

Dakotas Regional Office
Veterans Benefits Administration/Sioux Falls VA Regional Office Update
October 4, 2016

Paperless Transformation to Improve the Employee/Veteran Experience

- The Sioux Falls Veterans Service Center is entirely paperless after having a file bank of approximately 25,000 claims folders.
- Veterans' claims can now be transferred based on station capacity with the push of a button.

National Work Queue (NWQ) to Improve Efficiency and Consistency to Ultimately Improve the Veteran's Experience

The Sioux Falls Veterans Service Center implemented the NWQ in March 2016. The system performs workload management to ensure rating related claims are distributed throughout the country based on station capacity at each cycle within the claims process.

Veterans Benefits Administration Accomplishments to Improve the Veterans Experience

- Reduced rating inventory from 884,000 peak in July 2012 to 377,107 in September 2016.
- Reduction claims pending greater than 125 days from 611,000 in March 2013 to 71,690 in September 2016.
- National issue-based quality is at 95%.
- One in four Veterans nationally submit their dependency claims online, 58% now receive payment in one day.
- Automatic burial allowance payments to surviving spouses are paid within 6 days, down from 190 days.

Compensation and Pension (C&P) Examination to Improve the Veterans Experience

- The VBA was awarded funds to utilize contract examiners throughout the country to perform C&P examinations.
- VBA will utilize these contracts based on capacity and timeliness of perspective C&P clinics across the country. Veterans Health Administration C&P units will continue to perform examinations.
- The contracts are intended to afford more timely C&P examinations for Veterans who have applied for Compensation or Pension benefits.