



UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

# **Advanced Planning Brief to Industry (APBI)**

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**October 22, 2014**



# Agenda

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- Background/Bio
- Major Program(s) Summary
- Questions



# Background/Bio

## Who am I?

- Principal Deputy Under Secretary of Benefits
- Administer programs that deliver more than **\$92 billion** (FY14) in benefits for Veterans in:

- **Compensation**

- **Education**

- **Life Insurance**

- **Pension**

- **Home Loan Guaranty**

- **Vocational  
Rehabilitation**

- **Transition Assistance**

- Programs are managed with an FY14 budget of **\$2.3 billion** through nationwide network of **56 regional offices**

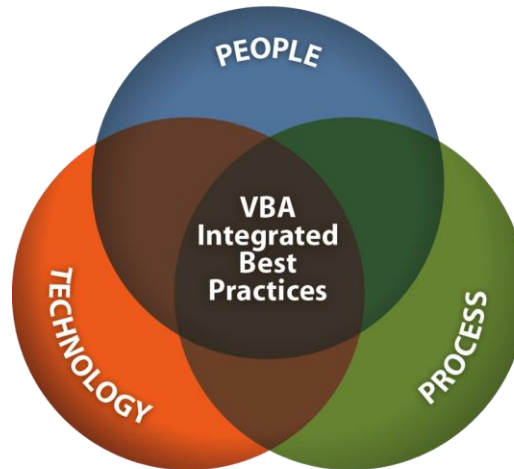


# VBA's Transformation Plan systematically implements high-impact initiatives across people, process, and technology org. dimensions

## People

***How we're organized and trained***

- Intake Processing Centers
- Segmented Lanes
- Cross-functional Teams
- Challenge Training
- Skills Certification
- Quality Review Teams
- Clinicians in ROs
- eClaims Training and Outreach



## Technology

***Systems that enable us to do our jobs better***

- eBenefits online self-service portal
- Stakeholder Enterprise Portal for VSOs
- Electronic filing through VONAPP Direct Connect
- Veterans Benefits Management System
- National Work Queue
- Post-9/11 GI Bill automated processing

## Process

***Improvement opportunities that give "big bang for the buck"***

- New rater decision support tools for consistency
  - Evaluation Builder
  - Rules-Based Applications
- Fully Developed Claims (FDC)
- Disability Benefits Questionnaires (DBQ)
- Simplified Notification Letters (SNL)
- Centralized Mail and Privacy Act/FOIA
- 100% Certified Service Treatment Records
- Paperless CAPRI Records



# Major Program(s) Summary

Describe Program(s):

– 3 Key Categories of VBA Mission Support

## Operations

- Dependency Claim Processing
- Medical Disability Examinations
- Private Medical Records

## Operations Support

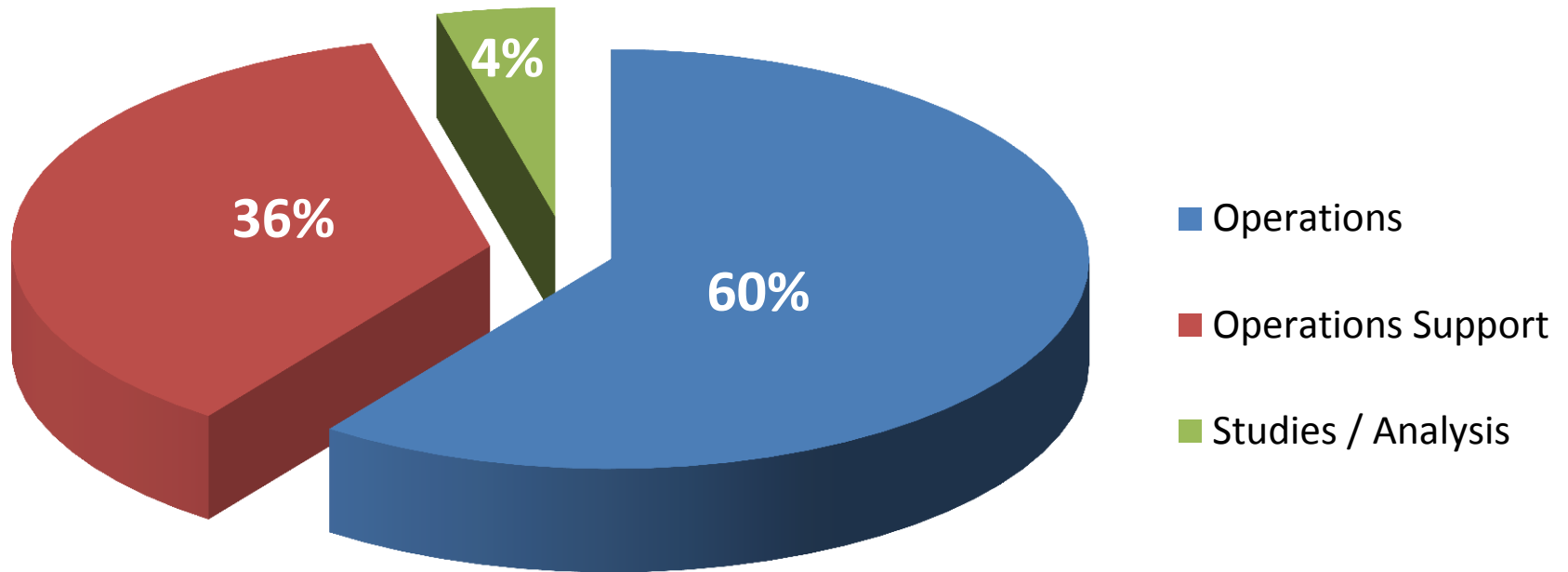
- Training
- Media Outreach
- Virtual Call Center Support
- Strategic Planning

## Studies/Analysis

- Customer/Call Center Satisfaction Research
- Stakeholder Studies
- Business Process Reengineering



# Partnership Investments

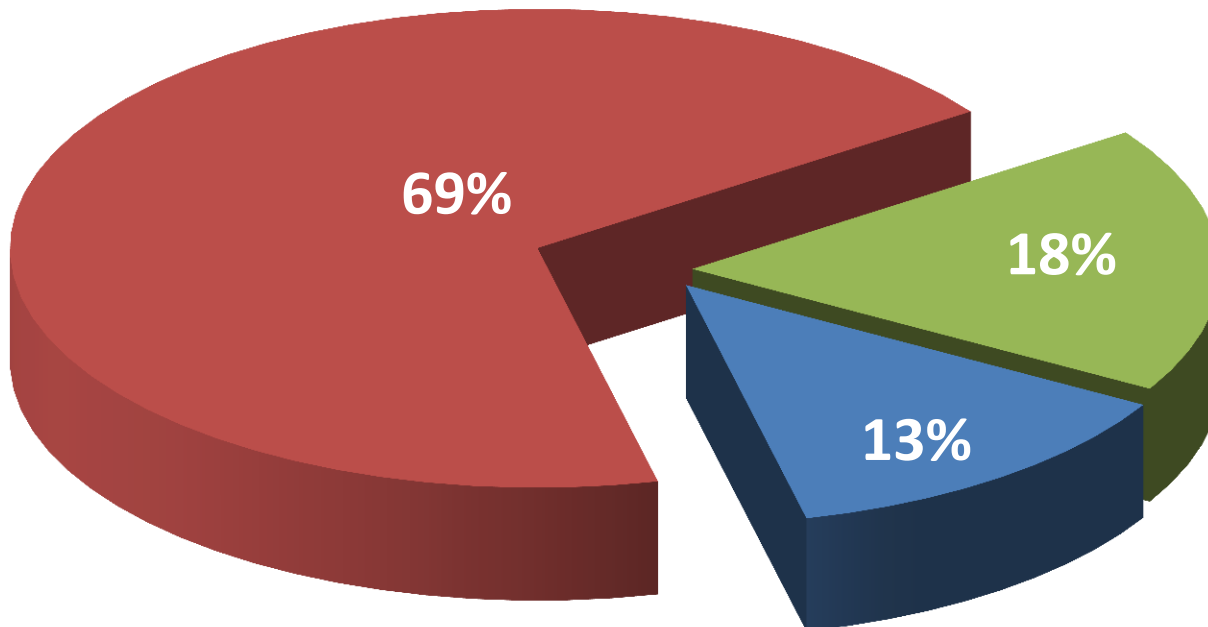


VBA's operating budget invests ~**\$756 million** in private-sector partnerships



# Partnership Opportunities

- Operations
- Operations Support
- Studies / Analysis



Close to **80** partnership opportunities



# Major Program(s) Summary

## Operations

- Dependency Claims Processing
- Medical Disability Examinations
- Private Medical Records

### Dependency Claims Processing

- Industry partners help increase VBA's capacity to process dependency claims, and help improve timeliness and reduce backlog of pending claims

### Medical Disability Exams

- Industry partners expand/supplement national examinations while supporting VHA exams when VHA is at capacity

### Private Medical Record Retrieval

- Industry partners obtain records in less than 12 days on behalf of VA (often takes 3x or 4x as long) in a 100% paperless solution, reducing claims processing time



# Major Program(s) Summary

## Operations Support

- Training
- Media Outreach
- Strategic Planning

### Training

- FDC, DBQ, eBenefits and SEP Training: Creating training and promotional material to educate employees, Veterans and VSOs to use electronic filing

### Media Outreach

- GI Bill Media Outreach/Awareness: Proactively reaching to customers through multiple channels to promote the Post 9/11 GI Bill and increase access to online applications
- Satellite/Radio Media Tour: Communicating broadly about changes to VA benefits and services and how best to access and apply for benefits online



# Major Program(s) Summary

## Studies/Analysis

- Customer/Call Center Satisfaction Research
- Stakeholder Studies
- Business Process Reengineering

## Customer Satisfaction Research

- Voice of the Veteran Measurement: Measuring results for every aspect of the claims, appeals, and benefits delivery processes across VBA and compiling into Veteran satisfaction scores

## Stakeholder Studies

- National Guard/Reserve Study: Conducting baseline review across reserve components to analyze unique challenges and their impact on applying for VA benefits

## Business Process Reengineering (BPR)

- Independent Living (IL): Researching current state and industry best practice for VR&E IL service, to develop a detailed transformation plan for the future



# Questions

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