

FY 2024 Annual Performance Report



Table of Contents

Contents

About VA	3
Customer Experience Principles	3
Agency Priority Goals	3
Summary of Strategic Goals and Objectives	4
Goal 1	5
Strategic Objective 1.1 - Consistent and Easy to Understand Information	6
Strategic Objective 1.2 - <i>Lifelong Relationships and Trust</i>	9
Goal 2	11
Strategic Objective 2.1 - <i>Underserved, Marginalized and At-Risk Veterans</i>	12
Strategic Objective 2.2 - <i>Tailored Delivery of Benefits, Care and Services Ensure Equity and Access</i>	17
Strategic Objective 2.3 - <i>Inclusion, Diversity, Equity, Accessibility</i>	21
Strategic Objective 2.4 - <i>Innovative Care</i>	23
Strategic Objective 2.5 - <i>Value and Sustainability</i>	25
Goal 3	26
Strategic Objective 3.1 - <i>VA is Transparent and Trusted</i>	27
Strategic Objective 3.2 - <i>Internal and External Accountability</i>	28
Goal 4	30
Strategic Objective 4.1 - <i>Our Employees Are Our Greatest Asset</i>	31
Strategic Objective 4.2 - <i>Data is a Strategic Asset</i>	35
Strategic Objective 4.3 - <i>Easy Access and Secure Systems</i>	37
Strategic Objective 4.4 - <i>Evidence Based Decisions</i>	39
APPENDIX	42
ACRONYMS	47

About VA

The Department of Veterans Affairs (VA) is committed to serving Veterans, their families, caregivers, and survivors throughout their life journey. To do so, VA's three Administrations and 23 major Staff Offices deliver benefits, care, and services to improve well-being, outcomes, and memorialization services to honor Veterans' sacrifice and contributions to the Nation. Furthermore, VA partners with families and caregivers to provide the best care and address the unique needs of our Veterans.

VA's Central Office (VACO) is in Washington, DC, and field facilities are located throughout the Nation as well as in the U.S. territories and in the Philippines. Veteran programs are delivered by VA's three Administrations: Veterans Health Administration (VHA), Veterans Benefits Administration (VBA) and National Cemetery Administration (NCA). The Administrations and Staff Offices work together to consistently deliver high-quality benefits, care and services that improve outcomes for Veterans, their families, caregivers, survivors, and Service members. They accomplish our mission through routine day-to-day operations and during national emergencies, such as natural disasters, pandemics, terrorism, and war.

Customer Experience Principles

Customer experience (CX) principles commit all VA employees to provide the best CX while delivering care, benefits, and memorial services to Veterans, Service members, their families, caregivers, and survivors. CX is the product of interactions between an organization and a customer throughout their relationship. VA measures these interactions through ease, effectiveness, and emotion, impacting the customer's overall trust in the organization. VA uses CX data and insights in strategy development and decision-making to ensure the voices of Veterans, Service members, their families, caregivers, and survivors, inform how VA delivers care, benefits, and memorial services.

To learn more about VA please follow the links below:

- [VA Mission and Core Values](#)
- [VA Organizational Structure](#)

Agency Priority Goals

Agency Priority Goals (APG) focus on leadership priorities, establish outcomes, and produce quantifiable results. APGs emphasize mission areas where agencies need to drive significant progress and change. APG statements are outcome-oriented, ambitious, and measurable, with specific targets reflecting near-term results or achievements agency leadership wants to accomplish within 24 months. To learn more about VA APGs, please visit [Home | Performance.gov](#).

Summary of Strategic Goals and Objectives

The following chart summarizes the strategic goals and objectives established in the 2022 – 2028 Strategic Plan and the subsequent sections provide a status of their progress during Fiscal Year (FY) 2024. The complete strategic plan can be accessed online at: [VA Plans, Budget, Finances, and Performance](#).

Strategic Goal	Strategic Objective
<p>GOAL 1: VA consistently communicates with its customers and partners to assess and maximize performance, evaluate needs, and build long-term relationships and trust.</p>	<p>1.1 (Consistent and Easy to Understand Information) VA and partners use multiple channels and methods to ensure information about benefits, care, and services is clear and easy to understand and access.</p> <p>1.2 (Lifelong Relationships and Trust) VA listens to Veterans, their families, caregivers, survivors, Service members, employees, and other stakeholders to project future trends, anticipate needs, and deliver effective and agile solutions that improve their outcomes, access, and experiences.</p>
<p>GOAL 2: VA delivers timely, accessible, high-quality benefits, care, and services to meet the unique needs of Veterans and all eligible beneficiaries.</p>	<p>2.1 (Underserved, Marginalized and At-Risk Veterans) VA emphasizes the delivery of benefits, care, and services to underserved, marginalized and at-risk Veterans to prevent suicide and homelessness, improve their economic security, health, resiliency, and quality of life and achieve equity.</p> <p>2.2 (Tailored Delivery of Benefits, Care and Services Ensure Equity and Access) VA and partners will tailor the delivery of benefits and customize whole health care and services for the recipient at each phase of their life journey.</p> <p>2.3 (Inclusion, Diversity, Equity, Accessibility (I-DEA)) VA will enhance understanding of Veteran needs and eliminate disparities and barriers to health, improve service delivery and opportunities to enhance Veterans' outcomes, experiences, and quality of life.</p> <p>2.4 (Innovative Care) VA will improve understanding of Veteran specific illnesses and injuries to develop and adopt innovative new treatments that prevent future illness and enhance Veteran outcomes.</p> <p>2.5 (Value and Sustainability) VA, with community partners, will deliver integrated care and services, balancing resources to ensure sustainability while continuing to deliver value and improve health and well-being outcomes of Veterans.</p>
<p>GOAL 3: VA builds and maintains trust with Stakeholders through proven stewardship, transparency, and accountability.</p>	<p>3.1 (VA is Transparent and Trusted) VA will be the trusted agent for service and advocacy for our Nation's heroes, caregivers, families, survivors, and Service members to improve their quality of life and ensure end of life dignity.</p> <p>3.2 (Internal and External Accountability) VA will continue to promote and improve organizational and individual accountability and ensure a just culture.</p>
<p>GOAL 4: VA ensures governance, systems, data, and management best practices improve experiences, satisfaction, accountability, and security.</p>	<p>4.1 (Our Employees Are Our Greatest Asset) VA will transform its human capital management capabilities to empower a collaborative culture that promotes information sharing, diversity, equity, and inclusion and a competent, high-performing workforce to best serve Veterans and their families.</p> <p>4.2 (Data is a Strategic Asset) VA will securely manage data as a strategic asset to improve VA's understanding of customers and partners, drive evidence-based decision-making, and deliver more effective and efficient solutions.</p> <p>4.3 (Easy Access and Secure Systems) VA will deliver integrated, interoperable, secure, and state-of-the-art systems to ensure convenient and secure access and improve the delivery of benefits, care, and services.</p> <p>4.4 (Evidence Based Decisions) VA will improve governance, management practices and make evidence-based decisions to ensure quality outcomes and experiences and efficient use of resources.</p>

Goal 1

VA consistently communicates with its customers and partners to assess and maximize performance, evaluate needs and build long-term relationships and trust.

Description: *Goal 1 ensures communications are clear and messages are consistent across VA and the ecosystem of Veteran-supporting partners. VA delivers information to Veterans the way the Veteran wants to receive it, so Veterans understand their eligibility for benefits, care, memorialization, and services and how to access the benefits they earned. This goal ensures VA knows Veterans, understands their needs and how the benefits, care, and services we deliver impacts their lives. Goal 1 enables VA to connect with Service members early in their military careers to establish long-term relationships with them. VA will maintain that relationship as the Service member transitions to Veteran status and support their families, caregivers, and survivors as they transition through each phase of their life journey.*

Strategic Objective 1.1 - Consistent and Easy to Understand Information

VA and partners use multiple channels and methods to ensure information about benefits, care, and services is clear and easy to understand and access.

Strategic Objective 1.1 Description: Objective 1.1 describes VA’s approach to delivering information and communicating with Veterans, their families, caregivers, survivors, Service members, employees, and other stakeholders to ensure the information they need is readily available, accessible to all and easy to understand. VA uses customer feedback and individual/aggregated data to understand population groups and proactively distribute tailored information that meets the needs of recipients to ensure equitable access so that all Veterans feel welcomed and valued.

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
VEO 746: Ease to receive VA care or services needed by Veterans, their families, caregivers, and survivors.	71.3%	74.0%	90%	75.9%	Not Met
VHA 832: Percent of caregiver applications dispositioned within 90 days.	84.2%	98%	92%	98%	Met
VBA 842: Percent of interactions correctly managed by the National Call Center.	93%	92%	91%	92.55%	Met

FY 2024 Key Accomplishments

- Through VA’s telephonic “front door”, 1-800-MyVA411 (800-698-2411), VA provides information and customer assistance 24-hours a day, 365 days a year. In FY 2024, 1-800-MyVA411 received over 5 million calls, of which Veterans Experience Office (VEO) Tier 1 Contact Center Representatives answered 1.3 million calls with an average speed to answer of 39 seconds.

FY 2024 Key Accomplishments

- VA improved the Veteran digital experience when navigating VA.gov and the VA: Health and Benefits mobile application through updates to the prescription and claims status features, and a new feature that provides users a proof of Veteran status.
- In FY 2024, the VA: Health and Benefits mobile application updated the prescription view pattern to default to a list of active prescriptions instead of showing both active and inactive prescriptions. Additionally, VA added a filter function to allow users to filter their prescriptions by “all,” “active,” “discontinued,” “expired,” “pending,” “transferred,” or “unknown status,” as well as the ability to sort by a variety of options. 91% of users who open the filter option make a selection, demonstrating the utility and popularity of the new functionality. Updates on VA.gov also allow users to manage active prescriptions through the chatbot. VA: Health and Benefits mobile application users have refilled over 3.5 million prescriptions in FY 2024.
- To provide improved clarity on the disability claims process for customers, VA expanded the number of phases from 5 to 8 depicted in the Claim Status Tool on VA.gov and the VA: Health and Benefits mobile application. The updates better set expectations for those with an active claim and explain what typically happens in each phase of the process.
- VA enabled honorably discharged Veterans to verify their Veteran status in the VA: Health and Benefits mobile application and is available for download through VA.gov. This feature allows Veterans to use the mobile application or download as proof of status in the same way as they would use the Veteran Identification Card (VIC) for discounts offered to Veterans from private retailers and vendors. By the end of FY 2024, Veterans used the mobile application to view their status more than 2.3 million times since this feature became available in October 2023. (VEO)
- VA established the Veteran, Service member, and Family Fraud Evasion (VSAFE) Program. The VSAFE program ties to the VSAFE Task Force, which brings a cross-government effort to better protect Veterans and their families from bad actors, focused on fraud detection, prevention, response, and reporting. As part of the cross-government VSAFE Task Force, VA facilitated establishment of a shared cross-federal single call line (833) 38V-SAFE and website (www.VSAFE.gov). The call line includes routing of all fraud types using an interactive voice response. Since launching in August 2024, call volume is increasing with 795 calls to the main line through September 30, 2024, while the VSAFE website has received 42,693 hits. Agencies reported over 30 fraud reports stemming from website visitors.
- VBA’s National Contact Center (NCC) experienced a 32% increase in overall call volume in FY 2024 compared to FY 2023, while answering 9.9 million phone calls, thereby achieving the highest performance output in NCC history. The NCC on-boarded approximately 1,051 new employees in FY 2024 to keep up with call demand and internal hiring/promotions. In FY 2024, the VBA NCC achieved an accuracy score of 93% on 6,000 sampled calls, surpassing the 91% quality target.

FY 2024 Key Accomplishments

- In preparation for Digital GI Bill Release 6, which transitions payment processing for Post 9/11 GI Bill beneficiaries, VBA engaged in a robust communications plan to notify impacted beneficiaries of the upcoming changes. Specifically, more than 50,000 beneficiaries were contacted via text messaging, mailings and robocalls advising them of the requirement to have one payment address for all VBA benefits. Additionally, VBA engaged external stakeholders, including schools and Veterans Service Organizations to assist in communicating the message.
- In FY 2024, the Caregiver Support Program (CSP) continued efforts to enhance the Program of Comprehensive Assistance for Family Caregivers (PCAFC) and the Program of General Caregiver Support Services (PGCSS). CSP leveraged its \$2.4 billion budget to support resources such as stipends, respite, mental health, CHAMPVA, salaries and contracts and other resources supporting over 87,900 active caregiver participants in PCAFC and PGCSS in FY 2024. More than 25,000 caregivers received support through PGCSS services, an approximately 37% increase since the end of FY 2023. More than 62,751 caregivers received support through PCAFC services, an approximately 13% increase since end of FY 2023.
- During FY 2024, CSP increased availability of mental health services for PCAFC participating caregivers through expansion of the Virtual Psychotherapy Program for Caregivers (VPPC) across all VA medical facilities. At the end of FY 2024, the VPPC completed over 15,000 psychotherapy visits.
- CSP partnered with the Center for Development and Civic Engagement (CPE) and SimLEARN to provide caregivers with lifesaving cardiopulmonary resuscitation (CPR) training. Caregivers have overwhelmingly requested CPR training, so they can be prepared to assist the Veterans they care for during emergency situations.
- Expanded availability of respite services available to PCAFC participants. CSP increased awareness and accessibility of respite for Veterans and their caregivers enrolled in PCAFC and the PGCSS. Through a variety of efforts, CSP implemented a respite subject matter expert at every VA medical facility and piloted a Veteran Directed Care-Respite initiative at 11 sites. Approximately 18% of Veterans enrolled in the PCAFC received referrals for community-based respite care during FY 2024, providing essential support for caregivers.

Strategic Objective 1.2 - Lifelong Relationships and Trust

VA listens to Veterans, their families, caregivers, survivors, Service members, employees, and other stakeholders to project future trends, anticipate needs and deliver effective and agile solutions that improve their outcomes, access, and experiences.

Strategic Objective 1.2 Description: Objective 1.2 ensures VA consults stakeholders and uses human centered design (HCD) practices to understand needs, preferences, customer experiences and satisfaction and how benefits, care and services impact the lives of Veterans, their families, caregivers, survivors, and Service members. VA expands stakeholder consultations to include cohorts outside the traditional Veteran population, such as employees, clinicians receiving training at VA facilities, financial and educational institutions that deliver various benefits and State, Tribal, territorial, and private facilities that partner with NCA to provide memorialization services.

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
VEO 692: Overall Trust in VA among Veterans, their families, caregivers, and survivors.	77.3%	79.3%	90%	80.2%	Not Met
VEO 761: Emotional resonance - Veterans, their families, caregivers, and survivors felt like valued customers when receiving needed care or services from VA.	76%	79%	90%	80.3%	Not Met
VBA 1058 - Average days to complete an IDES proposed rating.			19	12.6	Met

FY 2024 Key Accomplishments

- VA continued to survey Veterans, their families, caregivers, and survivors in near real-time following engagement with VA through its Veterans Signals (VSignals) Survey Platform. In FY 2024, VA launched 15 new surveys for a total of 191 surveys across the Department's lines of business. Those surveys resulted in 21.8 million surveys sent, 2.9 million responses (13.5% response rate), 962,655 free-text responses, and 5,737 crisis alerts being sent to the Veterans Crisis Line or the National Call Center for Homeless Veterans to contact Veterans potentially in crisis. Overall trust in VA increased to 80.2% in FY 2024, Quarter 4; and reached an all-time high of 80.4% in FY 2024, Quarter 2.
- VA launched a software capability to support national and facility Promise to Address Comprehensive Toxins (PACT) Act outreach efforts through a unified

FY 2024 Key Accomplishments

customer contact data and outreach coordination portal. This platform allowed VA to contact 4.2 million Veterans who were eligible for but not utilizing their PACT Act-related VA benefits and services. This unified outreach and customer communications campaign supported the health care enrollment of nearly 65,000 Veterans, 61,000 toxic exposure screenings, and 133,000 intents to file disability compensation claims under PACT Act eligibilities.

- Through VA's VetResources Newsletter, VEO provides VA and non-VA resources and information to over 16 million subscribers. In FY 2024, the 61 editions of the newsletter resulted in 230 million opens, with an average weekly open rate of 28.7%, and generated more than 28 million clicks.
- In FY 2024, VA held 30 1-on-1 Outreach Assistance Expos across the nation, formerly known as Veterans Experience Action Center (VEAC) events, reaching 4,000 participants, resulting in 1,971 VHA and 2,395 peer-to-peer referrals, and 334 participants with housing support. These events are comprehensive Veteran resource events that include representation from VHA, VBA, NCA, the Board of Veterans' Appeals, State Departments of Veterans Affairs, and community partners working together to offer one-on-one personalized assistance for Veterans, their families, caregivers, and survivors on issues such as VA benefits, VA health care, crisis resources, memorial affairs, community services, and peer-to-peer connection. Post-event surveys had on average a 95.7% emotion score, "I felt respected and valued during my participation at the event" and 91.7% promoter score, "I would recommend a VA 1:1 event to other Veterans."
- VA employees continue to train on CX best practices through Own the Moment training. These trainings were created using industry best practices to teach how to create consistent and positive experiences through every interaction with a Veteran, family member, caregiver, and survivor. In FY 2024, VEO created specialized Own the Moment Training modules targeted for VBA employees, resulting in more than 34,000 VBA employees trained.
- VBA successfully achieved the target to complete Integrated Disability Evaluation System (IDES) proposed ratings within 19-days due to process improvements, which streamlined claims processing by leveraging automated efforts. VBA was also able to exceed the target by 6.4 days due to close oversight and workload management dedicated to ensuring the nation's wounded and severely injured receive information as timely as possible.

Goal 2

VA delivers timely, accessible, high-quality benefits, care, and services to meet the unique needs of Veterans and all eligible beneficiaries.

Description: *Goal 2 ensures access to resources and tailoring the delivery of benefits and customizing care, memorialization, and services to foster equity and promote independence and optimal outcomes and well-being for Veterans, their families, caregivers, survivors, and Service members. This is the largest goal in the VA FY 2022-28 Strategic Plan with five objectives and 32 strategies that describe our approach or what VA will do to achieve the objective. VA and the ecosystem of partners must work together to understand the needs of Veteran groups and deliver benefits, care, and services that address the unique needs of individual Veterans. A thorough examination of Veteran cohorts helps VA identify potential trends, innovations, and emerging treatments that might impact Veterans at different phases of their life journey. Trend analysis improves our understanding of underserved, marginalized, and at-risk Veterans to promote equity and access to resources. VA is committed to delivering value to all Veterans and improving their economic security, health, and quality of life.*

Strategic Objective 2.1 - *Underserved, Marginalized, and At-Risk Veterans*

VA emphasizes the delivery of benefits, care, and services to underserved, marginalized, and at-risk Veterans to prevent suicide and homelessness, improve their economic security, health, resiliency, and quality of life and achieve equity.

Strategic Objective 2.1 Description: VA is focused on addressing needs and improving economic security, quality of life and independence for Veterans who need us most—our at-risk, marginalized, and underserved Veterans, their families, caregivers, survivors, and Service members. Objective 2.1 ensures VA programs, initiatives, and the ecosystem of partners support the whole person and address mental health, suicide, homelessness, and other challenges impacting Veterans’ well-being. This objective ensures reliable access to benefits, care, and services and promotes improved outcomes for Veterans living in rural areas, women, minorities, severely wounded, ill and injured, those with physical and/or intellectual disabilities, LGBTQ+ Veterans, transitioning Service members, and those at-risk for food insecurity. HCD best practices will enable VA to deeply understand the needs and experiences of these populations.

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
VBA 226 - Default resolution rate for VA backed home loans.	93%	93%	84%	97.27%	Met
VBA 786 - Percent of eligible Veterans contacted within their first year of separation from military service.	64%	72%	55%	77.1%	Met
VBA 918 - Percent of Pension Rating Claims Processed Within 125 Days.	78%	51%	63%	54.6%	Not Met
VBA 1002 - Percent of fiduciary field examinations completed within 54 days.	94%	87%	70%	91.2%	Met
VEO 752 - Effectiveness of the VA care or service needed by Veterans, their families, caregivers, and survivors.	74%	77%	90%	78.2%	Not Met
VHA 535 - Percent of HUD-VASH vouchers allocated that resulted in a homeless Veteran obtaining permanent housing.		80%	90%	82%	Not Met

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
VHA 606 - Percent of participants at risk for homelessness (Veterans and their households) served in Supportive Services for Veteran Families that were prevented from becoming homeless.	83%	85%	90%	87%	Not Met
VHA 635 - Percent of Community Care Claims Processed Timely.	99%	93%	90%	89%	Not Met
VHA 788 - Average improvement in mental health symptoms in the 3-4 months after start of mental health treatment as measured by the mental health component of the Short Form-12.	3	3	3	4	Met
VHA 834 - Percent of women assigned to designated women's health primary care providers.	86%	87%	87%	87%	Met
VHA 1005 - Patient Satisfaction with Telehealth services.		87%	86%	88%	Met
VHA 1060 - At least 6 million VHA enrollees will have a documented toxic exposure screening.			5.3	5.8	Met
VHA 1061 - At least 95% of requested Airborne Hazards and Open Burn Pit registry exams will be completed.			95%	107%	Met
VHA 1062 - This measure is a composite of the eligible Veterans who have received three types of telehealth services: Home Telehealth (HT), Clinical Video Telehealth (CVT), and Store and Forward Telehealth (SFT) Services during the FY.			35%	44%	Met
VHA 1063 - This measures the percent of Eligible Veterans who have received Clinical Video Telehealth (CVT) to the home or other non-VA location during the Fiscal year. It is a subset of all CVT patients. CVT is a real time video connection between a Veteran at one location and a doctor or other clinical staff at another location.			24%	32%	Met
VBA 1067 - Average speed to answer.(seconds)			120	11	Met

FY 2024 Key Accomplishments

- In FY 2024, updated Centers for Medicare and Medicaid Services scores showed that nearly 80% of VA medical facilities received a four or five-star rating in the most recent Hospital Consumer Assessment of Healthcare Providers and Systems survey. By comparison, 40% of non-VA hospitals received those same star ratings.
- Under the VetResources program, VEO launched VetSend, which enables VA to send targeted email and text content for disasters or geographically focused resources. This resulted in VetSend sending 30 million emails or texts in support of 39 outreach campaigns such as PACT Act, hurricane disaster resources, Login.gov, and Iraq/Syrian Veterans with traumatic brain injuries. Because urgent messages can impact VAs contact centers, VA formed a team to coordinate outreach campaigns with enterprise contact centers, resulting in a distributed outreach schedule and regular feedback loops to mitigate unexpected surges in call volume.
- In July 2024, VBA added 60 additional full-time employees to address the current, growing Dependency and Indemnity Compensation (DIC) inventory and improve service delivery of DIC benefits.
- With the added resources, from July to September 2024, pension rating production increased by 8% and the backlog reduced by 3%. VBA expects to see further improvements in FY25 as these employees complete training and become fully independent in pension claims processing.
- VBA's pension and fiduciary automation programs surpassed ~217,000 completions in FY 2024 at 97.9% accuracy and ~1 million lifetime completions. VBA expanded its automation capabilities under the Pension Optimization Initiative (POI) and automated ~60,000 claims end-to-end. VBA created a comprehensive 8-week training program for the newly established Fiduciary Contact Center (FCC) that onboarded 54 Legal Administrative Specialists (LASs), facilitated the centralization of all fiduciary-related calls by April 12, 2024, and significantly improved the efficiency and consistency of fiduciary services for Veterans and their families.
- The VA Solid Start (VASS) program successfully connected with 193,626 (77%) eligible Veterans, providing access to benefits and services earned. Of the eligible Priority Veterans (those who met certain risk factors during their last year of active duty), VASS successfully connected with 36,329 (92.9%) of these Veterans, helping to ensure continuity of mental health care post-transition.
- VA's Office of Survivor Assistance (OSA) held three Survivors Forums in FY 2024 with an overall attendance of 437 participants.
- To ensure every Veteran has the option to retain their home, VBA made over 557,000 attempts to contact delinquent borrowers and mortgage servicers, resulting in a \$3.3 billion savings in estimated foreclosure costs to the Federal Government.
- In March 2023, VBA temporarily lowered the interest rate from 6% to 2.5% for a 24-month period for the Native American Direct Loan Program (NADL). From March 13, 2023 – March 13, 2025, Veterans who currently have a NADL loan with an interest rate of 3.5% or higher will be able to refinance the loan to take advantage of the lower rate. VBA amplified the NADL program in 65 regional and national outreach events across the United States and entered three Memorandums of Understanding. The

FY 2024 Key Accomplishments

NADL program had 534 active loans totaling \$89.5 million (\$71 million outstanding loan balance) and expended over \$8.1 million in loan funding.

- VBA centralized the military sexual trauma (MST) workload to the MST Operations Center in October 2023, to provide greater oversight and internal control resulting in stronger workload management while leveraging MST subject matter experts to process these sensitive and complex claims. To address the increased claims inventory and timeliness, the VBA Roanoke Regional Office was added as a Surge Support Site in April 2024 to assist with processing the MST workload. A historic 49,547 MST claims were completed during FY 2024, a 15% increase over FY 2023.
- VA's housing programs are guided by the Housing First approach, based on the premise that when Veterans have a place to call home, they are better able to benefit from supportive services. The key principles of Housing First as they are applied under VA's housing programs are respect, warmth, and compassion for all Veterans; Veteran choice and self-determination; recovery orientation focused on individual well-being; and use of harm reduction strategies. Two of the programs monitored for this report are Housing and Urban Development-Veterans Affairs Supportive Housing (HUD-VASH) and Supportive Services for Veteran Families (SSVF).
 - HUD-VASH is a collaborative program between HUD and VA that combines HUD housing choice rental vouchers with VA case management and supportive services. As of the end of FY 2024, more than 88,000 Veterans were housed through HUD-VASH.
 - SSVF is designed to rapidly rehouse and provide guidance and case management services to Veteran families who are homeless or at imminent risk of becoming homeless. VA grants funds to private nonprofit organizations and consumer cooperatives to help Veteran families access a full range of community benefits designed to prevent homelessness. VA continues to see an increased need for prevention coupled with severe cost-burden based on the national affordable housing shortage. In FY 2024, we worked close with the federal partners to develop the Federal Homelessness Prevention Framework, Ending Homelessness Before It Starts. The framework was released in September 2024.
- Payment Operations Claims processing timeliness goal is 90% of claims processed within 30 days of receipt. That goal was met for FY 2024 with 93.45% of claims processed within 30 days of receipt. In fact, 87.65% of claims were processed within 20 days or less, bringing the average claim age at time of processing to 7.02 days.
- FY 2024 has been a year of exceptional progress for our Clinical Resource Hubs (CRHs), with over 1.2 million encounters across 46 clinical services. VA is dedicated to ensuring Veterans, regardless of location, receive the care they need. Through partnerships with institutions like Yale School of Medicine, it brings specialty care to rural areas, offering convenient access to essential services. To address the growing demand for mental health support, VHA has leaned into innovative treatments for depression, such as the Montana VA's mobile service's utilization of advanced repetitive transcranial magnetic simulation technology.

FY 2024 Key Accomplishments

- In FY 2024, VA exceeded goals for Patient Satisfaction with Telehealth services having achieved an Aggregated Trust score of 88%. Veterans trust in their telehealth services has now increased for the 4th consecutive year.
- VA's Health Outcomes Military Exposures Program redesigned the Airborne Hazards and Burn Pits Registry to auto-enroll participants and simplify the process. The registry enables VA to identify and research health challenges of Veterans and Service members who were exposed to airborne hazards and burn pits during their military service. In addition to the registry redesign, the number of backlogged exams has been significantly reduced from 130,000 to 14,000 and will be on track to be eliminated by Dec 31, 2024.
- The top priority for VA is providing the soonest and best care for Veterans. For VA Telehealth Services, this means continuing to expand VA's reach beyond the traditional office visit to connect with Veterans. In FY 2024, VA expanded the Provider Connect Pilot Program, which enables a front-line provider to consult with a VA specialist in real time, enhancing specialty access to Veterans in rural and medically underserved areas.

Strategic Objective 2.2 - Tailored Delivery of Benefits, Care, and Services Ensure Equity and Access

VA and partners will tailor the delivery of benefits and customize whole health care and services for the recipient at each phase of their life journey.

Strategic Objective 2.2 Description: Objective 2.2 describes how VA will expand partnerships and use them as a force multiplier to enhance our capabilities and capacity to deliver quality benefits, care, and services that improve the lives of Veterans, their families, caregivers, survivors, and Service members based on the five domains of Social Determinants of Health (where people are born, live, work, attend school, and play). VA will provide Veterans with final resting places and lasting tributes that commemorate their service and sacrifice to our Nation. We also will strengthen partnerships across the ecosystem of Veteran supporters and advocate for Veterans to facilitate the transition from military service to education, employment or entrepreneurship, and support our aging Veterans, their families, and caregivers.

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
BVA 65 - Appeals adjudicated by the Board	95,294	103,245	111,000	116,192	Met
VBA 218 - Average days to complete original education claims	23.9	20.6	24	23.9	Met
VBA 219 - Average days to complete supplemental education claims	8.92	6.9	12	10.1	Met
VHA 790 - Percent of unique Veterans accessing Whole Health services	9%	12%	25%	45%	Met
NCA 813 - Number of additional VetPop Served	---	0	0	0	Met
VBA 843 - Average days to complete higher-level reviews	36	77	125	100.7	Met
OSDBU 878 - Percent of total procurement awarded to Veteran-Owned Small Businesses	24%	29%	17%	25.3%	Met
BVA 959 - Board's Legacy Quality Assurance Rate	98%	96%	92%	96%	Met
OSDBU 967 - New Contract Awards Using SDVOSB or VOSB Set-Aside	8%	16%	10%	14.2%	Met
OSDBU 968 - Percent of Total Procurement Awarded to Service-Disabled Veteran-Owned Small Business (SDVOSB)	23%	28%	15%	24.8%	Met
BVA 983 - Board's AMA (Appeals Modernization Act) Quality Assurance Rate	92%	94%	92%	95%	Met

NCA 1042 - Customer satisfaction with the appearance of national cemeteries	---	0	99%	99%	Met
NCA 1043 - Customer satisfaction with the quality of service provided by the national cemeteries	---	0	97%	97%	Met
NCA 1044 - Customer willingness and trust to recommend national cemeteries to Veteran families during their time of need	---	0	99%	99%	Met
NCA 1045 - Ease of scheduling an interment at national cemeteries	---	---	88%	93%	Met
NCA 1046 - Number of Headstones, Markers, and Medallions Ordered	---	---	352,403	341,583	Not Met
NCA 1047 - Percent Total Veteran Utilization of Burial/Memorial benefits	---	---	42%	40.8%	Not Met
NCA 1048 - Satisfaction with the length of time it takes on the phone to schedule an interment at national cemeteries	---	---	83%	91%	Met
NCA 1049 - Total Users of the Veterans Legacy Memorial Web site	---	---	35,000	54,000	Met
NCA 1050 - Veteran Utilization of National Cemeteries	---	---	16%	15.58%	Met
BVA 1055 - Comparison in Timeliness of AMA vs Legacy Decisions	---	---	3.5	3.4	Not Met
BVA 1056 - Timely AMA Post-Hearing Decisions	---	---	90%	81%	Not Met
VBA 1059 - Certificate of Eligibility Issuance- Three Days	---	---	90%	99.7%	Met
VHA 1066 - Percent of long-term services and supports obligations and/or expenditures devoted to home and community-based services for frail elderly and disabled Veterans wishing to remain at home	---	---	39%	42%	Met

FY 2024 Key Accomplishments

- VA is modernizing the GI Bill's IT platform to deliver benefits faster, provide better customer service, and strengthen compliance and oversight activities through the Digital GI Bill (DGIB) modernization effort. The integrated DGIB team focuses on automation and has made significant strides in driving automation improvements.
- For all education claims in FY 2024, VBA automated 17% of original claims and 51% of supplemental claims. For Chapter 33 claims specifically, the automation rates were 31% for original claims and 64% for supplemental claims.

FY 2024 Key Accomplishments

- VA served 17,948 students attending historically black colleges and universities (HBCUs), with total benefit payments of over \$145 million, which includes housing and books payments of \$35 million.
- VA completed over 217,000 higher-level review decisions, which was a 54% increase over FY 2023.
- The Board issued a record 116,192 decisions in FY 2024, 13% higher than the previous record of 103,245 in FY 2023. This included a 118% increase in AMA appeals adjudicated over FY 2023 while still reducing the pending legacy appeals inventory at the Board by 63% in FY 2024, down to 8,963 appeals pending at the end of FY 2024. The reduction in legacy cases at the Board directly contributed to reducing legacy case inventories pending throughout the Department by 35% in FY 2024, down to 38,824 pending legacy cases (94% of the remaining are remanded appeals) across VA.
- The Board reduced the number of pending Legacy hearings requests in FY 2024 by 76%, from 1,054 at the start of the fiscal year, to 249 at the end of the year.
- AMA quality assurance rate improved for the 3rd consecutive year, increasing from 94% in FY 2023 to 95% in FY 2024. The Legacy quality assurance rate remained at 96% for FY 2024. Quality Assurance assesses the quality of decisions by reviewing randomly selected cases based on a statistically valid sample size to determine the proportion of cases that contain non-substantive or substantive errors.
- VA began construction for our final two Rural Initiative national cemeteries at Elko, NV and Cedar City, UT.
- VA was awarded design and/or construction contracts in NCA's Minor Construction program for 17 gravesite expansion projects totaling \$30.3 million in obligations for existing cemeteries that will continue to provide burial access to Veterans.
- VA was awarded a total of 14 grants to 11 states totaling \$44.6 million to expand or improve state Veterans' cemeteries.
- The number of Veterans that have a VLM profile page increased from 4.8 million in FY 2023 to 9.9 million in FY 2024 with over 54,000 total users of the VLM site.
- In FY 2024, users added 70,000 pieces of content to bring the total to 140,000 pieces of content (content is moderated before added to site).
- In FY 2024, VA awarded nine grants totaling more than \$2.4 million as part of the Veterans Legacy Program (VLP), a project that honors America's Veterans and service members by uncovering and sharing their stories.
- VA exceeded its goals for contracting with Service-Disabled Veteran-owned small businesses (SDVOSBs) and Veteran-owned small businesses (VOSBs). The Secretary established goals for VA to award 15% of its annual total procurement to SDVOSBs and 17% of total procurement to VOSBs. VA's preliminary analysis of contract award data as of November 7, 2024, indicated VA awarded 23.7% to SDVOSBs and 24.1% to VOSBs in FY 2024.
- VA contracting officers made extensive use of the acquisition authorities provided by the Veterans First Contracting Program. Of 43,578 new contract award decisions, VA made 6,191 awards (14.2%) using set-asides or sole source contracts specifically to SDVOSBs or VOSBs

FY 2024 Key Accomplishments

- VA also awarded more than \$1.104 billion of contract dollars to Women-Owned Small Businesses under the Small Business Administration's Government-wide program, a record high surpassing the previous record of \$1.048 billion in FY 2022.
- VA and partners have tailored the delivery of benefits and customized whole health care and services at each phase of a patient's life journey, including end of life, to ensure equity and address the patient's unique needs, preferences, challenges, and goals. VA expanded Veteran Directed Care to all medical centers, adding 70 sites in FY 2024 and serving more than new 700 Veterans. It expanded Home-Based Primary Care at 63 medical centers, serving an additional 3,200 Veterans, and initiated a technology-enhanced home health aide pilot at 6 medical centers, serving 380 Veterans.

Strategic Objective 2.3 - Inclusion, Diversity, Equity, and Accessibility

VA will enhance understanding of Veteran needs and eliminate disparities and barriers to health, improve service delivery and opportunities to enhance Veterans' outcomes, experiences, and quality of life.

Strategic Objective 2.3 Description: Objective 2.3 expands VA's understanding of Veterans to customize care and meet the specific needs of individual Veterans and underserved communities. This expanded understanding will enable VA to address inequity, health disparities, and barriers to access and opportunities. VA will weave the principles of Inclusion, Diversity, Equity and Accessibility (I-DEA) into the fabric of our mission and create an organization where all employees support the cultural transformation to a VA that is more inclusive, diverse, equitable, and accessible to all, especially those from underserved communities.

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
VHA 1008 - Improve Compensation and Pension Examination Request Processing Time (days)		25	30	23.5	Met

FY 2024 Key Accomplishments

- On February 14, 2024, VA's newly formed Office of Equity Assurance published the VBA Benefits Equity Assurance Plan (BEAP) establishing oversight of all equity-related development and initiatives across VBA, in response to President Biden's Executive Orders on Advancing Racial Equity and Support for Underserved Communities Through the Federal Government. VBA began tracking 58 initiatives across multiple areas – organizational structure, training and quality control, data, outreach, policies, and customer experience – to identify potential disparities in outcomes, understand their root causes, and eliminate them.
- VA additionally established the Equity Leadership Collaboration Council (ELCC) that unites leaders from VBA's field and central offices with representatives from the Center for Minority Veterans and the Center for Women Veterans, playing a crucial role in bolstering VBA's commitment to equity as outlined in the BEAP. The ELCC convenes monthly to leverage its extensive network of experts and Veteran advocates to prioritize initiatives, formulate recommendations, and integrate strategies aimed at enhancing equity within the framework of VBA benefits. (VBA)
- VA participated in 8 outreach initiatives for marginalized communities and those that serve them: Native American Heritage Symposium, Memphis Economic Development Initiative, National Association for the Advancement of Colored

People (NAACP) Regional Meetings, National Association of Black Veterans (NABVETS) National Convention, 2024 National Association of State Directors Veterans Affairs (NASDVA) Conference, Federally Employed Women (FEW) Training Program, American Legion National Convention, and the Blacks in Government (BIG) National Training Symposium.

- VA's national average processing days for Compensation and Pension (C&P) examinations was 24 days, which is below the nationally established target of 30 days. VHA C&P providers completed over 227,000 exams, having provided service to more than 175,000 Veterans. To improve access and remove barriers for Veterans, particularly those in underserved areas, VHA has expanded the use of virtual care technologies for completion of disability medical exams. Over 33% of disability exams were completed virtually in FY 2024.

Strategic Objective 2.4 - Innovative Care

VA will improve understanding of Veteran specific illnesses and injuries to develop and adopt innovative new treatments that prevent future illness and enhance Veteran outcomes.

Strategic Objective 2.4 Description: Objective 2.4 and the strategies associated with it ensure VA will leverage innovation and research findings to improve operations, experiences, satisfaction, and outcomes for customers. This objective reflects top cross-cutting research priorities that informed Learning Agenda questions based on VHA research (e.g., suicide prevention and opioid pain treatment) funded through the VHA Office of Research and Development including the more rapid translation of effective programs based on research findings into routine care settings.

**Note: VA does not currently have any Performance Measures aligned under Strategic Objective 2.4, this has been rectified for FY25 and will be reflected in the upcoming FY26 APP.*

FY 2024 Key Accomplishments

- VA understands that addressing Veterans' mental health and well-being is a multi-faceted endeavor. Below are some of the innovative practices VA is using:
 - Within VHA, as many as 50% of Veterans experience chronic pain and may be at increased risk for suicide. One of VHA's top clinical priorities is to prevent Veteran suicide and addressing pain is essential to this effort. VA Immersive, a core program of VHA's Office of Healthcare Innovation and Learning, facilitates national pilots, builds repeatable pathways, and acts as a resource hub for VA providers to integrate technology into their daily workflows. To address chronic pain and suicide prevention, VA Immersive, VA Office of Mental Health and Suicide Prevention and providers at 60 VA sites of care across the country are working together to pilot virtual reality to address chronic pain and support suicide prevention.
 - THRIVE is designed to improve overall wellbeing for Veterans through 14 weeks of carefully programmed sessions that explore their sense of purpose, self-esteem, whole-health, and life satisfaction. Unlike traditional, reactive health care approaches that aim to treat the symptoms, THRIVE proactively guides Veterans through targeted workshops where they can explore topics not often discussed in medical appointments. The series covers 12 total topics including sleep, mental health, stress reduction, relationships, sexual health, spirituality, and more. (p. 64 of innovation report)
- VA is a premier learning health organization with more than 70% of all practicing U.S. physicians spending time training at a VAMC. The Simulation Learning, Evaluation, Assessment, and Research Network (SimLEARN) is

VHA's program for simulation in healthcare training. Serving the largest integrated healthcare system in the United States, SimLEARN provides an ever-growing body of curricula and best practices that improve healthcare for Veterans. The use of innovative technologies in a safe learning environment enhances diagnostic, procedural, and communication skills to support quality care and the best possible outcomes. From simulation-based pre-construction planning to training providers in simulated operating rooms, SimLEARN provides services that improve the efficiency and quality of care for Veterans.

Strategic Objective 2.5 - Value and Sustainability

VA, with community partners, will deliver integrated care and services, balancing resources to ensure sustainability while continuing to deliver value and improve health and well-being outcomes of Veterans.

Strategic Objective 2.5 Description: Objective 2.5 ensures the long-term sustainability of VA for future generations of Veterans. VA measures the quality of services provided based on outcomes to Veterans, Service members, and their eligible beneficiaries providing value to Veterans today and into the future. VA understands trends and projects needs to prepare for future demands and shifts resources to align investments with demographics and geographic locations. VA expands partnerships across government and private sector organizations to enhance our ability to deliver benefits, care, memorialization, and services every day and in times of crisis.

Measure Name	2021 Results	2022 Results	2024 Target	2024 Results	Status
VHA 741: Overall Rating of primary care provider	73%	74%	73%	75%	Met
VBA 576: Percent of disability compensation rating claims processed within 125 days	60%	59%	48%	49.1%	Met
VBA 920: Number of VR&E positive outcomes	16,726	17,135	15,024	17,273	Met

FY 2024 Key Accomplishments

- VA processed more than 2.5 million rating claims in FY 2024 – another all-time record, surpassing the FY 2023 record by more than 27%. VBA continues to achieve single-day production milestones, processing more than 10,000 rating benefits claims in a single day 127 times in FY 2024. Prior to FY 2024, VBA had processed more than 9,000 rating benefit claims on a single day only 3 times in VBA’s history.
- VA’s Veteran Readiness and Employment (VR&E) program participants grew by 22% totaling over 167,000 Veterans. VBA exceeded the target for positive outcomes for Veterans enrolled in its VR&E program by 14%. Veterans completing the VR&E program in FY 2024 increased their annual post-rehabilitation salary by 2% over those who completed the program in FY 2023.

Goal 3

VA builds and maintains trust with Stakeholders through proven stewardship, transparency, and accountability.

Description: *Goal 3 ensures VA's culture of accountability drives ethical behavior and trust across the organization and throughout the ecosystem of partners. VA listens to Veterans, other beneficiaries, and employees and serves as their trusted agent. Veterans, their families, caregivers, survivors, and Service members trust VA to deliver timely, high-quality benefits, care, memorialization, and services. Employees trust VA to uphold our core values and customer experience principles and swiftly address ethical failures and breach of trust.*

Strategic Objective 3.1 - VA is Transparent and Trusted

VA will be the trusted agent for service and advocacy for our Nation's heroes, caregivers, families, survivors, and Service members to improve their quality of life and ensure end of life dignity.

Strategic Objective 3.1 Description: VA serves as the trusted agent for Veterans, other beneficiaries, and employees and sets the standard of performance that others aspire to achieve. VA willingly and routinely shares performance information publicly and actively solicits feedback from Veterans, their families, caregivers, survivors, and Service members to ensure transparency and improve performance.

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
OIT 1052 - FOIA Average Processing Time Reduction			80%	63.8%	Not Met
OIT 1053 - Proactive Posting to the FOIA Public Reading Room			200	8	Met
BVA 1057 - AMA Trust Measure (Appeals Modernization Act)			5%	7%	Met
VHA 1068 - At least 90% of current and newly hired VHA clinicians will be assigned and expected to complete the War-related Illness and Injury Study Centers (WRIISC) Module 1 training			90%	98%	Met

FY 2024 Key Accomplishments

- In FY 2024, Veteran overall confidence and trust with the Board increased by 2%. Additionally, Veterans' trust scores at each stage of the appeal process under AMA are higher than Veteran experience in the Legacy system. The Board received an overall trust score of just over 53% under AMA in FY 2024, which is 7% points higher than the historical legacy trust average of ~46%.
- On July 2, 2024, VA celebrated certifying over 1,000 individuals in military environmental exposures. The military environmental exposure level 1 certification program provides health care professionals with the vital training needed to independently assess and treat Veterans who have exposure-related health concerns and symptoms. In FY 2024, VA also launched a level 2 certification to provide advanced skills to help clinicians address exposure-related health concerns.

Strategic Objective 3.2 - Internal and External Accountability

VA will continue to promote and improve organizational and individual accountability and ensure a just culture.

Strategic Objective 3.2 Description: VA's culture of integrity and no reprisal philosophy ensures individual and organizational accountability and proper stewardship of resources. Employees, contractors, and third-party providers are trained properly and understand expectations for their performance and behavior and standards are fairly enforced internally and externally across our partners. VA provides a safe environment to disclose allegations of misconduct or other wrongdoing and employees feel protected from whistleblower retaliation. Employees are confident VA will support their ability to speak up and swiftly and fairly hold individuals accountable for misconduct, fraud, waste and abuse and non-VA entities held accountable to strict criteria to protect Veterans and other beneficiaries.

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
OAWP 926: Average length of time in days for cases investigated by Office of Accountability and Whistleblower Protection	67.5	57	120	70	Met
VBA 304: National accuracy rate - percent of disability compensation rating issues processed accurately	96%	95 %	96%	91.6%	Not Met
VBA 844 - Quality of higher-level review decisions	87%	99%	93%	96.28%	Met
VBA 848: National claim based quality for pension claims (rating)	98%	97%	93%	92.7%	Not Met
OAWP 1051: (Internal Training) Maintain certification in the voluntary Office of Special Counsel (OSC) 2302(c) program			100%	100%	Met

FY 2024 Key Accomplishments

- VA reviewed over 23,000 compensation rating issues for accuracy and completed over 4,200 additional reviews to improve employee accountability and claims processing.
 - VA held a national Quality and Employee Wellness Stand Down Day in June 2024, to emphasize the importance of claims quality and address employee burnout.
 - In FY 2024, VA completed all case investigations in an average of 56 days, and complex investigations that resulted in a report of investigation in an average of 122 days. VA implemented OAWP's recommendations in all but one case, excluding those where an employee left the Department prior to discipline. OAWP also saw a more than 20% increase in whistleblower disclosures, indicating growing trust from VA's workforce in the integrity and efficiency of OAWP's investigations.
 - Four reports were provided to the Secretary on the VA's organization and efforts related to serving Veterans with Military Sexual Trauma, with 17 recommendations; OAWP also conducted and provided the Secretary with 4 Climate Review reports examining the reporting environment at specific VA facilities/locations.
-

Goal 4

VA ensures governance, systems, data, and management best practices improve experiences, satisfaction, accountability, and security.

Description: *Goal 4 ensures VA manages resources as strategic assets, to include people, infrastructure, data, and technology and leverages governance, evidence, best practices, and management principles to improve performance and outcomes for Veterans and other beneficiaries. VA applies a customer-centric approach to all activities, aligning and measuring activities to ensure they enhance the experience, ease of access and security for Veterans, other beneficiaries VA employees and partners. This stewardship goal improves our internal operations and describes the safeguards we will establish to execute mission related activities. Objective 4.4 addresses gaps identified in the FY 2021-28 Capacity Assessment and ensures VA complies with the Evidence Act.*

Strategic Objective 4.1 - Our Employees Are Our Greatest Asset

VA will transform its human capital management capabilities to empower a collaborative culture that promotes information sharing, diversity, equity, and inclusion and a competent, high-performing workforce to best serve Veterans and their families.

Strategic Objective 4.1 Description: A transformed and fully staffed human capital (HC) management capability is paramount for VA to serve Veterans and other beneficiaries and their diverse needs. VA looks to strengthen its HC management through targeted recruitment and retention, improved employee engagement, modernized HR information systems, enhanced employee training and development, and fully integrating manpower management across the enterprise.

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
HRA/OSP 86: Executive fill rate - medical center directors	91%	98%	90%	96.4%	Met
HRA/OSP 979: Retention of VA workforce	64%	68%	70%	72.2%	Met
HRA/OSP 715: Executive fill rate - non-medical center directors (non-MCD)	86%	95%	90%	92.6%	Met
HRA/OSP 964: Time to hire - Title 5 and Hybrid Title 38	47%	48%%	58%	49%	Not Met
HRA/OSP 965: Time to hire - VHA Title 38	52%	46%	58%	46%	Not Met
HRA/OSP 794: Engagement level	38%	40%	40%	40.75%	Met
HRA/OSP 795: Best Places to Work index score		70%	69%	75.33%	Met
OEDCA 819: Employment discrimination cases pending a final action	315	286	600	282	Met
OEDCA 823: Employment discrimination decision accuracy rate	0%	1%	10%	1%	Met
OEDCA 880: Average processing time of all employment discrimination final actions	83	52.7	160	48.1	Met
OEDCA 881: Employment discrimination cases closed per quarter	533	560	375	552	Met
OGC 885: Assess adequate legal support for agency: average number of case	350	341	325	330	Met

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
hours per attorney produced each quarter.					
OGC 886: Assess adequate legal support for agency: average number of case hours per paralegal produced each quarter.	293	284	250	285	Met
OGC 887: Assess adequate legal support for agency: average dollar cost per case hour.	\$168	\$181	\$250	\$194	Met
VBA 912 - Average days to complete education program approvals.	36.8	21.64	37	4.6	Met

FY 2024 Key Accomplishments

- VA's Education Service learning management system (LMS), Adobe Learning Manager (ALM), grew from approximately 200 users to 2,000 users in FY 2024. Publishing of content in the ALM LMS enabled the training staff to automate receipt and visualization of evaluation results, to include learner-reaction surveys and assessment results. Over 20,000 survey results were reviewed during the fiscal year to improve training products for the Compliance and Processing divisions of the training staff.
- To address OEDCA's most significant program challenge, the issuance of timely Final Agency Decisions (FADs), OEDCA reduced average processing time for all final agency actions (FADs and Final Orders) in FY 2024 by 4.6% which decreases processing time from 52.7 to 48.1 days in FY 2023.
- In FY 2024, VA issued 1,906 final agency actions and closed the year with a pending inventory of 283 cases. OEDCA improved services to those engaging in the Department's EEO complaint process, enhanced the integrity of the process, and fostered employee trust in the adjudication of their EEO complaints.
- In FY 2024, because OEDCA maintained a manageable case inventory, OEDCA staff was available to develop and provide training on topics designed to prevent employment discrimination in the Department. Notably, OEDCA provided sexual harassment prevention training for OSVA and OAWP, significantly contributing to the Department-wide Sexual Harassment Standdown in Spring 2024.
- Medical Care Collections Recovery (MCCR) in OGC had another record-breaking year in supporting VA's MCCR and Debt Recovery Programs with recoveries of \$245.8 million on 14,390 claims. Our MCCR recoveries are returned to VHA and support Veterans health care programs nationwide.

FY 2024 Key Accomplishments

- PACT ACT Implementation: The Sergeant First Class Heath Robinson Honoring our Pact to Address Comprehensive Toxics Act of 2022 (PACT Act), Pub. L. 117-168, provided the largest expansion of VA benefits in decades. OGC assisted and participated in an ongoing process to evaluate toxic exposures and health outcomes for the potential creation of new presumptions. OGC efforts led to significant and positive impacts on Veterans: VBA paid more than 1 million Veterans and survivors over \$6.8 billion in benefits.
- Following allegations of sexual harassment by Senior leadership within ORMDI, OGC became the central advisor on all matters related to this scandal. This included advising on and coordinating voluminous document production directly to Congress, and with OAWP during their investigation of their productions to Congress; advising on transcribed witness interviews by Congress, Congressional subpoenas and briefings; providing legal guidance on the proposed disciplinary actions and potential recoupment of employee awards based on OAWP's investigation; advising on SECVA's testimony at Congressional oversight hearings on the issue; and advising on and coordinating responses to dozens of related Congressional inquiries. OGC provided critical advice on a VA-wide workplace harassment prevention stand-down, led a comprehensive VA-wide harassment prevention training material review workgroup, and helped draft a Workplace Relationships policy to ensure a constitutionally sound policy that would result in transparency and accountability for managing supervisor/subordinate relationships.
- VA Overall Time to Hire average for Title 5/hybrid Title 38 was 102 days with a low of 89 days for the month of September compared to FY 2023 where the average was 104 days with a monthly low of 101 days.
- VA Overall Time to Hire average Title 38 was 127 days with a monthly low of 112 days and in FY 2023 was 127 days average with a monthly low of 121 days.
- VA's OCHCO led the process for obtaining direct hire authority from OPM for NCA to hire Cemetery Caretakers, a mission critical occupation. Onboard counts for the position increased from 671 in FY 2023 to 714 in FY 2024 by leveraging this authority. OCHCO also led the initiative to revise the qualification standard for nursing assistants, thereby removing educational requirements negatively impacting VHA's ability to compete in the labor market. Onboard counts for the position thus increased to 14,544 in FY 2024 from 13,898 in FY 2023.
- Along with an overhaul of the Technical Assistance Review (TAR) program, VA's ORMDI conducted 2 TARs of the EEO programs in field offices in 2024. To continue the positive momentum of the EEO and Diversity & Inclusion programs, an additional 10 TARs will be completed in 2025 once the handbook is fully updated.
- Engagement Level scores for VA exceeded the prior year results by 0.34 percentage points, and Best Places to Work Index for VA exceeded the prior year results by 3.45 percentage points.

FY 2024 Key Accomplishments

- Comparisons of employee satisfaction (Best Places to Work rankings) between federal agencies show VA's result consistently stays in the top 5 out of 17 large agencies. This suggests great resilience of VA employees in the aftermath of the pandemic—an impressive result, particularly as the majority of the VA workforce are healthcare workers.

Strategic Objective 4.2 - Data is a Strategic Asset

VA will securely manage data as a strategic asset to improve VA's understanding of customers and partners, drive evidence-based decision-making, and deliver more effective and efficient solutions.

Strategic Objective 4.2 Description: VA will leverage authoritative, high-quality, and accessible data to understand critical problems and develop evidence-based solutions that improves operations and outcomes for Veterans and other beneficiaries. VA will implement policies and standards to protect the confidentiality, integrity, and accessibility of data. VA and trusted partners collaborate to leverage data as a force multiplier to understand Veterans and other customers and anticipate their needs and preferences. Furthermore, data is the foundation for effective analytics and evidence-based decisions that improve efficiencies, effectiveness, experiences and the quality of benefits, care, memorialization and services VA and the ecosystem of partners deliver.

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
OALC 980: VA achievement Federal category management spend under management targets	88%	90%	90%	90.4%	Met
OALC 1020: VA achievement federal category management best in class	9%	7%	8%	7.7%	Not Met
OALC 1021: VA achievement federal category management small business	28%	23%	30%	30%	Met

FY 2024 Key Accomplishments

- VA surpassed the goal of 90% by achieving 90.4% Spend Under Management (SUM). This equated to \$57.8 billion SUM of a total \$63.8 billion spent.
 - Of note, VA trained over 1,600 individuals in Category Management principles for the year.
 - VA's awarding winning platform Analytics, Data and Decision Support Unified Platform (ADDSUP) has supported hundreds of individuals who are creating thousands of searches in support of Category Management operations.
- VA achieved \$4.85 billion dollars in Best in Class (BIC) class contracts. This represented 7.7% of all spending and was within 10% of the established goal of 8.2% spend on BIC. OMB directed at the beginning of FY 2024 to not use BIC opportunities if it meant it would create a hardship for small business.
 - VA's pattern of spend is such that accomplishing BIC spend against the denominator of overall spend is extremely difficult. The majority of VA spend is

on Tier 1 Contracts for items such as Care in the Community and Medical Disability Examinations and Tier 2 Contracts for Pharmaceuticals and Medical Surgical Prime Vendor (MSPV). These programs account for approximately 70% of VA spend.

- VA achieved 30% of all spend with \$12.08 billion of all spend going to small businesses.
 - A keynote here is OAL's work with OMB to have the Care in the Community Contract(s) excluded from our denominator as they account for approximately 27% of all VA spend, making it virtually impossible to achieve small business goals.

Strategic Objective 4.3 - *Easy Access and Secure Systems*

VA will deliver integrated, interoperable, secure, and state-of-the-art systems to ensure convenient and secure access and improve the delivery of benefits, care, and services.

Strategic Objective 4.3 Description: Objective 4.3 ensures technology and systems enable VA and our ecosystem of partners to work together to improve Veterans’ and other beneficiaries’ quality of life and outcomes. Modern systems and technology serve as another force multiplier that amplifies our efforts and enables us to achieve our mission. Veterans, other beneficiaries, VA employees, and partners can access applicable data and systems as easily and securely as possible. This effort requires a commitment to a culture of interoperability that promotes a consistently positive and seamless Veteran experience with VA by aligning business, data and information systems and technology to ensure the right information and services securely and reliably reach the right person, at the right time, in the best manner to make timely, informed decisions and enable actions. From a technical perspective, all systems are designed and operated with interoperability (one-to-many approach), ease of access and security priorities.

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
OIT 1022 - System availability of servers	99.65%	99.70%	99.99%	99.98%	Met
OIT 1023 - IT Systems customer service quality score	3.81	3.78	3.6	3.77	Met
OIT1025 - IT Helpdesk American Customer Satisfaction Index (ACSI)	84.24	90	73.8	85.1	Met
OIT 1029 - System availability of data centers	99.65%	99.99%	99.99%	99.99%	Met
OIT 1032 - System availability of VistA EHR	99.99%	99%	99.99%	100%	Met
OIT 1054 - Number of Monthly Active Users on VA.gov			12,000,000	15,049,948	Met
OIT 1070 - Monthly Logged in Visitors			1,250,000	2,132,997	Met

FY 2024 Key Accomplishments

- VA executed 100% of its FY 2024 Customer Satisfaction/Experience (CSX) Program Action Plan demonstrating VA Major Investments consistently exceeded satisfaction baseline targets. OIT organizational partnerships were established to capture CX best practices and initiate enterprise CX data collection to provide actionable insights to critical VA system owners.

FY 2024 Key Accomplishments

- Completed five minor construction projects targeting the modernization of the VA's enterprise data centers in order to maintain reliability and redundancy for customers across the agency.
- Received over \$22 million in additional minor construction funding through the Strategic Capital Investment Planning process to continue modernization and life cycle replacement of critical infrastructure support systems within the VAs enterprise data centers.
- System availability of servers – OIT upgraded or decommissioned over 2,000 Windows 2012 Servers, which were end of life and no longer supported by Microsoft resulting in an increase in server reliability and improved uptime access for Veteran support products across the VA.
- System availability of servers – OIT improved the automation scripting for server inventory resulting in more accurate and dynamic availability monitoring. This in turn reduced the number of false positives allowing more focused response for technicians. This improved the overall uptime and availability for Veteran support products.
- Higher levels of customer satisfaction: The American Customer Satisfaction Index (ACSI) score reflects the degree to which customers are satisfied with the services provided by the VA's OIT. An 84 ACSI score indicates that the office is meeting or exceeding customer expectations, leading to higher levels of satisfaction among veterans and other stakeholders. This FY, VA OIT's ACSI scores were equal to that of Apple and higher than that of Dell and HP.
- VA added key My HealthVet portal features on to VA.gov, allowing Veterans to renew prescriptions, send secure messages to care teams, and access after-visit summaries in one place.
- VA evolved its focus to improving the Veteran unified appointment experience - from the moment of making an appointment to the post-appointment tasks and actions that are most important to a Veteran. Improvements to the patient check-in workflow were made based on Veteran feedback, such as a text reminder to check-in 45 minutes prior to the appointment, presenting Veterans with a comprehensive view of all their appointments for the day, and confirming Veteran arrival at a facility.
- VA.gov integrated with beneficiary travel, enabling Veterans to submit simple beneficiary travel claims through their mobile phones when they check-in for their appointments. As a result, the patient-check-in workflow now accounts for over 10% (and growing) of Veteran beneficiary travel claims submission and has also resulted in an 8x increase in the use of patient check-in at facilities.
- VA.gov made a major improvement to the Claim Status Tool, which is checked over 3.5 million times per month, providing Veterans with greater detail into each stage of their claim thereby improving transparency and trust.
- VA adopted Login.gov as a centralized single sign-on solution, streamlining access to all VA products and services with a single set of credentials. This integration reduces the need for multiple logins and enhances security and has grown to support nearly 25% of VA authentications.

FY 2024 Key Accomplishments

- In FY 2024, the VA focused on providing multilingual content, with a particular emphasis on Spanish, as analytics indicate that 70% of non-English visitors to VA.gov use Spanish. Additionally, VA modernized the Board of Veterans' Appeals.

Strategic Objective 4.4 - Evidence Based Decisions

VA will improve governance, management practices, and make evidence-based decisions to ensure quality outcomes and experiences and efficient use of resources.

Strategic Objective 4.4 Description: Objective 4.4 ensures VA's governance framework; risk management efforts and use of evidence and program evaluation ensures resources are allocated to drive VA priorities and improve quality of life for Veterans and other beneficiaries. VA proactively and continuously looks for opportunities and threats to ensure best outcomes for Veterans and other beneficiaries, learns from successes and mistakes and uses evidence to make decisions and drive policy change that improves operations, experiences, and outcomes. VA will leverage knowledge and ensure consistent and equitable access to VA resources for Veterans and other beneficiaries.

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
NCA 54 - Percent of graves in National Cemeteries marked within 60 days of interment	90%	96%	91%	97%	Met
OALC 400 - Percent of major construction projects accepted by VA in the quarter estimated for completion	100%	100%	75%	85%	Met
OALC 825 - Percent of CFM-led leasing projects accepted by VA in the quarter estimated for completion.	100%	67%	75%	100%	Met
VBA 845 - Education claim quality	99%	99%	95%	97.9%	Met
VBA 853 - Accuracy of requirements in closing a Veteran's case or declaring the Veteran rehabilitated or discontinued	97%	97%	91%	96.89%	Met
VBA 913 - Average days to complete education compliance survey reports	19.8	20.18	80	18.5	Met
HRA/OSP 972 - percent of background investigations adjudicated within 90 days of receipt (enterprise wide).	80%	87%	85%	86.91%	Met
OALC 973 - Procurement action lead time	169	158	268	97	Met

OALC 975 - Acquisition customer satisfaction - pre-award activity	5.34	5.29	5.3	5.32	Met
OALC 976 - Acquisition customer satisfaction –contract administration	5.42	5.34	5.6	5.45	Not Met
HRA/OSP 1011 - Comprehensive continuity capability score	8	9.3	8	9.4	Met
OALC 1018 - Acquisition customer satisfaction - overall contracting activity	5.49	5.44	5.6	5.49	Not Met
HRA/OSP 1040 - Completion of police program inspections	16	56	48	50	Met
HRA/OSP 1041 -Law Enforcement Training Center VA police officer standardized training graduation rate.	90%	86%	85%	86.34%	Met

FY 2024 Key Accomplishments

- VA’s Veteran Readiness and Employment (VR&E) program exceeded the target of 91% for positive outcome accuracy with a score of 97%.
- The education claim quality accuracy significantly surpassed the target, achieving a remarkable accuracy score of 98%, well above the set benchmark of 95%.
- VA exceeded the target for average days to complete education compliance survey reports achieving a timeliness of 18.5 days.
- VA exceeded the annual goal of Police Unit inspections and overperformed with a 104% completion rate.
- VA met Federal CIO Counsel mandate and transitioned 400,000 of the VA PIV cards to USAccess V8.1 PIV cards before June 30, 2024.
- VA hosted recurring incident specific Senior Leaders coordination calls with VA’s executive leadership, ensuring a shared situational understanding of threat analyses, impacts to mission, workforce, and Veterans; also, operational actions to address impacts, and other critical decision support information. Significant incidents affecting VA included major wildfires, significant floods, Hurricanes Helene and Milton, and other extreme weather events.
- In coordination with the VHA Senior Security Office, VA trained police personnel and deployed Body-Camera technology across the enterprise, now incorporated at 100% of VA Police Services.
- Enhanced the Department’s emergency and secure communications capabilities in accordance with directive OSTP/OMB D-16-1 by modernizing secure communication equipment and improving overall readiness scores.
- Procurement Action Lead Time (PALT) markedly improved at the VA in FY 2024, with the average PALT at 108 days for the entire Fiscal Year. This is a 31% reduction in PALT compared to FY 2023, and far exceeds the VA’s FY 2024 goal of 276 days.

FY 2024 Key Accomplishments

- Customer Satisfaction of contracting personnel's pre-award support improved slightly in FY 2024, scoring 5.32 on a 1-7 Likert scale compared to 5.29 in FY 2023.
- Customer Satisfaction of contracting personnel's administration support improved slightly in FY 2024, scoring 5.45 on a 1-7 Likert scale compared to 5.34 in FY 2023.
- Customer Satisfaction of contracting personnel's overall support improved slightly in FY 2024, scoring 5.49 on a 1-7 Likert scale compared to 5.44 in FY 2023.

APPENDIX

The Appendix contains all performance measures that align to the VA Strategic Plan (FY 2022- 2028)

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
VEO 746: Ease to receive VA care or services needed by Veterans, their families, caregivers, and survivors.	71.30%	74.00%	90%	75.90%	Not Met
*VHA 832: Percent of caregiver applications dispositioned within 90 days	84.20%	98%	92%	98%	Met
VBA 842: Percent of interactions correctly managed by the National Call Center	93%	92%	91%	92.55%	Met
VEO 692: Overall Trust in VA among Veterans, their families, caregivers, and survivors	77.30%	79.30%	90%	80.20%	Not Met
VEO 761: Emotional resonance - Veterans, their families, caregivers, and survivors felt like valued customers when receiving needed care or services from VA.	76%	79%	90%	80.30%	Not Met
VBA 1058 - Average days to complete an IDES proposed rating			19	12.6	Met
VBA 226 - Default resolution rate for VA backed home loans	93%	93%	84%	97.27%	Met
*VBA 786 - Percent of eligible Veterans contacted within their first year of separation from military service	64%	72%	55%	77.10%	Met
VBA 918 - Percent of Pension Rating Claims Processed Within 125 Days	78%	51%	63%	54.60%	Not Met
*VBA 1002 - Percent of fiduciary field examinations completed within 54 days	94%	87%	70%	91.20%	Met
VEO 752 - Effectiveness of the VA care or service needed by Veterans, their families, caregivers, and survivors.	74%	77%	90%	78.20%	Not Met
VHA 535 - Percent of HUD-VASH vouchers allocated that resulted in a homeless Veteran obtaining permanent housing		80%	90%	82%	Not Met
*VHA 606 - Percent of participants at risk for homelessness (Veterans and their households) served in Supportive Services for Veteran Families that were prevented from becoming homeless	83%	85%	90%	87%	Not Met
*VHA 635 - Percent of Community Care Claims Processed Timely	99%	93%	90%	89%	Not Met
VHA 788 - Average improvement in mental health symptoms in the 3-4 months after start of mental health treatment as measured by the mental health component of the Short Form-12	3	3	3	4	Met
VHA 834 - Percent of women assigned to designated women's health primary care providers	86%	87%	87%	87%	Met
*VHA 1005 - Patient Satisfaction with Telehealth services		87%	86%	88%	Met
VHA 1060 - At least 6 million VHA enrollees will have a documented toxic exposure screening.			5.3	5.8	Met
VHA 1061 - At least 95% of requested Airborne Hazards and Open Burn Pit registry exams will be completed			95%	107%	Met
VHA 1062 - This is a composite of the eligible Veterans who have received Home Telehealth (HT), Clinical Video Telehealth (CVT), and Store and Forward Telehealth (SFT) Services during the FY.			35%	44%	Met
*VHA 1063 - This measures the percent of Eligible Veterans who have received Clinical Video Telehealth (CVT) to the home or other non-VA location during the Fiscal year. It is a subset of all CVT patients. CVT is a real time video connection between a Veteran at one location and a doctor or other clinical staff at another location.			24%	32%	Met

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
VBA 1067 - Average speed to answer			120	11	Met
BVA 65 - Appeals adjudicated by the Board	95,294	103,245	111,000	116,192	Met
VBA 218 - Average days to complete original education claims	23.9	20.6	24	23.9	Met
VBA 219 - Average days to complete supplemental education claims	8.92	6.9	12	10.1	Met
VHA 790 - Percent of unique Veterans accessing Whole Health services	9%	12%	25%	45%	Met
NCA 813 - Number of additional VetPop Served	---	0	0	0	Met
VBA 843 - Average days to complete higher-level reviews	36	77	125	100.7	Met
VBA 844 - Quality of higher-level review decisions	87%	99%	93%	96.28%	Met
OSDBU 878 - Percent of total procurement awarded to Veteran-Owned Small Businesses	24%	29%	17%	25.30%	Met
BVA 959 - Board's Legacy Quality Assurance Rate	98%	96%	92%	96%	Met
OSDBU 967 - New Contract Awards Using SDVOSB or VOSB Set-Aside	8%	16%	10%	14.20%	Met
OSDBU 968 - Percent of Total Procurement Awarded to Service-Disabled Veteran-Owned Small Business (SDVOSB)	23%	28%	15%	24.80%	Met
BVA 983 - Board's AMA Quality Assurance Rate	92%	94%	92%	95%	Met
NCA 1042 - Customer satisfaction with the appearance of national cemeteries	---	0	99%	99%	Met
NCA 1043 - Customer satisfaction with the quality of service provided by the national cemeteries	---	0	97%	97%	Met
NCA 1044 - Customer willingness and trust to recommend national cemeteries to Veteran families during their time of need	---	0	99%	99%	Met
NCA 1045 - Ease of scheduling an interment at national cemeteries	---	---	88%	93%	Met
*NCA 1046 - Number of Headstones, Markers, and Medallions Ordered	---	---	352,403	341,583	Not Met
NCA 1047 - Percent Total Veteran Utilization of Burial/Memorial benefits	---	0	42%	40.80%	Not Met
NCA 1048 - Satisfaction with the length of time it takes on the phone to schedule an interment at national cemeteries	---	0	83%	91%	Met
NCA 1049 - Total Users of the Veterans Legacy Memorial Web site	---	0	35,000	54,000	Met
NCA 1050 - Veteran Utilization of National Cemeteries	---	0	16%	15.58%	Met
BVA 1055 - Comparison in Timeliness of AMA vs Legacy Decisions	---	0	3.5	3.4	Not Met
BVA 1056 - Timely AMA Post-Hearing Decisions	---	---	90%	81%	Not Met
VBA 1059 - Certificate of Eligibility Issuance- Three Days	---	---	90%	99.70%	Met
VHA 1066 - Percent of long-term services and supports obligations and/or expenditures devoted to home and community-based services for frail elderly and disabled Veterans wishing to remain at home	---	---	39%	42%	Met
*VHA 1008 - Improve Compensation and Pension Examination Request Processing Time	---	25	30	23.5	Met
*VHA 741: Overall Rating of primary care provider	73%	74%	73%	75%	Met

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
VBA 576: Percent of disability compensation rating claims processed within 125 days	60%	59%	48%	49.10%	Met
VBA 920: Number of VR&E positive outcomes	16,726	17,135	15,024	17,273	Met
OIT 1052 - FOIA Average Processing Time Reduction	---	---	80%	63.80%	Not Met
OIT 1053 - Proactive Posting to the FOIA Public Reading Room	---	---	200	8	Met
BVA 1057 - AMA Trust Measure	---	---	5%	7%	Met
*VHA 1068 - At least 90% of current and newly hired VHA clinicians will be assigned and expected to complete the War-related Illness and Injury Study Centers (WRIISC) Module 1 training	---	---	90%	98%	Met
OAWP 926: Average length of time in days for cases investigated by Office of Accountability and Whistleblower Protection	67.5	57	120	70	Met
VBA 304: National accuracy rate - percent of disability compensation rating issues processed accurately	96%	95%	96%	91.60%	Not Met
VBA 848: National claim-based quality for pension claims (rating)	98%	97%	93%	92.70%	Not Met
OAWP 1051: (Internal Training) Maintain certification in the voluntary Office of Special Counsel (OSC) 2302(c) program.	---	---	100%	100%	Met
HRA/OSP 86: Executive fill rate - medical center directors	91%	98%	90%	96.40%	Met
HRA/OSP 979: Retention of VA workforce	64%	68%	70%	72.20%	Met
HRA/OSP 715: Executive fill rate - non-medical center directors (non-MCD)	86%	95%	90%	92.60%	Met
HRA/OSP 964: Time to hire - Title 5 and Hybrid Title 38	47%	48%%	58%	49%	Not Met
HRA/OSP 965: Time to hire - VHA Title 38	52%	46%	58%	46%	Not Met
HRA/OSP 794: Engagement level	38%	40%	40%	40.75%	Met
HRA/OSP 795: Best Places to Work index score		70%	69%	75.33%	Met
*OEDCA 819: Employment discrimination cases pending a final action	315	286	600	282	Met
*OEDCA 823: Employment discrimination decision accuracy rate	0%	1%	10%	1%	Met
*OEDCA 880: Average processing time of all employment discrimination final actions	83	52.7	160	48.1	Met
*OEDCA 881: Employment discrimination cases closed per quarter	533	560	375	552	Met
OGC 885: Assess adequate legal support for agency: average number of case hours per attorney produced each quarter.	350	341	325	330	Met
OGC 886: Assess adequate legal support for agency: average number of case hours per paralegal produced each quarter.	293	284	250	285	Met
OGC 887: Assess adequate legal support for agency: average dollar cost per case hour.	\$168	\$181	\$250	\$194	Met
*VBA 912 - Average days to complete education program approvals.	36.8	21.64	37	4.6	Met
OALC 980: VA achievement Federal category management spend under management targets	88%	90%	90%	90.40%	Met
OALC 1020: VA achievement federal category management best in class	9%	7%	8%	7.70%	Not Met

Measure Name	2022 Results	2023 Results	2024 Target	2024 Results	Status
OALC 1021: VA achievement federal category management small business	28%	23%	30%	30%	Met
*OIT 1022 - System availability of servers	99.65%	99.70%	99.99%	99.98%	Met
*OIT 1023 - IT Systems customer service quality score	3.81	3.78	3.6	3.77	Met
*OIT1025 - IT Helpdesk American Customer Satisfaction Index (ACSI)	84.24	90	73.8	85.1	Met
*OIT 1029 - System availability of data centers	99.65%	99.99%	99.99%	99.99%	Met
*OIT 1032 - System availability of VistA EHR	99.99%	99%	99.99%	100%	Met
OIT 1054 - Number of Monthly Active Users on VA.gov	---	---	12,000,000	15,049,948	Met
*OIT 1070 - Monthly Logged in Visitors			1,250,000	2,132,997	Met
NCA 54 - Percent of graves in National Cemeteries marked within 60 days of interment	90%	96%	91%	97%	Met
OALC 400 - Percent of major construction projects accepted by VA in the quarter estimated for completion	100%	100%	75%	85%	Met
OALC 825 - Percent of CFM-led leasing projects accepted by VA in the quarter estimated for completion.	100%	67%	75%	100%	Met
VBA 845 - Education claim quality	99%	99%	95%	97.90%	Met
*VBA 853 - Accuracy of requirements in closing a Veteran's case or declaring the Veteran rehabilitated or discontinued	97%	97%	91%	96.89%	Met
*VBA 913 - Average days to complete education compliance survey reports	19.8	20.18	80	18.5	Met
HRA/OSP 972 - Percent of background investigations adjudicated within 90 days of receipt (enterprise wide).	80%	87%	85%	86.91%	Met
OALC 973 - Procurement action lead time	169	158	268	97	Met
OALC 975 - Acquisition customer satisfaction - pre-award activity	5.34	5.29	5.3	5.32	Met
OALC 976 - Acquisition customer satisfaction –contract administration	5.42	5.34	5.6	5.45	Not Met
HRA/OSP 1011 - Comprehensive continuity capability score	8	9.3	8	9.4	Met
OALC 1018 - Acquisition customer satisfaction - overall contracting activity	5.49	5.44	5.6	5.49	Not Met
HRA/OSP 1040 - Completion of police program inspections	16	56	48	50	Met
HRA/OSP 1041 -Law Enforcement Training Center VA police officer standardized training graduation rate.	90%	86%	85%	86.34%	Met

*Indicates the measure will be discontinued in FY 2025.

ACRONYMS

The Acronyms in this list describe acronyms contained in this Strategic Plan.

APG	Office of Employment Discrimination
Agency Priority Goals.....	Complaint Adjudication
4	32
BEAP	OIT
Benefits Equity Assurance Plan.....	Office of Information and Technology
22	37
C&P	PACT
Compensation and Pension	Promise to Address Comprehensive Toxins
23
CPR	10
Cardiopulmonary Resuscitation.....	PALT
9	Procurement Action Lead Time
CSP	41
Caregiver Support Program	PCAFC
9	Program of Comprehensive Assistance for
CX	Family Caregivers.....
Customer Experience.....	9
4	PGCSS
DGIB	Prgram of General Caregiver Support
Digital GI Bill.....	Services.....
19	9
DIC	SDVOSB
Dependency and Indemnity Compensation	Service-Disabled Veteran-Owned Small
.....	Business
15	20
ELCC	SimLEARN
Equity Leadership Collaboration Council..	The Simulation Learning, Evaluation,
22	Assessment, and Research Network
FY	25
Fiscal Year	SSVF
5, 10, 12, 31	Supportive Services for Families.....
HCD	16
Human Centered Design.....	VA
10, 13	Department of Veterans Affairs ...
HUD-VASH	4, 5, 6, 7,
Housing and Urban Development Veterans	10, 12, 13, 18, 22, 24, 26, 27, 28, 29, 31,
Affairs Supportive Housing	32, 35, 37, 40
16	US Department of Veterans Affairs.....
I-DEA	See
Inclusion, Diversity, Equity, Accessibility ..	VASS
5, 22	VA Solid Start.....
IDES	15
Integrated Disability Evaluation System ..	VBA
11	Veterans Benefit Administration
MST	4, 7, 13,
Military Sexual Trauma	26, 29, 33
16	VEO
NADL	Veterans Experience Office
Native American Direct Loan Program	7, 10, 13
16	VHA
NCA	Veterans Health Administration 4, 7, 13, 14,
National Cemetery Administration.....	22, 24, 26, 32
4, 10	VOSB
NCC	Veteran-Owned Small Business.....
National Contact Center	20
8	VPPC
OALC	Virtual Psychotherapy Program for
Office of Acquisition, Logistics, and	Caregivers
Construction.....	9
35	VR&E
OAWP	Veteran Readiness and Employment
Office of Accountability and Whistleblower	26
Protection	
29	
OEDCA	

This report reflects the performance goals and priorities of the prior administration, which are no longer in effect.