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# Director's Quarterly Briefing – 1<sup>st</sup> Quarter FY21

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Veteran Readiness & Employment Services



U.S. Department  
of Veterans Affairs

# Increasing the 1:125 Ratio – Current Stats

- 4 VRCs on staff
- Currently 425 Veterans on the caseload
- Current VRC/ Veteran ratio is 1:106.25
- Average 30 new applications per month
- 59% of applicants scheduled each month are seen

# Increasing the 1:125 Ratio – Increasing Applications

- Outreach
  - Ch. 36 Veterans
  - Ch. 33 Exhausted List
  - Ch. 31 presentations with IHLs
  - Recent Grants Report

# Increasing the 1:125 Ratio – Every Application Counts

- Training
  - Revisiting the Five Tracks to Employment
- Changing the Conversation
  - Grant whenever you may, deny only when you must
- Brokered Cases
  - 20 EPs received 12/21/20

# Increasing the 1:125 Ratio – Outcomes

- Achievements
  - Increased total caseload in FY21 1st quarter from 401 to 425 cases (5.6%)
  - Decreased number of cases closed from EP status from FY20 4th Quarter to FY21 1st Quarter (44.8%)
- Goal: Grow the total caseload size to 500 (15%) by the end of FY21 to meet 1:125 target with current VRC staffing

# Increasing Positive Outcomes

- Ongoing challenge to consistently and cyclically manage the PO metric in this large station
- Unmet FS criteria during October and November; however, met the Outstanding criteria during December
- The performance requirement for FY 21 Q2 is of 72
- Currently not meeting the FS standards for Days in JRS
- Starting Q2 very slow in achieving PO for the current month

# Increasing Positive Outcomes - Tasks

- Aim towards aging JRS cases:
  - Data shows there is opportunity with aging JRS cases
  - Review & assess due process practices in the station; I.d. issue
  - Leverage missed EAA payments to re-engage
  - Assess potential Employment Services (ES) needs
- Training/ Re-Training:
  - OBIEE use
  - Review / delineation of JRS case management responsibilities
  - Time management
  - Performing case closures - actions (MRGs or Rehabs)
  - Managing cases at over 18 months of JRS (Admin Errors- Corrections)
- Identify & prompt increased case management on aging INTs

# Increasing Positive Outcomes – Tasks : Timeframe

- Directives:
  - Implement OBIEE review to each VRC, w/ follow up by SVRC
  - Pre-MRG VR-48 letters on a monthly basis to all 10+ months in JRS
  - Pre-MRG VR-48 letters on a monthly basis to all 4+ months in INT
    - Will support either program growth metric or positive outcome metric
- Timeframe:
  - 30-90 fruition counting with correct due process letter sent + contact
  - 30 fruition if back pay needed
  - 30-60 days is case needs further Employment Services
  - 60 days follow up if veteran employed and will be Rehab



# Increasing Positive Outcomes – Expected Achievements

- Increased positive outcome metric by the end of Q2
- Path the way for cyclical and increased / predictable monthly production from Q3, onward
- Neaten the large number of inactive cases to restore the station in a higher active percentage caseload metric
- Increased knowledge, use and application of tools and time management skills in all station's VRCs & ECs

# Increasing Fiscal Accuracy - (Current Stats)

- 73 VRCs appointed to the Regional office
- Currently 11 VRCs or 15.07% are failing to meet standards
- Reoccurring theme over last fiscal year (2020)

# Improving Fiscal Accuracy (Traditional Model)

- Use CBTS to establish baseline of proficiency at the outset or establish electronic test on fiscal accuracy
  - Allows Leaders to see weak areas of their staff
  - Tailor future training to cover areas of weakness
  - Gives Leaders an indication of who their strong Counselors are that can be used as mentors for the future
  - Can also be used for incoming personnel

# Improving Fiscal Accuracy – (Hypothetical Model)

- Reinforce Fiscal Accuracy with a monthly TMS refresher
- Incorporate Templates to be placed at every Counselors computer as a How-to manual for basics
- At the end of every quarter retest Counselors to see progression of scores
- Create a sense of pride atmosphere by creating some type of visual award for the highest performing office on a monthly basis so it coincides with QA scoring

# Improving Fiscal Accuracy – (Hypothetical Model) Continued

- The use of imagery to reinforce fiscal accuracy



# Improving Fiscal Accuracy – (Conclusion)

- Fiscal Accuracy is paramount in our Business Line because we are the stewards of the Taxpayer's money
- Traditional means of dealing with this issue have been modestly successful
- Time to think outside the box to tackle an ongoing issue



# Questions?

Thank You!



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