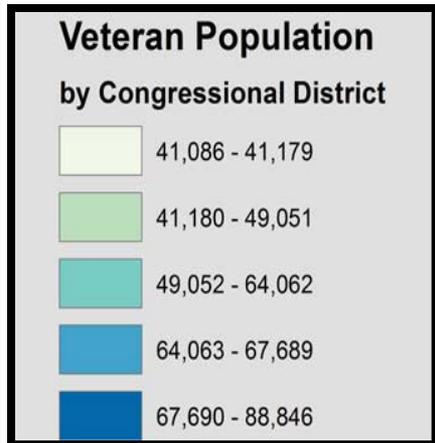
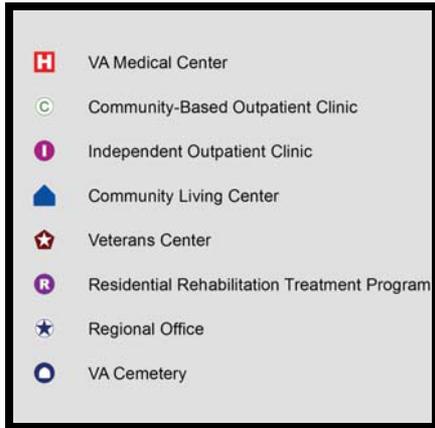
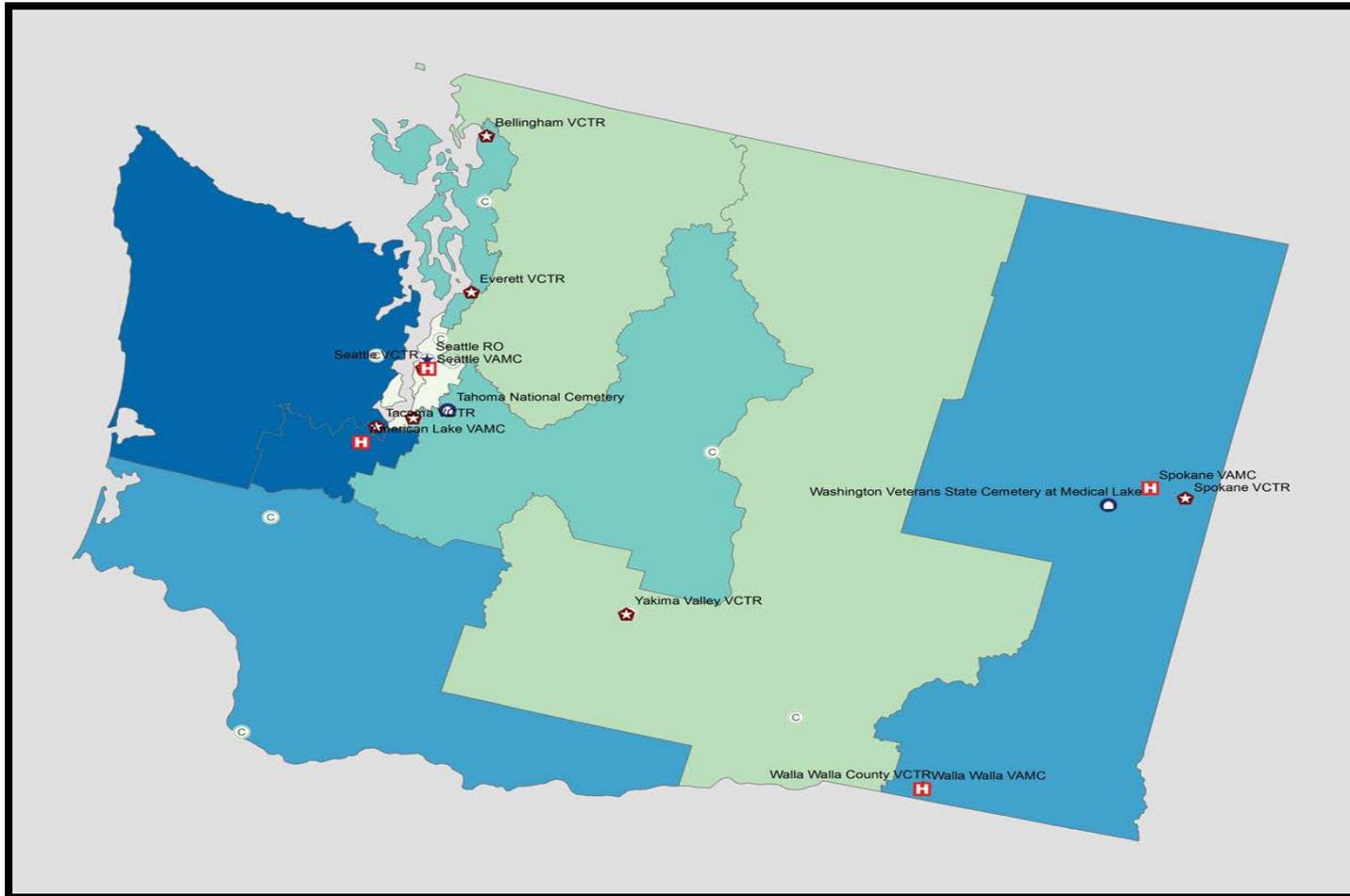


Veterans Benefits Administration: Seattle Regional Office



Presented by:
Cesar Romero,
Assistant Director of the Seattle Regional Office

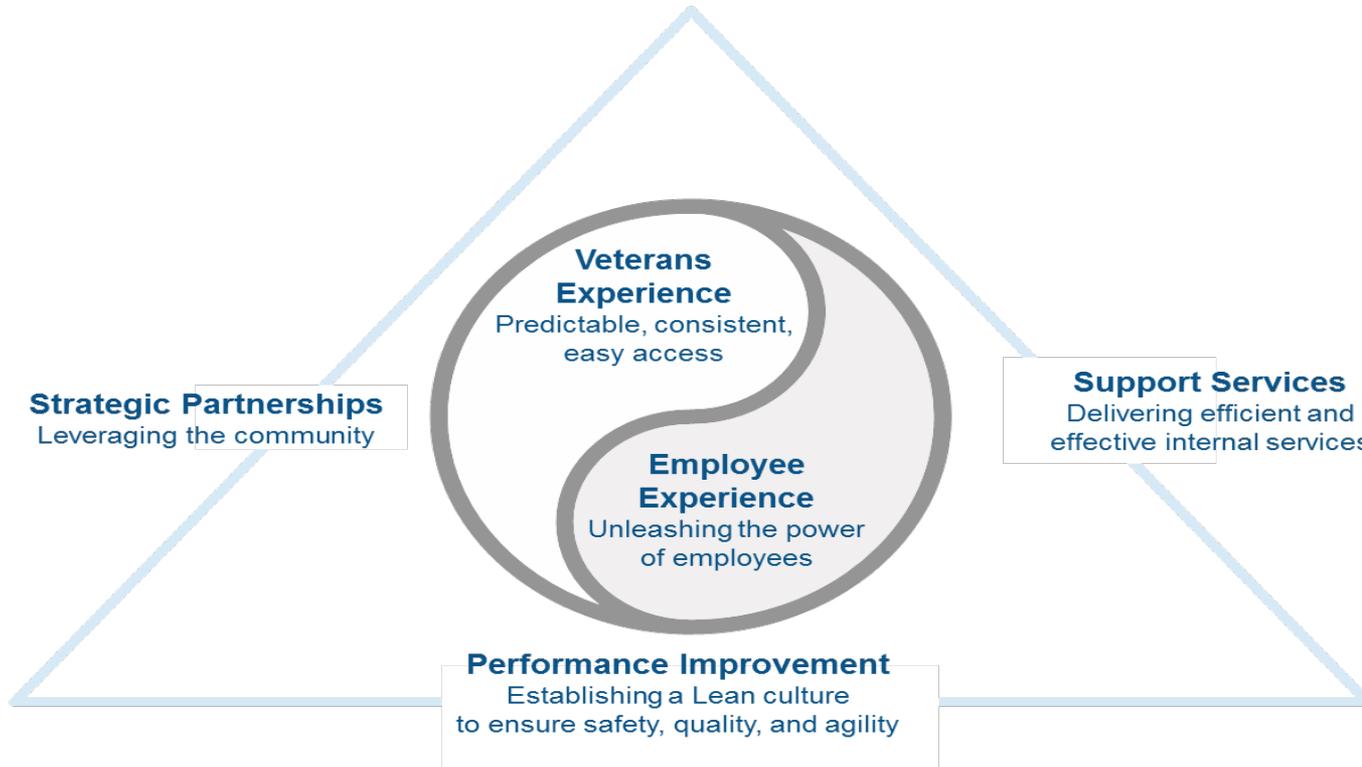
VA Facilities by Congressional District: Washington State



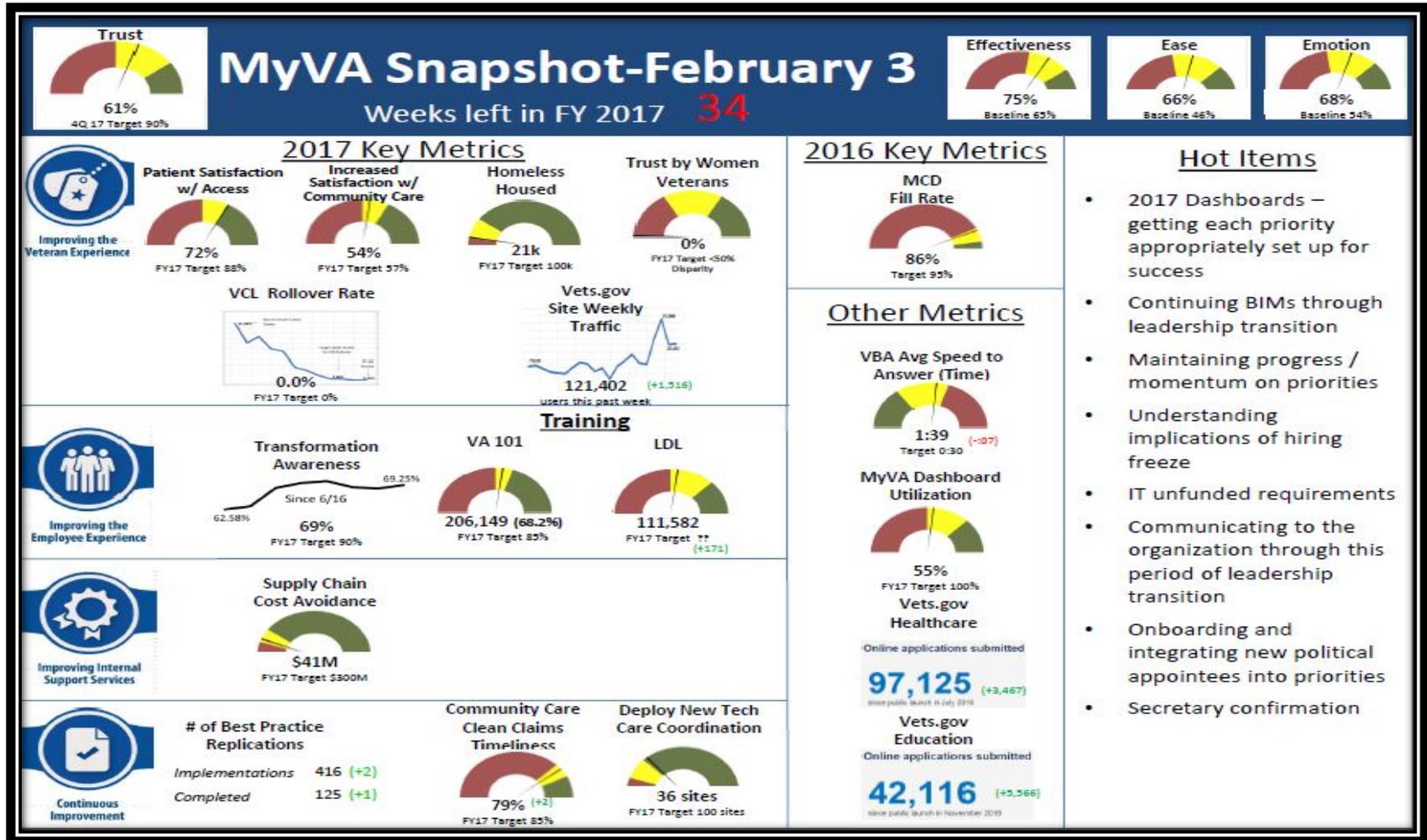
*my*VA Objectives

MyVA

Building Trusted Relationships



MyVA Daily Snapshot



VBA Missions & Service Offerings

EDUCATION

- Provided **\$12.6B** to **1M** beneficiaries in FY16
- Processed reenrollment claims in avg. of **7.8 days** in Dec. 2016
- Post-9/11 GI Bill has paid over **\$71.59B** to nearly **1.7M** students and schools since inception

COMPENSATION

- Completed **1.3M** claims & **5.76M** issues in FY16
- Average days to complete a Veteran's claim is **119 days** (228-day reduction from peak)

PENSION & FIDUCIARY

- Reduced pension inventory 72.9% from peak to **9.85K**
- Completed over 89K field exams in FY16 – **6%** more than FY15
- Served **198K** Fiduciary beneficiaries in FY16 – **8%** more than FY15

LIFE INSURANCE

- Provides over **\$1.2T** in coverage
- Paid over **\$2B** in benefits to insure **6.1M** lives in FY16
- Paying insurance death claims in avg. of **3.45 days** at nearly **100%** accuracy as of Dec. 2016

Veterans Benefits Administration

VOCATIONAL REHABILITATION & EMPLOYMENT

- Over **14K** Veterans achieved positive outcomes in VR&E program in FY16
- VR&E participants grew **4.1%** from FY15 to more than **137K** in FY16

HOME LOAN GUARANTY

- Over **2.7M** home loans on the books
- Guaranteed **705K** loans in FY16 (**12%** more than FY15) totaling **\$179B**
- Helped **97K** Veterans avoid foreclosure in FY16

BENEFITS ASSISTANCE SERVICE

- Over **6.2M** registered eBenefits users
- **514K** Facebook likes; **85K** Twitter followers
- Provided **14K** VA Benefits briefings to est. **378K** transitioning Servicemembers & family through the Transition Assistance Program in FY16

Top 10 Priorities for the Secretary

1. Accountability Legislation
2. Extend the Choice Deadline Past August
3. Choice 2.0 Legislation: Eliminate the 40/30 Rule
4. Infrastructure Improvements and Consolidations
5. Enhance Foundational Services in VA
6. VA/DOD/Federal Coordination
7. EMR Interoperability and Modernization
8. Breakthrough in Suicide Prevention
9. Appeals Modernization
10. Accelerating VBA Performance on Claims

Seattle VA Regional Office

1. Benefits & Services Provided:

- Veteran Service Center (VSC)
- Disability Rating Activity Site (DRAS)
- Vocational Rehabilitation and Employment (VR&E)

2. Improving the Veteran Experience & Outreach:

- Newly Renovated Public Contact Office
- Outreach Projects: Rural, LGBT, Elderly, Women, Homeless and Minorities

3. Improving the Employee Experience:

- LEAN Yellow and Green Belt Training Opportunities
- Leadership Development Program
- Telework Programs

4. Partnerships & Stakeholder Engagement:

- Formed two Community Veteran Engagement Boards (CVEB)
- Veteran Service Organizations (VSO) bi-monthly meetings
- Quarterly meetings with the Joint American Indian Veterans Advisory Council (JAIVAC)

Questions?

