

## VA Regional Office Profile – October 2016

The Muskogee VA Regional Office (VARO) is the largest claims benefits office in the nation and it carries several complex, national missions that provide service and support to Veterans worldwide. With a staffing ceiling of 1,392 personnel, the Muskogee VARO accounts for nearly 7% of the VBA workforce (30% greater than the second largest VA benefits office). This past fiscal year, the employees of the VARO answered over 3M phone calls for GI Bill students and school officials, completed nearly 50% of all GI Bill claims (2.4M), and finalized the 4<sup>th</sup> most disability rating decisions in the nation (37K). All the while, the office led the nation in timeliness in numerous key metrics across all business lines and had some of the highest customer satisfaction and quality scores in the nation (as rated by JD Powers and Associates). In total, the Muskogee office oversees and executes local and national missions that administer \$8.4B in annual VA entitlements and encompass jurisdictions that include 18 southern and western states, and the Philippines for the GI Bill programs, and disability compensation claims from all 50 states and US territories.

A few service highlights this past year include:

### Compensation Claims

- Muskogee completed 37,295 Disability Rating Decisions for the nation – a 7.7% *increase* from the prior year
- The level of total ratings completed was 4<sup>th</sup> *most* in the nation
- For Oklahoma Veterans, we *reduced* the average age of cases pending a rating decision by 15% – from 80 days on average to 68 days awaiting a decision today.
- The average days pending of 68 days for Oklahoma cases is the second *best* timeliness in the nation (Montana 1<sup>st</sup> @ 60 days)
- *Lowered* the number of pending disability claims over 125 days (backlog definition) to 778 total statewide – 91% of Oklahoma disability claims have been at our office less than 125 days!
- The average days to complete claims in Oklahoma was 100 days this fiscal year – 30 days better than the national average
- We are *Best in the nation* for overall appeals timeliness at 212 days on average for cases still under Muskogee's control and oversight (not assigned to the Board of Veterans Appeals)
- We did all this while still maintaining a very high degree of quality – Disability Rating Quality of 96% at the medical issue level

### Education/GI Bill Claims

- *Best* timeliness in the nation for GI Bill processing offices with Original benefit claims – 14 day processing average (the national target is 28 days)
- *Best* timeliness in the nation for GI Bill processing offices with Supplemental benefit claims – 5 day processing average (the national target is 14 days)
- *Best in the nation* in Call Center Customer Satisfaction Scores as measured and certified by JD Powers and Associates
- GI Bill Payment Accuracy score of 99% for the performance year

### Vocational Rehabilitation and Employment

- Provided services to 2,375 Veterans this year
- Exceeded service delivery and outcome targets by 33%
- Estimated \$2,307 a month salary increase for Veterans who successful complete the program in our state.