</td>
</tr>
</tbody>
</table>

**Takeaways**

- AMA is a success!
- Veterans filing in the 2 VBA decision lanes get claims resolved faster
Veterans Pension and Dependency Indemnity Compensation (DIC)

**Targets Exceeded**

**Takeaway**
- Provides security for those who’ve earned it and a legacy for those who’ve sacrificed

**Performance Indicators**

<table>
<thead>
<tr>
<th>FY20 Q1</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims Completed</td>
<td>34.7K</td>
</tr>
<tr>
<td>Veterans Pension Average Days to Complete</td>
<td>102.5</td>
</tr>
<tr>
<td>DIC Average Days to Complete</td>
<td>93.5</td>
</tr>
</tbody>
</table>

**Veterans Pension**
- **237K** Beneficiaries Served
- **$785M** Paid

**DIC**
- **437K** Beneficiaries Served
- **$1.9B** Paid
Fiduciary

Targets Exceeded

Takeaway

• VA is an essential guardian working to ensure that vulnerable Veterans and beneficiary benefits are protected from fraud and abuse

PERFORMANCE INDICATORS

Field Examinations

<table>
<thead>
<tr>
<th>FY20 Q1</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>25.0K</td>
<td>24.5K</td>
</tr>
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</table>

177,394 Beneficiaries in the Program
**Targets Exceeded**

**Takeaway**

- The Insurance team responded to a challenge and nearly **met their annual target** to find hard-to-find beneficiaries in Q1

**PERFORMANCE INDICATORS**

<table>
<thead>
<tr>
<th>FY20 Q1</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness of Disbursements</td>
<td>3.0 days</td>
</tr>
<tr>
<td>Accuracy of Disbursements</td>
<td>98.6%</td>
</tr>
<tr>
<td>Hard-to-Find Beneficiaries</td>
<td>1,408</td>
</tr>
<tr>
<td>Benefits Paid to Found Beneficiaries</td>
<td>$7.9M</td>
</tr>
</tbody>
</table>

**5.7M** Lives Insured  
**$1.2T** in Coverage
Targets Exceeded

Takeaways

- Student Veterans are getting their education claims resolved faster with the on-time implementation of the Colmery Act
- More on this from Charmain Bogue later

PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>FY20 Q1</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness of Processing Original Applications</td>
<td>18.5 days</td>
</tr>
<tr>
<td>Accuracy</td>
<td>97.0%</td>
</tr>
</tbody>
</table>

577,651 Students

$3.1B Paid
Targets Exceeded

Takeaways

• More Veterans are using VR&E and experiencing more positive outcomes

• Tele-counseling continues to expand, making it easier for Veterans to access these services

PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>FY20 Q1</th>
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</tr>
</thead>
<tbody>
<tr>
<td>4,299</td>
<td>3,860</td>
</tr>
</tbody>
</table>

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

Over 1,000 Rehabilitation Counselors

Over 350 Office Locations

104 VetSuccess on Campus Sites
### Targets Exceeded

#### Takeaways

- Veterans now have faster access to VA home loans and services
- Loan volume (purchase and refinance) increased significantly

#### PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>FY20 Q1</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Certificate of Eligibility within 5 days</td>
<td>99%</td>
</tr>
<tr>
<td>Certificate of Eligibility within 1 day</td>
<td>87.75%</td>
</tr>
</tbody>
</table>

**22,269** Foreclosures Avoided

**$28.9M** In Approved Specially Adapted Housing Grants

**256,690** Loans

**$76B** Total Loan Amount
Targets Exceeded

Takeaways

• Launch of Solid Start on December 2: Consistent, Caring Contact for Transitioning Service Members

• Contact at 3 key intervals (0-90, 91-180, 181-365 days) post transition

PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>Actuals</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA TAP Touches (FY20 Q1)</td>
<td>90,389</td>
</tr>
<tr>
<td>VA TAP Customer Satisfaction</td>
<td>95.7%</td>
</tr>
</tbody>
</table>
Thank You
to VA Office of Information and Technology!

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

- John Blankenship
- Ruchika Croall
- Dominic Cussatt
- John Everett
- Jack Galvin
- John Gardner
- Ty Jacobs
- Daniel McCune
- Joe McDowell
- Yu (Boris) Ning
- Rob Orifici
- Susan Perez
- Dennis Peterson
- Angela Rust
- Roger Sigley
- Rob Smith
Outreach, Budget and Oversight
Fulfilling Commitments Made in FY19 Q4

We Fulfilled the Promise
December 1, 2019
Forever GI Bill
Colmery Act Completion

We Met the Law
January 1, 2020
Blue Water Navy
Claim Adjudication Began
Colmery Act

We Fulfilled the Promise

Milestones

- November 28, 2018 announced Colmery Act reset
- Promised a December 1, 2019 launch
- Clarified accountability and program support
- Teamed with OIT to streamline and improve technology delivery
- Delivered on-time December 1, 2019!
- More to follow on “True Up”

By The Numbers

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>STEM Scholarships awarded since August 1, 2019</td>
<td>950</td>
</tr>
<tr>
<td>Certificates of Eligibility to Veterans for VET TEC</td>
<td>7,000+</td>
</tr>
<tr>
<td>Purple Heart Recipients had benefits increased</td>
<td>2,300+</td>
</tr>
<tr>
<td>Months of GI Bill entitlement restored</td>
<td>17,000</td>
</tr>
<tr>
<td>Schools offer priority enrollment</td>
<td>695</td>
</tr>
</tbody>
</table>
Beth Murphy
Executive Director,
Compensation Service
Blue Water Navy
We Met the Law

The Blue Water Navy Vietnam Veterans Act of 2019 was signed into law by President Trump on June 25, 2019

Implemented the law - effective Jan. 1, 2020

First claim awarded on Jan. 1 in Manila (Dec. 31 in Washington, D.C.)

Digitized 26,000 boxes of logs and approximately 28 million images with the U.S. National Archives and Records Administration (NARA) to verify Veterans’ locations

Trained experienced claims specialists on the law and benefits

Launched a campaign to raise Veteran awareness

More than 16,000 Veteran claims and more than 1,200 survivor claims submitted to date
One Last Thing

Veterans Benefits Banking Program (VBBP)

Want to get paid faster, safer, and with fewer fees?

To set up an account with a VBBP participating bank that understands Veterans’ unique financial needs, go to www.va.gov/change-direct-deposit or www.veteransbenefitsbanking.org or call us at 1-800-827-1000.
## FY19 Q1 v. FY20 Q1: We’re Doing More, Faster

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<th>FY19 Q1</th>
<th>FY20 Q1</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compensation - Claims Completed</td>
<td>315K</td>
<td>352K</td>
<td>✔️</td>
</tr>
<tr>
<td>Compensation – Average Days to Complete</td>
<td>104</td>
<td>94.4</td>
<td>✔️</td>
</tr>
<tr>
<td>Fiduciary – Field Exams</td>
<td>19,800</td>
<td>24,988</td>
<td>✔️</td>
</tr>
<tr>
<td>Education – Days to Process Original Application</td>
<td>27.2</td>
<td>18.5</td>
<td>✔️</td>
</tr>
<tr>
<td>VR&amp;E – Positive Outcomes</td>
<td>3,932</td>
<td>4,299</td>
<td>✔️</td>
</tr>
</tbody>
</table>
Summary

- Outstanding Performance
- Fulfilled Promises
- On track to have our #BestYearEver
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
Thank You

#BestYearEver

VBA FY20