



Baltimore Regional Office National Capital Region Benefits Office

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Key Message Principles

- Highlight that Veterans are at the center of everything we do:
- “The Veteran is at the heart of everything we do. Whenever we make a decision at VA, we ask ourselves one question above all else: what does it mean for the Veterans we serve, and for their families, caregivers, and survivors?”
- Insert good news story, if aware of any.

VBA Q4 Quality Focus

- Key focus – adequacy of examination requests.
- Properly detailed and comprehensive exam requests help streamline the claims process, reducing the backlog and frustration that Veterans might experience. Moreover, accurate examinations ensure that Veterans receive the appropriate recognition and compensation for their service-related conditions.
- Ultimately, the adequacy of exam requests upholds the integrity of the Veterans' benefits system and honors their service by providing timely and just resolutions to their claims.



VBA Topline Messaging

- **Claims Processing and Benefits**

- VA is delivering more benefits, more quickly, to more Veterans than ever before. FY24, as of July 6, 2024, VBA completed **1,891,127 claims**, **26.8%** greater than in FY23 YTD at this point.
- BRO processed **8,789** claims as of June 30, 2024.

Driving Metrics	Fully Successful	Exceeds Fully Successful	Outstanding	June 2024	Fiscal Year To Date (FYTD)
VSC End Product Completions	10,948	11,388	11,826	976	8,789

- January through May of 2024 were the highest production months in VA history.
- VA has processed between 9,000 and 10,000 Veteran claims in one day 72 different times this fiscal year, and over 10,000 Veteran claims in one day 84 times. February 7, 2024, was the best day ever within VBA history with **10,997** claims completed.
- The number of claims processed are increasing at a rapid pace. VBA is hiring aggressively, and using new automated tools, to expand claims processing capacity to deliver benefits to Veterans as fast as possible.

VBA Topline Messaging

- **VBA Hiring**

- VA's workforce is our number one asset - investing in VA employees is a top strategic priority for SecVA.
- VA's aggressive hiring and retention efforts have helped lead us to the point where we are currently providing more benefits, to more Veterans than at any time in our nation's history.
- From October 1, 2021, through June 15, 2024, we have onboarded **15,789** claims processors – growing our claims processing workforce by 62.7% and increasing the total size of the Veterans Benefits Administration to more than 34,635 employees for the first time in VA history (prior to 2023, VBA had never even reached 28,000 employees).

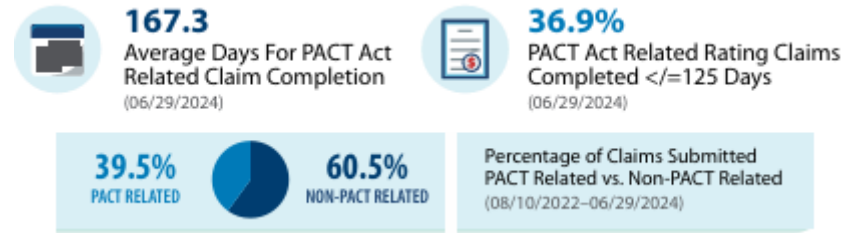
VBA Topline Messaging

- **VBA Claims Backlog**

- VBA has been doing great work in reducing the inventory and backlog. The backlog reached a high point on January 4, 2024, at 423,179 claims.
- On May 2, the backlog fell below 300,000.
- As of July 6, 2024, it is currently at 274,151 claims, a 35.2% reduction. VBA has been able to reduce the increasing backlog due to its efforts to process claims more quickly and accurately.
- Additionally, since the beginning of this fiscal year, our inventory has decreased from 1,091,853 to 973,183 a reduction of 10.9%.
- In FY 24 to date, the average claim was processed by VA in **153** days. In 2013, the last time the claims inventory was nearly this high, the average claim was processed by VA in 347 days.

PACT Act Claims Processing

- Veterans have filed over **1,760,016** PACT-Act related claims of which **1,443,118** were processed (**75%** grant rate) awarding more than **\$6.4** billion in earned benefits to Veterans and survivors.



- We continue to encourage Veterans to apply for toxic exposure-related benefits and care right now. Learn more about the PACT Act and apply for benefits by visiting va.gov/PACT or calling **1-800-MY-VA-411**. or scanning the QR code to visit the PACT Act website.
- Veterans can check their eligibility at: www.va.gov/PACT. There, they'll be able to view eligibility for all countries, conflicts, conditions and other information to determine their next steps.
- The [PACT Act Performance Dashboard](#) is used to measure the PACT Act's impact on Veterans and survivors. The dashboard is published every other Friday.





National Snapshot (Rating Bundle) as of June 16, 2024

- Current inventory is **964,271**
- Current backlog/pending >125 days – **274,589**
- Average Days Pending (ADP) – **111.4**
- Average Days to Complete (ADC) – **122.1**



Baltimore Snapshot (Rating Bundle) as of July 17, 2024

- Inventory – **1,174**
- Backlog/pending >125 days – **451**
- Average Days Pending (ADP) – **115.8**
- Average Days to Complete (ADC) – **155.7**

COMMUNITY ENGAGEMENT

- In FY24, through June 30, 2024, Baltimore Regional Office/NCRBO completed **218** events and served over **9,433** Veterans, service members and their families dedicating over **473** manhours. We continually look for ways to virtually reach our Veterans in Maryland, Northern Virginia and DC.
- Utilized the Visitor Engagement Reporting Application (VERA) to serve over **5,251** Veterans through in-person and virtual appointments in our Public Contact Offices in Baltimore & Washington DC.
- Upcoming Outreach Events being supported by the RO:
 - July 20, 2024, Veterans Claims Seminar Infinity Speaks w/ VFW
 - Military Sexual Trauma (MST) Symposium (July 30-31)
 - FY25 Pact Outreach Events with Baltimore VAMC
 - Smithsonian
- FY24 Outreach Events Highlights
 - Fleet Reserve Claims Clinic
 - PACT Act Claims Clinic
 - Kingdom Fellowship AMC Church Claims Clinic
 - Joint Women's Leadership Symposium
- For questions or to request support for outreach activities, please send an email to the Public Contact mailbox, pctc.vbabal@va.gov.



QUESTIONS

