

VA's PERFORMANCE SCORECARD FOR FY 2000

Strategic Goal	Performance Measure	Was the Goal Achieved			Actual	Page(s)
		Yes	No	Plan		
Restore the capability of disabled veterans to the greatest extent possible, and improve the quality of their lives and that of their families	National accuracy rate for core rating work		✓	81%	59%	20, 126
	Percent of compensation and pension claimants who are satisfied with the handling of their claim		✓	65%	56%	23, 126
	Average days to process rating-related actions on compensation and pension claims		✓	160	173	24, 125
	Abandoned call rate for compensation and pension	✓		10%	6%	27, 125
	Blocked call rate for compensation and pension	✓		15%	3%	27, 126
	Appeals resolution time (in days)		✓↑	670	682	28, 130
	Vocational rehabilitation and employment rehabilitation rate	✓		60%	65%	30, 128
	Compensation and dependency and indemnity compensation (DIC) program outcomes			N/A	N/A	31
Ensure a smooth transition for veterans from active military service to civilian life	Montgomery GI Bill usage rate		✓	57%	55%	34, 127
	Average days to complete original education claims		✓	26	36	37, 127
	Average days to complete supplemental education claims		✓	17	22	37, 127
	Foreclosure avoidance through servicing (FATS) ratio		✓	39%	30%	39, 128
Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation	Percent of patients who rate VA health care service as very good or excellent: Inpatient		✓↑	67%	66%	44, 117
	Outpatient		✓	67%	64%	44, 117
	Percent of patients who are able to obtain a non-urgent appointment with a specialist within 30 days of referral			N/A	N/A	46
	Percent of patients who are able to obtain a primary care appointment within 30 days			N/A	N/A	46
	Percent of patients seen within 20 minutes of scheduled appointment at VA health care facilities		✓↑	75%	70%	46, 118
	Chronic disease care index	✓		89%	90%	49, 117
	Prevention index		✓	89%	81%	51, 119
	Percent reduction in average cost (obligations) per patient	✓		-16%	-18%	54, 117
	Percent increase in number of unique patients treated	✓		21%	21.5%	56, 120
	Percent of medical care operating budget derived from alternative revenue streams		✓	3.7%	3.4%	59, 118
	Pension program outcomes			N/A	N/A	60
	Insurance program outcomes			N/A	N/A	61
	Percent of veterans served by a burial option within a reasonable distance (75 miles) of their residence	✓		75.1%	75.2%	63, 130
	Percent of respondents who rate the quality of service provided by national cemeteries as excellent	✓		88%	88%	65, 130
Contribute to the public health, socioeconomic well being and history of the Nation	Research projects relevant to VA's health care mission	✓		99%	99%	68, 125
	Percent of residents trained in primary care	✓		47%	48%	70, 125
	Percent of respondents who rate the appearance of national cemeteries as excellent	✓		82%	82%	71, 130

↑ Indicates those measures for which there was an improvement in the FY 2000 performance over the FY 1999 performance.