

VA's Performance Scorecard for FY 2003

Strategic Goal	Performance Measure	Was the Goal Achieved?		Performance		Improved from FY 2002?
		Yes	No	Goal	Actual	
Restore the capability of veterans with disabilities to the greatest extent possible, and improve the quality of their lives and that of their families	Percent of veterans who were discharged from a DCHV Program, or HCHV Community-based Contract Residential Care Program to an independent or a secured institutional living arrangement (pp. 44, 180)	✓		65%	72%*	No
	Compensation and pension rating-related actions - average days to process (pp. 45, 180)		✓	165	182	Yes
	Compensation and pension rating-related actions - average days pending (pp. 46, 180)		✓	100	111	Yes
	National accuracy rate for core rating work (pp. 47, 180)		✓	88%	85%*	Yes
	Average number of days to obtain service medical records (pp. 47, 182)			Baseline	N/A	N/A
	Vocational rehabilitation and employment rehabilitation rate (pp. 48, 182)		✓	65%	59%	No
Ensure a smooth transition for veterans from active military service to civilian life	Percent of VA medical centers that provide electronic access to health information provided by DoD on separated service persons (pp. 51, 182)	✓		50%	100%	Yes
	Percent of Claimants who are Benefits Delivery at Discharge participants (pp. 51, 182)			Baseline	22%	N/A
	Average days to complete: Original education claims	✓		29	23	Yes
	Supplemental education claims (pp. 52, 182)	✓		15	12	Yes
	Foreclosure avoidance through servicing (FATS) ratio (pp. 53, 184)	✓		44%	47%	Yes
Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation	Chronic Disease Care Index II (pp. 55, 184)	✓		78%	80%*	No
	Prevention Index II (pp. 56, 184)	✓		80%	83%*	Yes
	Percent of patients rating VA health care service as very good or excellent: Inpatient	✓		70%	73%	Yes
	Outpatient (pp. 56, 184)	✓		71%	74%	Yes
	Average waiting time for new patients seeking primary care clinic appointments (pp. 57, 184)	✓		45	43*	Yes
	Average waiting time for next available appointment in specialty clinic (pp. 57, 186)	✓		60	45*	N/A
	Increase the aggregate of VA, state, and community nursing home and non-institutional long term care as expressed by average daily census: Institutional		✓	32,429	33,031*	Yes
	Non-Institutional (pp. 58, 186)		✓	19,561	17,583*	Yes
	Average days to process insurance disbursements (pp. 59, 186)	✓		2.8	2.4	Yes
	Percent of veterans served by a burial option within a reasonable distance (75 miles) of their residence (pp. 60, 186)	✓		74.4%	75.2%	Yes
	Percent of respondents who rate the quality of service provided by the national cemeteries as excellent (pp. 61, 188)		✓	95%	94%	Yes
	Percent of graves in national cemeteries marked within 60 days of interment (pp. 62, 188)	✓		70%	72%	Yes
	Contribute to the public health, emergency management, socioeconomic well-being, and history of the Nation	Percent of research projects devoted to the Designated Research Areas (pp. 65, 188)	✓		99%	99%
Percent of respondents who rate national cemetery appearance as excellent (pp. 67, 188)			✓	98%	97%	No
Deliver world-class service to veterans and their families by applying sound business principles that result in effective management of people, communications, technology, and governance	Ratio of collections to billings (pp. 72, 188)	✓		40%	41%	Yes
	Dollar value of sharing agreements with DoD (\$ in millions) (pp. 73, 188)		✓	\$100	\$92*	Yes

N/A = Not applicable

* Indicates preliminary or estimated data.