Overview

- Q4 & FY20 Performance
- Results by Business Lines
- Accountability

Agenda

- #BestYearEver
- 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
“To care for him who shall have borne the battle and for his widow, and his orphan.”
Abraham Lincoln
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

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*
High Level Results

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

Columbus Day Challenge

Success!

- Target Exceeded
- Strong Progress
- Target Not Met
FY20 Performance – Outstanding

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

<table>
<thead>
<tr>
<th></th>
<th>Supplemental Claim</th>
<th>Higher-Level Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target (Average Days)</td>
<td>125</td>
<td>125</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>85</td>
<td>118</td>
</tr>
<tr>
<td>Claims Received</td>
<td>56,574</td>
<td>22,956</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th></th>
<th>FY20 Q4</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims Completed</td>
<td>27.1K</td>
<td>25.7K</td>
</tr>
<tr>
<td>Veterans Pension Average Days to Complete</td>
<td>63</td>
<td>125</td>
</tr>
<tr>
<td>DIC Average Days to Complete</td>
<td>53</td>
<td>125</td>
</tr>
</tbody>
</table>

**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

162,231 Beneficiaries in the Program

Protecting our most vulnerable Veterans
Takeaways:

Beat target for Hard-to-Find Beneficiaries
• Surpassing the FY20 target by 258%

5.6M Lives Insured

$1.2T in Coverage

<table>
<thead>
<tr>
<th>FY20 Q4</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness</td>
<td>3.5 days</td>
</tr>
<tr>
<td>Accuracy</td>
<td>97.0%</td>
</tr>
<tr>
<td>Hard-to-Find Beneficiaries</td>
<td>518</td>
</tr>
<tr>
<td>Benefits Paid</td>
<td>$3M</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>FY20 Q4</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness of Processing Original Applications</td>
<td>16 days</td>
</tr>
<tr>
<td>Accuracy (through September 2020)</td>
<td>98.3%</td>
</tr>
</tbody>
</table>

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%

<table>
<thead>
<tr>
<th>FY20 Q4</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive Outcomes</td>
<td></td>
</tr>
<tr>
<td>Employment, Independent Living, Persisting in School</td>
<td></td>
</tr>
<tr>
<td>3,843</td>
<td>1,909</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FY20 Q4</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Placement</td>
<td></td>
</tr>
<tr>
<td>Employed Veterans receiving 2 additional EAA Payments</td>
<td></td>
</tr>
<tr>
<td>3,706</td>
<td>2,448</td>
</tr>
</tbody>
</table>
Takeaways:

Surpassed 1.2 million loans guaranteed—a record

Identified and reported unlawful advertising aimed at Veteran borrowers

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

<table>
<thead>
<tr>
<th>FY20 Q4</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA TAP Touches (Q4)</td>
<td>50,273</td>
</tr>
<tr>
<td>VA TAP Customer Satisfaction (Q4)</td>
<td>N/A*</td>
</tr>
<tr>
<td>VA Solid Start Successful Contact Rate</td>
<td>41.8%</td>
</tr>
</tbody>
</table>

*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

Available at VA.gov
Thank You

VA Office of Information and Technology!

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

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

Tele-Townhalls in All 50 states
7 VBA-VSO co-hosted

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

<table>
<thead>
<tr>
<th></th>
<th>Q3</th>
<th>Q4</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of TTHs</td>
<td>30</td>
<td>60</td>
<td>90</td>
</tr>
<tr>
<td>Veterans Reached</td>
<td>1.2M</td>
<td>2.6M</td>
<td>3.8M</td>
</tr>
</tbody>
</table>
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
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
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](benefits.va.govbenefitsteletownhall.asp#schedule)

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