Veterans Benefits Administration: Seattle Regional Office

Presented by:
Cesar Romero,
Assistant Director of the Seattle Regional Office
VA Facilities by Congressional District: Washington State

Veteran Population by Congressional District
- 41,086 - 41,179
- 41,180 - 49,051
- 49,052 - 64,062
- 64,063 - 67,689
- 67,690 - 88,846
myVA Objectives

MyVA
Building Trusted Relationships

Veterans Experience
Predictable, consistent, easy access

Employee Experience
Unleashing the power of employees

Support Services
Delivering efficient and effective internal services

Strategic Partnerships
Leveraging the community

Performance Improvement
Establishing a Lean culture to ensure safety, quality, and agility
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

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

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

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

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

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

VETERANS BENEFITS ADMINISTRATION
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?