Goal: Getting Payments Right

Program or Activity
Pension

Reporting Period
Q1 2020
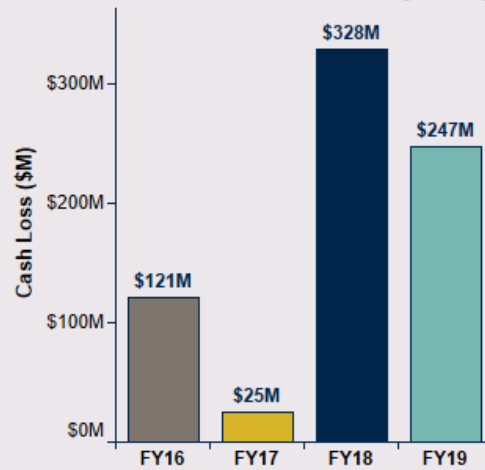
Change from Previous FY ($M) | **-$81M** ⬇

VA
Pension

Brief Program Description:
The Pension program helps Veterans and their families cope with financial challenges by providing supplemental income through Veterans Pension and Survivors Pension benefit program.

Cash Loss by FY ($M)

Key Milestones		Status	ECD
1	Develop mitigation strategies to get the payment right the first time	Completed	Nov-18
2	Evaluate the ROI of the mitigation strategy	On-Track	Dec-21
3	Determine which strategies have the best ROI to prevent cash loss	On-Track	Dec-21
4	Implement new mitigation strategies to prevent cash loss	Completed	Jan-20
5	Analyze results of implementing new strategies	On-Track	Dec-21

Quarterly Progress Goals			Status	Notes	ECD
1	Q1 2020	Pension automation is being developed to help modernize the pension claims process by injecting automated decision-making and process improvements.	On-Track	Collaboration efforts are underway for development of requirements for automation and vision for project completion. Goal is for program to be 90 percent automated by end of fiscal year.	Sep-20
2	Q1 2020	Provide specific manual and procedural updates in order to make quality decisions.	On-Track	Weekly manual and procedural updates are released that provide clear and concise guidance to claim processors.	Sep-20

Recent Accomplishments		Date
1	P&F Service and the Office of Business Process Integration (OBPI) began developing requirements for automation and also began working with IT contractors on developing a vision to complete the automation project.	Nov-19
2	Obtained VBA and SSA signature approvals for Computer Matching Agreement (CMA) that enables VBA to receive information to make the appropriate cost of living adjustment (COLA) on VA beneficiary awards.	Dec-19
3	Identified 2,000 additional records reflecting deceased dependents and issued due process notices proposing removal of the deceased dependent from beneficiaries' awards.	Jan-20

Amt($)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
$173M	Failure to verify: financial data	Income changes not reported timely by beneficiaries	Extend Federal Tax Information (FTI) functionality to additional claims. Perform Social Security Administration (SSA) Income Match to identify date beneficiaries begin to receive SSA income. Expand use of SSA Death Master File for use on dependents.	The strategy of performing 28 bi-weekly claims reviews will indicate if total income calculations and medical expense deductions were originally correctly calculated for the Veterans and Survivor..
$44M	Other reason	Employee missed development actions, miscalculated benefit amounts or provided incorrect claim decision.	Conduct quality monthly reviews to determine training trends for Pension Management Center. Identify claims processing deficiencies, analyze trends, and develop training. Provide electronic manual guidance, to policies, regulations, and procedures.	The end results of updates to the manuals, guidance, policies, procedures, regulations, etc. will be re-emphasized as part of a training effort and serve as a reference for claim processors to preven..
$6M	Administrative or process errors made by: federal agency	Employees did not complete proper claim development and consider correct expenses before making final decision to award benefits.	National Training Curriculum updated to reflect processes in alignment with current policies and procedures. Mandated and refresher training provided to ensure proper claims processing.	The approach of requiring annual trainings and providing manual references, policies, and procedures will ensure proper guidance given to the employees and thereby reducing the pro..

Cash Loss - Cash loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.