

Department of Veterans Affairs NAVPA Conference

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You are here

We are here
to help you
find your way



VETERANS BENEFITS ADMINISTRATION

October 17, 2013



U.S. Department
of Veterans Affairs



Agenda

- ☐ Office of Economic Opportunity Strategic Goals
- ☐ Veteran Education Programs
- ☐ VetSuccess on Campus (VSOC)
- ☐ 8 Keys to Success on Campus
- ☐ Improving Employment Outcomes through Educational Opportunities
- ☐ VOW to Hire Heroes Act
- ☐ Veterans Retraining Assistance Program (VRAP)
- ☐ Employment Outreach



Office of Economic Opportunity (OEO)

We enable...

OEO helps build the foundations for Veterans to succeed through development of policies and programs that promote successful Veteran outcomes

..Veteran attainment

OEO is dedicated to empower Veterans with the knowledge, skills, and opportunities they need to succeed in the 21st century. OEO views the Veteran relationship as an active partnership, one in which both sides are accountable.

...of personal & economic success..

OEO's portfolio of benefits and services are designed to enable both personal and economic success.

Strategic Goal #1: Promote employment opportunities for Veterans

Strategic Goal #2: Enhance opportunities for Veterans to obtain knowledge and skills

Strategic Goal #3: Provide opportunities for Veterans to obtain, retain and adapt a home



Veteran Education Programs

FY 2011/FY 2012 Dollars Paid

Benefit	Education Program	FY 11 Trainees / Dollars Paid	FY 12 Trainees / Dollars Paid
Chapter 30	Montgomery GI Bill (MGIB)-AD	185,220 / \$1.4B	118,549 / \$932M
Chapter 32	Veterans Educational Assistance Program (VEAP) <i>Available to those who contributed to the program while on active duty</i>	112 / \$1.3M	76 / \$682K
Chapter 33*	Post-9/11 GI Bill	555,329 / \$7.7B	646,302 / \$8.5B
Chapter 35	Survivors' and Dependents' Educational Assistance Program (DEA)	90,657 / \$463M	87,707 / \$455M
Chapter 1606	Montgomery GI Bill Selected Reserve (MGIB-SR)	65,216 / \$201M	60,393 / \$157M
Chapter 1607	Reserve Educational Assistance Program (REAP)	27,302 / \$95M	19,774 / \$77M
	Veterans Retraining Assistance Program (VRAP)	N/A	12,251 / \$6.1M
Total		923,836 / \$9.8B	945,052 / \$10.1B

*As of September 20, 2013, VA issued \$32.1 billion in Post-9/11 GI Bill benefit payments to 1,059,141 individuals since program inception (August 2009)



Veteran Education Programs

Post-9/11 GI Bill

- ❑ For Fall 2013, VA has received more than 559K Post-9/11 GI Bill enrollment documents and nearly 116K changes to enrollments for over 394K unique individuals
- ❑ Automation has kept pending inventory low and improved processing times
 - On September 12, 2012, at the peak of Fall enrollments, we had 218,340 claims in our inventory. As of September 12, 2013, we had 118,898 claims in our inventory (99,442 fewer)
 - During the month of December 2012, processing times for original claims was 41.9 days, compared to processing times for original claims in the month of August 2013 which was 18.9 days
 - During the month of October 2012, processing times for supplemental claims was up to 20.8 days, and for the month of August 2013 it was 7 days



Veteran Education Programs

Long Term Solution (LTS) Automation

- ❑ LTS has processed 1,171,244 claims through end-to-end automation since September 2012

- 44.3% of claims are fully automated end-to-end
- 55.7% of claims are partially automated, requiring some degree of manual review
- On average 10,600 supplemental claims are received each day

❑ LTS Off-Ramps

- Business rules designed to ensure accurate payments to Veterans
- VA continues to work to reduce the claims off ramped
 - Unnecessary school comments submitted through VAONCE is the major reason for off-ramped claims
 - Announcements posted on the GI Bill website and sent to CELOS and SAAs about claims automation and off ramps due to non-standard remarks
 - Information about non-standard remarks added to VAONCE Quick Reference User Guide and revised SCO Handbook
 - We are continuing to train schools to eliminate unnecessary comments:
 - “SCO reporting the name of course student enrolled in”
 - “SCO reporting full-time indicator in remarks section instead of the FT Trng field”



Congressional Hearings

- ❑ **April 10, 2013** House Veterans' Affairs Committee - Subcommittee on Economic Opportunity Legislative Hearing: 9 bills
 - GI Bill Tuition Fairness Act
 - Extend VRAP 3 months
 - Extend VR&E eligibility from 12 to 17 years
 - School debt collection

- ❑ **June 12, 2013** Senate Veterans' Affairs Committee Legislative Hearing: 38 bills
 - Extend VRAP 2 years
 - GI Bill Tuition Fairness
 - Additional education benefits for Science, Technology, Engineering, Math (STEM) programs
 - Yellow Ribbon for Fry Scholarship recipients
 - Extend Work Study program 3 years
 - Pilot Veteran intern program

- ❑ **June 20, 2013** House Veterans' Affairs Committee - Subcommittee on Economic Opportunity – *The Value of Education for Veterans at Public, Private, and For-Profit Colleges and Universities*



Congressional Hearings

- ❑ **June 26, 2013** House Veterans' Affairs Committee - Subcommittee on Economic Opportunity Legislative Hearing: 10 bills
 - School Consortium – centralized reporting
 - Troop Talent Act
 - VRAP eligibility for less than full time programs
 - Fry scholarship expansion
 - Veterans Advisory Committee on Education

- ❑ **July 23, 2013** Senate Committee on Homeland Security and Governmental Affairs - *The 90/10 Rule: Improving Educational Outcomes for our Military and Veterans*

- ❑ **September 12, 2013** House Veterans' Affairs Committee – Subcommittee on Economic Opportunity – *A Review of the Performance of the Veterans Retraining Assistance Program (VRAP) and the Homeless Veterans Reintegration Program (HVRP)*



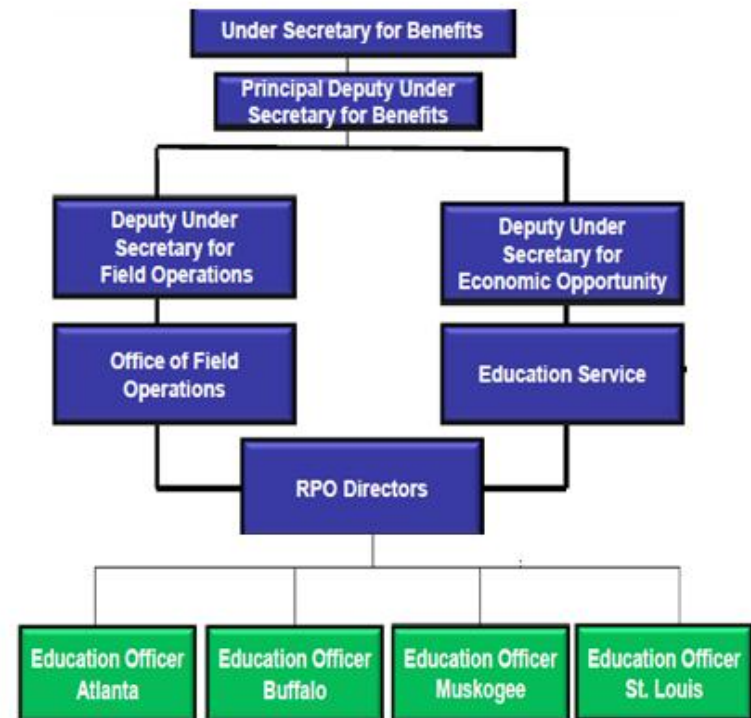
Education Employee Transition

- ❑ In FY 2013, 100 employees transitioned from education claims processing to disability compensation claims processing
 - VBA is able to transition the employees due to the successful implementation of automated processing for supplemental Post 9/11 GI Bill education claims
 - The 100 employees began working disability claims in September 2013
- ❑ Education claims processing work for Florida and South Carolina moved from Atlanta RPO to Muskogee RPO
- ❑ Minimal impact to education claims processing timeliness expected



Education RPO Employee Realignment

- ❑ On October 1, 2013, Education field personnel aligned under Education Service instead of the Office of Field Operations
- ❑ The responsibility for and authority over the planning and management of education claims processes is now aligned under the Education Service Director, Robert Worley
- ❑ Purpose of the realignment is to:
 - Free up resources to focus on the compensation backlog
 - Strengthen authority and responsibility for education claims
 - Improve efficiency between Education Service and the RPOs





FY 2012 GI Bill Enrollment By Institution

- ☐ Less than 1% of campuses (40) have over 2,000 beneficiaries
- ☐ Less than 2% of campuses (135) have over 1,000 beneficiaries
- ☐ 80% of campuses (8,505) have fewer than 100 beneficiaries

Enrollment Concentration of 10,578 Institutional Campuses For Calendar Year 2012 (All VA Education Programs)	
Number of Beneficiaries	Number of Institutional Campuses
Over 10,000	3
Over 5,000	4
Over 4,000	3
Over 3,000	8
Over 2,000	22
Over 1,000	95 (1%)
Over 750	100 (1%)
Over 500	192 (2%)
Over 250	572 (5%)
100-250	1074 (10%)
Under 100	8505 (80%)



FY 2012 GI Bill Enrollment By Institution

Top 40 GI Bill Institutions

Name of Institution	VSOC	Name of Institution	VSOC
UNIVERSITY OF PHOENIX (ONLINE)		ECPI UNIVERSITY	✓
AMERICAN PUBLIC UNIVERSITY SYSTEM *(AMERICAN MILITARY UNIVERSITY)*		TIDEWATER COMMUNITY COLLEGE-VIRGINIA BEACH	✓
ASHFORD UNIVERSITY (ON LINE)		CALDWELL COLLEGE	
UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE	✓	WALDEN UNIVERSITY VETERANS AFFAIRS OFFICE	
UNIVERSITY OF PHOENIX (SAN DIEGO)		OLD DOMINION UNIVERSITY	✓
NATIONAL UNIVERSITY (SAN DIEGO)		TRIDENT UNIVERSITY INTERNATIONAL	
UNIVERSITY OF PHOENIX (COSTA MESA)		LONE STAR COLLEGE SYSTEM	✓
LIBERTY UNIVERSITY	✓	ARIZONA STATE UNIVERSITY	✓
KAPLAN UNIVERSITY		EXCELSIOR COLLEGE	
COLORADO TECHNICAL UNIVERSITY ONLINE CAMPUS		AUSTIN COMMUNITY COLLEGE	✓
DEVRY UNIVERSITY ONLINE		SAINT LEO UNIVERSITY-SOUTH HAMPTON ROADS CENTER	
COLUMBIA SOUTHERN UNIVERSITY		UNIVERSITY OF PHOENIX (SAN JOSE)	
FULL SAIL UNIVERSITY		TARRANT COUNTY COLLEGE	✓
GRANTHAM UNIVERSITY		HAWAII PACIFIC UNIVERSITY	✓
AMERICAN INTERCONTINENTAL UNIVERSITY		EMBRY-RIDDLE AERONAUTICAL UNIVERSITY WORLDWIDE ONLINE - DAYTONA BEACH	
FLORIDA STATE COLLEGE AT JACKSONVILLE	✓	TROY UNIVERSITY	✓
CAPELLA UNIVERSITY		PIKES PEAK COMMUNITY COLLEGE	
GRAND CANYON UNIVERSITY		BELLEVUE UNIVERSITY	✓
UNIVERSITY OF MARYLAND - EUROPEAN DIVISION UMUC		SOUTH UNIVERSITY	
CENTRAL TEXAS COLLEGE	✓	SAN ANTONIO COLLEGE	✓



VetSuccess on Campus (VSOC)

- ❑ Places experienced Vocational Rehabilitation Counselor on campuses to ease the transition of Veterans into academic life
 - VSOC counselors provide basic academic counseling and guidance and can coordinate VA healthcare and benefits services
 - Became active on 8 campuses in FY 2011 & added 24 campuses in FY 2012
- ❑ At the end of FY 2013, the VSOC program expanded to 94 campuses nationwide
- ❑ The new VSOC Mentor program will have Veteran from the “Senior ranks” serve as a mentor to Veteran freshman students
- ❑ VSOC and VHA’s Veterans Integration to Academic Leadership (VITAL) program leadership are collaborating on partnership opportunities at school campuses



[VetSuccess on Campus - John Luque](#)



FY 2013 VSOC Locations

American River College	Hawaii Pacific University
Arizona State University	Houston Community College
Austin Community College	Irvine Valley College (partner - Saddleback)
Austin Peay State University - Clarksville	Johnson County Community College
Bellevue University	Kalamazoo Valley Community College
Bluegrass Community College (Partner - University of Kentucky)	Kellogg Community College
Boise State University	LA City College (partner - Pasadena CC and Cal State)
California State - LA (partner - Pasadena CC and LA CC)	Leeward Community College (Partner - University of Hawaii Manoa)
California State University-Long Beach (Partner - Long Beach City College)	Liberty University
Central New Mexico Community College	Lone Star College System-University Park
Central Texas College	Long Beach City College (Partner - California State University)
Citrus College (Partner - Mt. San Antonio)	Middle Tennessee State University
Cleveland State University	Middlesex Community College (partner - Rutgers)
Community College of Rhode Island	Midlands Technical College
East Carolina University	Mira Costa College
Eastern Kentucky University	Mt. San Antonio College (Partner - Citrus College)
Eastern Michigan University	Norfolk State University Norfolk
Ecpi University	Northern Virginia Community College - Alexandria (partner with Annandale campus)
Florida International University	Northern Virginia Community College - Annandale (partner with Alexandria campus)
Florida State College at Jacksonville	Northwest Arkansas College (partner - University of Arkansas)
Florida State University (Partner - Tallahassee CC)	Northwest Florida State College
George Mason University	Old Dominion University
George Washington University	Pasadena City College (partner - Cal State and LA City CC)
Harrisburg Area Community College	Portland CC

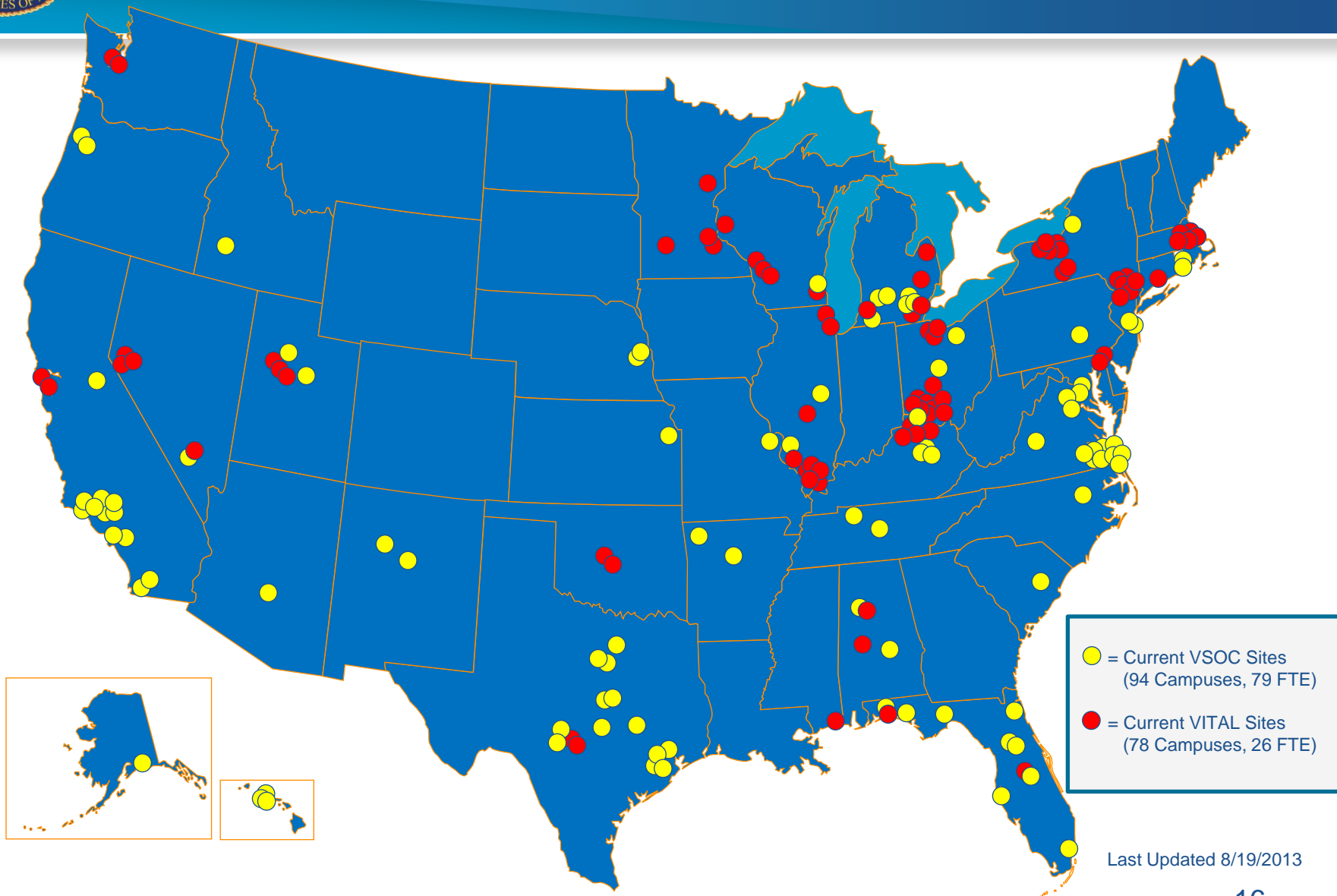


FY 2013 VSOC Locations (cont.)

Portland State University	University of Alaska - Anchorage
Rhode Island College	University of Arkansas (partner - NW Arkansas CC)
Rutgers University (partner - Middlesex Community College)	University of Cincinnati
Saddleback College (partner - Irvine Valley College)	University of Florida (partner with Santa Fe CC)
Salt Lake Community College	University of Hawaii-Manoa (Partner - Leeward Community College)
Sam Houston State University	University of Houston
San Antonio College	University of Illinois - Champaign
San Diego State University	University of Kentucky (Partner - Bluegrass Community College)
Santa Fe Community College (Partner - UF)	University of Maryland - University College
Southwestern Illinois College	University of Michigan - Ann Arbor
St. Leo University - South Hampton	University of Nebraska (Omaha)
Syracuse University	University of Nevada - Las Vegas
Tallahassee Community College (Partner - Florida State University)	University of New Mexico
Tarrant County College District-NorthEast	University of South Florida
Tarrant County College District-South	University of Texas - Arlington
Texas A&M University - College Station	University of Texas-San Antonio
Texas A&M University-Central Texas	University of Utah
The Ohio State University	University of West Florida
Tidewater CC - Virginia Beach	University of Wisconsin - Milwaukee
Tidewater CC -Chesapeake	Washtenaw Community College
Tidewater CC -Portsmouth	Webster University-St. Louis
Tidewater Community College-Norfolk	Western Michigan University
Troy University	
University of Alabama	



VSOC and VITAL Locations



Last Updated 8/19/2013



AmeriCorps Partnership

- ❑ VA entered into an Interagency Agreement with the Corporation for National and Community Service (CNCS) to enhance supportive services for Veterans by placing AmeriCorps members at our VSOC locations

Outcomes

- AmeriCorps members will provide supportive services on campus, enabling VSOC Counselors to spend more time in actual counseling sessions with Veteran students
- AmeriCorps members can help “extend the reach” of services beyond the home campus, to other campuses in the vicinity
- As VSOC counseling requests continue to increase, more contract counseling will be utilized to ensure Veteran students receive timely services



8 Keys to Success on Campus

On August 10, 2013, President Obama introduced the 8 Keys to Success

"We're announcing what we call '8 Keys to Success' -- specific steps that schools can take to truly welcome and encourage our Veterans." – President Barack Obama

8 Keys to Success

1. Create a culture of trust and connectedness across the campus community to promote well-being and success for Veterans	5. Collaborate with local communities and organizations, including government agencies, to align and coordinate various services for Veterans
2. Ensure consistent and sustained support from campus leadership	6. Utilize a uniform set of data tools to collect and track information on veterans, including demographics, retention and degree completion
3. Implement an early alert system to ensure all Veterans receive academic, career, and financial advice before challenges become overwhelming	7. Provide comprehensive professional development for faculty and staff on issues and challenges unique to Veterans
4. Coordinate and centralize campus efforts for all Veterans, together with the creation of a designated space (even if limited in size)	8. Develop systems that ensure sustainability of effective practices for Veterans



Improving Employment Outcomes Through Educational Opportunities

- ❑ In early 2013, VA established an informal Inter-Agency working group to examine Veteran education persistence and outcomes

- ❑ Phase I – Early Efforts:
 - Initial efforts validated a need for a gap analysis to determine where additional effort is needed to better link Veteran education into improved employment outcomes
 - Work group includes officials from the Departments of Veterans Affairs (VA), Education (ED), Defense (DoD), Labor (DOL), and Commerce

- ❑ Phase II – Veteran Baseline & Outcomes:
 - VA partnered with the OMB Performance Improvement Council to synchronize and lead a formal gap analysis
 - The gap analysis will establish a data-driven baseline across all Veteran eras, including demographic, pathways to separation, and other factors that impact employment/unemployment outcomes
 - VA's aim is to unify available baseline data in order to inform the development of evidence-based strategies which will lead to a plan of action for the improvement of **Veteran employment outcomes**



VOW to Hire Heroes Act of 2011

Sponsored by Jeff Miller (FL) and Patty Murray (WA), Public Law 112-56, VOW to Hire Heroes Act of 2011 was signed into law on November 21, 2011.

Expanding Education & Training – Provides one year of Montgomery GI Bill benefits for up to 99,000 Veterans

- Veterans Retraining Assistance Program (VRAP)

Improving the Transition Assistance Program (TAP) - Makes TAP mandatory for most Servicemembers transitioning to civilian status and upgrades career counseling options

- VA-DoD Veterans Employment Initiative Task Force

Improving the Transition of Veterans to Civilian Employment

- Expanded Vocational Rehabilitation & Employment benefits
- Translating military skills and training to private sector (DOL)



Veterans Retraining Assistance Program (VRAP)

- ❑ As of September 24, 2013:
 - Over 140K VRAP applications received
 - Over 122K Certificates of Eligibility (COEs) issued
 - Over 67,000 Veterans have either been trained or are enrolled in training
 - Over \$450M in VRAP benefit payments issued

- ❑ VRAP served as a catalyst to improve collaboration and coordination regarding Veteran employment

- ❑ Partnered with DOL on VRAP implementation, outreach, and communication plan

- ❑ Pending Legislation
 - Putting Our Veterans Back to Work Act of 2013
 - “S.6” introduced in Senate on January 22, 2013
 - Extends VRAP to March 31, 2016
 - Adds 50,000 “slots” during April 1, 2014 through March 31, 2015
 - Adds another 50,000 “slots” from April 1, 2014 through March 31, 2015
 - VRAP Extension Act of 2013
 - “H.R. 562” introduced in House on February 6, 2013
 - Extends VRAP to June 30, 2014



Veterans Retraining Assistance Program (VRAP)

Top 10 Occupations of all VRAP Applicants (as of 8/31/13)

#	High Demand Job	# Applied	% of Total
1	Computer Support Specialists	19,486	14.2%
2	Substance Abuse and Behavioral Disorder Counselors	7,762	5.7%
3	Business Operations Specialists	7,173	5.2%
4	General and Operations Managers	7,058	5.2%
5	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	6,010	4.4%
6	Cooks, Private Household	4,640	3.4%
7	Heavy and Tractor-Trailer Truck Drivers	4,408	3.2%
8	Medical Assistants	3,267	2.4%
9	Paralegals and Legal Assistants	3,080	2.2%
10	Registered Nurses	2,780	2.0%

Total of Top 10
47.9%



Promoting Education and Employment

☐ Social Media

- YouTube videos
 - Work Study
 - VRAP
 - VetSuccess on Campus
 - Principles of Excellence
 - On-the-job training
 - Veteran Employment
 - Celebrating 1 millionth GI Bill Beneficiary
- Facebook
- Twitter
- VA Blogs



[VA Work Study](#)

☐ VA Press Releases



What Veterans Bring to the Workforce

They are:

- ☐ Self Disciplined - timeliness, responsible for actions, willingness to learn, accountable, and mission/job focused
- ☐ Resilient
- ☐ Educated: high school diploma; many are actively pursuing higher education
- ☐ Motivated to succeed
- ☐ Adaptable and flexible to learn additional training/skills i.e. cross functional
- ☐ Committed: strong organizational commitment; "Loyal to the mission"
- ☐ Dependable and reliable
- ☐ Team players

Veterans are a good bet!



On the Job Until Separation

Traditionally,
job hunting
while on
active duty is
discouraged.



Loyal to the
mission; they
won't stop
until the last
day on job.



Veterans are likely
to have a period of
unemployment
upon transition.

“... we need to do more to make the transition from military to civilian life easier for our veterans. That's why I'm directing the Departments of Defense and Veterans Affairs to design what we're calling a “reverse boot camp.” The problem is that right now, we spend months preparing our men and women for life in the military, but we spend much less time preparing them for life after they get out. So we'll devote more time on the back end to help our veterans learn about everything from benefits to how they can translate their military training into an industry-accepted credential. In addition, we'll make it easier for veterans to go to their local OneStop career center and get help pursuing a career that fits them best.”

President Obama – August 2011

Veterans are a good bet!



Veteran Employment Update

Pre 9/11 Veteran



- 55 - 64 yrs old = largest % of Veterans
- Highest # of unemployed among Veterans
- High School Diploma

Fast Facts

- Over 1 million separating in the next few years
- 844,000 looking for work now!
- 252,000 are post 9/11 Veterans
- 35 - 64 years old = Majority unemployed
- 66% of separating from the Army are E4 or below
- Infantry (Army and Marine) = highest number of separations per year (approximately 21% of those separated) and is also the occupation with the highest number of unemployed

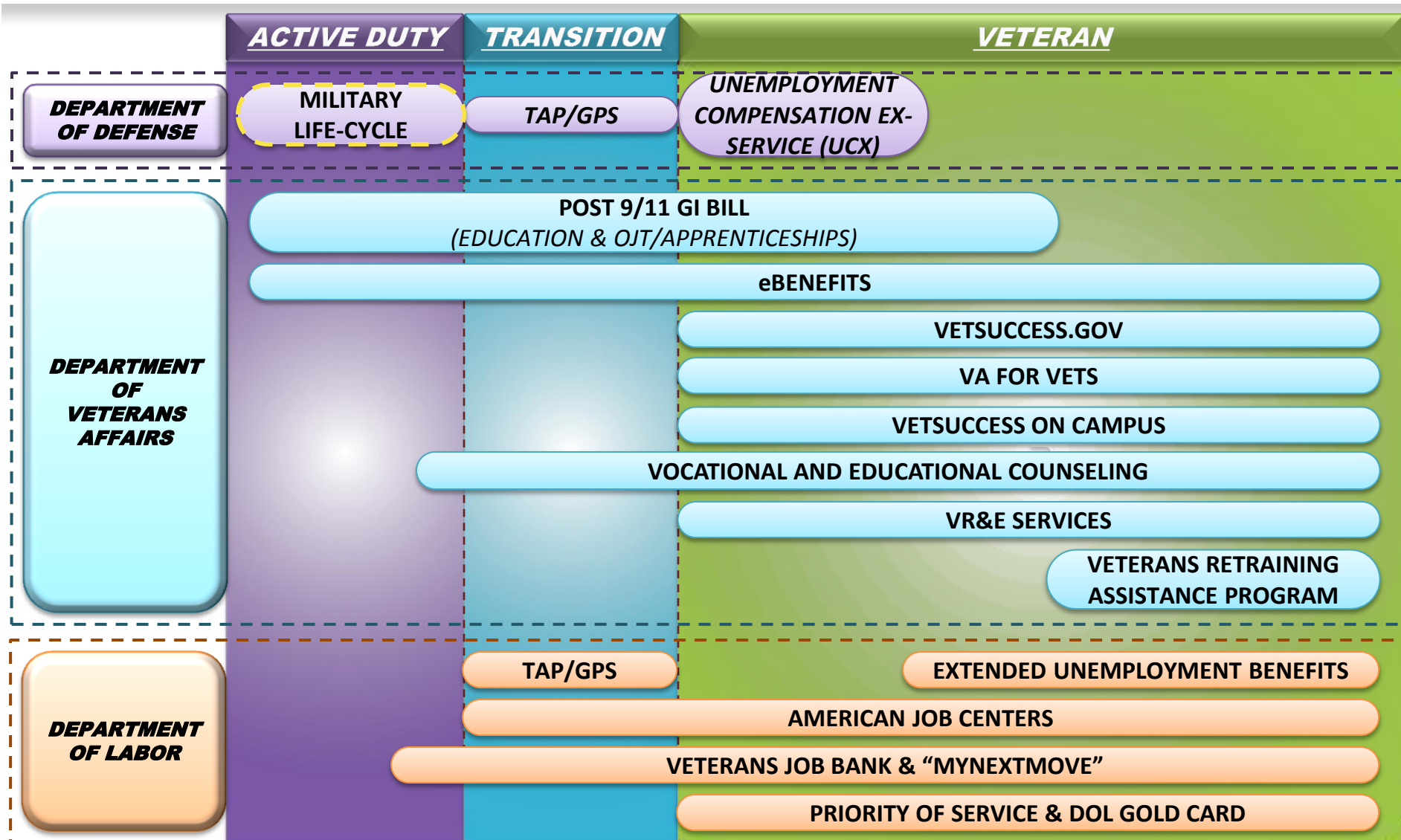
Post 9/11 Veteran



- 89% under 34 Years old
- 56% are Married
- 45% have Children
- High School Diploma
- Completed 1 Enlistment (4 Years)
- Deployed at least once
- On average face 35 weeks of unemployment



How The Federal Government Supports Veterans





VETSUCCESS.GOV

VetSuccess.gov seamlessly integrates all of the tools and information Veterans and employers will need to find each other

- ☐ Job board connects over 231,000 Veterans with over 6,700 registered employers
- ☐ Searchable job database of over 2,000,000 jobs through VetSuccess, Job Central, and the Veterans Job Bank
- ☐ More than 37,000 Veteran resumes uploaded
- ☐ Provides employers resources on hiring Veterans
- ☐ Over 146 million website hits to date



Questions



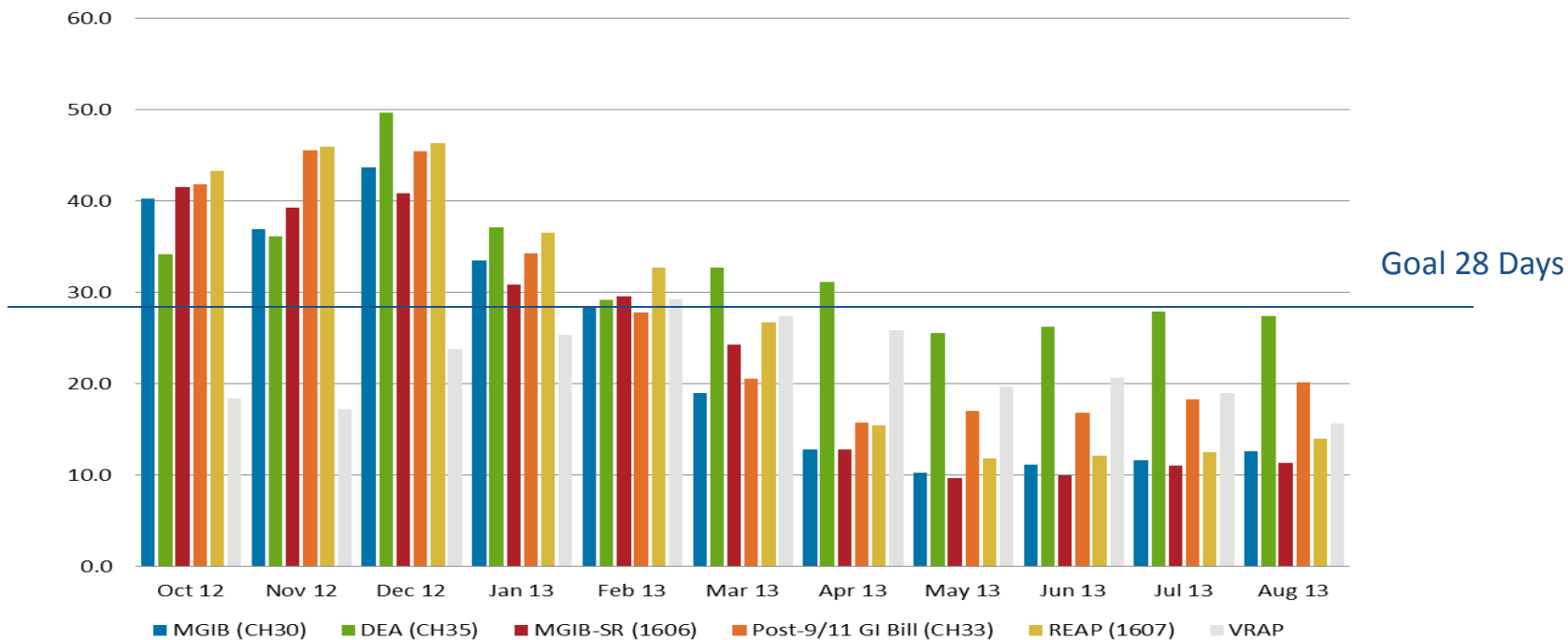


BACK-UP SLIDES



Veteran Education Programs

Education Original Claims Processing Timeliness

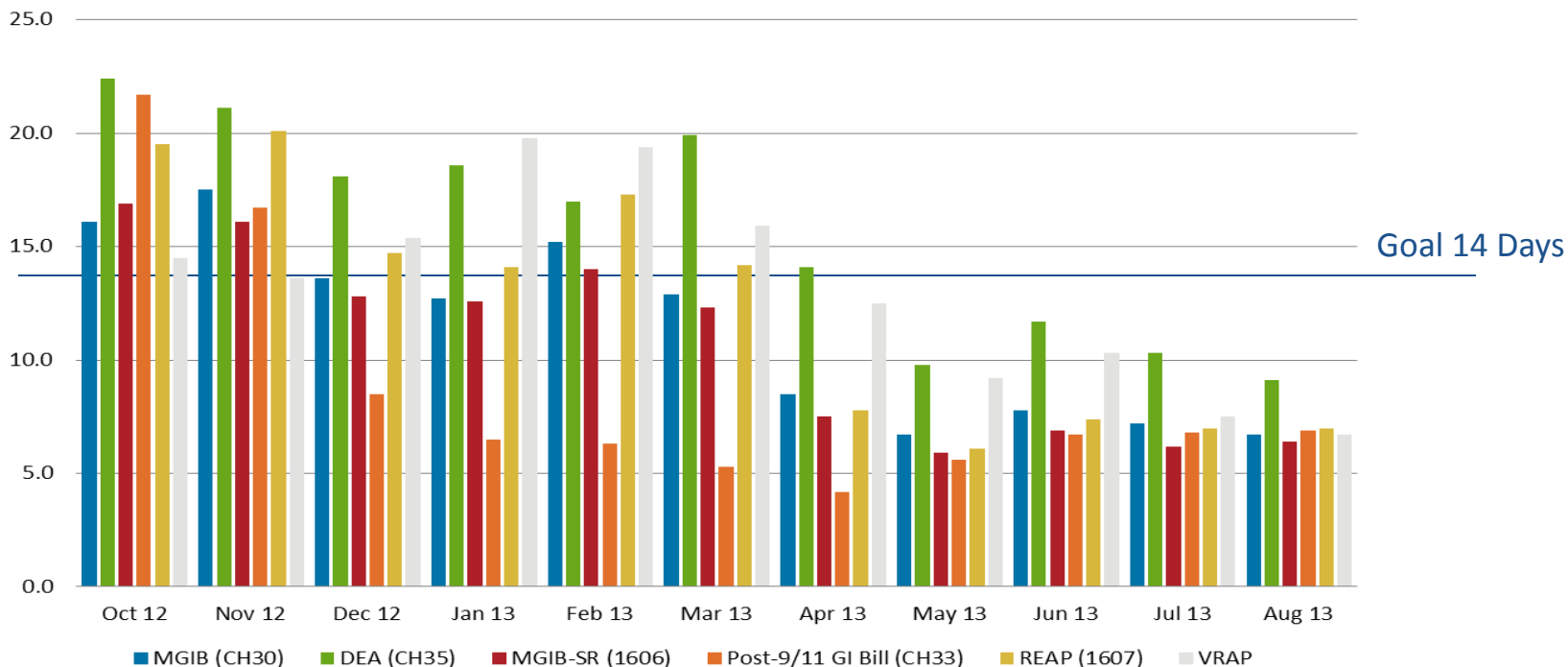


Original Claims	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13
MGIB (CH30)	40.3	36.9	43.7	33.5	28.5	19.0	12.8	10.3	11.2	11.7	12.6
DEA (CH35)	34.2	36.2	49.7	37.1	29.2	32.7	31.2	25.6	26.3	27.9	27.4
MGIB-SR (1606)	41.5	39.3	40.9	30.9	29.6	24.3	12.8	9.7	10.0	11.1	11.4
Post-9/11 GI Bill (CH33)	41.8	45.6	45.5	34.3	27.8	20.6	15.8	17.0	16.9	18.3	20.2
REAP (1607)	43.3	46.0	46.3	36.5	32.7	26.7	15.5	11.9	12.1	12.5	14.0
VRAP	18.4	17.2	23.8	25.4	29.3	27.4	25.9	19.7	20.7	19.0	15.7
Average All Programs	35.9	39.0	41.9	32.8	28.4	22.5	18.2	17.3	17.3	18.2	18.9



Veteran Education Programs

Education Supplemental Claims Processing Timeliness



Supplemental Claims	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13
MGIB (CH30)	16.1	17.5	13.6	12.7	15.2	12.9	8.5	6.7	7.8	7.2	6.7
DEA (CH35)	22.4	21.1	18.1	18.6	17.0	19.9	14.1	9.8	11.7	10.3	9.1
MGIB-SR (1606)	16.9	16.1	12.8	12.6	14.0	12.3	7.5	5.9	6.9	6.2	6.4
Post-9/11 GI Bill (CH33)	21.7	16.7	8.5	6.5	6.3	5.3	4.2	5.6	6.7	6.8	6.9
REAP (1607)	19.5	20.1	14.7	14.1	17.3	14.2	7.8	6.1	7.4	7.0	7.0
VRAP	14.5	13.6	15.4	19.8	19.4	15.9	12.5	9.2	10.3	7.5	6.7
Average All Programs	20.8	17.0	9.9	8.5	8.8	7.9	5.7	6.2	7.4	7.0	7.0