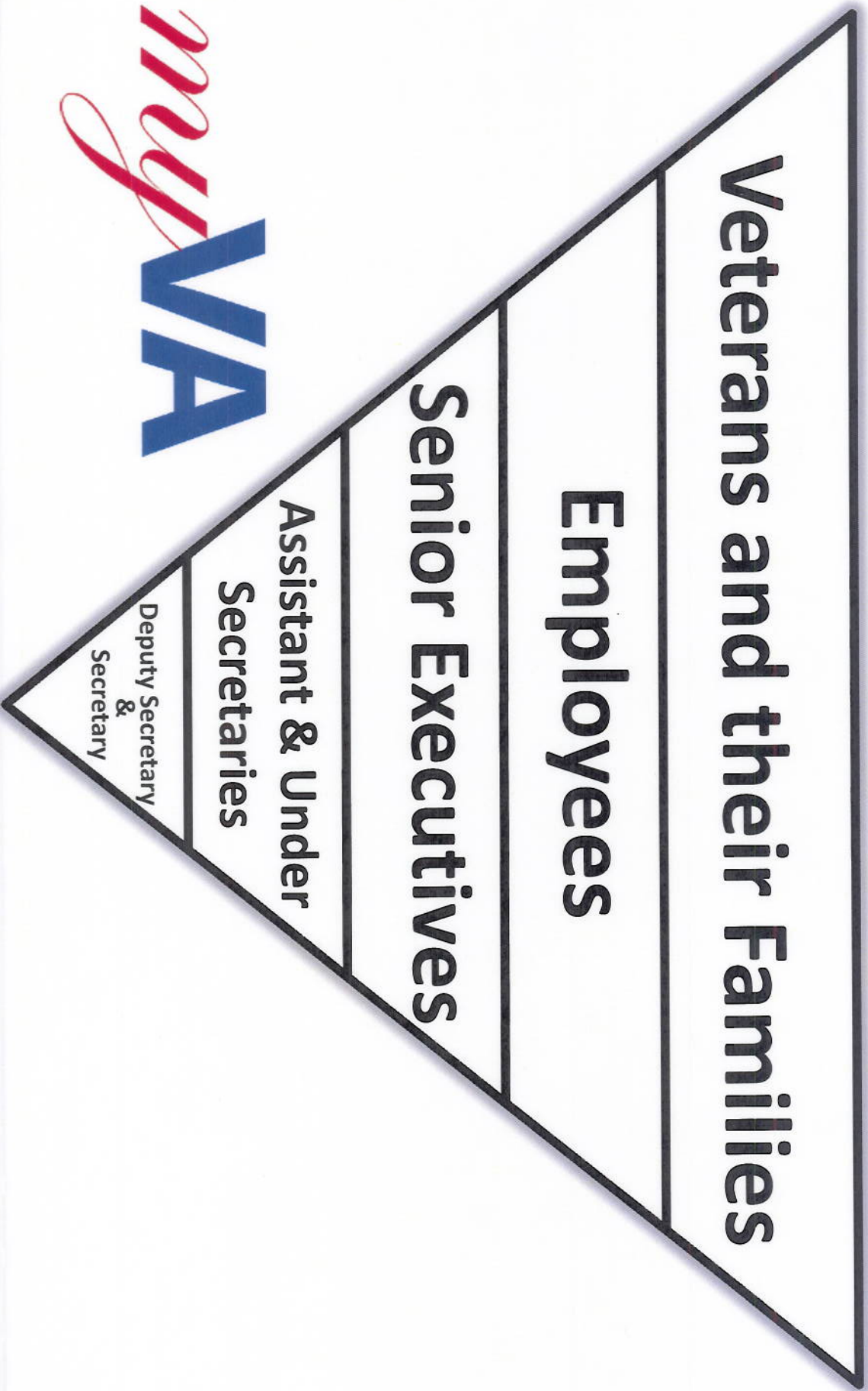




My VA Organizational Hierarchy

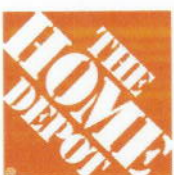




Learning from the best . . .



Grant Thornton



Virginia Mason



THE RITZ-CARLTON®



KAISER PERMANENTE®



Booz | Allen | Hamilton



Cleveland Clinic

And many more . . .



Collaborating with partners



THE MISSION CONTINUES



HOUSE COMMITTEE ON VETERANS' AFFAIRS
PROUDLY SERVING AMERICAN VETERANS

THE UNITED STATES SENATE
COMMITTEE ON VETERANS' AFFAIRS

The U.S. House of Representatives
COMMITTEE ON APPROPRIATIONS

COMMITTEE ON APPROPRIATIONS

We have been consulting with our key stakeholders on how to implement change



Disability Claims Backlog



VA DISABILITY CLAIMS BACKLOG



VA's Inventory of Claims
Pending over 125 Days

PEAK: 611,000
March 2013

Transformation
launches

VA Secretary adds 3
conditions associated
with Agent Orange

On
December 31,
the disability claims
backlog was **75,480** -
an 88% reduction
from its peak.

6 YEARS IN A ROW
Over 1 MILLION claims
processed each year -
Setting new record each year
1.4 million claims processed in FY 2015

75,480
December 2015

Still more to do...

100,000

JAN 10 APR 10 JUL 10 OCT 10 JAN 11 APR 11 JUL 11 OCT 11 JAN 12 APR 12 JUL 12 OCT 12 JAN 13 APR 13 JUL 13 OCT 13 JAN 14 APR 14 JUL 14 OCT 14 JAN 15 APR 15 JUL 15 OCT 15 DEC 15



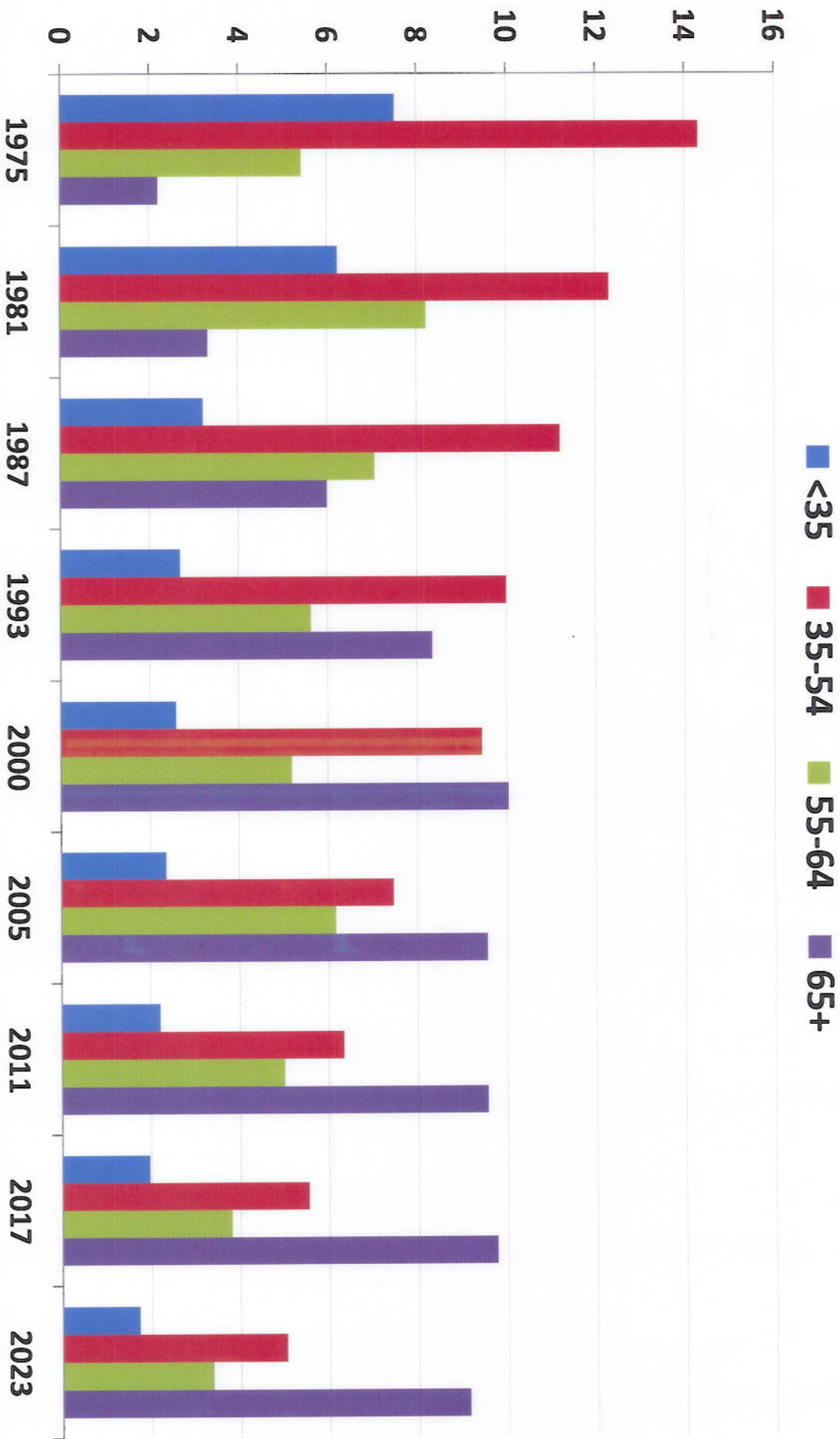
40 Years After Conflict Ends



	World War I Veterans (1958)	World War II Veterans (1985)	Korean Conflict Veterans (1993)	Vietnam Era Veterans (2015)
SCD Compensation	203,654	1,048,976	198,492	1,664,385
Total Population	2,876,000	10,399,000	4,692,000	7,102,850
Percentage	7.08%	10.09%	4.23%	23.43%



Veterans by Age Group, 1975-2023



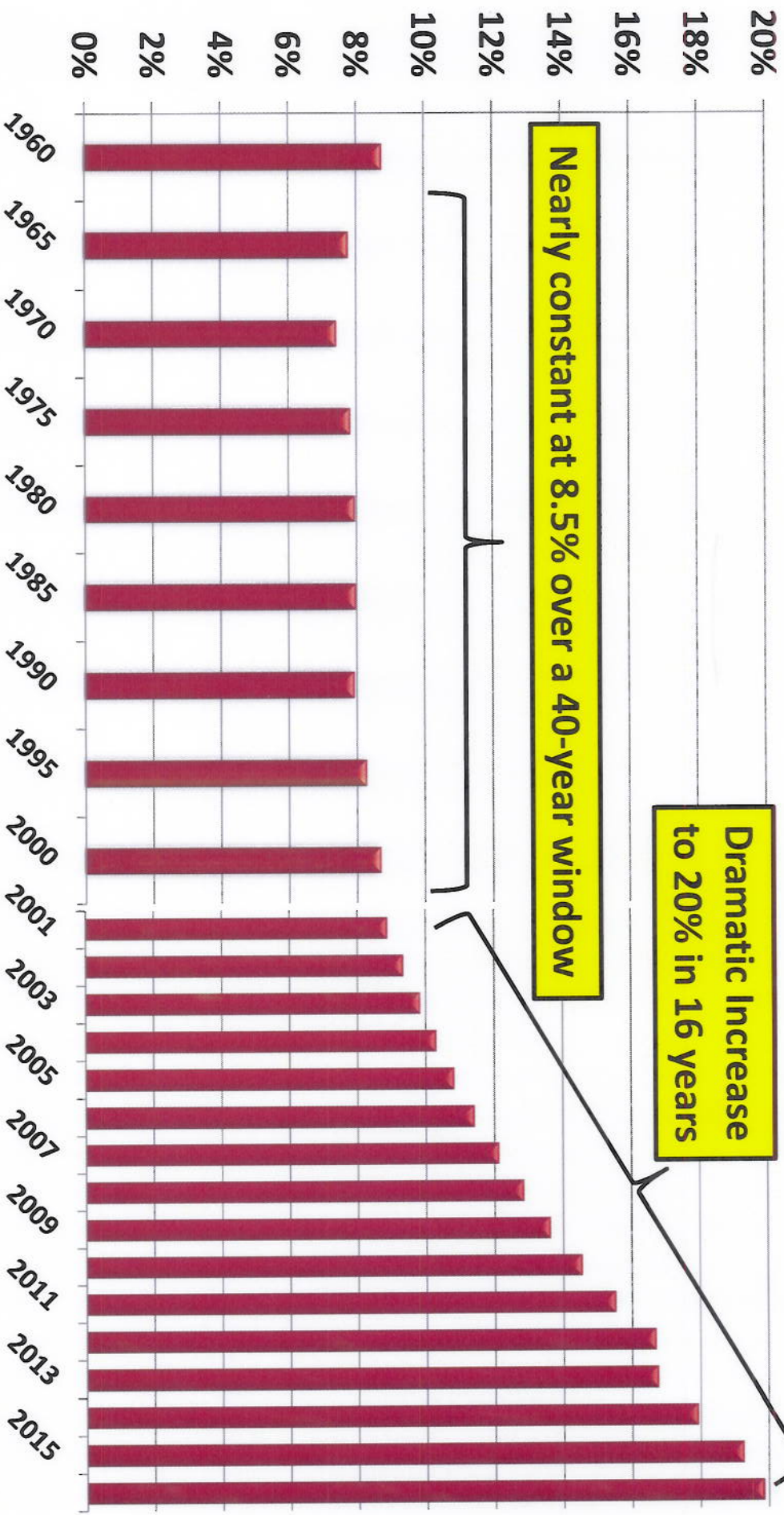


Veterans Receiving Compensation



1960 - 2000

2001 - 2016



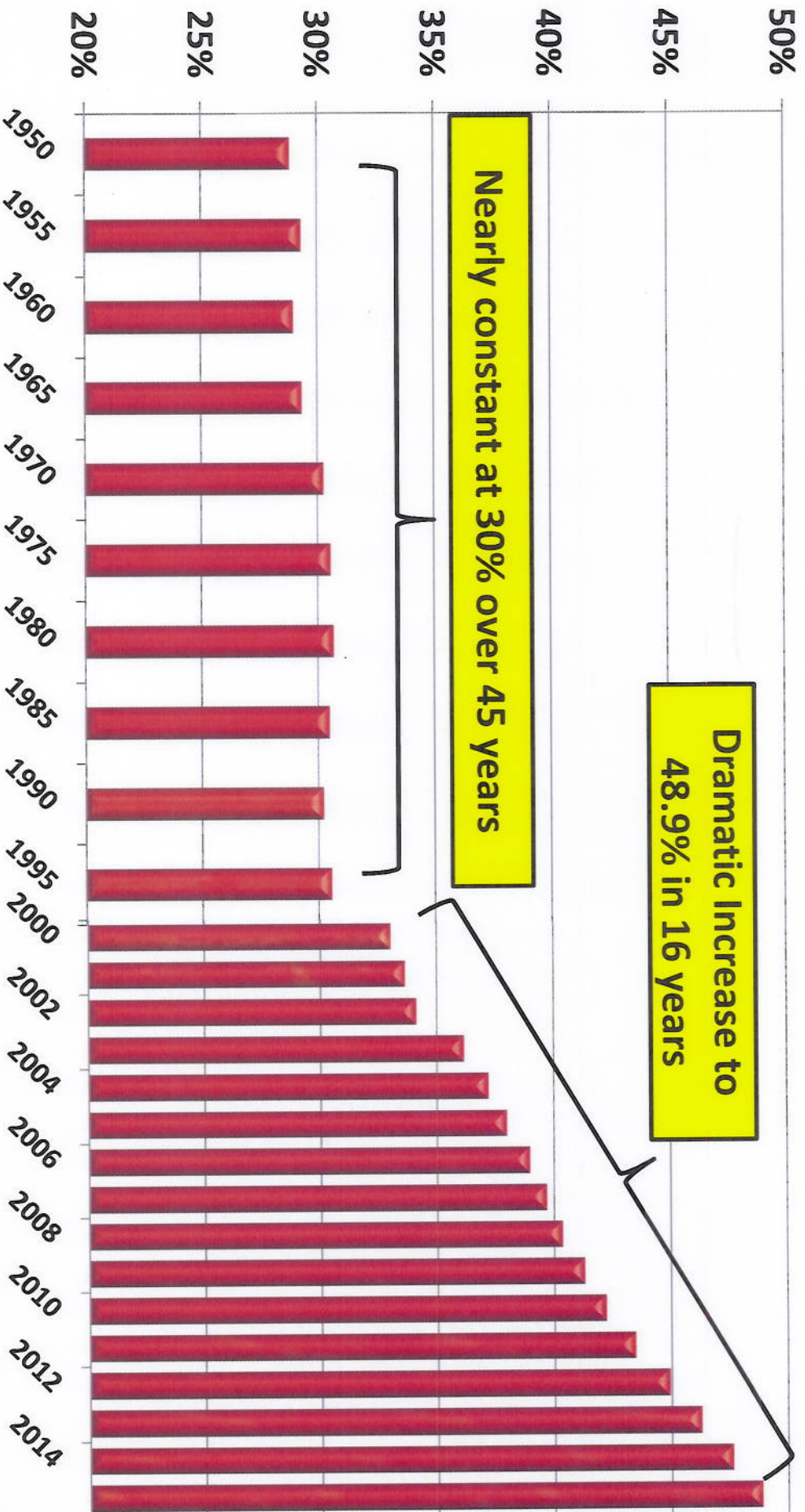


Average Degree of Disability



1950 - 1995

2000 - 2015



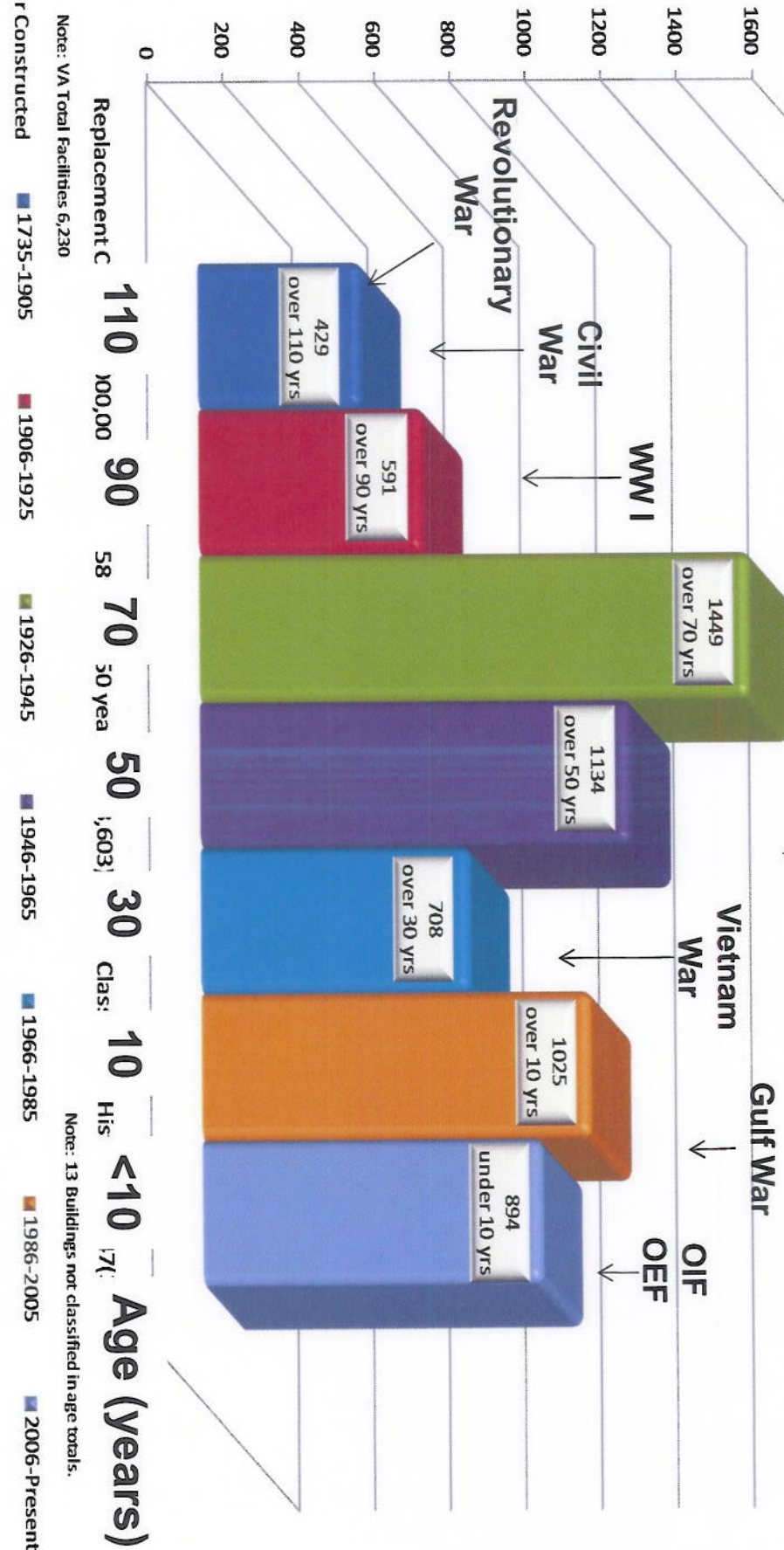


VA Facilities Infrastructure



Data Source:
VA Capital Asset Inventory

58% of VA Facilities More than 50 Years Old

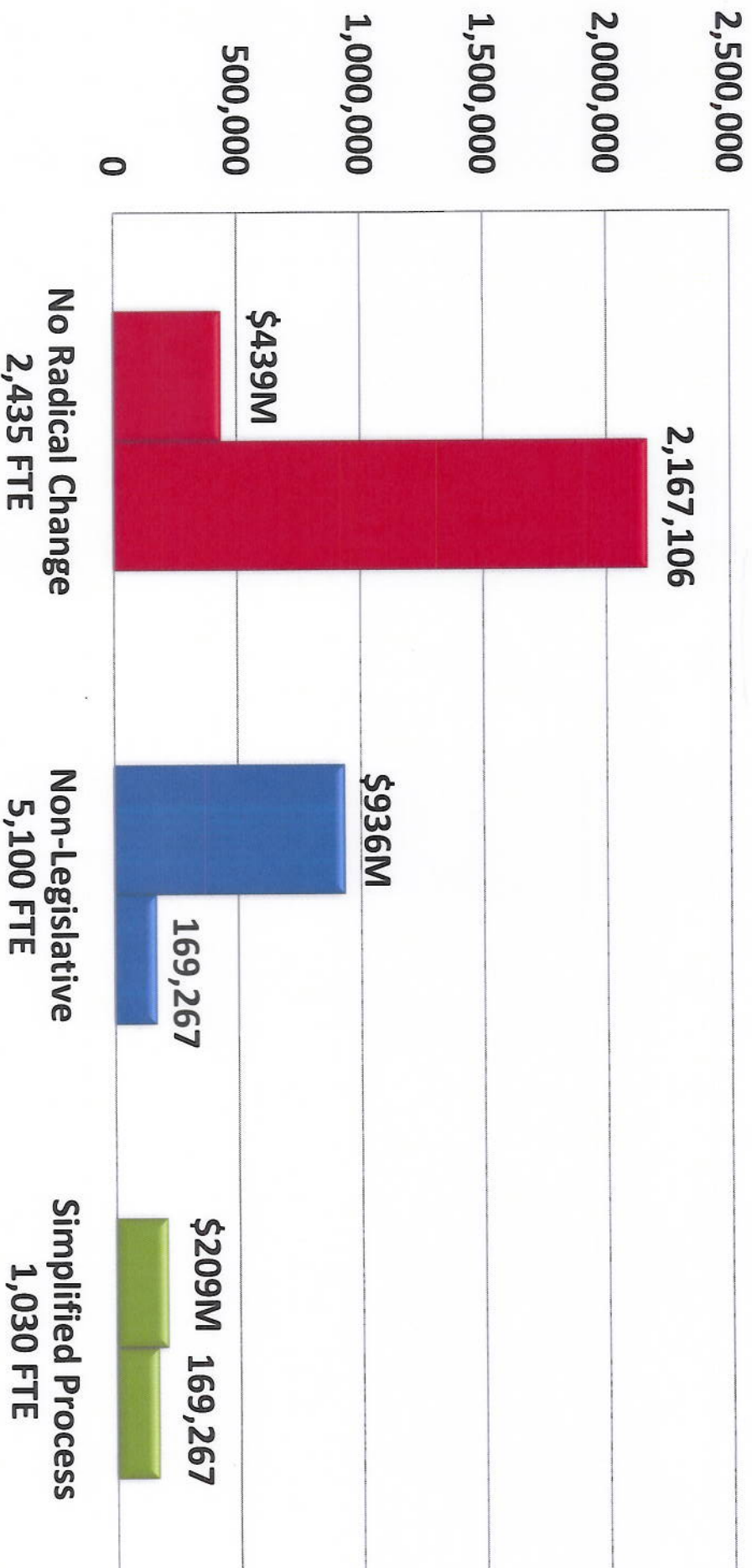




Analysis of Alternatives



Long-term Sustainment Cost Per Year vs. Pending Inventory

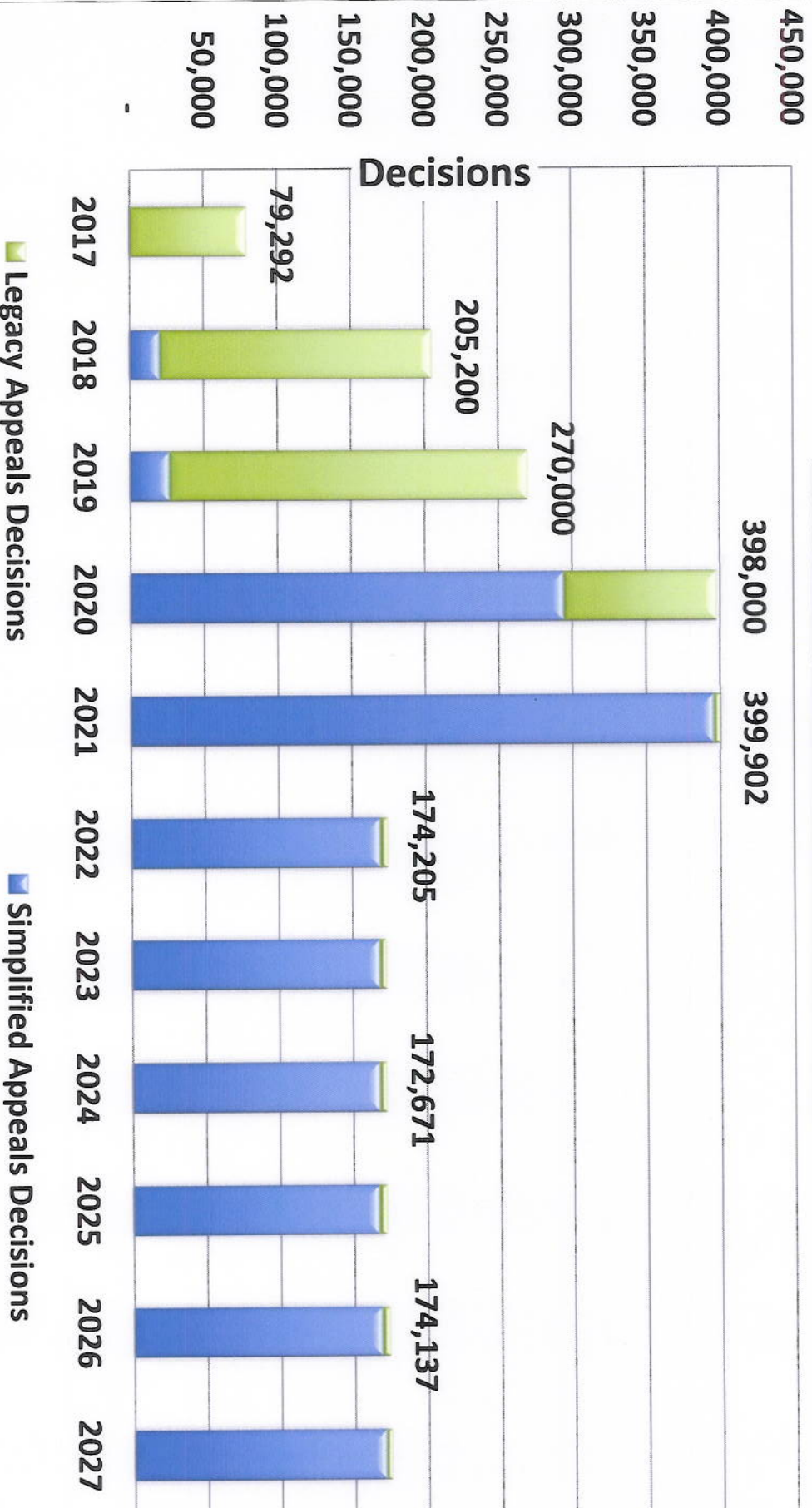




Transition to Simplified Appeals



Ramp-Up and Long-Term Sustainment



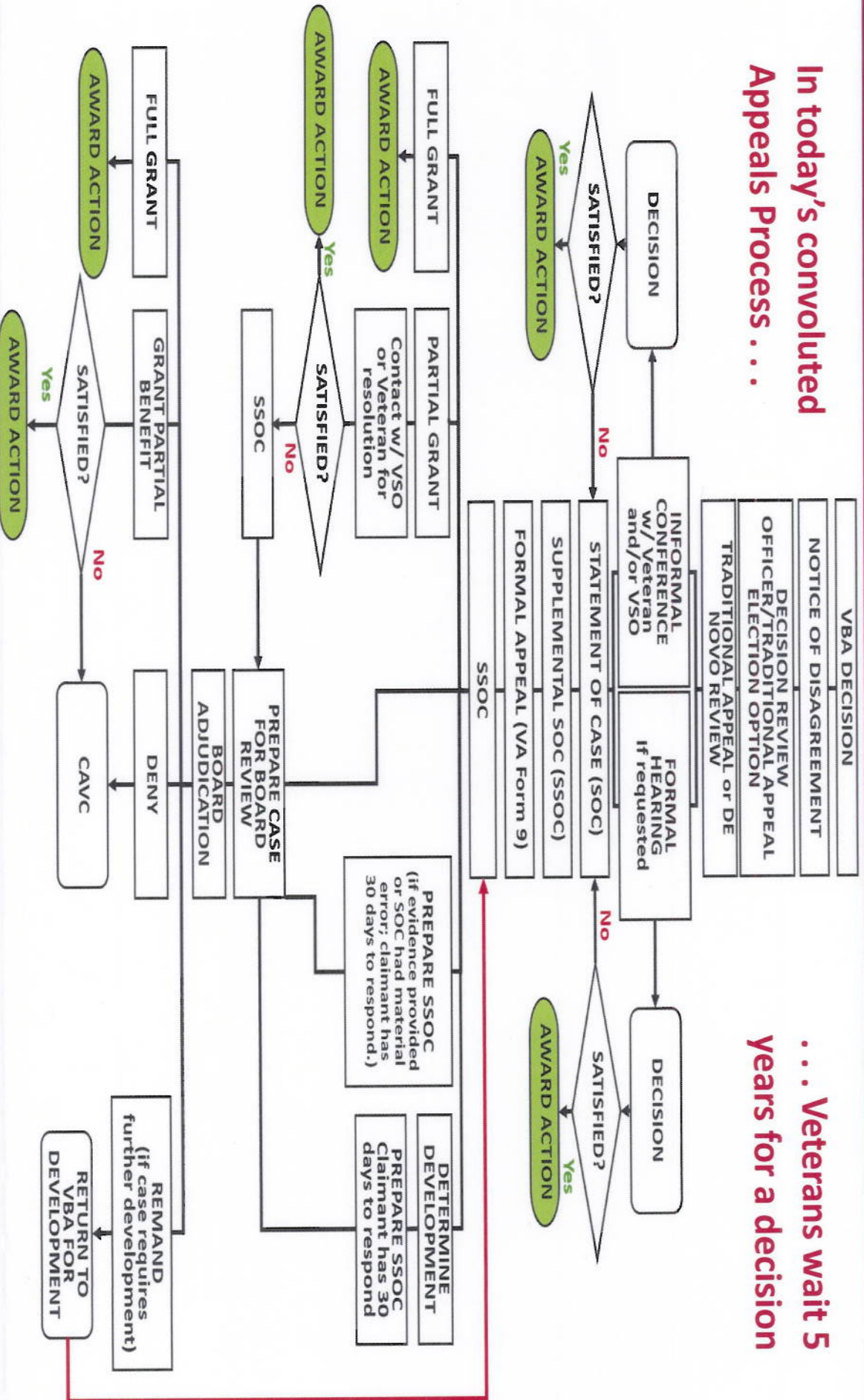


Appeals Process Today



In today's convoluted Appeals Process . . .

. . . Veterans wait 5 years for a decision

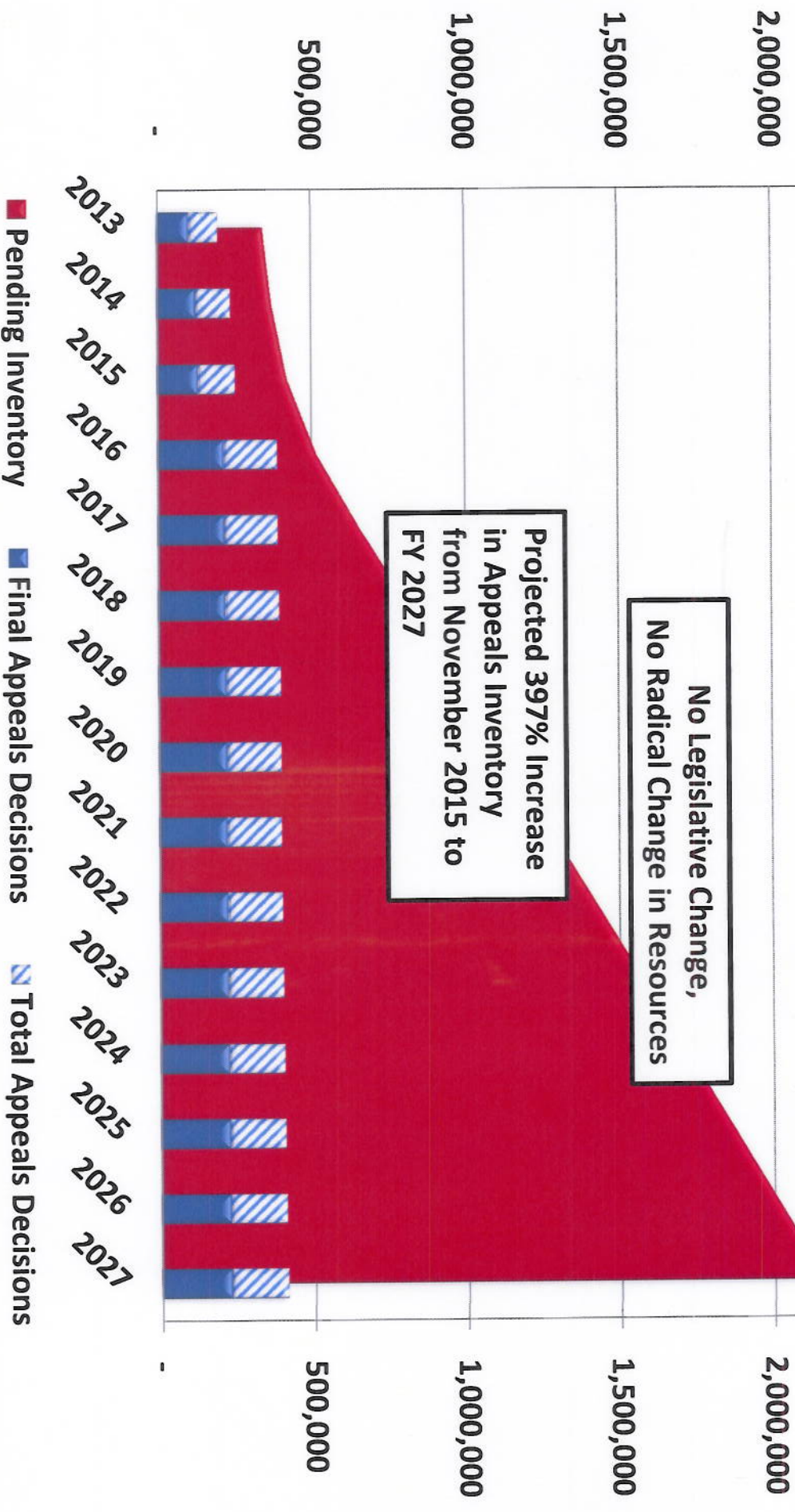




Status of Appeals



Rapid growth is expected in VA's appeals inventory

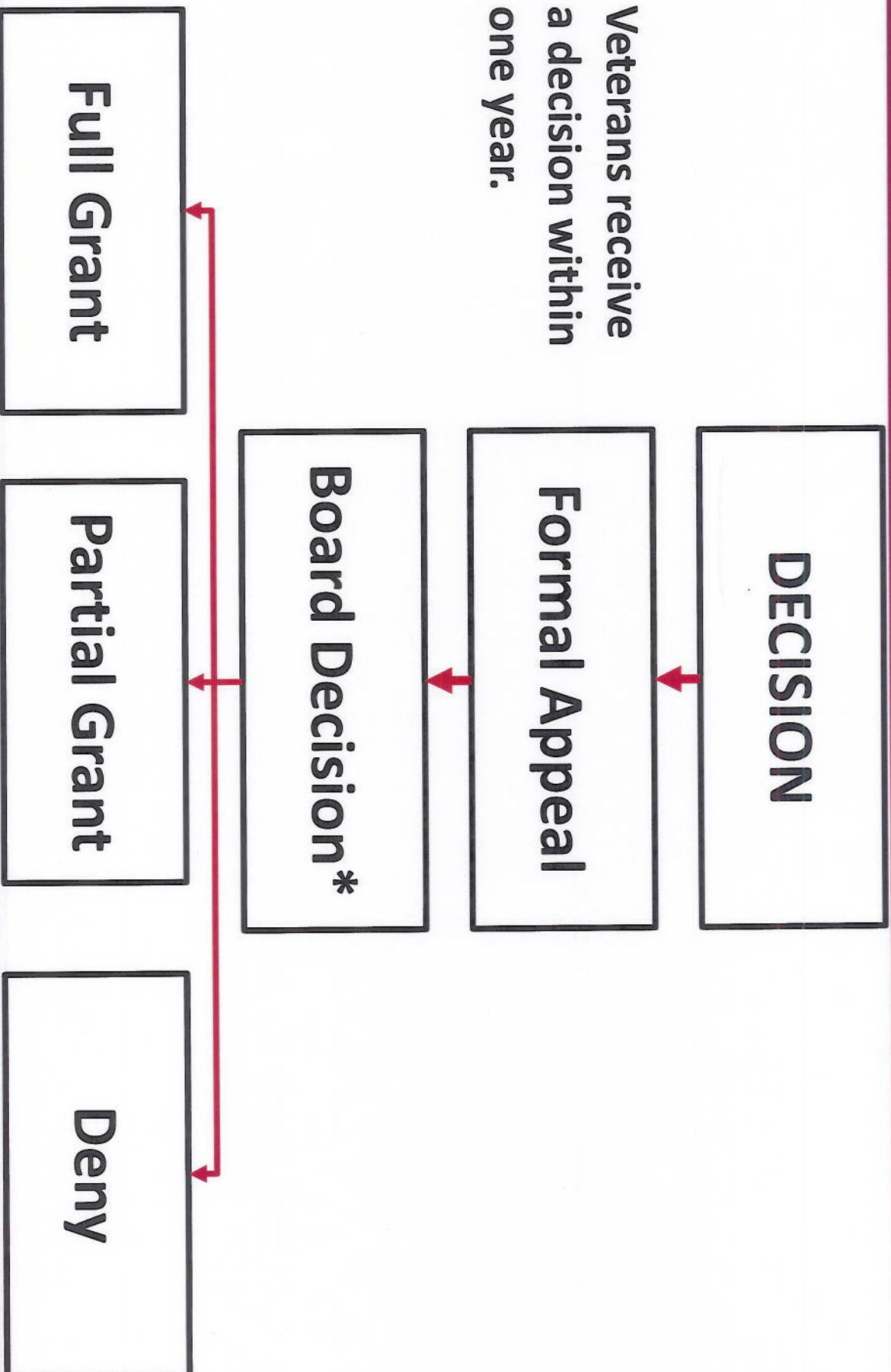




Proposed Simplified Appeals



**Veterans receive
a decision within
one year.**





MyVA Transformation



Make Veterans want to be our customer

myVA Objectives

- Improving the **Veteran Experience**
- Improving the **Employee Experience**
- Improving **Internal Support Services**
- Establishing a Culture of **Continuous Improvement**
- Enhancing **Strategic Partnerships**





12 Breakthrough Priorities



Veteran facing

- 1 Improve the Veterans Experience
- 2 Increase Access to Health Care
(same day primary care, seamless care, suicide prevention)
- 3 Improve Community Care
- 4 Deliver a Unified Veterans Experience
- 5 Modernize our Contact Centers
(to include Veterans Crisis Line)
- 6 Improve the Comp & Pension Exam
- 7 Develop a Simplified Appeals Process
- 8 Continue to Reduce Veteran Homelessness

VA internal facing

- 9 Improve Employee Experience
(to include leadership development)
- 10 Staff Critical Positions
- 11 Transform OIT
- 12 Transform Supply Chain

