

**Table 1 - FY 2005 Performance Measures by Strategic Goal and Objective**  
(Key Measures are in bold)  
(G = Green; Y = Yellow; R = Red)

Performance Measures	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005 Result	FY 2005 Plan	Strategic Target
<b>Strategic Goal 1: Restore the capability of veterans with disabilities to the greatest extent possible and improve the quality of their lives and that of their families.</b>							
Objective 1.1: Maximize the physical, mental, and social functioning of veterans with disabilities and be recognized as a leader in the provision of specialized health care services.							
Prevention Index II (Special Populations) (thru Jun)	N/A	N/A	80%	86%	* 86% G	86%	86%
Percent of veterans who were discharged from a Domiciliary Care for Homeless Veterans (DCHV) Program, or HCHV Community-based Contract Residential Care Program to an independent or a secured institutional living arrangement (thru Jun)	N/A	65%	72%	79%	* 82% G	79%	80%
Objective 1.2: Provide timely and accurate decisions on disability compensation claims to improve the economic status and quality of life of service-disabled veterans.							
<b>National accuracy rate (core rating work) % (Compensation) (thru Jun)</b>	<b>80%</b>	<b>80%</b>	<b>86%</b>	<b>87%</b>	<b>* 84% Y</b>	<b>88%</b>	<b>98%</b>
<b>Compensation &amp; Pension rating-related actions - average days to process</b>	<b>181</b>	<b>223</b>	<b>182</b>	<b>166</b>	<b>167 R</b>	<b>145</b>	<b>125</b>
<b>Rating-related compensation actions - average days pending</b>	<b>186</b>	<b>179</b>	<b>114</b>	<b>120</b>	<b>122 Y</b>	<b>119</b>	<b>78</b>
Overall satisfaction (Compensation) (1) results not available until 2nd quarter of FY 2006	52%	55%	58%	59%	(1) TBD	55%	90%
Non-rating compensation actions - average days to process	55	57	49	50	59 G	66	17
Non-rating compensation actions - average days pending	98	93	95	94	98 G	105	47
National accuracy rate (Compensation authorization work) (thru Jun)	69%	83%	88%	90%	* 91% Y	92%	98%
Average number of days to initiate development of remands at the Appeals Management Center (thru Jul) (1) new measure in FY 2006 budget; target not available until end of FY 2006	N/A	N/A	N/A	N/A	28	(1) N/A	15
Percent of veterans in receipt of compensation whose total income exceeds that of like circumstanced veterans (Comp)	N/A	N/A	N/A	** TBD	** TBD	** TBD	50%

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Percent of compensation recipients who were kept informed of the full range of available benefits (1) customer satisfaction results not available until 2nd quarter of FY 2006	39%	40%	42%	43%	(1) TBD	TBD	60%
Percent of compensation recipients who perceive that VA compensation redresses the effect of service-connected disability in diminishing the quality of life	N/A	N/A	N/A	** TBD	** TBD	** TBD	70%
National accuracy rate (fiduciary work) % (Compensation & Pension) (thru Jun)	68%	84%	77%	81%	* 85% Y	88%	98%
Telephone activities - abandoned call rate (Compensation & Pension)	6%	9%	9%	7%	8% Y	3%	3%
Telephone activities - blocked call rate (Compensation & Pension)	3%	7%	3%	2%	3% Y	2%	2%
Fiduciary Activities - Initial Appt. & Fiduciary - Beneficiary Exams (completed) (%) (Compensation & Pension)	13%	9%	11%	12%	11% Y	6%	4%
Fiduciary Activities - Initial Appt. & Fiduciary - Beneficiary Exams (pending) (%) (Compensation & Pension)	N/A	16%	20%	14%	12% Y	8%	4%
Deficiency-free decision rate	86.7%	87.6%	89.0%	93.0%	89.0% Y	93.0%	95.0%
Appeals resolution time (Days) (Joint measure with C&P) (BVA)	595	731	633	529	622 R	500	365
BVA Cycle Time (Days) (1) Includes veterans service organization time	(1) 182	86	135	98	104 G	150	120
Appeals decided per Veterans Law Judge	561	321	604	691	621 G	592	668
Cost per case	\$1,401	\$2,702	\$1,493	\$1,302	\$1,453 G	\$1,546	\$1,689

\*\* Pending results of the new Veterans' Disability Benefits Commission that began in May 2005. Results are expected 15 months thereafter.

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Objective 1.3: Provide all service-disabled veterans with the opportunity to become employable and obtain and maintain suitable employment, while providing special support to veterans with serious employment handicaps.							
<b>Rehabilitation rate (VR&amp;E)</b>	<b>65%</b>	<b>62%</b>	<b>59%</b>	<b>62%</b>	<b>63% Y</b>	<b>66%</b>	<b>70%</b>
Speed of entitlement decisions in average days (VR&E)	62	65	63	57	62 G	62	60
Accuracy of decisions (Services) % (VR&E)	79%	81%	82%	86%	87% Y	88%	96%
Customer satisfaction (Survey) (VR&E) (1) Customer satisfaction results not available until 3rd quarter of FY 2006	76%	77%	N/A	79%	(1) TBD	81%	92%
Accuracy of program outcome % (VR&E)	N/A	81%	81%	94%	97% G	90%	95%

*Measures Under Development*

Common Measures							
Percent of participants employed first quarter after program exit (VR&E)	N/A	N/A	N/A	N/A	TBD	TBD	TBD
Percent of participants still employed three quarters after program exit (VR&E)	N/A	N/A	N/A	N/A	TBD	TBD	TBD
Percent change in earnings from pre-application to post-program employment (VR&E)	N/A	N/A	N/A	N/A	TBD	TBD	TBD
Average cost of placing participant in employment (VR&E)	N/A	N/A	N/A	N/A	TBD	TBD	TBD

Objective 1.4: Improve the standard of living and income status of eligible survivors of service-disabled veterans through compensation, education, and insurance benefits.

<b>Average days to process - DIC actions</b>	<b>133</b>	<b>172</b>	<b>153</b>	<b>125</b>	<b>124 Y</b>	<b>120</b>	<b>90</b>
Percent of DIC recipients above the poverty level (Comp)	N/A	N/A	N/A	99%	** TBD	** TBD	100%
Percent of DIC recipients who are satisfied that the VA recognized their sacrifice (Comp)	N/A	N/A	N/A	80%	** TBD	** TBD	90%

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<b>Strategic Goal 2: Ensure a smooth transition for veterans from active military service to civilian life.</b>							
Objective 2.1: Ease the reentry of new veterans into civilian life by increasing awareness of, access to, and use of VA health care, benefits, and services.							
Out of all original claims filed within the first year of release from active duty, the percentage filed at a BDD site prior to a service member's discharge (Comp) (1) new measure in FY 2006 budget; data/target not available until end of FY 2006	N/A	N/A	N/A	N/A	(1) N/A	N/A	65%
Percentage of VAMCs contracted to serve as TRICARE network providers	N/A	N/A	N/A	N/A	* 87%	Baseline	90%
Implementation guides developed for those Consolidated Health Informatics Standards adopted by VA and DoD (thru Aug)	N/A	N/A	N/A	N/A	* 2	Baseline	9

Objective 2.2: Provide timely and accurate decisions on education claims and continue payments at appropriate levels to enhance veterans' and servicemembers' ability to achieve educational and career goals.

<b>Average days to complete original education claims</b>	50	34	23	26	33 R	25	10
<b>Average days to complete supplemental education claims</b>	24	16	12	13	19 R	13	7
Montgomery GI Bill usage rate %: All program participants (Education) (1) Corrected	58%	56%	58%	(1) 65%	* 66% G	61%	70%
Montgomery GI Bill usage rate %: Veterans who have passed their 10-year eligibility period (Education) (1) Corrected	N/A	N/A	66%	(1) 71%	* 71% G	67%	70%
Percent of Montgomery GI Bill participants who successfully completed an education or training program (1) Measure under development (Education)	N/A	N/A	N/A	N/A	(1) N/A	N/A	TBD
Percentage of beneficiaries that believe their VA educational assistance has been either very helpful or helpful in the attainment of their educational or vocational goal (1) Measure under development (Education)	N/A	N/A	N/A	N/A	(1) N/A	N/A	TBD
Customer satisfaction-high ratings (Education) (1) Customer satisfaction results not available until 3rd quarter of FY 2006	86%	87%	89%	85%	(1) TBD	89%	95%
Telephone Activities - Blocked call rate (Education)	45%	26%	13%	20%	38% R	22%	10%

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Telephone Activities - Abandoned call rate (Education)	13%	11%	7%	10%	17% Y	9%	5%
Payment accuracy rate (Education)	92%	93%	94%	94%	96% G	95%	97%

Objective 2.3: Improve the ability of veterans to purchase and retain a home by meeting or exceeding lending industry standards for quality, timeliness, and foreclosure avoidance.

<b>Foreclosure avoidance through servicing (FATS) ratio (Housing)</b>	<b>40%</b>	<b>43%</b>	<b>45%</b>	<b>44%</b>	<b>48% G</b>	<b>47%</b>	<b>47%</b>
Statistical quality index % (Housing)	96%	97%	98%	98%	98% G	97%	98%
Veterans satisfaction % (1) Customer survey not conducted in 2005 (2) Customer survey not conducted in 2004 (Housing)	94%	94%	95%	(2) N/A	(1) N/A	96%	95%
Home Purchase - Percent of active duty personnel and veterans that could not have purchased a home without VA assistance (1) Measure under development	N/A	N/A	N/A	N/A	(1) N/A	N/A	TBD

**Strategic Goal 3: Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation.**

Objective 3.1: Provide high-quality, reliable, accessible, timely, and efficient health care that maximizes the health and functional status for all enrolled veterans, with special focus on veterans with service-connected conditions, those unable to defray the cost, and those statutorily eligible for care.

<b>Percent of patients rating VA health care service as very good or excellent:</b>							
<b>Inpatient (thru Jun)</b>	<b>64%</b>	<b>70%</b>	<b>74%</b>	<b>74%</b>	<b>* 77% G</b>	<b>74%</b>	<b>74%</b>
<b>Outpatient (thru Jun)</b>	<b>65%</b>	<b>71%</b>	<b>73%</b>	<b>72%</b>	<b>* 77% G</b>	<b>73%</b>	<b>73%</b>
<b>Percent of primary care appointments scheduled within 30 days of desired date (VHA) (thru Jun)</b>	<b>87%</b>	<b>89%</b>	<b>93%</b>	<b>94%</b>	<b>* 97% G</b>	<b>94%</b>	<b>94%</b>
<b>Percent of specialty care appointments scheduled within 30 days of desired date, (1) results as of 9/30, (2) reflects cum. for year, (3) henceforth, eight clinical areas now included instead of five (VHA) (thru Jun)</b>	<b>(1) 84%</b>	<b>(1) 86%</b>	<b>(2) 89%</b>	<b>(3) 93%</b>	<b>* 95% G</b>	<b>93%</b>	<b>93%</b>
<b>Clinical Practice Guidelines Index (VHA) (thru Jun)</b>	<b>N/A</b>	<b>Baseline</b>	<b>70%</b>	<b>77%</b>	<b>* 87% G</b>	<b>77%</b>	<b>80%</b>
<b>Prevention Index II (VHA) (thru Jun)</b>	<b>80%</b>	<b>82%</b>	<b>83%</b>	<b>88%</b>	<b>* 90% G</b>	<b>88%</b>	<b>88%</b>

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<b>Increase non-institutional long-term care as expressed by average daily census (VHA) (thru Jun)</b>	N/A	<b>24,126</b>	<b>24,413</b>	<b>25,523</b>	<b>* 29,316 Y</b>	<b>30,118</b>	<b>43,098</b>
Percent of veterans returning from a combat zone who respond "yes completely" to survey questions regarding how well they perceive that their VA provider listened to them and if they had trust and confidence in their VA provider (VHA)	N/A	N/A	N/A	N/A	Baseline	Baseline	72%
Percent of appointments for specialty health care services scheduled within 30 days of desired date for veterans and service members returning from a combat zone (VHA)	N/A	N/A	N/A	N/A	Baseline	Baseline	90%
Percent of appointments for primary care scheduled within 30 days of desired date for veterans and service members returning from a combat zone (VHA)	N/A	N/A	N/A	N/A	Baseline	Baseline	94%
Percent of patients who report being seen within 20 minutes of scheduled appointments at VA health care facilities (VHA) (thru Jun)	63%	65%	67%	69%	<b>* 73% G</b>	<b>67%</b>	90%
Percent of outpatient encounters that have electronic progress notes signed within 2 days (VHA) (thru Jun)	N/A	N/A	N/A	84%	<b>* 85% G</b>	<b>85%</b>	87%

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Compensation & Pension rating-related actions - average days to process	181	223	182	166	167 R	145	125
Non-rating pension actions - average days to process	59	65	67	58	68 G	73	21
National accuracy rate (authorization pension work) % (thru Jun)	62%	76%	81%	84%	* 84% G	84%	98%
National accuracy rate (core rating-related pension work) (thru Jun)	78%	80%	91%	93%	* 91% Y	93%	98%
Rating-related pension actions - average days pending	129	100	98	77	83 R	69	65
Overall satisfaction rate % (Pension) (1) customer satisfaction results not available until 2nd quarter of FY 2006	63%	65%	66%	66%	(1) TBD	65%	90%
Non-rating pension actions - average days pending	124	90	61	102	111 R	73	38
Percent of pension recipients who were informed of the full range of available benefits (1) Customer satisfaction results not available until 2nd quarter of FY 2006	40%	38%	39%	40%	(1) TBD	40%	60%
Percent of pension recipients who said their claim was very or somewhat fair (1) Customer satisfaction results not available until 2nd quarter of FY 2006	63%	65%	62%	64%	(1) TBD	53%	75%
National accuracy rate (fiduciary work) % (Compensation & Pension) (thru Jun)	68%	84%	77%	81%	* 85% Y	88%	98%
Telephone activities - abandoned call rate (Compensation & Pension)	6%	9%	9%	7%	8% Y	3%	3%
Telephone activities - blocked call rate (Compensation & Pension)	3%	7%	3%	2%	3% Y	2%	2%

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Fiduciary Activities - Initial Appt. & Fiduciary - Beneficiary Exams (completed) (%) (Compensation & Pension)	13%	9%	11%	12%	11% Y	6%	4%
Fiduciary Activities - Initial Appt. & Fiduciary - Beneficiary Exams (pending) (%) (Compensation & Pension)	N/A	16%	20%	14%	12% Y	8%	4%

Objective 3.3: Maintain a high level of service to insurance policy holders and their beneficiaries to enhance the financial security for veterans' families.

<b>Average days to process insurance disbursements</b>	<b>2.8</b>	<b>2.6</b>	<b>2.4</b>	<b>1.8</b>	<b>1.8 G</b>	<b>2.7</b>	<b>2.7</b>
High customer ratings % (Insurance)	96%	95%	95%	96%	96% G	95%	95%
Low customer ratings % (Insurance)	2%	3%	3%	2%	2% G	2%	2%
Percentage of blocked calls (Insurance)	3%	1%	0%	1%	0% G	2%	1%
Average hold time in seconds (Insurance)	17	18	17	17	11 G	20	20

Objective 3.4: Ensure that the burial needs of veterans and eligible family members are met.

<b>Percent of veterans served by a burial option within a reasonable distance (75 miles) of their residence (NCA)</b>	<b>72.6%</b>	<b>73.9%</b>	<b>75.2%</b>	<b>75.3%</b>	<b>77.1% Y</b>	<b>78.3%</b>	<b>90.0%</b>
<b>Percent of respondents who rate the quality of service provided by the national cemeteries as excellent (NCA)</b>	<b>92%</b>	<b>91%</b>	<b>94%</b>	<b>94%</b>	<b>94% Y</b>	<b>95%</b>	<b>100%</b>
Average number of days to process a claim for reimbursement of burial expenses (Data tracked by VBA)	40	48	42	48	57 R	42	21
National Accuracy Rate for burial claims processed (Data tracked by VBA) (thru Jun)	72%	85%	92%	94%	* 93% Y	96%	98%

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Percent of funeral directors who respond that national cemeteries confirm the scheduling of the committal service within 2 hours (NCA)	75%	73%	73%	73%	73% Y	75%	93%
Cumulative number of kiosks installed at national and state veterans cemeteries (NCA)	33	42	50	60	69 G	68	108

Objective 3.5: Provide veterans and their families with timely and accurate symbolic expressions of remembrance.

<b>Percent of graves in national cemeteries marked within 60 days of interment (NCA)</b>	N/A	49%	72%	87%	94% G	88%	90%
Percent of applications for headstones and markers for the graves of veterans who are not buried in national cemeteries processed within 20 days (NCA)	N/A	N/A	N/A	N/A	13%	Baseline	90%
Percent of headstones and markers ordered by national cemeteries for which inscription data are accurate and complete (NCA)	N/A	N/A	N/A	98%	99% G	98%	99%
Percent of headstones and markers that are undamaged and correctly inscribed (NCA)	97%	96%	97%	97%	96% Y	98%	98%

**Strategic Goal 4: Contribute to the public health, emergency management, socioeconomic well-being, and history of the Nation.**

Objective 4.1: Improve the Nation's preparedness for response to war, terrorism, national emergencies, and natural disasters by developing plans and taking actions to ensure continued service to veterans as well as support to national, state, and local emergency management and homeland security efforts.

Percent of Emergency Planners who have completed orientation (OPPP)	N/A	N/A	N/A	N/A	100%	N/A	100%
Percent of Under Secretaries, Assistant Secretaries, and other key officials who self-certify their teams "ready to deploy" to their COOP site (OPPP)	N/A	N/A	N/A	N/A	85%	N/A	100%

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Objective 4.2: Advance VA medical research and development programs that address veterans' needs, with an emphasis on service-connected injuries and illnesses, and contribute to the Nation's knowledge of disease and disability.							
Number of peer-reviewed publications by VA investigators	N/A	N/A	N/A	N/A	* 2,665 G	(1) 2,558	2,700
Percentage of clinicians who remain in the VA health care system for at least three years after completion of their career development award period (VHA)	N/A	N/A	N/A	N/A	* 69% G	(1) 63%	70%
Number of discovery disclosures by VA investigators (VHA)	N/A	N/A	N/A	N/A	* 164 Y	(1) 188	217
(1) Original baseline year. Number can now be provided due to a refinement in data analysis.							
Objective 4.3: Sustain partnerships with the academic community that enhance the quality of care to veterans and provide high quality educational experiences for health care trainees.							
Medical residents' and other trainees' scores on a VHA Survey assessing their clinical training experience (thru Aug)	84	83	83	84	* 84 Y	85	85
Percent of admission notes by residents that have a note from attending physician within one day of admission (VHA) :							
Medicine (thru Jun)	N/A	N/A	N/A	N/A	* 94%	Baseline	95%
Psychiatry (thru Jun)	N/A	N/A	N/A	N/A	* 94%	Baseline	95%
Surgery (thru Jun)	N/A	N/A	N/A	N/A	* 72%	Baseline	95%
Objective 4.4: Enhance the socioeconomic well-being of veterans, and thereby the Nation and local communities, through veterans' benefits; assistance programs for small, disadvantaged, and veteran-owned businesses; and other community initiatives.							
Attainment of statutory minimum goals for small business expressed as a percent of total procurement (OSDBU) (thru 11/03/2005 -- FY 2005 data have not been finalized)	32.6%	31.2%	31.8%	28.5%	* 27.8% G	23%	23%

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Percent of respondents who rate national cemetery appearance as excellent (NCA)	96%	97%	97%	98%	98% G	98%	100%
Percent of respondents who would recommend the national cemetery to veteran families during their time of need (NCA)	97%	98%	97%	97%	98% G	98%	100%
Percent of headstones and/or markers in national cemeteries that are at the proper height and alignment (NCA)	N/A	N/A	N/A	64%	70% G	65%	90%
Percent of headstones, markers, and niche covers that are clean and free of debris or objectionable accumulations (NCA)	N/A	N/A	N/A	76%	72% Y	78%	90%
Percent of gravesites that have grades that are level and blend with adjacent grade levels (NCA)	N/A	N/A	N/A	79%	84% G	80%	95%

**Enabling Goal: 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.**

Objective E-1: Recruit, develop, and retain a competent, committed, and diverse workforce that provides high quality service to veterans and their families.

Percent of cases using alternate dispute resolution (ADR) techniques (BCA) (1) Corrected	(1) 21%	(1) 43%	(1) 20%	(1) 9%	9% R	72%	75%
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Objective E-2: Improve communications with veterans, employees, and stakeholders about the Department's mission, goals, and current performance as well as benefits and services VA provides.

Percent of newly elected/appointed state officials contacted within 60 days of taking office regarding VA programs/services (OPIA)	N/A	75%	80%	90%	100% G	100%	100%
Percent of VA employees who indicate they understand VA's strategic goals (OPPP) (1) No employee survey was conducted	N/A	65%	75%	75%	(1) No data available	80%	90%

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Objective E-3: Implement a <i>One VA</i> information technology framework that supports the integration of information across business lines and that provides a source of consistent, reliable, accurate, and secure information to veterans and their families, employees, and stakeholders.							
Number of business lines transformed to achieve a secure veteran-centric delivery process that would enable veterans and their families to register and update information, submit claims or inquiries, and obtain status (IT)	N/A	N/A	N/A	0	0	0	8

Objective E-4: Improve the overall governance and performance of VA by applying sound business principles; ensuring accountability; enhancing our management of resources through improved capital asset management, acquisition, and competitive sourcing; and linking strategic planning, budgeting, and performance planning.

<b>Ratio of collections to billings (expressed as a percentage) (VHA)</b>	<b>31%</b>	<b>37%</b>	<b>41%</b>	<b>41%</b>	<b>* 41% G</b>	<b>41%</b>	<b>41%</b>
Dollar value of 1st party and 3rd party collections: (VHA)							
1st Party (\$ in millions) (thru Aug)	\$231	\$486	\$685	\$742	* \$709 Y	\$860	\$1,030
3rd Party (\$ in millions) (thru Aug)	\$540	\$690	\$804	\$960	* \$965 Y	\$1,018	\$1,643
Documented increases in the use of joint procurement contracts (VHA)	N/A	N/A	N/A	N/A	Baseline	Baseline	\$200M
Cost - Obligations per unique patient user (VHA)	N/A	\$4,928	\$5,202	\$5,562	\$5,726 G	\$5,762	TBD
Efficiency - Average number of appointments per year per FTE (1) Corrected (thru Aug) (VHA)	N/A	2,719	2,856	(1) 2,413	* 2,524 Y	2,553	TBD
Percentage of tort claims settled administratively (OGC)	83.4%	86.0%	86.0%	89.0%	88.4% Y	89.0%	90.0%
Percentage of planned business process reengineering studies of non-core, commercial, competitive functions initiated (per annum) (OPPP)	N/A	N/A	N/A	N/A	22% G	12%	12%
Percent increase of EDI usage over base year of 1997 (OM)	178%	235%	320%	884%	1384% G	900%	1000%
Number of audit qualifications identified in the auditor's opinion on VA's Consolidated Financial Statements (OM)	0	0	0	0	0 G	0	0

\* These are partial or estimated actual data; final data will be published in the FY 2007 Congressional Budget and/or the FY 2006 Performance and Accountability Report.

**Table 1 - FY 2005 Performance Measures by Strategic Goal and Objective**  
**(Key Measures are in bold)**  
**(G = Green; Y = Yellow; R = Red)**

Performance Measures	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005 Result	FY 2005 Plan	Strategic Target
Number of material weaknesses identified during the Annual Financial Statement Audit or Identified by Management (OM)	12	6	5	4	4 R	2	0
Decrease underutilized space as compared to overall space to 30% or less (29,507,611 Baseline) (OAEM)	N/A	N/A	N/A	Baseline	2%	TBD	30%
Increase Annual Percent Condition Index from 2005 baseline (OAEM)	N/A	N/A	N/A	N/A	Baseline	Baseline	TBD
Decrease Non Mission Dependent assets from 2005 baseline (OAEM)	N/A	N/A	N/A	N/A	Baseline	Baseline	TBD
Decrease operating and maintenance costs adjusting for inflation from 2004 (\$11,386,528,347 Baseline) (OAEM)	N/A	N/A	N/A	Baseline	\$758,867,828	TBD	TBD
Number of indictments, arrests, convictions, administrative sanctions, and pretrial diversions: (OIG)	1,655	1,621	1,894	1,917 ***	3,098 G	2,004	2,500
Number of Arrests	401	452	624	642 ***	593	645	820
Number of Indictments	376	357	349	397	336	400	470
Number of Convictions	337	331	417	332	327	335	395
Number of Administrative Sanctions	541	481	484	522	1,803	600	780
Number of Pretrial Diversions	N/A	N/A	20	24	39	24	35
Number of Reports issued:	136	169	(1) 182	(2) 223	(3) 224 G	198	236
Combined Assessment Reviews (CAPs) -Total	26	33	42	52	65	60	76
VHA CAPs	22	21	34	40	48	48	57
VBA CAPs	4	12	8	12	17	12	19
Audit Reports	26	26	24	24	37	30	40
Pre-and Post-Award Contract Reviews	48	60	65	105	85	64	70
Healthcare Inspection Reports	22	37	24	26	23	29	35
Administrative Investigations	14	12	21	11	11	15	15
Value of monetary benefits (\$ in millions) from:	\$4,189	\$878	\$157	(4) \$3,228 ***	(4) \$21,863 G	\$924	\$970
IG Investigations	\$52	\$85	\$64	\$320 ***	\$408	\$67	\$70
IG audits	\$4,095	\$730	\$8	\$2,104	\$20,332	\$792	\$825
IG contract reviews	\$42	\$62	\$82	\$661	\$1,121	\$65	\$75

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**Table 1 - FY 2005 Performance Measures by Strategic Goal and Objective**  
 (Key Measures are in bold)  
 (G = Green; Y = Yellow; R = Red)

Performance Measures	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005 Result	FY 2005 Plan	Strategic Target
Customer Satisfaction:							
CAP Reviews	N/A	4.4	4.1	4.5	4.5 Y	4.6	5.0
Investigations	4.8	4.8	4.9	4.9	4.9 Y	5.0	5.0
Audit	4.2	4.3	4.2	4.6	4.5 Y	4.7	5.0
Contract Reviews	4.7	4.9	4.5	4.6	4.6 Y	4.7	5.0
Healthcare Inspections	4.2	4.7	4.4	4.4	4.7 G	4.5	5.0

(1) Includes 5 CAP summary reports that are not counted in the CAP total and 1 joint review with DoD.

(2) Includes 3 CAP summary reports that are not counted in the CAP total and 2 joint reviews completed by OIG Offices of Investigation, Audit, and Healthcare Inspection.

(3) Includes 2 CAP summary reports that are not counted in the CAP total and 1 joint review completed by the OIG Offices of Investigation and Audit.

(4) This figure includes monetary benefits produced by the OIG Office of Healthcare Inspections and OIG Hotline Division. The nature of the activity of these offices does not generally result in monetary benefits significant for separate performance reporting.

\*\*\* Corrected