VBA is driving modernization in benefits and service delivery to Veterans and their beneficiaries.

- By *Centralizing Intake* of claims material, VBA is able to digitize all claims, no matter how received, creating a fully digital operating environment that allows all claims to be processed and delivered electronically.
- Through the *Veterans Benefits Management System (VBMS)*, VBA processes nearly 100% of all compensation claims electronically, allowing us to provide Veterans and their families the benefits they have earned in a more timely manner.
- VBA completed nearly 9M rating and non-rating claims in VBMS and nearly 7M rating decisions in VBMS since inception.
- VBA has scanned over 2.9 billion images since we began scanning and uploaded an average of over 100K mail packets per week in FY2017.
- VBA has reduced the average mail processing time for Regional Offices (ROs) to under 4 business days from a peak of 55 business days in early 2015 and reduced the amount of paper mail received by 20%.
- VBA's *National Work Queue* prioritizes and distributes workload across the nation based on the VBA workforce's real-time capacity.
    - As of November 14, 2017, South Dakotas' Veterans have 1,008 rating related claims pending in VBMS with an average days pending (ADP) of 85.6 days.
    - The average days to complete a Veteran's claim nationally is 113.3 days at the end of FY2017 – a 10.2 day reduction from September 2016.
- The Sioux Falls VA Regional Office has increased staffing by 20% from FY2016 to FY2017 (71.83% of the Regional Office's employees are Veterans) to provide continued high service delivery to not only South Dakotas' Veterans, but Veterans from all parts of the country.

Paper Extraction reduces our physical footprint by digitizing inactive paper claim records to improve processing time and save taxpayer dollars on storage space.

- The Sioux Falls Regional Office space previously utilized to store claims folders has been converted to a newly renovated Benefits Veteran Public Contact and Eligibility space.
- VBA has extracted nearly 2.6M inactive files from 40 Regional Offices and locations including the Sioux Falls VA Regional Office. All of the Sioux Falls VA Regional Office claims folders have been extracted and scanned.
- This strategy will lead to national cost savings of over $200M in paper storage costs over 10 years.

VBA deployed new service enhancements and functionality to improve customer service and access for Veterans and Veterans Service Organization (VSO) partners.

- *Decision Ready Claims (DRC)* – an extension of Fully Developed Claims (FDC) – is a claims submission option through accredited Veterans Service Organizations (VSO) to accelerate processing time for compensation claims by certifying that all supporting evidence is included at the time of submission to VA so that Veterans can expect to receive a decision within 30 days from the time VA receives the claim.
    - DRC is available at the Sioux Falls VA Regional Office.
    - DRC is currently limited to compensation claims for increase and VBA is assessing the possibility of expansion to include additional claim types.
- Auto-establishment auto-populates data from scanned images to establish a new claim for a Veteran without manual staff entry and has the potential to decrease processing time by up to 5 days.
- Nationally, nearly 8.4K claims have been auto-established to date since inception in May 2017.

While VBA continues to strive to improve claims processing, VBA is also working to provide exceptional service to Veterans across our other lines of business.

Home Loan Guaranty:
- Nationally, over 2.89M VA home loans on the books
- VBA is maintaining one of the lowest foreclosure rates in the industry in the past 37 quarters, where VA now has the lowest foreclosure inventory (0.99%) and seriously delinquent rates (2.03%)!
- VBA guaranteed 740.3K in loans in FY2017 to date – Broke record from FY2016
- VBA helped 96.1K Veterans avoid foreclosure
- VBA Approved 1,926K Specially Adapted Housing grants

Life Insurance:
- Customer satisfaction: 94.5% of Insurance customers are satisfied or highly satisfied with the Insurance services they received in FY2017
- Customer Contact Center answered Veterans' phone calls with an average wait time of 16 seconds in FY2017
- Processed Service-Disabled Veterans Insurance applications in 3.3 days in FY2017

Pension:
- Pension rating claim-based quality is 95.7% FY2017
- Improving the timeliness of Pension claims:
  - Decreased the average number of days burial claims pending by 31 days to 60 days
  - Decreased the average number of days death pension claims pending by 24 days to 49 days
  - Decreased the average number of days dependency claims pending by 16 days to 68 days, nearly 17 days below 85-day goal

Education
- Paid $79B in Post-9/11 GI Bill benefits to over 1.8M individuals to date since program inception in 2009
- Processed reenrollment claims in an average of 8 days FY2017 to date.

Vocational Rehabilitation & Employment (VR&E):
- With over 126K participants enrolled in the VR&E program in FY2017, over 15K Veterans have achieved positive outcomes, an 8.2% improvement over FY16