



Department of Veterans Affairs Outreach Assistant Director Biography



Detra Giles

Assistant Director, Outreach, Transition and Economic Development

Ms. Detra Giles is an accomplished Assistant Director with more than a decade of expertise in critical operational management, project management and leadership roles supporting our nation's Veterans. In April 2021, Ms. Giles joined Outreach, Transition and Economic Development (OTED), as the Assistant Director of Outreach and Economic Development. In this role, Ms. Giles serves as the executive over 14 Veteran special emphasis outreach programs, including, Elderly, Faith-Based, Foreign, Former Prisoners of War, Homeless, Justice-Involved, Minority, Military Sexual Trauma, Suicide Prevention, Women, Rural, Native American, Tribal and Overseas Military Services Coordinators. In addition, Ms. Giles serves as the Veterans Benefit Administration (VBA) Co-Chair on the Sexual Trauma Working Group (STWG) and as the executive official for the VBA Homeless Advisory Committee. Prior to taking on this position, Ms. Giles served as the Assistant Director of the Office of Transition and Economic Development (TED) for two years.

During her tenure with TED, Ms. Giles served as the Assistant Director over VA TAP (Transition Assistance Program) Operations at 110 permanent military installations and 220 itinerant sites, within and outside the Continental U.S. Organized into nine operational regions, these operations use a regional hub-and-spoke model to deploy VA Benefits Advisors globally to engage Service members, Veterans, their families and caregivers. Through its VA Benefits and Services course and other TAP events, operations support approximately 250,000 transitioning Service members (TSMs) worldwide every year. In addition, she served as the Assistant Director over VA SkillBridge and the VA TAP Curriculum. Under Ms. Giles's leadership, the VA Benefits and Services Participant Guide was recognized with two platinum industry awards from the Association of Marketing and Communications Professionals.

When VA Benefits and Services' in-person service delivery to TSMs was impacted at the onset of the global COVID-19 pandemic, Ms. Giles led a Pilot on a virtual instructor-led TAP VA Benefits and Services briefing, which eliminated the need for face-to-face interaction during the pandemic and allowed critical services to continue uninterrupted. She also led the successful resumption of in-person VA Benefits and Services briefings at military installations and served as the executive lead over the VA TAP Safe Return to Work plan. In collaboration with the Veterans Health Administration and Department of Defense, Ms. Giles also served as the executive lead on the successful transfer of Women's Health Transition Training to TED.

Prior to coming to TED, Ms. Giles served as a Division Chief in VBA's Pension and Fiduciary Service program. As Division Chief, she was responsible for maintaining policy and procedures, national quality management, national training, field site visits, and misuse. In this role, she successfully supervised the implementation of the first major fiduciary regulation update since 1975, and she prepared advisory opinions on the interpretation of fiduciary laws, regulations, and procedures. She also oversaw quality assurance for audits and validation of compliance with statutory, regulatory, and VBA policies.

Ms. Giles began her VA federal service in 2009 at the Milwaukee VA Regional Office. For over a decade, she held several positions of increasing responsibility, including Veterans Service Representative and Authorizer. She also served as a Management Analyst within the Milwaukee Fiduciary Hub, where she coordinated program initiatives, oversaw local Director's dashboards and assisted with the establishment of division goals.

In 2013, Ms. Giles relocated from Milwaukee to accept a position in VBA's headquarters as a Program Analyst on the Policy and Regulations staff in Pension and Fiduciary Service in Washington, D.C. In that capacity, she successfully served as VBA's project manager on the Fiduciary Program Manual rewrite, and project lead for

the first successful fiduciary program work measurement study. In addition, she served as the Program Manager for several large contracts within VBA in excess of \$300M.

Currently working on her Doctorate in Business Administration, Ms. Giles holds a Master of Business Administration, a Bachelor of Science in Business Management, and an Associate of Applied Science in Criminal Justice-Law Enforcement.

As the spouse of a Navy Veteran, Ms. Giles is passionate about working with Veterans and assisting them in obtaining the benefits they have earned through service to their country. Using well-informed, efficient and effective decision-making, she is always focused on achieving optimal outcomes that will best serve our nation's Veterans.



Laurine Carson

Deputy Executive Director, Policy and Procedures, Pre-Discharge, IDES and Interagency Collaborations Compensation Service, Veterans Benefits Administration



Ms. Laurine Carson was selected as the Deputy Executive Director for Policy, Procedures and Interagency Collaborations in Compensation Service, at the Veterans Benefits Administration, Washington D.C. on February 19, 2019. In this capacity, she is responsible for engaging with Congress to propose legislation, establishing administrative rule-making for Veterans' disability benefits, as well as policy oversight and procedural guidance for the 56 VA Regional Offices that administer more than \$90B to over 5 million Veterans and their families. Laurine is a 31-year employee with the Department of Veterans Affairs, and her professional background includes the successive career growth from clerical (GS- 3) to several leadership positions (GS-15) to SES.

She began her career at the Newark Regional Office in New Jersey as a GS-3 clerical typist in August 1987. Through successive career progression, she became a Veterans Claims Examiner, Veterans Service Representative (VSR), Senior Authorizer, Rating VSR, Triage Coach, Predetermination Coach, and Rating Coach. She then moved to Atlanta, Georgia and Detroit, Michigan, where she became the Assistant Veterans Service Center Manager and Veterans Service Center Manager, respectively. Her tenure at VA Central Office began as a Chief to stand up Pension and Fiduciary Service, and from there, she was promoted to Assistant Director for Policy and Procedures.

Laurine is the recipient of several awards and recognitions, at the local and departmental levels. Her most recent distinguishing works include serving as Senior VBA representative on the VA Secretary's Mental Health Initiative in 2017 and serving as VBA Program Manager to implement the Blue Water Navy Act of 2019. She is a graduate of Rutgers University with a BA in English, and a graduate of the University of Phoenix with a Master of Management in Public Administration.

As a native "Newarker," Laurine is one of 11 children—9 girls and 2 boys. She is the parent of two daughters. She is very creative, with hobbies that include creative writing, singing, and drawing. She is the recipient of several creative writing awards and recognitions. Her community interests include teaching Sunday School and helping with various community service projects through her local church.

She sees her opportunities to work at the Department of Veterans Affairs, helping Veterans and their families, as an extension of her commitment and purpose to live her life with gratitude and in service to others.

CAREER CHRONOLOGY:

February 2019 Deputy Executive Director, Compensation Service, VA Central Office, Washington D.C.

December 2018 Acting Executive Senior Advisor, Compensation Service, VA Central Office, Washington D.C.

August 2017 Acting Deputy Director for Policy and Procedures, Compensation Service
VA Central Office, Washington D.C.

2015 – 2017 Assistant Director, Compensation Service, VA Central Office, Washington DC

2011 – 2015 Chief, Pension Quality, Training & Site Visits, VA Central Office,
Washington DC

2007 – 2011 Veterans Service Center Manager, VA Regional Office in Detroit, Michigan

2005 – 2007 Assistant VSCM, VA Regional Office, Atlanta, Georgia

1987 – 2005 Various positions and progression from clerk through Supervisory VSR,
VA Regional Office, Newark, New Jersey

EDUCATION:

2010 Masters of Public Administration, University of Phoenix

2002 Bachelor of Arts Degree in English from Rutgers University, Newark, NJ

PROFESSIONAL DEVELOPMENT AND CERTIFICATIONS:

2019 Senior Leadership Cohort I

2018 Federal Executive Institute – Leadership for a Democratic Society – LDS 440

2018 VBA New Regional Office Directors Program

2014 President Management Interagency Rotation Program – Cohort 6

2008 Leadership Coaching

2007 Division Leadership and Management Training

2006 Leadership VA

2002 Introduction to Leadership

2000 Leadership Enhancement and Development Program (LEAD)

AWARDS AND HONORS:

- VA Secretary Commendation
- Northern New Jersey's Federal Executive Board – Executive Woman of the Year
- VBA's Juel Award



Department of Veterans Affairs Senior Executive Biography

Leanne Weldin Executive Director

Mrs. Leanne Weldin was appointed as the Executive Director of the San Juan Veterans Affairs Regional Office on December 5, 2021. In her role as Executive Director, she oversees the administration of a wide array of benefits in the areas of Compensation, Pension, and Veteran Readiness and Employment. She is directly responsible for the delivery of benefits and services to nearly 64,000 Veterans and their families living in Puerto Rico and the United States Virgin Islands. Disability Compensation and Pension benefits administered by the San Juan Regional Office total over \$71 million monthly. Benefits are administered to Veterans nationwide by approximately 400 employees, 79% of whom are Veterans themselves.



The San Juan Regional Office has a Regional Call Center that assists Veterans and their beneficiaries with benefits delivery, claim information, and general benefits orientation, handling over 90% of Spanish speaking calls received in the Veterans Benefits Administration's benefits toll-free number. San Juan VARO also leads a newly established Military Sexual Trauma (MST) Operations Center to assist Veterans who are MST survivors with their VA benefits.

CAREER CHRONOLOGY:

Director, Columbia RO (2013-2021)
Director, Huntington RO (2011 – 2013)
Assistant Director, Salt Lake City RO (2008 - 2011)
Acting Director, New Orleans RO (2010)
Veterans Service Center Manager, Pittsburgh RO (2007 - 2008)
Veterans Service Center Manager, Huntington RO (2006 - 2007)
Assistant Veterans Service Center Manager, Seattle RO (2003 – 2006)
Veterans Claims Examiner, Phoenix RO (1994 - 2002)

MAJOR MILITARY ASSIGNMENTS/AWARDS/DECORATIONS:

Operation Iraqi Freedom (2003 - 2004), Transportation Company Platoon Leader/Executive Officer
Bronze Star recipient for actions as a convoy commander
Commissioned as an Army Officer in (1999)
Transferred to Army National Guard (1998-2004)
Enlisted in Air Force Reserves (1997)

EDUCATION:

Bachelor of Science in English Education, Northern Arizona University (1988)
Master's in Health Care Administration, St. Joseph's University (2017)

Leanne has been married to Sam, a Navy Veteran, for 36 years. They have two adult children, a daughter who is an Army Veteran and a son who is a Navy Veteran.

Angela Briscoe
Veterans Service Center Manager
MST- Operation Center, San Juan Regional Office

Mrs. Angela Briscoe was appointed as the Veterans Service Center Manager of the MST Operations Center (Remote), San Juan Regional Office, June 5, 2022. In her role as VSCM she oversees the consolidated mission of Military Sexual Trauma (MST) claims nationwide, supported by 151 employees in collaboration with eight MST help sites.



CAREER CHRONOLOGY:

Veterans Service Center Manager, Houston RO (2019-2022)
Assistant Veterans Service Center Manager, Indianapolis RO (2014 – 2019)
Management Analyst, Pacific District (2012 - 2014)
Management Analyst, Salt Lake City RO (2010-2012)
Rating Veterans Service Representative, Salt Lake City RO (2010)
Veterans Service Representative, Salt Lake City RO (2007-2010)

AWARDS/LEADERSHIP PROGRAMS:

Assistant Director Development Program (ADDP)- 2022
Houston Federal Executive Board Leader of the Year- 2021
Leadership Development Program (LDP)- 2014
Leadership Enhancement and Development (LEAD)- 2010

EDUCATION:

Master's in Business Administration, Texas Southern University (2023)
Bachelor of Science in Business Administration, Indiana University/Purdue University Indianapolis (2018)

Angela has been married to Dione, a Marine Corps Veteran, for 3 years. They have blended three adult children, two teenagers, and two dogs.

***Dr. Carla Hill
Program Analyst
Transition Assistance Program (TAP)
Office of Outreach, Transition and Economic Development (OTED)***

Dr. Carla Hill currently serves as the Lead Program Analyst for the VA Transition Assistance Program (TAP) Curriculum team. Prior to this role, Dr. Hill served as a Program Manager for the Corp of Engineers. She has served as a curriculum designer for the Kansas Department of Commerce, Workforce Division. Dr. Hill has over 15 years of curriculum design and development experience and holds a doctorate in College Policy and Administration. She has served as an Associate Dean, Director of Student Affairs and College Registrar as well as a regional and national college accreditation evaluator.

Dr. Hill is the daughter of a Vietnam Veteran, sister to a 30-year Air Force Veteran and the wife of an active-duty Service member for 26 years and counting. In her free time, she enjoys horseback riding, hiking, biking or any outdoorsy event.



Dave Kesselman
Program Analyst
Compensation Service

Mr. Kesselman has been with the Veterans Benefits Administration for 19 years and has worked in support of VBA's Pre-Discharge programs for 16 years. He began his VA career at the Philadelphia VA Regional Office in Philadelphia, PA, where he was responsible for developing and adjudicating Veterans' claims for benefits. Mr. Kesselman first became involved in VBA's Pre-Discharge mission in 2006, when he began a three-year tour at VA's Benefits Delivery at Discharge (BDD) Office in Landstuhl, Germany, where he helped Servicemembers serving in Germany and across Europe initiate VA claims for disability compensation.



Mr. Kesselman joined VBA's Compensation Service in 2009 where he served as a program manager for VA's national BDD program. In 2010, he was called to help lead the world-wide expansion of the Integrated Disability Evaluation System (IDES) and has since been principally responsible for establishing VBA's IDES policy, developing procedural guidance for IDES implementation, and leading IDES process improvement efforts.

Richard Grogan
Program Manager
Office of Outreach, Transition, and Economic Development (OTED)

Richard Grogan has been a Program Manager with the Office of Outreach and Stakeholder Engagement since 2015. From 2010 to 2015, he managed the Public Contact Team at the VA Regional Office in Manila, Philippines. He began his career in the VA Regional Office in St. Petersburg, FL, where he served as Veteran Services Representative and Rating Specialist from 2000 to 2010.



Carmnita Shannon
Training Consultant
Compensation Service

Carmnita Shannon joined Compensation Services (CS) in December 2021 as a training consultant working on the Curriculum Management staff. In her role as a training consultant, she is responsible for a wide variety of functions, which include developing and maintaining VA instructional materials; having had two training courses published for field use within her first six months in the position. She is also responsible for assisting the Denver training staff with instructing national Instructor Web-based Training. Currently, she also serves as the back-up contact on the training staff for Military Sexual Trauma (MST) issues and as the point of contact for the training staff for the PACT Act Integrated Project Team.



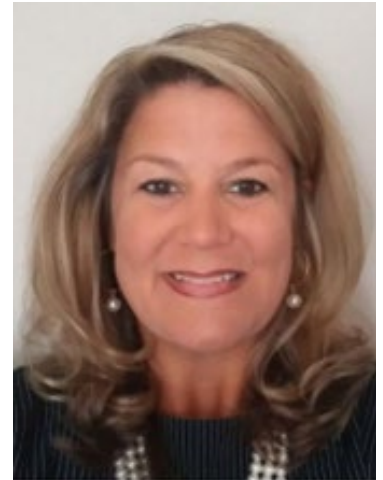
Prior to joining Compensation Service, Carmnita served as a Rating Veterans Service Representative (RVSR) at the Nashville Regional Office (RO) from May 2011 until December 2021. During her time as a RVSR, she maintained an exceptional quality rating throughout her entire rating career. This allowed her to work the more challenging Military Sexual Trauma, Traumatic Brain Injury, and Amyotrophic Lateral Sclerosis claims. During her time as a RVSR, she was also instrumental in assisting the training team serving as an instructor, second-signature reviewer, and a mentor to newly hired RVSRs. In December 2020, she was certified as an Employee Learning Inspires True Excellence (ELITE) Master Instructor, receiving a highly proficient rating evaluation showing her commitment to bettering herself as an instructor.

Carmnita began her VA career in May 2008 as a Veterans Service Representative (VSR) at the Nashville Regional Office where she promulgated VA rating decisions and made administrative determinations on non-rating related claims. She played a significant part in processing payments to Veterans as a part of the American Recovery and Reinvestment Act of 2009. She also assisted on special projects that included processing Dependents' Indemnity Compensation claims to support the Pension Management Center. After three years as a VSR, she was promoted to a Rating Veterans Service Representative (RVSR).

Carmnita received her Bachelor of Science in Criminal Justice in 2008 from Tennessee State University and completed post-graduate course work in Executive Leadership at Bethel University. In her spare time, she enjoys reading, watching softball, and spending time with her family and her dog, Barq.

Dr. Stephanie Hyberger
Senior Mental Health Officer
Medical Disability Examination Office (MDEO)
Veterans Benefits Administration

Dr. Stephanie Hyberger is a licensed Psychologist and obtained her doctorate from the University of Kentucky. She previously worked for the Federal Bureau of Prisons, the Kentucky Department of Corrections, and then spent 9 years at the VA Medical Center in Lexington, KY, where she performed C&P disability exams and served as the Section Chief overseeing the delivery and quality of Mental Health exams. In 2018, she accepted her current position with the Veterans Benefits Administration Central Office as a Senior Mental Health Officer for the Medical Disability Examination Office (MDEO). In her current role, she serves as a mental health Subject Matter Expert (SME) and clinical advisor working to improve C&P contract exam quality. She participates regularly in workgroup collaborations with VBA, VHA, DMA, and DoD and is currently involved in several initiatives geared toward improving the MST claims process.



Dr. Courtney Pederzani
Senior Mental Health Officer
Medical Disability Examination Office
Veterans Benefits Administration

Dr. Courtney Pederzani is a licensed Clinical Psychologist. For 10 years, she conducted mental health C&P disability examinations for VHA and served as Program Director of the Behavioral Health C&P program at the Philadelphia VA Medical Center. During that time, she also served as an in-house clinician providing medical opinions and consultation to the Philadelphia Regional Office and Pension Management Center, and has been a field-based subject matter expert for DMA in the revision of certification training modules for new C&P clinicians. In 2020, she accepted her current position with VBA as a Senior Mental Health Officer for Policy and Program Management within the Medical Disability Examination Office (MDEO).



Amber Haley
National STAR Consultant
Compensation Service, Quality Assurance

Amber Haley is a National Consultant with the Veterans Benefits Administration (VBA) Compensation Service (CS) Quality Assurance (QA) Rating Review staff and holds vast knowledge and specialized experience in claims processing, quality, and oversight. She is responsible for national quality reviews, special focused reviews, and peer reviews, as well as notices of exceptions found by VA's Office of Inspector General. Ms. Haley represents CS over different workgroups to improve military sexual trauma (MST) processes for MST survivors. She is a subject matter expert in the processing of MST claims and collaborates with leadership and regional offices by analyzing statistical findings and error trends, making recommendations for improvement and training.



Prior to Ms. Haley's appointment with QA in November 2019, she served as an Authorization Quality Review Specialist, a Rating Veterans Service Representative (RVSR), and a Veterans Service Representative (VSR) with the Montgomery VA Regional Office where she received multiple certifications. Since 2008 she has been a technical advisor, avid mentor, and trainer to Claims Assistants, Military Service Coordinators, VSRs and RVSRs. Ms. Haley was selected to serve numerous times as a field instructor to perform national training for new hires or newly promoted employees and also trained service members for potential placement within VBA after release from active duty with the Warrior Training Advancement Course.

Ms. Haley enjoys spending time with her family, traveling, and volunteering with various communal organizations.

Jillian Dale
National STAR Consultant
Compensation Service, Quality Assurance

Jillian joined Compensation Service Quality Assurance in May 2020 as a Systemic Technical Accuracy Review (STAR) Rating Review Consultant. She is currently one of the lead subject matter experts for military sexual trauma (MST) quality. She is involved with many of the work groups and initiatives working to better serve Veterans who have experienced MST as well as reviewing the quality of the decisions made in these cases and analyzing the results of those reviews.

Jillian received her Bachelor of Arts in Professional Spanish and Political Science from the University of North Alabama in Florence, Alabama in 2008 and started her career with the Department of Veterans Affairs, in 2010, at the Montgomery Alabama Regional Office. During her career she has also served as a development Veterans Service Representative, a Rating Veterans Service Representative, and a Rating Quality Review Specialist. Her work duties included developing, rating, and quality reviewing a multitude of special issue claims including claims based on Military Sexual Trauma. Specifically in her experience as a Rating Quality Review Specialist, she analyzed error trends and presented findings and training to the office on those and other topics.

In her free time, Jillian enjoys logic and board games, jigsaw puzzles, and painting ceramics and figurines. She is an avid reader and enjoys a broad variety of books her favorites being a tie between *Wuthering Heights* and *1984*.



Michael Fisher, MSW
Chief Readjustment Counseling Officer
Veterans Health Administration

Michael Fisher was appointed as the Chief Officer of the Department of Veterans Affairs (VA) Readjustment Counseling Service (RCS) in May 2016. He has direct leadership and oversight of the 300 Vet Centers, 83 Mobile Vet Centers, and the Vet Center Call Center, providing readjustment counseling to Veterans, service members and their families. Vet Centers are located in all 50 states, the District of Columbia, Puerto Rico, U.S. Virgin Islands, Guam and American Samoa. As Chief Officer, Mr. Fisher also advises the Under Secretary for Health in policy issues effecting the readjustment of Veterans and their families and issues surrounding the combat experience.



Mr. Fisher began his career with VA as an outreach specialist at the Baltimore Vet Center, ensuring increased access to care and services for his fellow Veterans. He progressed in responsibility at the local, regional and national level, culminating in his appointment as Chief Officer. Prior to his VA career, he served more than 10 years with the Pennsylvania National Guard and was deployed to Iraq as an infantry non-commissioned officer in 2005. Following this combat deployment, he was medically discharged from the military. He holds a Master of Social Work (MSW) from the Catholic University of America.



Department of Veterans Affairs

Senior Executive Biography

Charles L. Moore, Jr.

Executive Director, Nashville Regional Office Veterans Benefit Administration



Mr. Charles L. Moore, Jr. was appointed Executive Director of the Nashville Regional Office in March 2019. As the Executive Director, Mr. Moore is responsible for administering a broad range of VA benefits and services to 474,686 Veterans and their families residing in Tennessee. Mr. Moore is responsible for providing executive leadership and direction to approximately 630 employees within Tennessee. Prior to this appointment, Mr. Moore was an Assistant Director at the Cleveland Regional Office, a position he occupied since 2016.

CAREER CHRONOLOGY:

2019-Current Executive Director (SES), Nashville Regional Office
2018-2018 Acting Director, Houston Regional Office (SESCDP)
2016-2019 Assistant Director, Cleveland Regional Office
2009-2016 Veterans Service Center Manager, Cleveland Regional Office
2015-2016 Acting Veterans Service Center Manager, Philadelphia Regional Office (Detail)
2013-2013 Acting Veterans Service Center Manager, Baltimore Regional Office (Detail)
2011-2011 Acting Assistant Director, Baltimore Regional Office (Detail)
2008-2008 Acting Veterans Service Center Manager, Chicago Regional Office (Detail)
2006-2009 Assistant Veterans Service Center Manager, Muskogee Regional Office
2003-2006 Supervisor (Coach), Veterans Service Center, Detroit Regional Office

EDUCATION:

Mr. Moore holds a Juris Doctor (JD) Degree from Thomas M. Cooley Law School (Lansing, MI), and a Bachelor of Arts (BA), Political Science, degree from Lemoyne-Owen College (Memphis, TN).

PROFESSIONAL CERTIFICATIONS:

2018 VA Senior Executive Service Candidate Development Program (SESCDP), Graduate
2017 Executive Coaching Candidate, Graduate
2015 Assistant Director Development Program Graduate (ADDP), Graduate
2004 Leadership Enhancement and Development Program (LEAD), Graduate



Department of Veterans Affairs

Senior Executive Biography

Kenesha Britton
Assistant Deputy Under Secretary for Benefits
National Contact Center / Office of Field Operations

Kenesha Britton was appointed as Assistant Deputy Under Secretary for Field Operations, National Contact Centers in October 2020. In this role, Mrs. Britton serves as the principal advisor to the Deputy Under Secretary for Field Operations and key officials within the Department of Veterans Affairs, where she is responsible for providing strategic leadership and direction for VBA's nine National Call Centers and 56 Public Contact Teams located at regional offices across the nation. She formulates highly effective strategies to improve and streamline external communications and service delivery to Veterans, stakeholders and other customers. The national call centers handle over 6M calls per year, and Public Contact Teams provide in-person and video benefit counseling services to over 70K customers per month.



As a proud Veteran of the United States Navy, Mrs. Britton resides in the beautiful city of Woodbridge, Virginia with her husband, Ron and their children, Britton Chancellor and Olivia Mahailye. In her spare time, she enjoys writing poetry, music and traveling to her hometown of Lake City, SC to fellowship with her family and childhood friends.

CAREER CHRONOLOGY:

2020 – Present	Assistant Deputy Under Secretary, Office of Field Operations, Washington, DC
2016 - 2020	Assistant Director, Baltimore Regional Office, Baltimore, MD
2009 – 2016	Assistant Director, Veterans Benefits Management PMO, Washington, DC
2015 – 2015	Assistant Director, Baltimore Regional Office, Baltimore, MD
2014 – 2014	Acting Assistant Director, Jackson Regional Office, Jackson, MS
2013 – 2013	Acting Assistant Director, Phoenix Regional Office, Phoenix, AZ 2008 - 2009
2005 – 2008	Senior Program Analyst, Office of Business Process Integration, Washington, DC
2002 – 2005	Veterans Service Representative, Columbia Regional Office, SC

EDUCATION:

2019	VBA Director Development Program
2018	Leadership for a Democratic Society, Federal Executive Institute, Charlottesville, Virginia
2012	Leadership VA Program
2012	VBA's Assistant Director Development Program
2007	VBA Leadership Enrichment and Development (LEAD) Program
2007	Master's Certificate in Project Management, The George Washington University
2006	Master of Arts in Management and Leadership, Webster University
2002	Bachelor of Science in Environmental Health Science, Benedict College



Department of Veterans Affairs

Senior Executive Biography

Beth Murphy, JD

Executive Director, Compensation Service Veterans Benefits Administration

Beth Murphy was appointed Executive Director of Compensation Service on July 25, 2016. Ms. Murphy is responsible developing and implementing policies and procedures related to the administration of VA disability compensation programs, which paid almost \$95 billion in benefits in fiscal year 2019 to more than 5 million eligible Veterans and family members. She is the responsible official for VA's Integrated Disability Evaluation System (IDES) Program, a collaboration with Department of Defense to seamlessly transition the most seriously ill and injured Servicemembers. Ms. Murphy also manages VA's contract program to provide disability medical examinations to support claims processing determinations. She is licensed to practice law in the State of Ohio. In September 2019, Ms. Murphy received the Presidential Rank Award of Distinguished Executive, the highest annual award for career Senior Executive Service members.



Prior to her current appointment, Ms. Murphy served as the Deputy Under Secretary for Field Operations and was responsible for the effective operation and oversight of 56 regional and five district offices in the Veterans Benefits Administration (VBA).

CAREER CHRONOLOGY:

2016 – Present	Executive Director, VBA Compensation Service, Washington, DC
2014 – 2016	Deputy Under Secretary for Field Operations, VBA, Washington, DC
2013 – 2014	Assistant Deputy Under Secretary for Field Operations, VBA, Washington, DC
2011 – 2013	Director, VBA Central Area, St. Louis, MO
2009 – 2011	Director, Pittsburgh Regional Office, Pittsburgh, PA

EDUCATION:

1992	Juris Doctor, Cleveland-Marshall College of Law, Cleveland, OH
1987	Bachelor of Science in Journalism, Bowling Green State University, Bowling Green, OH

Dr. Margret E. Bell
National Deputy Director for Military Sexual Trauma (MST)
Office of Mental Health and Suicide Prevention (OMHSP)
Veterans Health Administration

Margret Bell, Ph.D. is the national Deputy Director for Military Sexual Trauma (MST) in the Veterans Health Administration of the Department of Veterans Affairs. In this role, she leads the national MST Support Team, which works at a national level within the Veterans Health Administration to promote best practices related to services for Veterans who experienced sexual assault or sexual harassment during their military service. The Team provides best practices guidance and consultation to staff on MST-related clinical issues, clinical programming, and policy implementation; develops trainings, outreach materials, and other resources for the field; conducts national MST-related monitoring; and assists VA Central Office with policy development and stakeholder requests for information.



Dr. Bell is also a staff psychologist at VA Boston Healthcare System, where she provides therapy to women Veterans and clinical supervision to trainees through VA Boston's Women's Trauma Recovery Treatment Team. She is also affiliated with the Women's Health Sciences Division of the National Center for PTSD and is an Associate Professor in the Department of Psychiatry, Boston University School of Medicine.



Department of Veterans Affairs

Senior Executive Biography

Elizabeth A. Estabrooks

*Deputy Director, Center for Women Veterans
Office of the Secretary*

Elizabeth Estabrooks leads development and implementation of new initiatives that support and enhance the Center for Women Veterans's mission and vision. She mirrors the Executive Director's goals and vision to advocate for cultural transformation both within and outside the VA to recognize the service and contributions of women Veterans and servicemembers and raise awareness of the responsibility to treat women Veterans with dignity and respect. Elizabeth is team lead for staff supervision, development, and creative performance, as well as organizational and strategic planning that will continue to move the Center for Women Veterans forward in successfully meeting their goals.



Prior to assuming her role as Deputy Director, Elizabeth served as the Oregon Woman Veterans Coordinator with the Oregon Department of Veterans Affairs where she brought decades of knowledge gained from her career working on relevant issues that included domestic violence, sexual assault, military sexual assault, peer support services, community safety, gender- and culturally-responsive services, and adult learning. As an independent consultant Elizabeth worked with clients that included the Office of Juvenile Justice and Delinquency Prevention; Oregon Department of Human Services; Oregon Department of Public Safety Standards and Training; Battered Women's Justice Project; Mental Health Partnerships of Pennsylvania; and the Edmonton Police Department in Edmonton, Alberta, Canada. Elizabeth also spent four years working with the international cyber security and information security training organization, The SANS Institute.

Elizabeth is a Cold War Veteran of the United States Army, serving at Harvey Barracks in Kitzingen, Germany from 1978 – 1980.

She holds a Bachelor of Science degree in Gender Studies and Political Science from Eastern Oregon University in La Grande, Oregon, where she graduated Summa Cum Laude and a Master of Science in Social Work from Columbia University in New York. She was appointed to the Department of Veterans Affairs 2012 National Domestic Violence Task Force and was a 2013 Fisher-Cummings Washington D.C. Fellow.



Department of Veterans Affairs

Senior Executive Biography

Willie C. Clark, Sr.

Deputy Under Secretary for Field Operations Veterans Benefits Administration



Willie C. Clark, Sr., was appointed Deputy Under Secretary for Field Operations in December 2016. He is responsible for the effective operation and oversight of 4 district offices and 56 regional offices in the Veterans Benefits Administration (VBA), which employ over 23,000 personnel who administer compensation, pension, survivor benefits, vocational readiness and employment, fiduciary, and loan guaranty programs. Through these programs, VBA paid \$119 billion in non-medical benefits to over 6 million Veterans and beneficiaries in fiscal year (FY)2021. VBA's performance has improved each year and all top production years have been achieved under Mr. Clark's leadership.

Mr. Clark serves as VBA's lead on VA's Emergency Response team and secured COVID vaccines for VBA employees engaging the public. Throughout the COVID-19 pandemic there were delays in Veterans being able to attend exams and in obtaining federal records, Mr. Clark expertly guided the field in shifting focus to work that was not as dependent on these factors. He also proactively contacted and collaborated with National Archives and Records Administration (NARA) leadership, which includes National Personnel Records Center, to provide VBA employees to work alongside NARA personnel, as well as vaccines for NARA employees, to assist with obtaining Federal records. Mr. Clark's leadership led to VBA achieving the highest single year of Compensation and Pension claims ever completed, with more than 1.8M claims completed as of 9/28/21, surpassing the prior best year, in which over 1.5M claims were completed. Additionally, his leadership and oversight for the consolidation of the work that does not require a rating to eight locations and creating the BEST teams resulted in the reduction of inventory by 13.4 percent, while simultaneously improving the timeliness of claims by 43.5 percent in FY21.

Over 16,100 Veterans participating in the Veteran Readiness and Employment (VRE) program received a positive outcome, and VBA completed Fiduciary exams timely and effectively, with over 168,000 exams during the FY – exceeding the target of 132,684. Furthermore, VBA answered most call in a FY with over 7 million calls in FY21 compared to 6.65M in FY20. Mr. Clark collaborated to streamline hiring processes to meet the aggressive and unique hiring plan needed due to the provisions of the National Defense Authorization Act (NDAA) as well as SecVA decisions on extending additional benefits to Veterans. The plan was delivered on time and will continue to be executed in FY22.

Prior to his appointment as the Deputy Under Secretary for Field Operations, Mr. Clark served for 20 months as the Director of the North Atlantic District where he was responsible for direction and oversight in administering disability compensation, pension and survivor benefits, vocational readiness and employment, education and home loan benefits. In this capacity, he had responsibility for more than 4,000 employees in 16 Regional Offices and the Baltimore Human Resources Center.

Mr. Clark began his Department of Veterans Affairs career as a Rating Specialist in 1996 at the St. Petersburg Regional Office after serving at the Tampa VA Medical Center as a Veterans Service Officer Supervisor for the State of Florida Department of Veterans Affairs. While at the St. Petersburg RO, he assumed positions of increasing responsibility to include Section Chief, Coach, and Assistant Veterans Service Center Manager. He was also instrumental in the initial setup of the Partner Assisted Rating and Development Program (PARAD), the Benefits Delivery at Discharge Program (BDD), and two mini Veteran Service Centers currently operating in Florida.

Since 2002, Mr. Clark's career as a VA leader progressed from Veterans Service Center Manager at the Philadelphia Regional Office and Insurance Center, to the Director of the Lincoln Regional Office while serving concurrently as the Director of the Boston Regional Office, to the Acting Director of the Providence Regional Office, and ultimately to the Western Area Director – a position he held for the seven years immediately preceding his appointment as the North Atlantic District Director.

As the Western Area Director, Mr. Clark led VBA's efforts in the 2010 VBA / Veterans Health Administration (VHA) Collaboration: A Joint Way Forward. This innovative plan involved 42 transformation initiatives which paved the way for a more integrated partnership between VBA and VHA. For the first time, the two agencies worked as a team on innovative projects such as integrating Disability Benefits Questionnaires (DBQ) into the Compensation and Pension (C&P) Examination Process; mining data within VHA records; eliminating the second signature review process for VHA C&P Examiners; and managing VHA examinations, to include addressing exam cancelation and timeliness issues. These projects allowed for better coordination and collaboration between the agencies and resulted in our providing better customer service to Veterans and their beneficiaries.

Mr. Clark was born in Florida and served for over 20 years in the United States Air Force where he had assignments in California, Missouri, Florida, Texas, Spain, and Turkey. His last assignment was Chief for the Field Training Detachment for the B-2 Stealth Bomber Weapons System. His duty assignments included aircraft maintenance on the following weapons systems: B-2, SR-71, U-2, F-16, F-4 and F-106.

In FY22, Mr. Clark received the SECVA Exceptional Service award for his skilled, decisive, and unwavering leadership and service. He is a 2012 recipient of the Presidential Rank Award and is a 2004 graduate of the Senior Executive Service (SES) Candidate Development Program.

CAREER CHRONOLOGY:

2016 – Present	Deputy Under Secretary for Field Operations, Veterans Benefits Administration
2014 – 2016	Director, North Atlantic District, Veterans Benefits Administration
2008 – 2014	Director, Western Area, Veterans Benefits Administration
2006 – 2008	Director, Boston Regional Office, Boston, MA
2006 – 2007	Acting Director, Providence Regional Office, Providence, RI
2004 – 2006	Director, Lincoln Regional Office, Lincoln, NE

EDUCATION:

1998	Thirty semester hours toward Master of Science (MS) in Aeronautical Science, Embry-Riddle Aeronautical University
1987	Bachelor's Degree, Aeronautics, Embry-Riddle Aeronautical University

PROFESSIONAL CERTIFICATIONS:

2022	SECVA Exceptional Service Award
2021	Top Secret Clearance
2017	Department of Defense Vanguard Senior Executive Development Program
2016	Executive Level Operational Management Course, 100 hours, George Washington University, Washington D.C.
2012	Presidential Rank Award, Meritorious Executive

2011	Certificate of Completion, VA Senior Executive Strategic Leadership Course, University of North Carolina Kenan-Flagler Business School
2006	Certificate of Completion, Senior Executive Fellows Program, JFK School of Government, Harvard University
2004	Senior Executive Service (SES) Candidacy Development Program Graduate
2002	Leadership VA (LVA 2002)

PROFESSIONAL MEMBERSHIPS AND ASSOCIATIONS:

Served on Service Academy nomination panels for Senators Nelson and Specter