



# U.S. Department of Veterans Affairs

# DRC Y3 ANNUAL MEETING FEDERAL PANEL 2

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### **Overview**

Who We Are and Who We Serve

Benefits and Services for Disabled Veterans

MyVA Initiative

Areas for Future Research

Contact Information

### Mission and Values



### Lincoln's Charge, 1865

"To care for him who shall have borne the battle, and for his widow and his orphan."







Integrity
Commitment
Advocacy
Respect
Excellence



VA operates the nation's largest integrated health care system, with more than 1,700 hospitals, clinics, community living centers, domiciliaries, readjustment counseling centers, and other facilities.



VA administers a variety of benefits and services that provide financial and other forms of assistance to Servicemembers, Veterans, their dependents and survivors.



VA operates 131 national cemeteries in the U.S. and Puerto Rico. Burial and memorial benefits are available for eligible service members, Veterans, and family members.

# **Veteran Population**

There are 21.8 million veterans in the United States.

Female Veterans

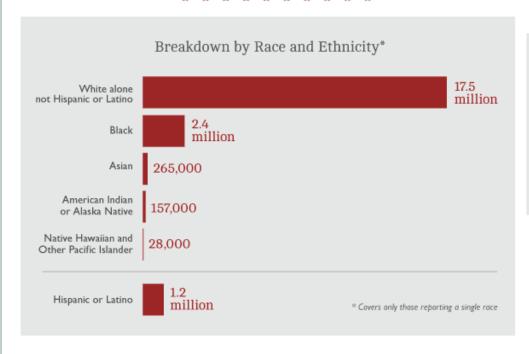
1.6 million

States with More Than
1 Million Veterans

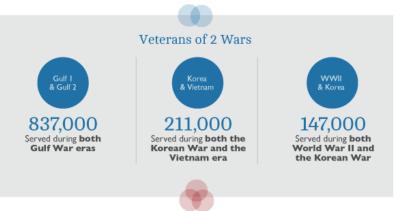
California

1.6
million
Texas
Florida

Of the 21.8 million veterans in the United States, more than 1.3 million served during multiple wars.



http://census.gov/library/infographics/veterans.html









54,000
Served during World War II,
the Korean War and the
Vietnam era

# **Disabled Veteran Population**

Nearly 4,000,000 Veterans are Receiving VA Disability Compensation

330,000 Veterans are in receiving IU benefits

Nearly 740,000 Veterans are compensated for PTSD

Nearly 1,700 OEF/OIF Amputees Veterans receiving a SCD benefit have a lower poverty rate (6.5%) compared to disabled non-Veterans (24.2%)

69% of Veterans receiving VADC used VAHC in FY 2012, up from 59% in FY 2005 Poverty rate for Veterans ages 18-34 and 35-54 (14% & 33%) is higher than those of disabled non-Veterans in the same age groups (9% & 25%)

450,000 Veteran are rated 100% disabled.

## VA's Relationship with Veterans

## Future State Veteran-Centric Operations A Lifelong Relationship

#### Burial

- Survivors burden eased as Veteran eligibility for burial at VA facility is easily confirmed
- NCA has access to all necessary information

#### Survivors notified of benefits eligibility

- Survivors relieved of burden to query
- Enrollment is easy due to prequalification upon

#### Death Elsewhere Reported

- Some survivors relieved of burden to notify VA (integration of external data)
- All relieved of burden to stop benefits (FNOD)
- All notified of eligibility for burial at VA cemeteries

#### Death at VA Hospital

- Relieved of burden to stop Vet benefits, prescriptions, etc
- Notifies NCA per FNOD, which triggers appropriate benefits changes

#### Care

End of Life

- First visit scheduled via preferred channel
- VHA recommends best facility or telehealth
- Each patient-aligned care giver has identical, current data for faster, accurate care decisions

#### Survivor Experience

#### Benefits Eligibility Notification

- 30-days after transition notified of comprehensive, customized benefits portfolio via preferred rhannel
- VBA compiles service, eBenefits, and other data

#### Disability Claims Application

- Files claims via channel of choice
- STRs, other evidence, and verifying information available electronically

#### Disability Adjudication, Award

- Receives regular updates, need for additional information via channel of choice
- Timely adjudication and award

#### Application for Education and Other Benefits

- Once informed via portfolio, applies for chosen GI Bill and/or other benefits via channel of choice
- VA provides timely support and assistance

#### Award

- Benefits awarded on a timely basis, often fully automated
- VA always knows where to send/administer benefits as basic info is commonly maintained

#### **Transition**

#### Civilian Life

#### Enrollment/ Enlistment

#### eBenefits Account Opened (if not done previously)

- During transition, opens eBenefits account, learns about all VA benefits and services, and selects communications channel of choice
- VA begins to determine for which benefits and services a given Veteran qualifies

#### Transition & Examination

- Results forever support accurate care, benefits decisions
- DOD adds to service records, VA accepts stewardship of virtual files

#### Wounded

- In hours enrollment in VA healthcare, rehab, support programs
- VA handles enrollment and tracks movement

#### Home Purchase

- 7 days notice of eligibility for loan program, other servicetime benefits
- 24-hour adjudication VA can use DOD and external data to approve

#### eBenefits Account Opened

- Opens eBenefits account, learns about VA benefits & services, and selects communications channel of choice
- VA begins relationship with service member
- Identity, military service, demographic, & contact data – recorded once, stored virtually, used for a lifetime



# Highlights of Benefits and Services for Disabled Veterans



# MyVA Initiative

Design and Implement a Veteran Experience Organization

□Improve VA Internal Support Functions

■Launch Performance Improvement Teams

**□**Enhance Strategic Partnerships

# Veterans Policy Research Agenda



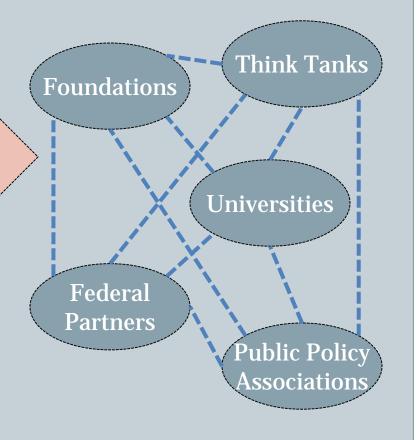
Support Research

Produce and Disseminate Research

Foster Collaboration

### FY 2015 Priority Research Areas

- Federal Disability Compensation
- Veterans' Families and Children
- Public-Private Partnerships
- Reintegration



Publicly Available: <a href="https://www.va.gov/op3/office\_of\_policy.asp">www.va.gov/op3/office\_of\_policy.asp</a>

### **Areas for Future Research**

### **Disabled Veteran Outcomes and Success**

Policies and Programs

Self-Sufficiency

**Partnerships** 

Metrics of Success

Veteran Choices

**Employment and Education** 

Best Practices

Models

## **Contact Information**

For more information:

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