

Managing VBA Performance & Results FY20 Q2



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

April 30, 2020



Choose **VA**

VA



U.S. Department
of Veterans Affairs



Agenda

Overview

FY20 Q2 Results

Additional Topics

Summary

Blue Water Navy

Accountability

Colmery

VBBP

Solid Start

COVID-19

With Us Today



Margarita Devlin

Principal Deputy Under
Secretary for Benefits

Topic: Solid Start



Beth Murphy

Executive Director
Compensation Services

Topic: Blue Water Navy



Charmain Bogue

Executive Director
Education Service

Topic: Education



Joseph Gurney

Senior Advisor for
Fiscal Stewardship

Topic: VBBP

VBA Overview and Priorities



25,506

EMPLOYEES



56%

VETERANS

\$31B In benefits distributed in FY20 Q2



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

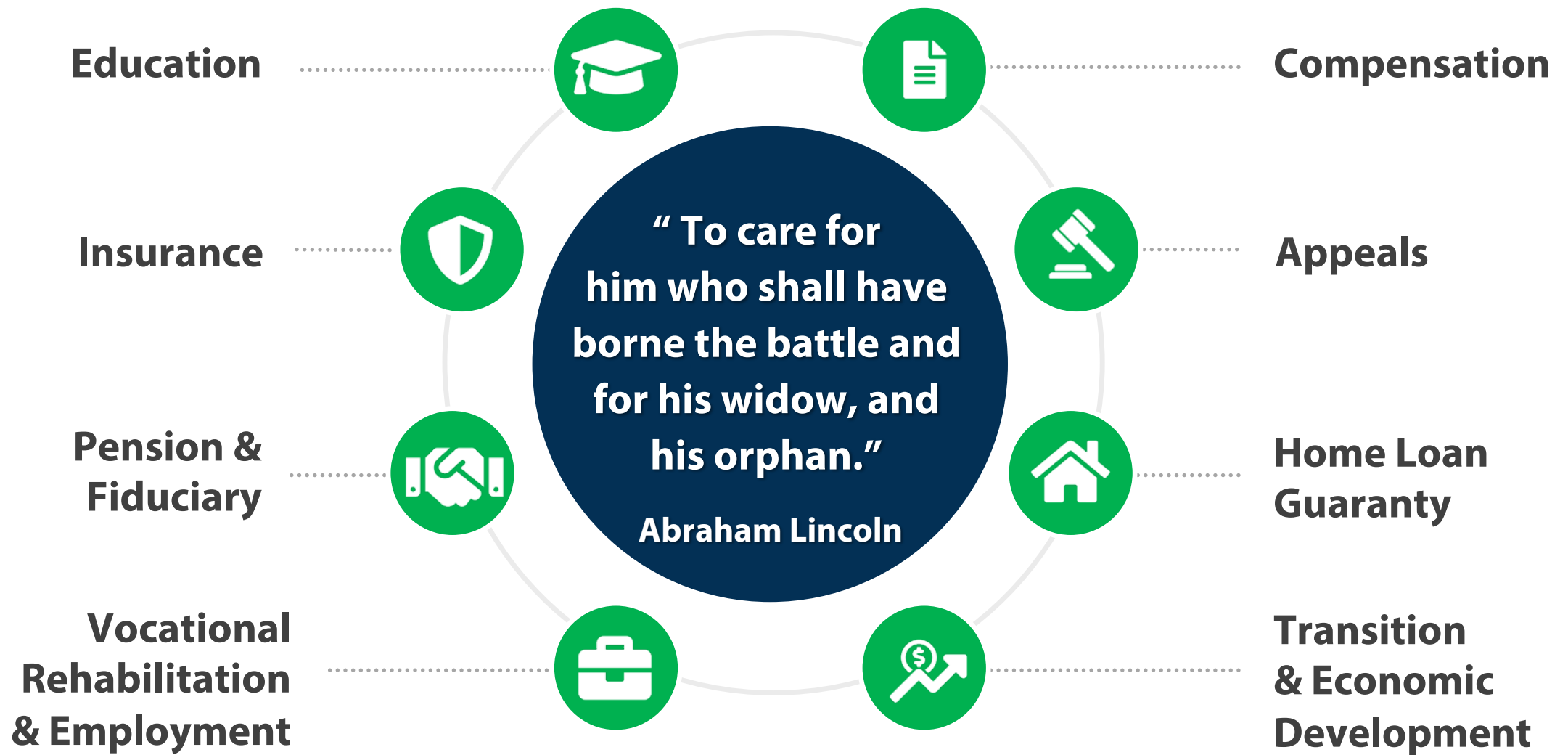


Ensure we are strong
fiscal stewards of the
money entrusted to us



















Foster a culture
of collaboration

About VBA



BLUF: FY20 Q2 Performance – Outstanding

Exceeded All Key Performance Metrics

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



Target Exceeded



Strong Progress



Target Not Met

Targets Exceeded

Takeaways

- Completed 65k more than target
- Average days to complete was almost a month faster than target
- In March 2020, VBA set a new record for the highest number of completed disability rating claims in a single month at more than 156K

Serving more Veterans, faster & with high quality

PERFORMANCE INDICATORS

	FY20 Q2	Target
Claims Completed	392,210	326,560
Average Days to Complete	94.0	125
Issue Quality	95.35%	96.0%

5M Veterans Served
\$24.2B Paid

Blue Water Navy

Claims Report (as of March 31, 2020)



Beth Murphy
Executive Director
Compensation Services

	Veteran Claims	Survivor Claims	Total Claims
Claims for Processing	47,148	4,267	51,415
Completed Claims	12,752	1,908	14,660
Retroactive Payments	\$274,077,322	\$31,405,723	\$305,483,046

Find out more information at <https://www.benefits.va.gov/benefits/blue-water-navy.asp>



C&P Exams Update

- **Focusing on safety of Veterans, Service Members, Employees, and C&P Examiners**
- **Temporarily suspending all in-person C&P exams at beginning of April**
- **Using alternative means:**
 - **Rate on available evidence**
 - **“Tele-C&P exams” for some conditions**
 - **Acceptable Clinical Evidence (ACE) exams**
- **Completing claims—including partial ratings—to pay benefits**
- **Holding claims in work queue if need in-person C&P exam or other evidence**

Targets Exceeded

Takeaways

- **AMA is a success**
- **In Q2, VBA processed Higher-Level Reviews 50% faster than our target**

Non-remand legacy inventory at the lowest level since tracking began in 2006

Reduction of Legacy Appeals

PERFORMANCE INDICATORS

Inventory (Non-Remand)*

*Note: Pre-"board" workload inventory

AMA@VBA

PERFORMANCE INDICATORS

Target (Average Days)

Average Days to Complete

Claims Received

FY20 Q2

Target

48,062

56,646

Two VBA Decision Lanes

Supplemental
Claim

Higher-Level
Review

125

125

75

62

163,193

42,413

Veterans Pension and Dependency Indemnity Compensation (DIC)

Targets Exceeded

Takeaway

- Completed claims 4 weeks faster than target

Serving more Veterans, faster

PERFORMANCE INDICATORS

	FY20 Q2	Target
Claims Completed	32.6K	31.1K
Veterans Pension Average Days to Complete	96.7	125
DIC Average Days to Complete	98.8	125

Veterans Pension

232K Beneficiaries Served
\$772M Paid

DIC

438K Beneficiaries Served
\$1.9B Paid

Fiduciary

Targets Exceeded

Takeaway

- Field examinations ensure the well-being of the beneficiary and protect the beneficiary's VA benefits

**Protecting Veterans & their
benefits from fraud & abuse**

PERFORMANCE INDICATORS

Field Examinations

FY20 Q2**Target****26.5K****24.5K**

175,526 Beneficiaries in the Program

Targets Exceeded

Takeaways

- Disbursed payments faster
- Located hard-to-find beneficiaries at a greatly accelerated pace

Honoring Veterans' final request of VBA

PERFORMANCE INDICATORS

	FY20 Q2	Target
Timeliness of Disbursements	2.7 days	4.0 days
Accuracy of Disbursements	98.5%	99.0%
Hard-to-Find Beneficiaries	1,458	383
Benefits Paid to Found Beneficiaries	\$7.4M	—

5.6M Lives Insured
\$1.2T in Coverage

Targets Exceeded

Takeaways

- Continuing retroactive payments through COVID-19
- More on this from Charmain Bogue next

Student Veterans are getting access to benefits faster & with high quality

PERFORMANCE INDICATORS

	FY20 Q2	Target
Timeliness of Processing Original Applications	17.0 days	28 days
Accuracy	95.0%*	95.0%

701,628 Students

\$3.4B Paid

GI Bill Update



Charmain Bogue
Executive Director
Education Service

True Up

- **Started April 29**
- **Worked with schools to receive corrected enrollments**
 - August 1, 2018 to November 30, 2019
- **Impacted enrollments**
 - Classes at extension campuses
- **No action is required by the student**
 - First checks go out May 2020

COVID-19

Public Law 116-128

- **Signed by POTUS on March 21**

Same monthly housing allowance

- **Until December 21, 2020**
 - **Or School Resumes**
-

Targets Exceeded

Takeaways

- **VR&E continues to engage with Veterans and provide positive outcomes**
- **Tele-counseling has expanded, avoiding in-person contact**

Early investment in tele-counseling means we deliver Veterans what they need when & where they need it

PERFORMANCE INDICATORS

Positive Outcomes

(Employment, Independent Living, Persisting in School)

FY20 Q2**Target**

4,364

3,900

Over 1,000 Rehabilitation Counselors

Over 350 Office Locations

104 VetSuccess on Campus Sites

Targets Exceeded

Takeaways

- More Veterans accessed VA loans for purchase and refinance
- LGY increasing the number of COEs that are issued automatically

Veterans getting home loans faster

PERFORMANCE INDICATORS

Certificate of Eligibility
within 5 days

FY20 Q2

Target

99.87%

98%

Certificate of Eligibility
within 1 day

87.59%

75%

31,035 Foreclosures Avoided

\$30.5M In Specially Adapted Housing Grants

280,074 Loans

\$82B Total Loan Amount

Targets Exceeded

i Takeaways

- Conducted at 3 key intervals post-transition (Stage 1:0-90; Stage 2: 91-180; Stage 3:181-365)
- Implemented priority Solid Start calling for Veterans in need of mental health support
- More on Solid Start from Margarita Devlin next

Consistent, Caring Contact for Veterans

PERFORMANCE INDICATORS

	Actuals	Target
VA TAP Touches	90,866	—
VA TAP Customer Satisfaction	95.9%	95%
VA Solid Start Successful Contact Rate	53%	15%





Solid Start



Margarita Devlin
Principal Deputy
Under Secretary
for Benefits

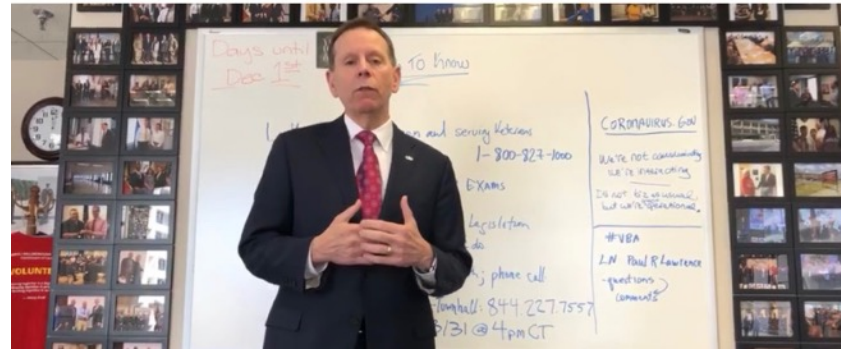
- Stage 2 calls started
- **100** specially trained VA representatives reached out to over **50,000** Veterans
- Callers are engaging range of Veterans – active duty and reserve/guard personnel who have separated
- VA benefits and services, including mental healthcare, warm transfers to VA Crisis Line
- COVID-19 – access healthcare, receive assistance with employment, financial information and resources

Accountability



Paul Lawrence was live
Providing our Nation's Warriors with the Benefits and
Services they earned
2d • 🌐

The latest VBA information in less than 10 minutes



Veterans Benefits Banking Program



Joseph Gurney
Senior Advisor for
Fiscal Stewardship

Key Features

Fraud Protection:

- Secure direct deposit into banks and credit unions

Service and Flexibility for Veterans:

- Providing excellent customer service via phone, online and in person

No Cost Checking:

- Cost-effective for Veterans on accounts and maintenance fees

Choice:

- Top and well-known institutions for Veterans to choose from

By The Numbers

19 Credit Unions

9 Banks

12,000 Locations

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

Thank You

VA Office of Information and Technology!



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

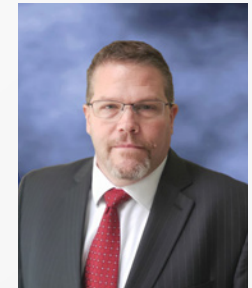
- Chris Barnes
- Dewaine Beard
- John Blankenship
- Ruchika Croall
- Dominic Cussatt
- John Everett
- Jack Galvin
- John Gardner
- Ty Jacobs
- Daniel McCune
- Joe McDowell
- Clyde Miller
- Dianne Newman
- Yu (Boris) Ning
- Rob Orifici
- Susan Perez
- Dennis Peterson
- Angela Rust
- Roger Sigley
- Cherri Waters



OIT's VBA Account Leaders



Brad Houston



Rob Smith

COVID-19

Open for business

- Telework enabled

Closed public contact centers

- VA.gov
- 1 (800) 827-1000

Quickly dealing with changes

- Extensions – yes
- Debt Relief – 1 (800) 827-0648

Veterans are not alone

- Benefits Questions? - 1 (800) 827-1000
- In Crisis? – 1 (800) 273-8255



COVID Microsite - www.publichealth.va.gov/n-coronavirus/
FAQ - www.va.gov/coronavirus-veteran-frequently-asked-questions/

Summary



Outstanding Performance

- More and Faster

Sustaining our promises

- BWN, Colmery, Solid Start, VBBP

Context – Consistently Outstanding

- 4 consecutive Quarters

Why does it matter?

- We are delivering for Veterans
- Fulfilling directive:
 - VA Secretary Wilkie – “Excellent Customer Service”
 - President Lincoln – “To care for him who has borne the battle...”

We are still on track to:

#BestYearEver



Connect with us!

This webcast and materials will be posted at:

benefits.va.gov/stakeholder

For VA customer service, call:

1-800-827-1000

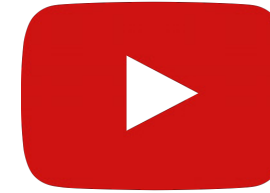
To learn more about VA Benefits, visit:

benefits.va.gov

For more specific questions, access:

[Inquiry Routing & Information System](#) (IRIS)

#BestYearEver
★ VBA FY20



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Stay With Us for the After Show

VBA COVID-19 Readiness

- ✓ Open for business and continuing to do more!
- ✓ Adapting to stay engaged with Veterans in new ways
- ✓ Tele-Townhalls and Solid Start calls: What We've Learned

#BestYearEver
VBA FY20

