

# Warrior Training Advancement Course – WARTAC Challenge

You are here

We are here  
to help you  
find your way



# Agenda

- **What is WARTAC?**
- **What is a Veterans' Service Representative? (VSR)**
- **Value Proposition**
- **Where we are going**

# What is WARTAC?

## Warrior Training Advancement Course

- **Pilot program between the Veterans Benefits Administration (VBA) and Army at Ft. Carson, CO and Ft. Belvoir, VA - trained Wounded Warriors on entry level claims processing with the goal of hiring the VSR in VA Regional Offices.**
- **Original concept devised for, and targeted, Wounded Warrior population to provide an opportunity to develop skills and increase their hiring potential during medical recuperation and board process.**
- **Employment opportunity for Wounded Warriors and transitioning Service members to receive training and be hired as VSRs prior to separation.**

# What is Challenge Training?

## Warrior Training Advancement Course

### ➤ **Challenge Training**

- **A national, centralized training program whereas VBA trains newly hired claims processors at our Training Academies in Baltimore or Denver.**

### ➤ **WARTAC brings Challenge training to military installations and conducts VSR Challenge Training with transitioning, active duty, Service Members in order to ultimately hire them into Regional Offices, as VSRs upon separation from active duty.**



# What is the role of the VSR?

## Claims Processing

### Claims Assistant (CA)

Places claim under control  
Updates system when  
medical or other evidence  
received



SHIRLEY J. HARRIS, Inc.

### Veterans Service Rep (VSR)

Develops claim (request medical  
or other evidence)  
Makes the claim ready to rate



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**Veterans Service Rep (VSR)**  
prepares award and Veteran  
notification letter



Your Award Amount and Payment Start Date	
For awards payable under a contract	
Award Amount	Payment Start Date
\$10,000	06/01/2017

**Rating Veterans Service Rep (RVSR)**  
prepares decision to grant/deny  
benefits or other entitlement



# Value Proposition

## The Veteran

**Long-term career opportunity with endless advancement opportunities**

**Quality career opportunity with a mission of service to country and fellow Veterans.**

**Allows future employee to “test drive” VBA as an employer to ensure good fit**

**Answers the “what next” question by providing a career opportunity with the Federal Government thereby reducing Veteran homeless and unemployment rates**

## VBA

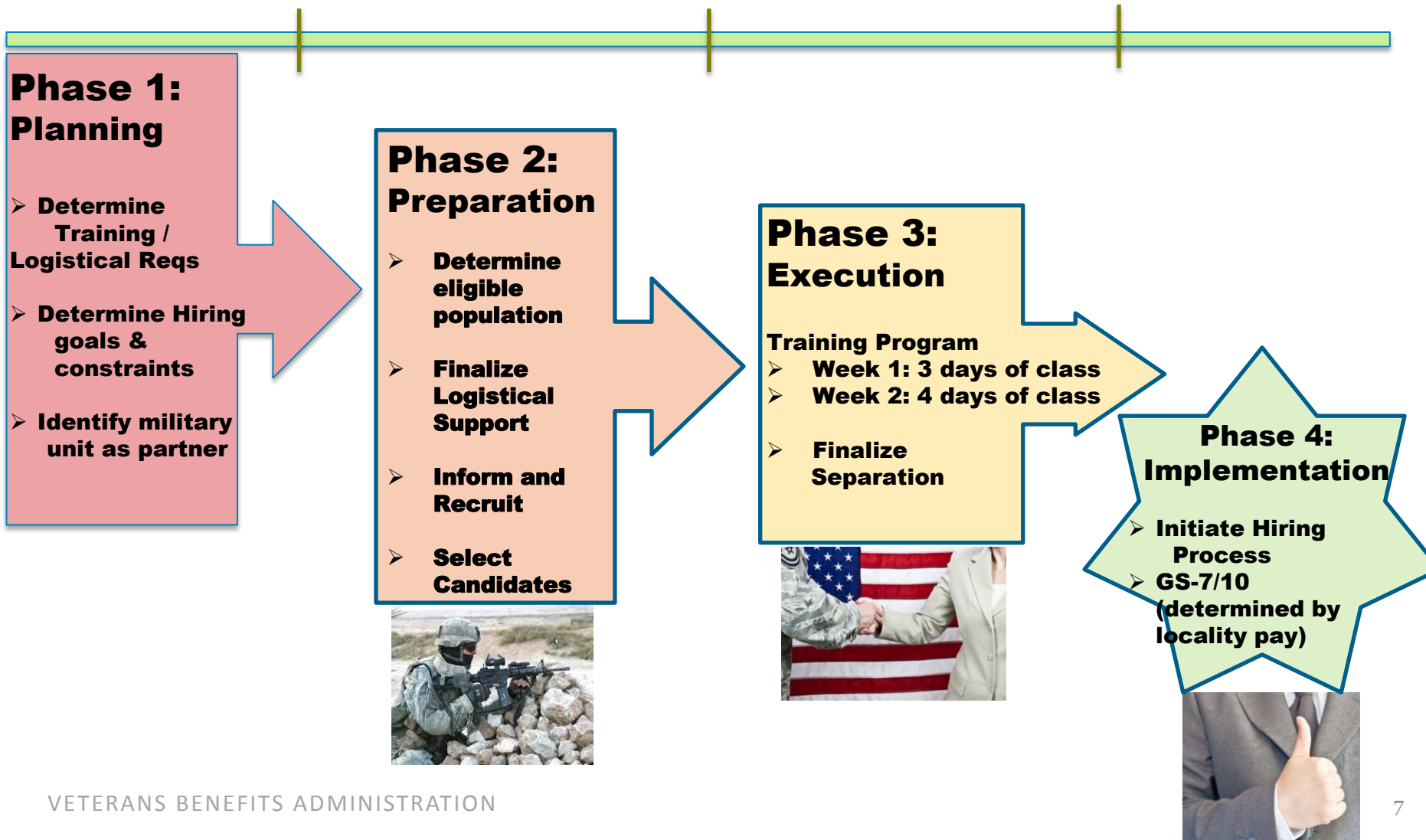
**Receives new employees able to immediately start reducing backlog**

**Expected lower attrition rate  
- Both the Veteran/New Employee and VBA gets 3 month vetting period to determine suitability prior to hire**

**Use of Veterans Recruitment Appointment (VRA) = Ease of hiring new employee**

**Significant cost savings in both travel and salaries**

# Concept



# The Way Ahead

- **This is a collaborative VA/DOD effort with the goal of employing Veterans:**
  - **DOD provides suitable, available population and facilities**
  - **VA provides excellent career opportunity**
  - **VA provides resume and interview prep in conjunction with the Veterans Employment Services Office (VESO) and the VA Office of Human Resources**
- **Still determining locations for expanded locations. Criteria:**
  - Viable population – suitable, available - EXTERNAL**
  - Logistical support – classroom, IT - EXTERNAL**
  - Instructor Support - INTERNAL**
- **Expansion:**
  - **VBA hires approximately 1500 VSRs annually nationwide with an attrition rate of 6%. WARTAC VSRs will attrite at a lower rate as they will have had 14 weeks to determine suitability**
  - **WARTAC has a goal to hire 300 VSRs during FY16 with a minimum classroom capacity of 20-25**
  - **In addition to our training academies, VBA views WARTAC as another avenue in which we acquire and train claims processors**



# **WARTAC Graduate Hire TMS Procedures for Training Managers**

- 1. Compensation Service notifies the TM that the WARTAC graduate's TMS account is now in their local domain.**
- 2. The TM edits the employee's TMS profile in Profile Maintenance to ensure all information is accurate.**
- 3. The TM maintains the employee's TMS account and verifies the PAID database feed does not create a second account. If the user has two TMS accounts, the TM merges them.**
- 4. The TM places the employee into the 'WARTAC Graduate Hires' TMS Class (VBA-387).**

**This action will automatically assign the VSR one-time mandated and FY16 VSR mandated curricula. Employees will then be centrally tracked as trainee VSRs and added to NTC classes when their trainee status ends.**

# Questions?