

VETERANS BENEFITS ADMINISTRATION

You are here

We are here
to help you
find your way



Under Secretary for Benefits
Training Manager's Symposium 2015

VA



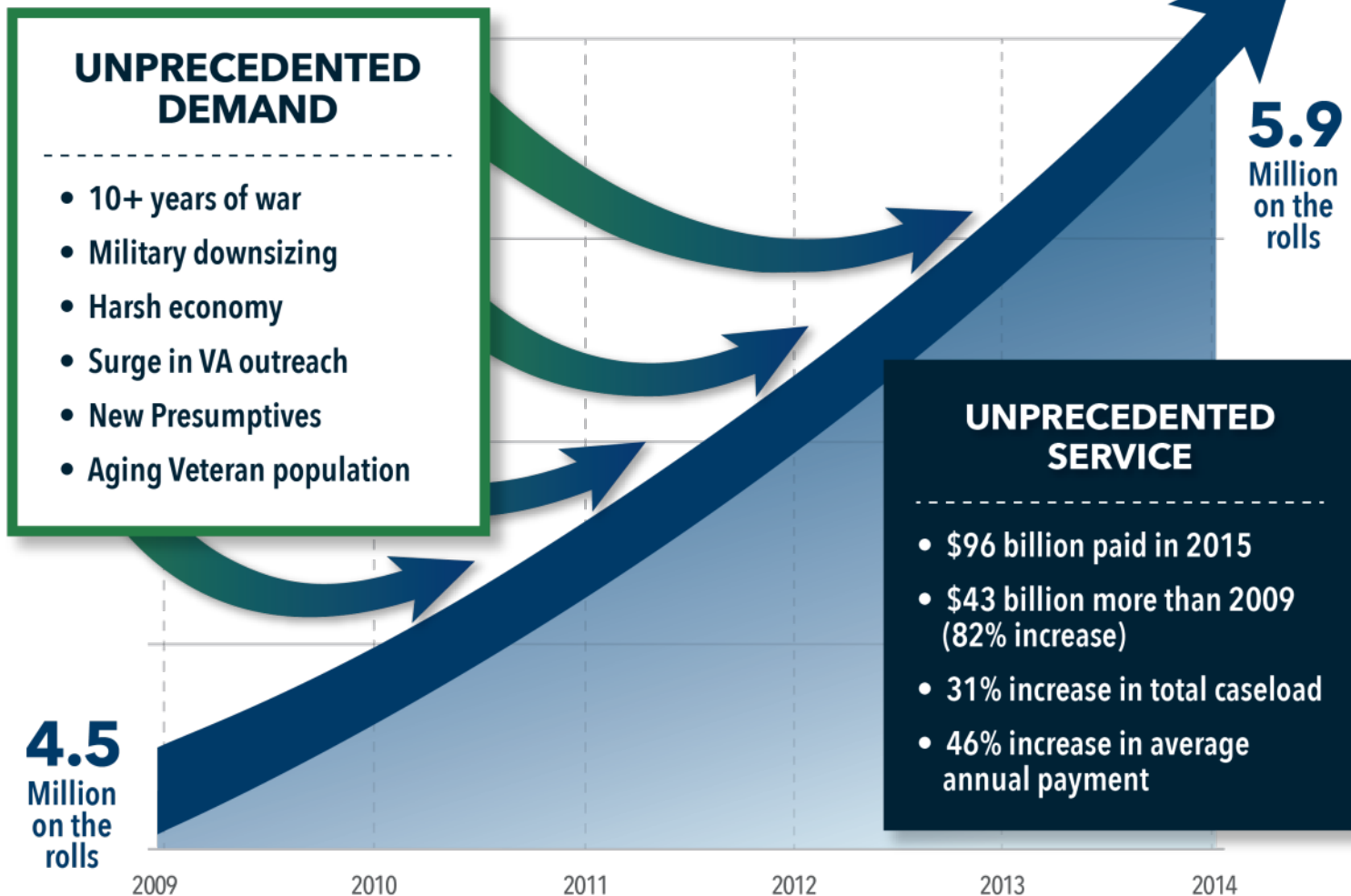
U.S. Department
of Veterans Affairs



VBA's transformation story began four years ago when war, economic conditions and increased outreach created unprecedented demand

VBA'S COMPENSATION, PENSION, EDUCATION *and* VR&E BENEFICIARIES GREW 1.4 MILLION SINCE 2009*

*More than the active duty **ARMY, NAVY, AIR FORCE, MARINES** and **COAST GUARD** combined*

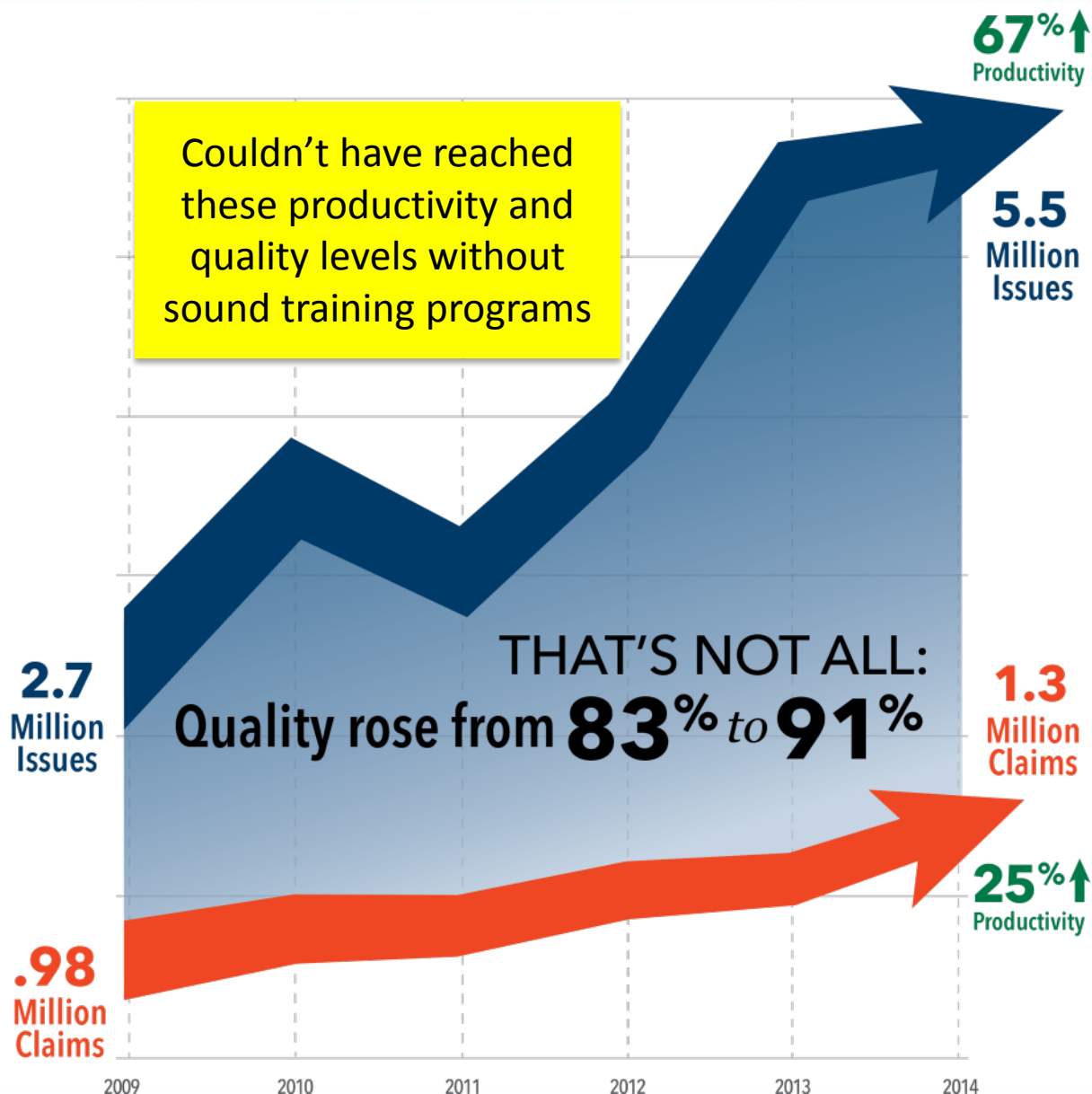


* Veterans and Survivors participating in these VBA programs, not number of unique beneficiaries

VBA's workload has risen dramatically since 2009

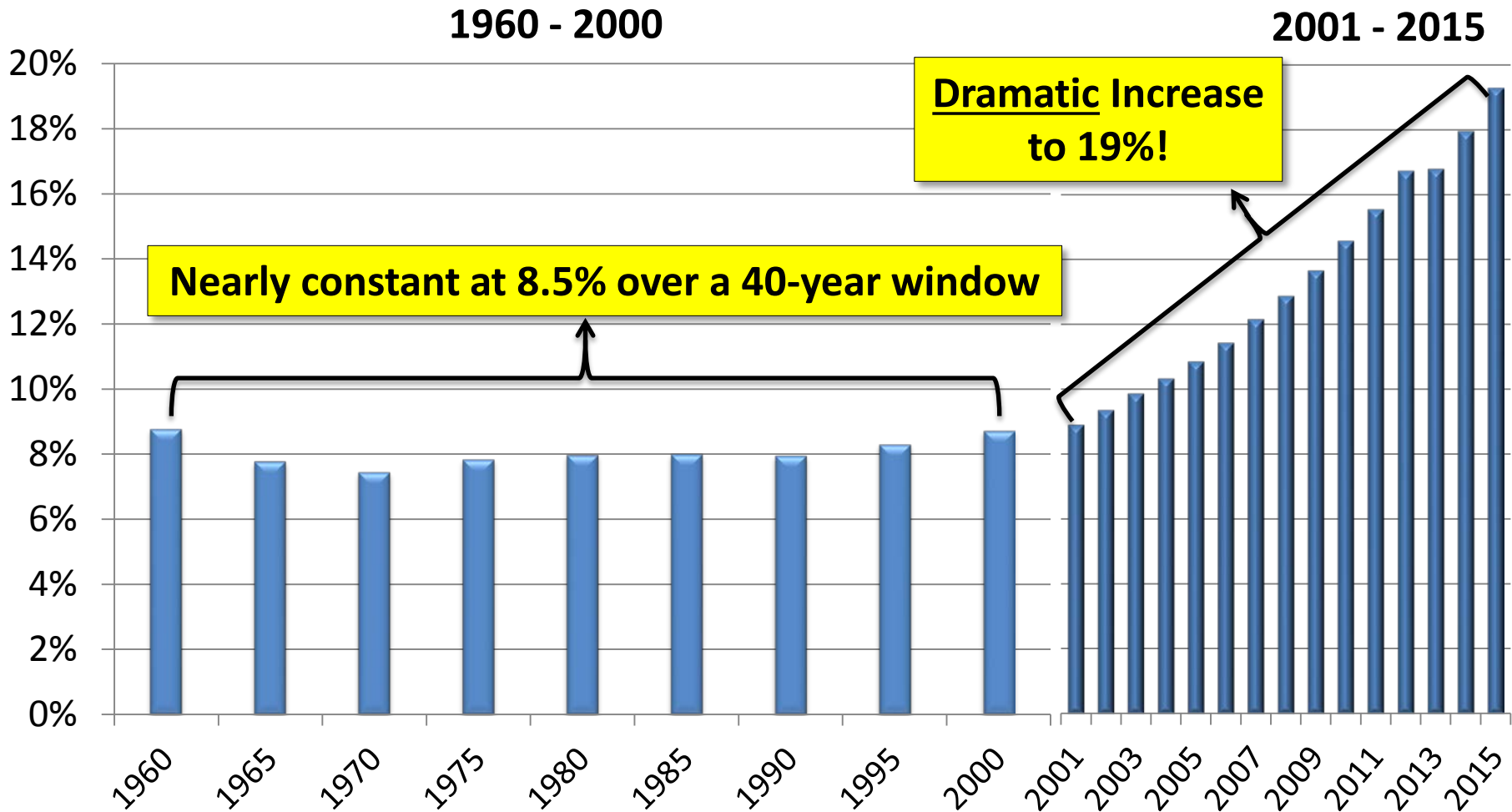
In 5 years
VA's DISABILITY
COMPENSATION
WORKLOAD
rose 101%

- 340K more claims completed (35% increase)
- 3 million more medical issues decided
- \$35 billion more in the hands of Veterans (67% increase)
- 8% increase in quality



Spike in Veterans receiving Compensation began in early 2000s and has risen 19%

Percent of Veterans Receiving Compensation

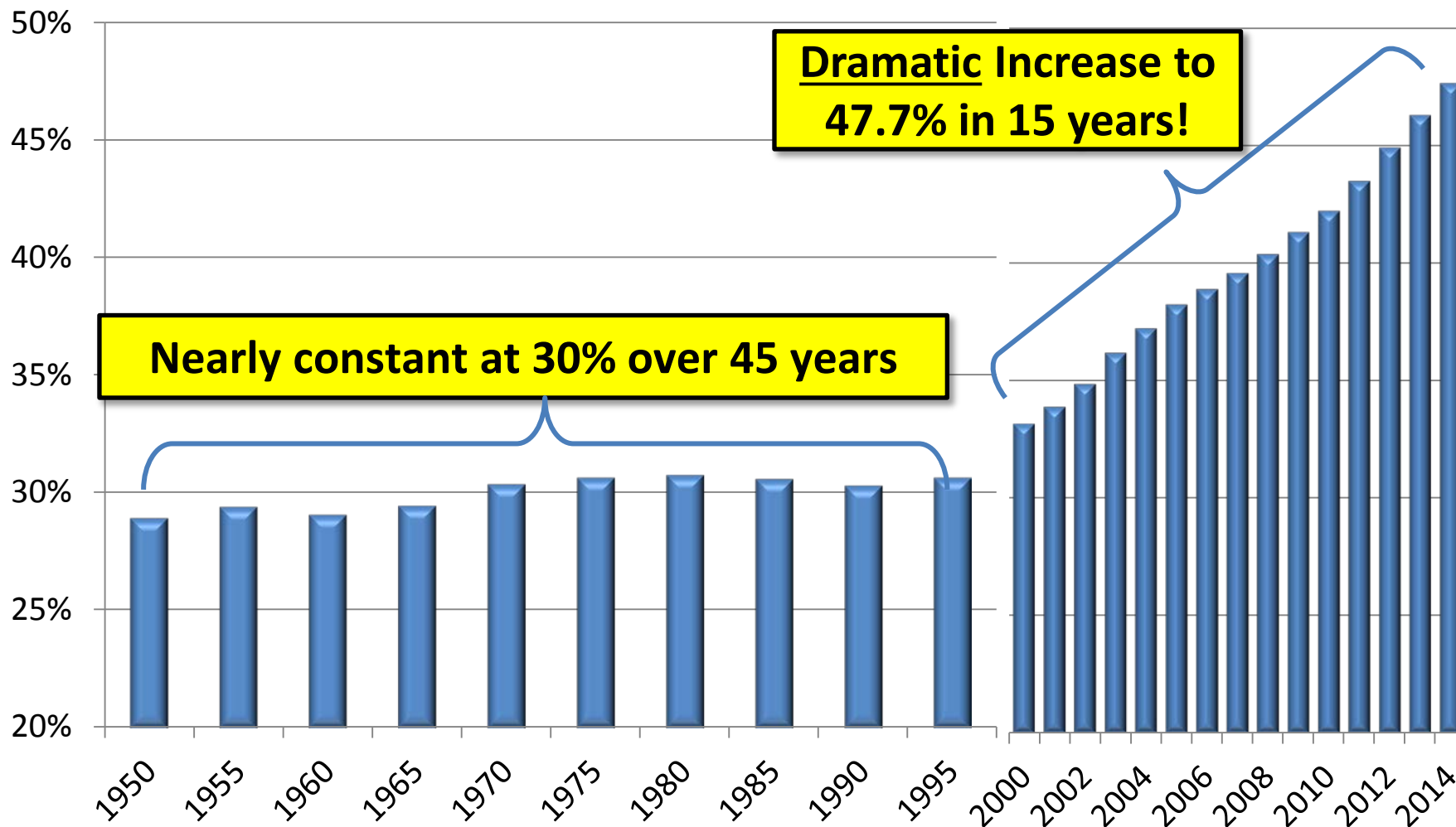


Average Degree of Disability has increased 47.7% in 15 years

Average Degree of Disability

1950 - 1995

2000 - 2015

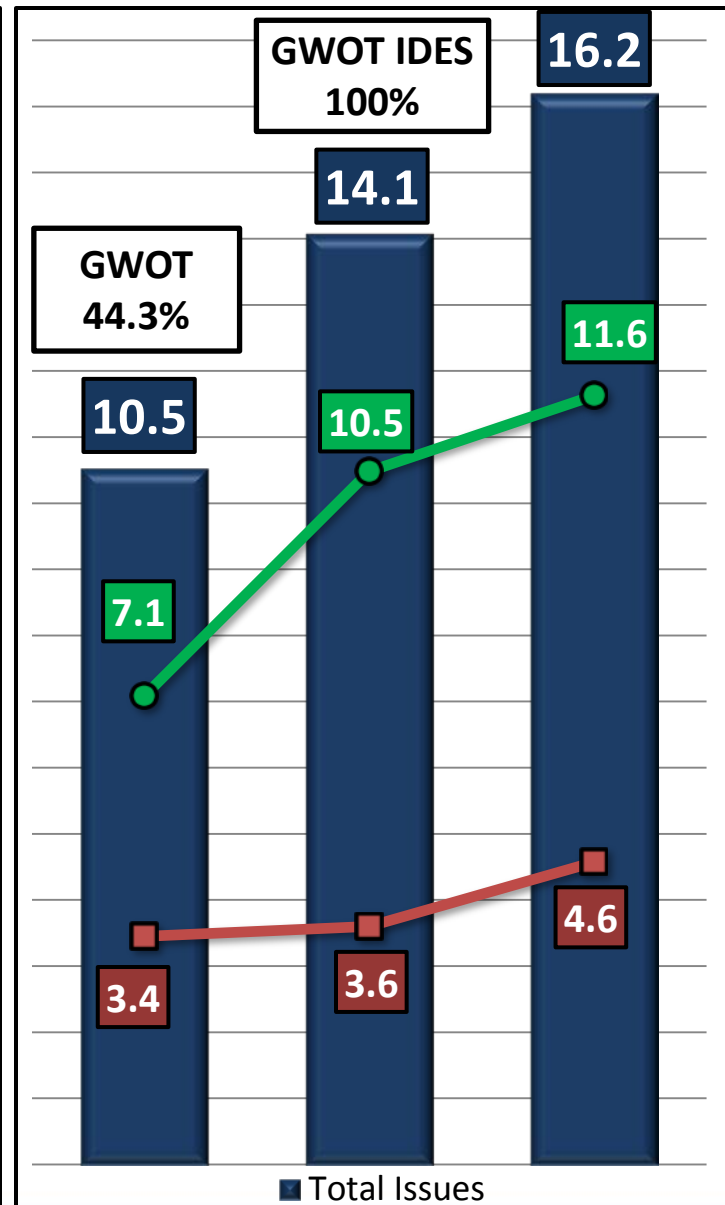
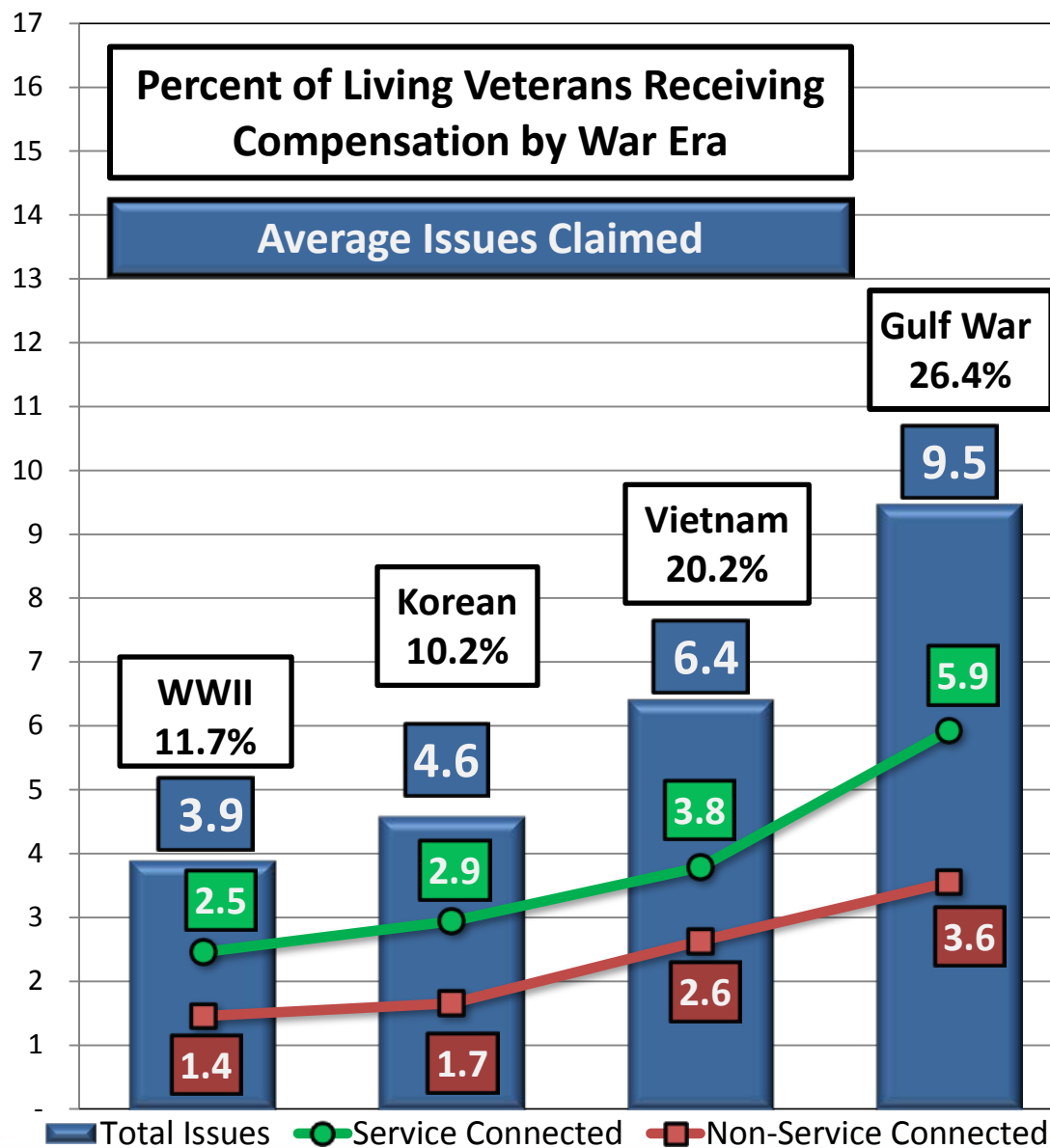


Dramatic Increase to 47.7% in 15 years!

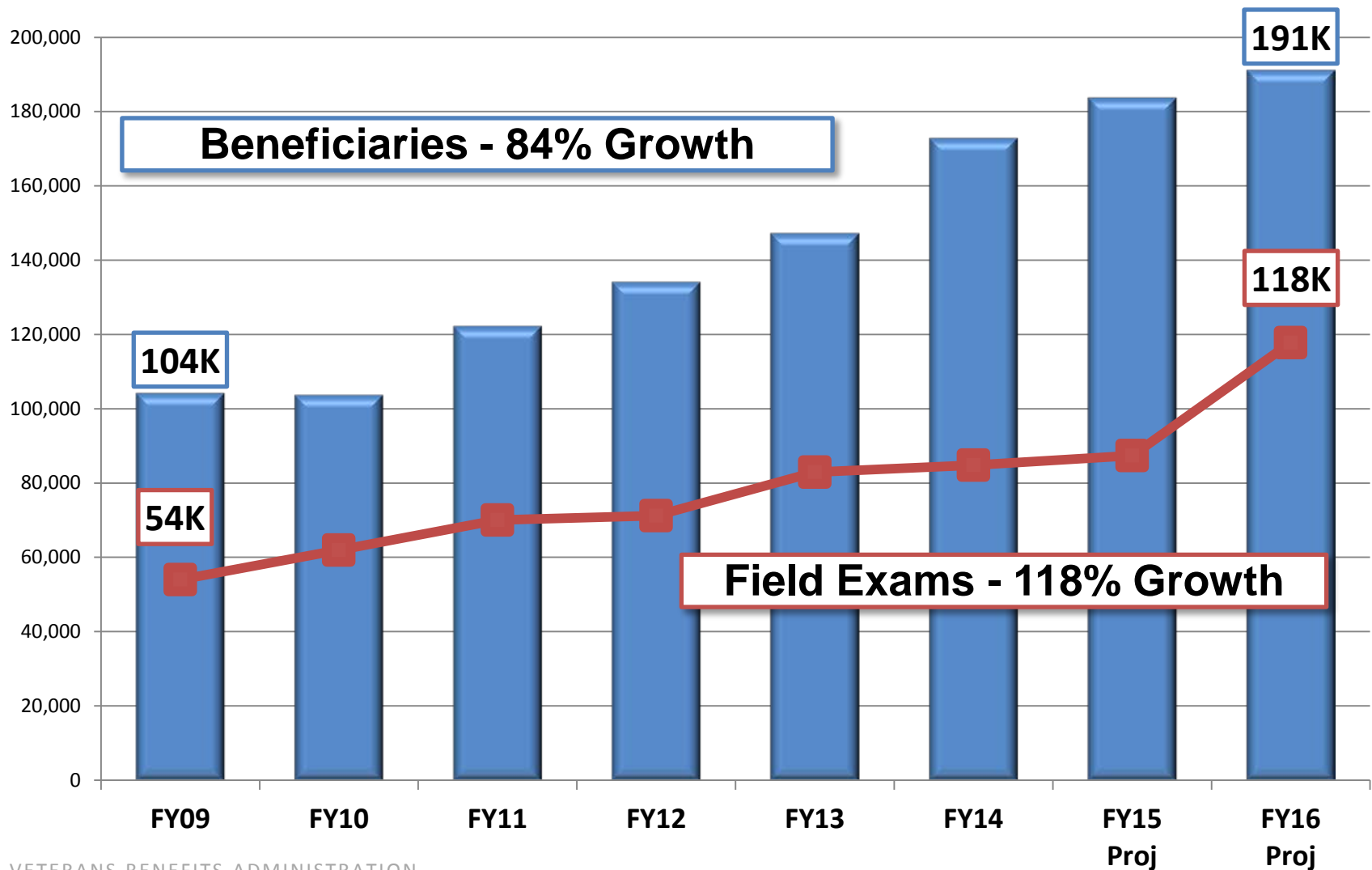
Nearly constant at 30% over 45 years

Growth in Compensation recipients and medical issues claimed continues to rise

GWOT BDD
99%



Fiduciary Beneficiaries & Field Exams

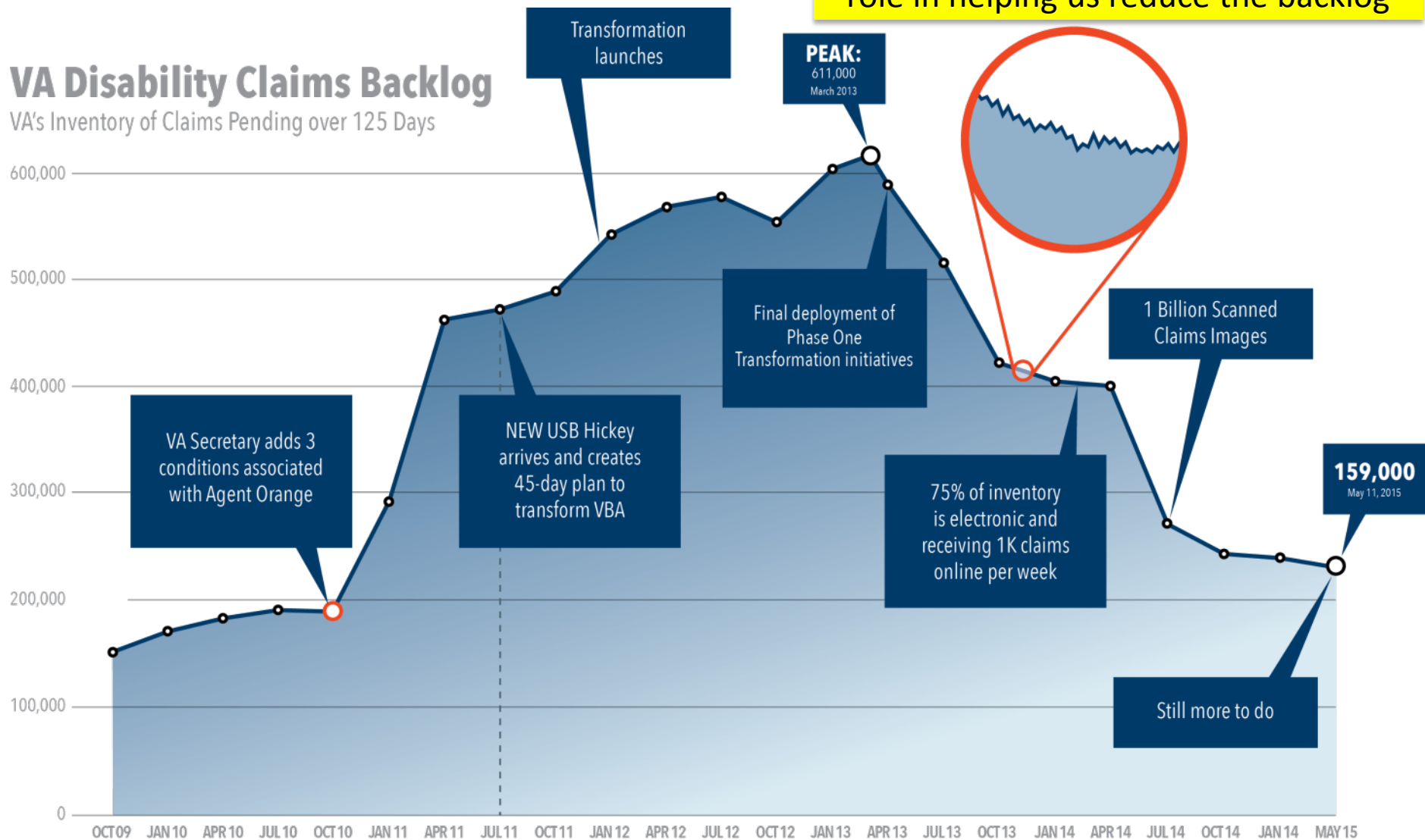


VA had to transform service to the Veteran community in order to eliminate the backlog of disability claims

Standardized training has played a key role in helping us reduce the backlog

VA Disability Claims Backlog

VA's Inventory of Claims Pending over 125 Days



Phase One of VA's Transformation Plan implemented high-impact people, process, and technology initiatives through a systematic, repeatable process

COMPLETE!

People

How we're organized and trained

- Quality Review Teams
- Intake Processing Centers
- Segmented Lanes
- Cross-functional Teams
- Challenge Training

Process

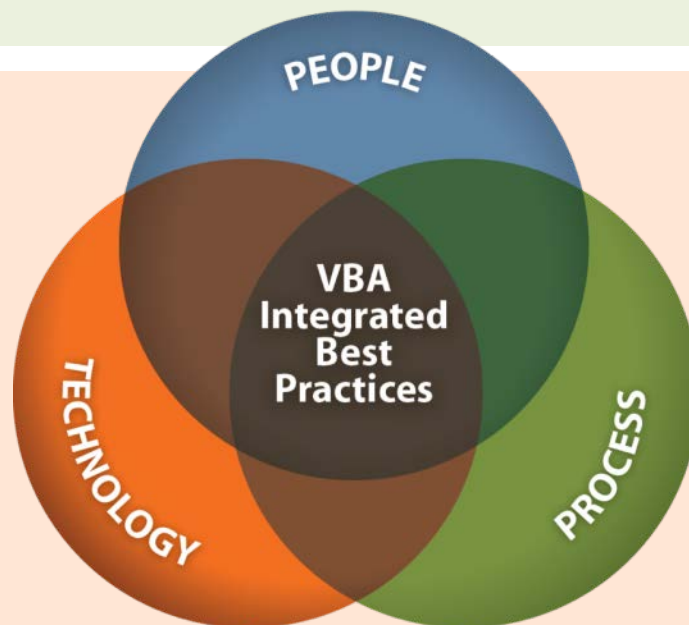
"Bang for the buck" improvement opportunities

- Fully Developed Claims (FDC)
- Disability Benefits Questionnaires (DBQ)
- Rules Based Calculators
- Rater Decision Support Tools (Evaluation Builder)
- 100% Certified Service Treatment Records (STR)
- Simplified Notification Letters (SNL)

Technology

Systems that enable us to do our jobs better

- Online Veterans Relationship Management systems
 - eBenefits online self-service portal
 - Stakeholder Enterprise Portal for VSOs
- Veterans Benefits Management System
- Post-9/11 GI Bill automated processing

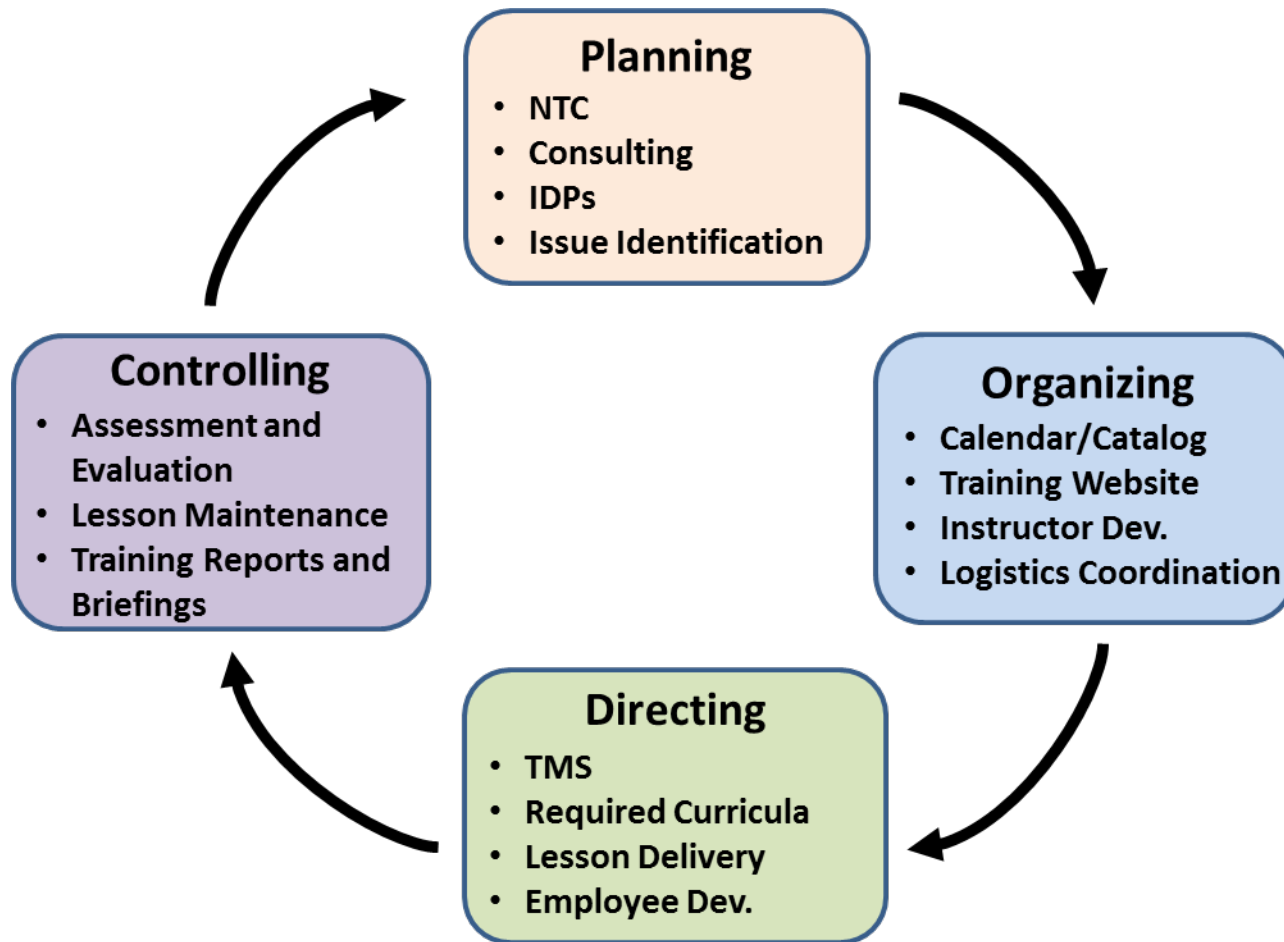


Transformation-Related Trainings Over Past 4 Years

Training on initiatives throughout Transformation was critical to our success

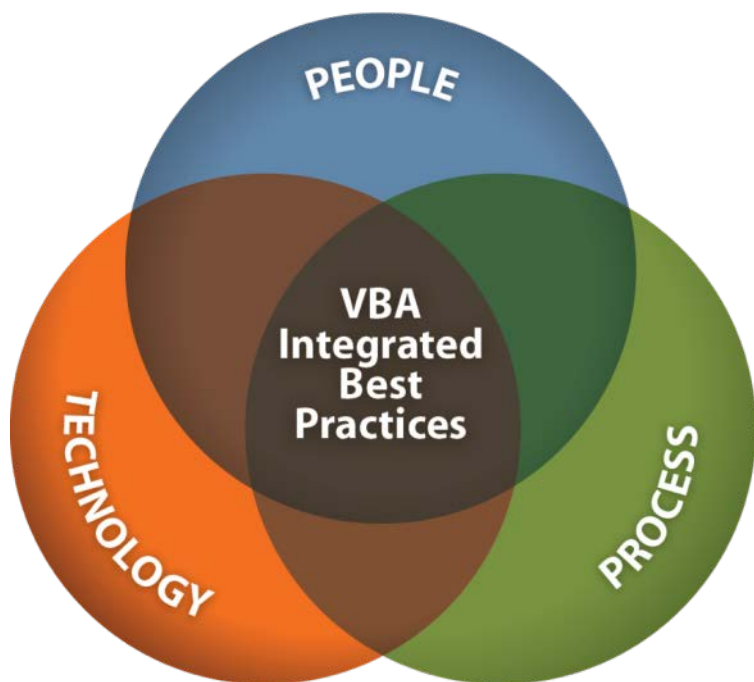
- National Challenge Training
- Station Enhancement Training
- Change Management Analyst Training
- Cross-Functional Team Training
- Six Sigma Training
- QRT Training | SPARC Training
- Consistency Studies
- VBMS in-a-minute videos
- VBMS Delta Training
- IWT
- Skills Certification
- NWQ Individual Station Briefings
- FDC, eBenefits and DBQ Educational Training
- NWQ Trainings at 30-stations
- CRISP Training
- Stakeholder Enterprise Portal Training
- Pension Mgmt. Center VSR and VCE Skills Certification
- Centralized Mail Training (First in First Out)
- Intent-to-File Training
- MyVA Pulse Site / Communications
- Mail Management Training
- Field Examiner Centralized Training
- Fiduciary Misuse Training
- HR and AFGE Master Agreement Training
- Dominance, Influence, Steadiness and Consistency (DISC) Training
- Knowledge Management and Customer Relationship Management Training
- Online Chatroom Training
- Call Center Public Service Guides

VBA Training Management



Phase 2 VBA's Transformation Plan built on Phase 1 accomplishments

ALMOST
DONE!



People

How we're organized and trained

- Customized, Modular Training
- VHA Clinicians in Regional Offices
- New eRO Positions & Standards
- eClaims Training and Outreach

Process

"Bang for the buck" improvement opportunities

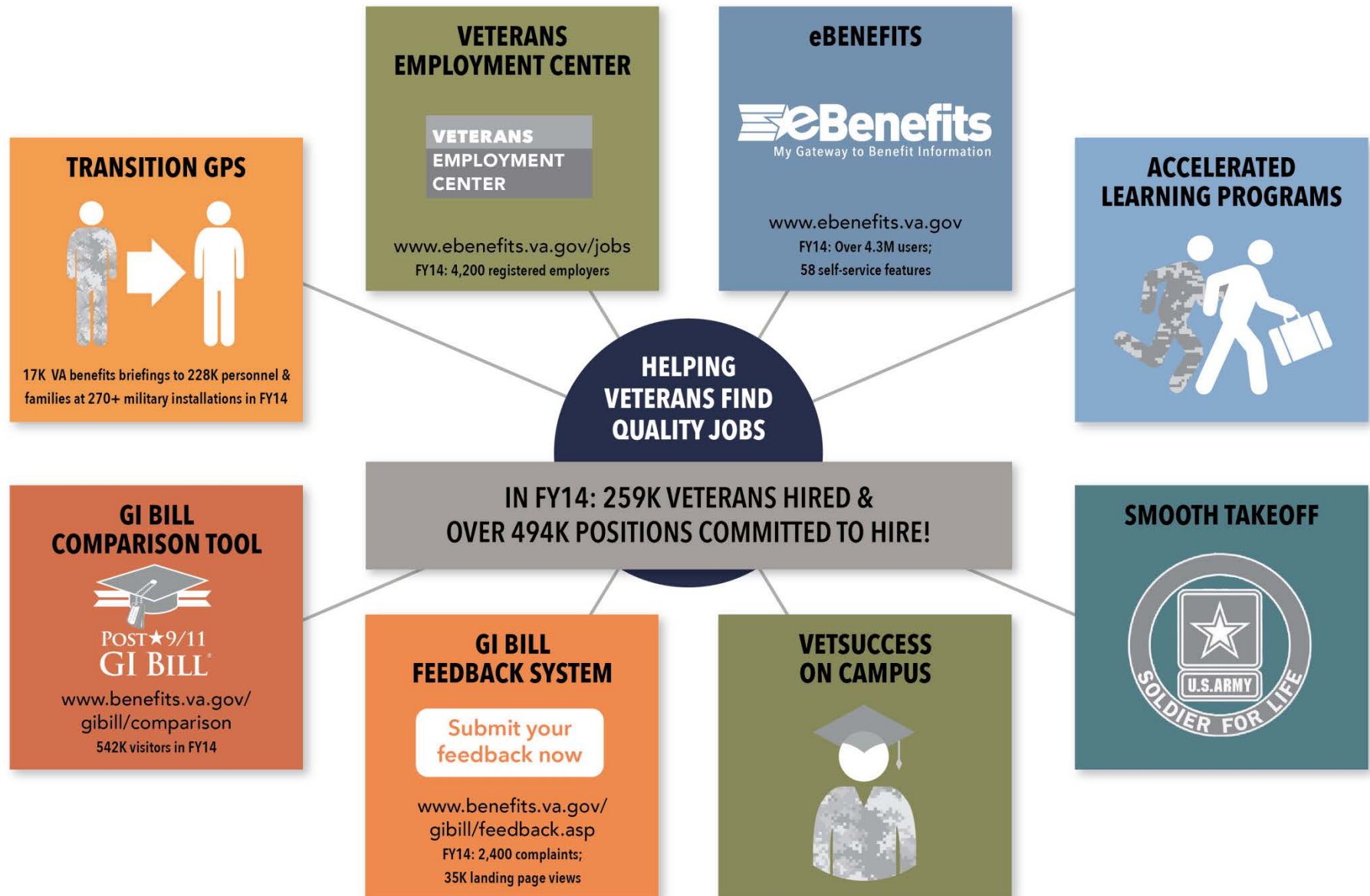
- Additional Automation to Reduce Touch Time
- Fully Developed eClaims
- Non-Rating Claims Automation

Technology

Systems that enable us to do our jobs better

- VBMS 7.0
- National Work Queue
- "Gold Standard" Electronic Service Treatment Records
- TeleHealth Exams

Veteran Education and Employment Tools



VBA Missions & Service Offerings in FY14

Achievements across all Business Lines would not have been possible without investment in training

EDUCATION

- Provided **12.4B** to over 1M beneficiaries; **4.3M** claims in FY14
- Post-9/11 GI Bill paid **\$51.6B** to over **1.38M** students and schools since inception

COMPENSATION

- **\$58.4B** paid to **3.9M** Veterans in FY14
- Completed record **1.32M** claims in FY14
- **2.7M** non-rating end products completed in FY14

PENSION & FIDUCIARY

- Paid over **\$5B** in Pension benefits to **521K** Veterans & survivors in FY14
- Paid **\$6B** in Dependency & Indemnity Compensation to **381K** survivors in FY14
- Provided Fiduciary services to nearly **173K** beneficiaries in FY14

LIFE INSURANCE

- Insured **6.5M** beneficiaries in FY14
- 10th largest Insurance program in U.S.
- Provides over **\$1.3T** in coverage under **10** lines of protection

VBA TRANSFORMATION

VOCATIONAL REHABILITATION & EMPLOYMENT

- More than **93K** Veterans received over **\$1.01B** in VR&E benefits in FY14

HOME LOAN GUARANTY

- **2.1M** home loans on the books
- Guaranteed **440K** loans totaling **\$100B** in FY14
- Lowest foreclosure rate for **25 of 27** quarters

TRANSITION & EMPLOYMENT

- Provided **17K** briefings to **228K** at **270+** military installations in FY14
- Hired **259,000** Veterans; employers committed to hire over **494,000** in FY14

BENEFITS ASSISTANCE SERVICE

- Over **4.7M** registered eBenefits users
- **321K** Facebook likes; **40K** Twitter followers
- **55K** outreach hours to **786K** Veterans at **5,200** events in FY14

Transformation has reaped significant results:

Top accomplishments for Veterans, family members and Survivors

CLAIMS

↓ **51% INVENTORY**
from 884K peak in 2012 to 433K as of May 11

↓ **74% BACKLOG**
from 611K peak in 2013 to 159K as of May 11

↑ **67% ISSUES PRODUCTIVITY**
from 2.7M in 2009 to 5.5M in 2014

↑ **25% CLAIMS PRODUCTIVITY**
from .98M in 2009 to 1.3M in 2014

↑ **8% QUALITY** claims-based to **91%/**
Issue-based at **96%**

↑ **31% APPEALS ACTIONS**
from 135K in 2011 to 177K in 2014

↑ **50% NON-RATING PRODUCTION**
from FY14 over FY11
Highest production of non-rating work in 20 years

↑ **21% FIDUCIARY PRODUCTION**
from 70K field exams in FY11 to 85K in FY14

↑ **160% EDUCATION PRODUCTION**
from 1.63M claims in FY08 to 4.3M in FY14

Post-9/11 GI Bill claims processed
in **3 DAYS AT 99.8%** accuracy

↑ **26% VR&E PARTICIPANTS**
from 98K in FY11 to 123K in FY14

5,000 TONS of paper—now digital

Transformation has reaped significant results:

Top accomplishments for Veterans, family members and Survivors

PENSION

↓ **68% INVENTORY**
from 36.1K peak to 11.6K as of May 11

↓ **95% BACKLOG**
from 14.5K peak to 770 as of May 11

↓ **88% DIC BACKLOG**
from 8.8K peak to 1K as of May 11

↑ **203% OUTREACH EVENTS**

↑ **eBENEFITS**

↑ **4400% USERS**
from 97.4K in Q1FY10 to over 4.7M as of May 1

↑ **621% VISITS**
from FY11 to 48.1M in FY14

↑ **41% FULLY DEVELOPED CLAIMS**
of submissions FYTD15 to date compared to 3.6% in 2012

↑ VBMS

↑ **OVER 29K USERS**
since launch

↑ **3M RATING DECISIONS**
since launch

↑ **1.5M CLAIMS COMPLETED**
since launch

↑ **95% PAPERLESS CLAIMS**
only 5% (23K) in paper

↑ **1.5B IMAGES SCANNED**
99% quality within 5 days

SAVINGS

\$2.4M year shipping costs

\$34M year lease costs (rent) in FY18
with decision on paper

- **\$18M** telework & IT costs (space reduction)

- **\$16M** scanning storage

Removed **550K CUBIC FEET** of materials

OUR MISSION

Fulfill Lincoln's promise:
"To care for him who shall have borne the battle, and for his widow, and his orphan."
By serving and honoring America's Veterans and their families

OUR CORE VALUES

Adhere to our values:
Integrity, Commitment, Advocacy, Respect, Excellence

OUR OBJECTIVES

Improving the Veteran experience so that every Veteran has a seamless, integrated and responsive customer service experience, every time;

Improving the employee experience and eliminating barriers to customer service, to achieve "people excellence" so employees can better serve Veterans;

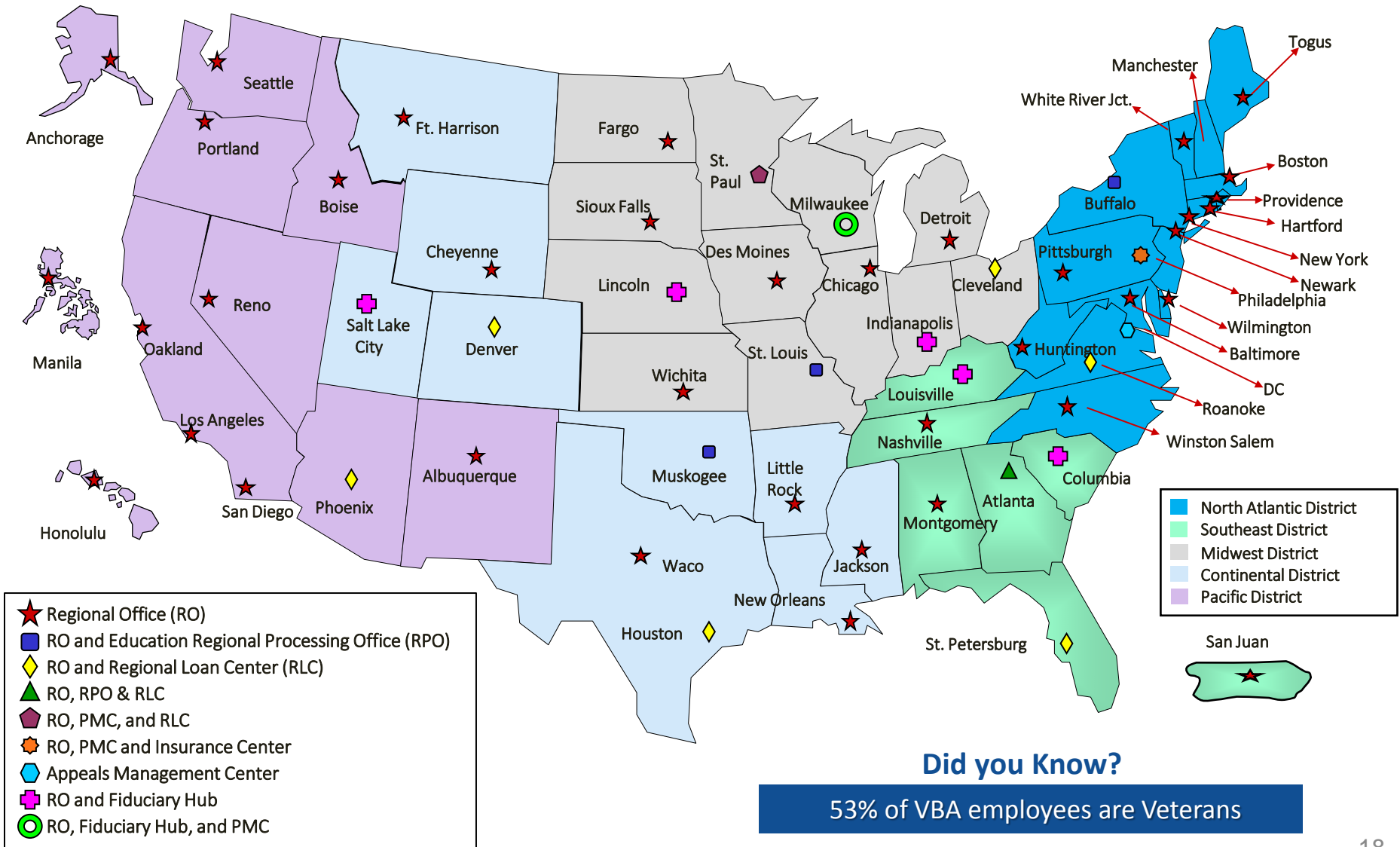
Improving our internal support services;

Allowing a culture of continuous improvement so local levels can correct problems and replicate proven solutions across all facilities; and

Enhancing strategic partnerships.

*my***VA**

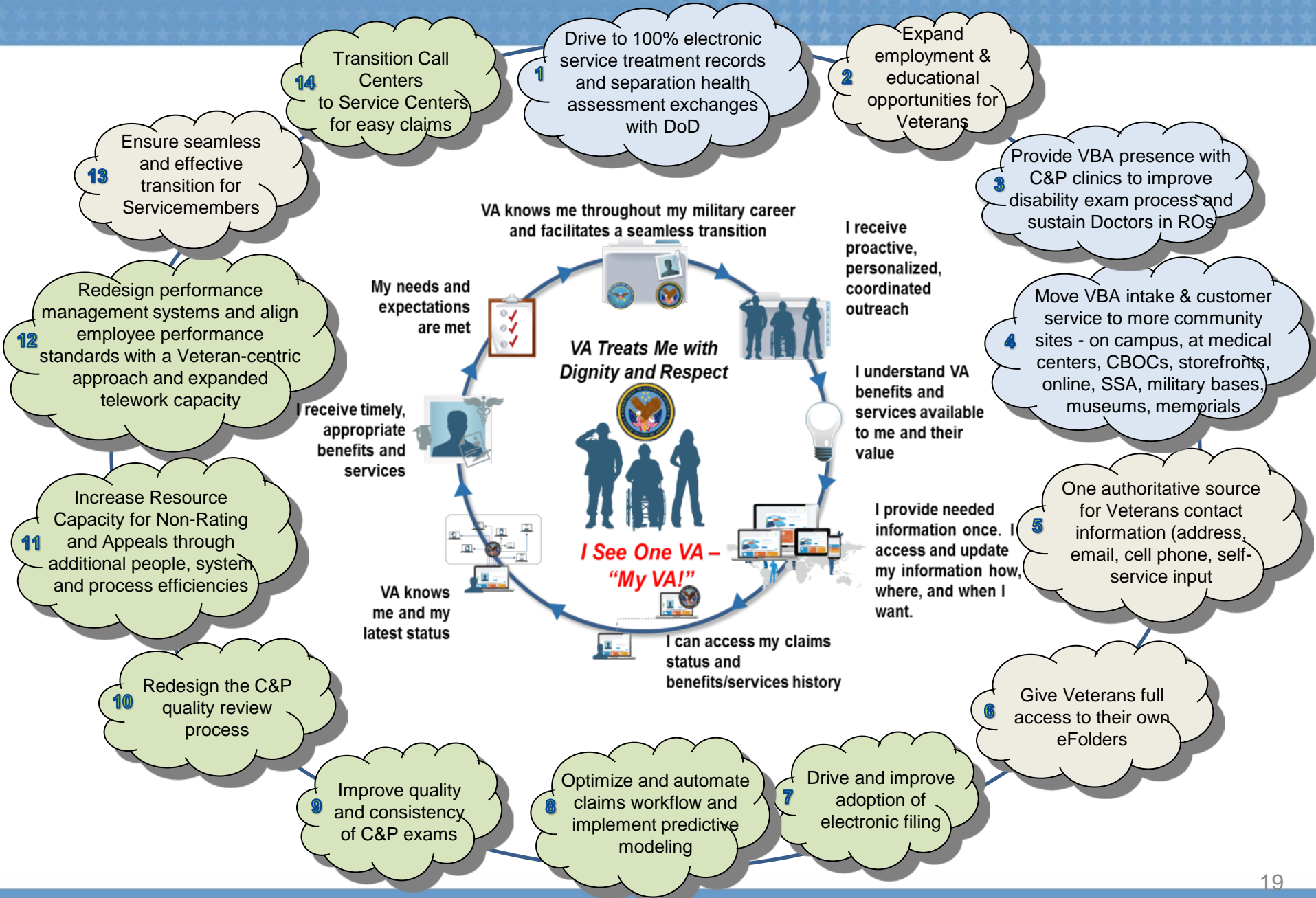
VBA's NEW regional structure aligns with MyVA



Did you Know?

53% of VBA employees are Veterans

Next Generation Transformation PLUS MyVA



VBA Priorities for Future

1. Next Generation Transformation
2. DBQ Redesign
3. Accelerate Online Claims Filing
4. Expose E-File to Veteran
5. Exam Consistency
6. Improve Call Center Capabilities
7. Live Manual
8. Internships and Apprenticeships
9. Education & Employment Metrics
10. Authoritative Contact Information

Future Training Events

Current Programs - VBA Leadership Program

- Treasury Executive Institute (TEI) Course (SES, GS-15, & GS-14)
- Assistant Director Development Program (ADDP)
- Station Leadership Development Training (SLDT)
- Leadership Enrichment and Progression (LEAP)
- Leadership Enhancement and Development (LEAD)
- Executive Leadership Coaching Program
Emerging Leaders Program (ELP)
- Presidential Management Fellows (PMF)
- Lunch and Learn Series

Current Programs - Supervisor Training

- New Supervisor Soft Skills Training (NSSST)
- Supervisory & Management Training (SMT)
- Advanced Management Training (AMT)
- Coaches Core Training

Future Programs

- Senior Executive Service Candidate Development Program (SES-CDP)
- Virtual Leadership Academy
- Training Curriculum for Training Managers
- Instructor Certification Program
- Competency-Based / Targeted Training

