



U.S. Department  
of Veterans Affairs

# Fact Sheet

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## Accelerating Access to Benefits

*In the last year, the Department of Veterans Affairs (VA) has worked to improve service delivery and speed benefit decisions to Veterans across the country.*

**VA completed a record-breaking 1.32M disability rating claims for Veterans in fiscal year (FY) 2014 – over 150,000 more than last year, which was also a record-breaking 1.17M-claim year.**

- VA paid \$58.4B in disability compensation benefits on behalf of approximately 3.9M Veterans in FY 2014
- These improvements were not made at the expense of quality. The accuracy of VA's decisions continues to rise from an 83-percent accuracy level in 2011 to a 90-percent accuracy level today. When focusing specifically at the medical-issue level, accuracy is at 96 percent.
- VA's move to a Web-based electronic claims processing system has enabled a faster, more accurate and integrated benefits delivery. VA once processed 5,000 tons of paper annually – today it processes 93 percent of Veterans' disability claims electronically.
- Even as VA provided historic numbers of Veterans with decisions on their claims in 2014, the complexity of those claims continues to also dramatically increase. In processing 1.32M Veterans' claims, VBA employees actually decided 5.5M medical and other issues within those claims – a 101 percent increase since 2009.

### VA Disability Claims Backlog

VA's Inventory of Claims Pending over 125 Days



**VA operates the 10<sup>th</sup> largest life insurance enterprise, and paid out \$1.4B under VA-administered insurance programs.**

- At the end of FY 2014, there were nearly 6.5M insured for \$1.3T in coverage within VA's administered and supervised insurance programs.
- The VA Life Insurance Program celebrated its 100<sup>th</sup> Anniversary in September 2014.

**VA paid \$5.2B in pensions to 521,000 low-income wartime Veterans and their Survivors.**

**VA guaranteed 438,398 home loans in FY 2014, providing opportunities for Servicemembers, Veterans, and their families to obtain, retain, and adapt a home.**

- VA guaranteed roughly 35,000 loans per month.
- Nearly 90 percent of all VA loans are made with no down payment.
- VA's Specially Adapted Housing program approved 1,253 grants to seriously disabled Veterans for the purchase, modification, or construction of a home specially adapted to meet their individual needs.

**1.2M Veterans, Servicemembers, and their Survivors received \$13.5B in education and vocational rehabilitation benefits in FY 2014.**

- More than 1.3M Post-9/11 GI Bill participants and their institutions have received over \$46B in education benefit payments since program inception in 2009.
- VA also provided over \$1.1B in vocational rehabilitation benefits to more than 93,000 disabled Veterans, helping them find, secure, and adapt to suitable jobs. These Veterans received benefits including counseling, subsistence allowance, tuition, fees, books, and supplies.

**VA partnerships supported the hiring of more than 135,000 Veterans through the Veterans Employment Center (VEC).**

- VA is working to empower Veterans with the knowledge, skills, and opportunities they need to succeed in the 21<sup>st</sup> Century economy.
- VA, in collaboration with the Small Business Administration; Office of Personnel Management; and the Departments of Labor, Education, and Commerce, launched the VEC, which is the Federal government's authoritative Internet source for connecting transitioning Servicemembers to employment opportunities.

**VA's outreach efforts encouraging Veterans to use the joint Department of Defense (DoD)/VA Web portal, eBenefits ([www.ebenefits.va.gov](http://www.ebenefits.va.gov)), has provided access to nearly 1.1M additional Veterans and beneficiaries in FY 2014.**

- The total number of eBenefits users at the end of FY 2014 was more than 4.1M.
- VA is providing expedited decisions to Veterans who submit Fully Developed Claims (FDCs).
- With the support of our Veteran Service Organization partners, FDCs reduce the longest phase of the claims-processing timeline.
- During FY 2014, approximately 39 percent of claims received were submitted as FDCs.

**Before leaving the military, the Transition Goals, Plans, Success (GPS) Program informs 100 percent of separating Servicemembers about the benefits and programs they are eligible to receive, thereby improving their employment opportunities.**

- VA provided nearly **17,000** transition assistance briefings to almost **228,000** Servicemembers and family members at over **270** military installations worldwide in FY 2014.
- Many of those who complete Transition GPS come back for more – VA provided **28,000 additional briefings** to further train and equip Transition GPS graduates, using courses like the Career Technical Training Track, Military Life Cycle, and Capstone Events.



**Last year, VA's National Cemetery Administration (NCA) conducted over 125,000 interments.**

- NCA maintains approximately 3.4M gravesites at 131 national cemeteries and provided more than 365,500 headstones, markers, and medallions to mark the graves of Veterans all over the world
- For the past decade, the American Customer Satisfaction Index has ranked NCA the top public or private customer-service organization in the Nation—better than every customer-oriented corporation, industry, manufacturer, or organization.