

Table 2 - FY 2005 Performance Measures by Program

(Key Measures are in bold)

(G = Green; Y = Yellow; R = Red)

	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005 Result	FY 2005 Plan	Strategic Target
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Veterans Health Administration

P&F ID Codes: 36-0160-0-1-703; 36-0152-0-1-703;
 Medical Care 36-0162-0-1-703; 36-5358-0-1-703; 36-8180-0-7-705;
 36-4014-0-3-705

Resources							
FTE	183,602	184,209	187,049	194,055	200,779	197,362	
Medical care costs (\$ in millions)	\$22,553	\$24,368	\$27,654	\$30,772	\$31,668	\$33,082	

Performance Measures

Percent of patients rating VA health care service as very good or excellent:							
Inpatient (thru Jun)	64%	70%	74%	74%	* 77% G	74%	74%
Outpatient (thru Jun)	65%	71%	73%	72%	* 77% G	73%	73%
Percent of primary care appointments scheduled within 30 days of desired date (thru Jun)	87%	89%	93%	94%	* 97% G	94%	94%
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 (thru Jun)	(1) 84%	(1) 86%	(2) 89%	(3) 93%	* 95% G	93%	93%
Clinical Practice Guidelines Index (thru Jun)	N/A	Baseline	70%	77%	* 87% G	77%	80%
Prevention Index II (thru Jun)	80%	82%	83%	88%	* 90% G	88%	88%
Ratio of collections to billings (expressed as a percentage)	31%	37%	41%	41%	* 41% G	41%	41%
Percent of patients who report being seen within 20 minutes of scheduled appointments at VA health care facilities (thru Jun)	63%	65%	67%	69%	* 73% G	67%	90%
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	N/A	N/A	N/A	N/A	Baseline	Baseline	72%
Percent of outpatient encounters that have electronic progress notes signed within 2 days (thru Jun)	N/A	N/A	N/A	84%	* 85% G	85%	87%
Dollar value of 1st party and 3rd party collections:							
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
Cost - Obligations per unique patient user	N/A	\$4,928	\$5,202	\$5,562	\$5,726 G	\$5,762	TBD

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Efficiency - Average number of appointments per year per FTE (1) Corrected (thru Aug)	N/A	2,719	2,856	(1) 2,413	* 2,524 Y	2,553	TBD
Percentage of VAMCs contracted to serve as TRICARE network providers	N/A	N/A	N/A	N/A	* 87%	Baseline	90%
Documented increases in the use of joint procurement contracts	N/A	N/A	N/A	N/A	Baseline	Baseline	\$200M
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

Special Emphasis Programs

Non-institutional long-term care as expressed by average daily census (thru Jun)	N/A	24,126	24,413	25,523	* 29,316 Y	30,118	43,098
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%
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	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	N/A	N/A	N/A	N/A	Baseline	Baseline	94%
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:							
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%

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	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005 Result	FY 2005 Plan	Strategic Target
P&F ID Codes: 36-0161-0-1-703; 36-4026-0-3-703;							
<i>Medical Research</i>							
Resources							
FTE	3,019	6,470	6,575	6,798	3,206	6,202	
Research cost (\$ in millions)	\$877	\$964	\$1,022	\$1,067	\$851	\$1,033	

Performance Measures

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	N/A	N/A	N/A	N/A	* 69% G	(1) 63%	70%
Number of discovery disclosures by VA investigators	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.

Veterans Benefits Administration

	<i>Compensation</i>		P&F ID Code:		36-0102-0-1-701		36-0134-0-1-701	
Resources								
FTE	8,035	6,985	7,346	7,568	7,538	7,515		
Benefits cost (\$ in millions)	\$20,255	\$22,453	\$24,822	\$26,472	\$28,768	\$29,039		
Administrative cost (\$ in millions)	\$564	\$603	\$728	\$789	\$834	\$853		

Performance Measures

National accuracy rate (core rating work) % (Compensation) (thru Jun)	80%	80%	86%	87%	* 84% Y	88%	98%
Compensation & Pension rating-related actions - average days to process	181	223	182	166	167 R	145	125
Rating-related compensation actions - average days pending	186	179	114	120	122 Y	119	78
Average days to process - DIC actions	133	172	153	125	124 Y	120	90
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

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	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005 Result	FY 2005 Plan	Strategic Target
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%
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%
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%
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%
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%
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%

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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%

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

Pension

P&F ID Codes:

36-0154-0-1-701;

36-0143-0-1-701

Resources						
FTE	N/A	1,791	1,827	1,535	1,539	1,444
Benefits cost (\$ in millions)	\$3,018	\$3,168	\$3,226	\$3,342	\$3,408	\$3,408
Administrative cost (\$ in millions)	\$142	\$155	\$152	\$153	\$165	\$148

Performance Measures

Compensation & Pension rating-related actions - average days to process	181	223	182	166	167 R	145	125
National accuracy rate (authorization pension work) % (thru Jun)	62%	76%	81%	84%	* 84% G	84%	98%
Non-rating pension actions - average days to process	59	65	67	58	68 G	73	21
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

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	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005 Result	FY 2005 Plan	Strategic Target
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
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%
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%

The indicators below are the component end-products for the measure on average days to complete rating-related actions. We do not establish separate performance goals for these indicators. For a detailed discussion of rating-related actions timeliness, see the narrative on pages 85-86.

	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005	Claims Completed in FY 2005
Average days to process rating - related actions	181	223	182	166	167	763,464
Initial disability compensation	219	256	207	186	185	197,554
Initial death compensation/DIC	133	172	153	125	124	27,740
Reopened compensation	197	242	193	178	179	431,031
Initial disability pension	130	123	93	94	98	31,888
Reopened pension	126	128	101	101	103	50,289
Reviews, future exams	119	127	95	87	95	17,682
Reviews, hospital	91	74	54	54	55	7,280

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	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005 Result	FY 2005 Plan	Strategic Target
<i>Education</i>							
P&F ID Codes: 36-0133--0-1-702 36-0133-0-7-702 36-0137-0-1-702 36-0133--0-1-702 36-8133-0-7-702							
Resources							
FTE	852	864	866	841	851	888	
Benefits cost (\$ in millions)	\$1,425	\$1,756	\$2,120	\$2,417	\$3,329	\$2,787	
Administrative costs (\$ in millions)	\$64	\$75	\$69	\$78	\$84	\$101	
Performance Measures							
Average days to complete original education claims	50	34	23	26	33 R	25	10
Average days to complete supplemental education claims	24	16	12	13	19 R	13	7
Montgomery GI Bill usage rate %: All program participants (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 (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	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	N/A	N/A	N/A	N/A	(1) N/A	N/A	TBD
Customer satisfaction-high ratings (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	45%	26%	13%	20%	38% R	22%	10%
Telephone Activities - Abandoned call rate	13%	11%	7%	10%	17% Y	9%	5%
Payment accuracy rate	92%	93%	94%	94%	96% G	95%	97%

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	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005 Result	FY 2005 Plan	Strategic Target
<i>Vocational Rehabilitation and Employment</i>							
	P&F ID Codes:				36-0135-0-1-702; 36-0140-0-1-702	36-0132-0-1-702	
Resources							
FTE	1,061	1,057	1,091	1,105	1,114	1,102	
Benefits cost (\$ in millions)	\$427	\$487	\$515	\$552	\$552	\$590	
Administrative costs (\$ in millions)	\$109	\$119	\$116	\$124	\$137	\$149	

Performance Measures

Rehabilitation rate (VR&E)	65%	62%	59%	62%	63% Y	66%	70%
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

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<i>Housing</i>							
		P&F ID Codes:		36-1119-0-1-704;		36-4025-0-3-704	
				36-0128-0-1-704	36-4127-0-3-704		36-4129-0-3-704
				36-4130-0-3-704			
Resources							
FTE	1,759	1,718	1,404	1,256	1,048	1,281	
Benefits cost (\$ in millions)	\$520	\$849	\$1,351	\$235	\$1,927	\$1,952	
Administrative costs (\$ in millions)	\$162	\$168	\$169	\$158	\$153	\$156	

Performance Measures

Foreclosure avoidance through servicing (FATS) ratio	40%	43%	45%	44%	48% G	47%	47%
Statistical quality index %	96%	97%	98%	98%	98% G	97%	98%
Veterans satisfaction % (1) Customer survey not conducted in 2005 (2) Customer survey not conducted in 2004	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

*Insurance*P&F ID Codes: 36-0120-0-1-701; 36-4012-0-3-701;
36-4010-0-3-701; 36-4009-0-3-701; 36-8132-0-7-701;
36-8150-0-7-701; 36-8455-0-8-701; 36-0141-0-1-701

Resources							
FTE	507	479	493	490	488	513	
Benefits cost (\$ in millions)	\$2,534	\$2,709	\$2,655	\$2,539	\$2,573	\$2,626	
Administrative costs (\$ in millions)	\$41	\$40	\$40	\$42	\$41	\$45	

Performance Measures

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

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National Cemetery Administration

P&F ID Codes: 36-0129-0-1-705; 36-0139-0-1-701

Resources							
FTE	1,385	1,633	1,655	1,492	1,519	1,553	
Benefits cost (\$ in millions)	\$111	\$135	\$143	\$153	\$153	\$169	
Administrative cost (\$ in millions):							
Operating costs	\$116	\$137	\$143	\$156	\$159	\$162	
State cemetery grants	\$24	\$41	\$26	\$34	\$36	\$36	
Capital construction	\$33	\$61	\$36	\$63	\$68	\$146	

Performance Measures

Percent of veterans served by a burial option within a reasonable distance (75 miles) of their residence	72.6%	73.9%	75.2%	75.3%	77.1% Y	78.3%	90.0%
Percent of respondents who rate the quality of service provided by the national cemeteries as excellent	92%	91%	94%	94%	94% Y	95%	100%
Percent of graves in national cemeteries marked within 60 days of interment	N/A	49%	72%	87%	94% G	88%	90%
Percent of respondents who rate national cemetery appearance as excellent	96%	97%	97%	98%	98% G	98%	100%
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%
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

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Percent of applications for headstones and markers for the graves of veterans who are not buried in national cemeteries processed within 20 days	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	N/A	N/A	N/A	98%	99% G	98%	99%
Percent of headstones and markers that are undamaged and correctly inscribed	97%	96%	97%	97%	96% Y	98%	98%
Percent of respondents who would recommend the national cemetery to veteran families during their time of need	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	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	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	N/A	N/A	N/A	79%	84% G	80%	95%

Board of Veterans' Appeals

P&F ID Code: 36-0151-0-1-705

Resources						
FTE	455	448	451	440	434	440
Administrative cost (\$ in millions)	\$44	\$47	\$47	\$50	\$50	\$51

Performance Measures

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

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Departmental Management

P&F ID Code: 36-0151-0-1-705; 36-4539-0-4-705
36-4537-0-4-705

Resources						
FTE	2,674	2,825	2,597	2,697	3,167	3,088
Administrative costs (\$ in millions)	\$449	\$515	\$617	\$717	\$762	\$905

Performance Measures

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%
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%
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%
Percent of cases using alternate dispute resolution (ADR) techniques (BCA) (1) Corrected	(1) 21%	(1) 43%	(1) 20%	(1) 9%	9% R	72%	75%
Percentage of tort claims settled administratively (OGC)	83.4%	86.0%	86.0%	89.0%	88.4% Y	89.0%	90.0%
Percent increase of EDI usage over base year of 1997 (OM)	178%	235%	320%	884%	1384% G	900%	1000%
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
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 2 - FY 2005 Performance Measures by Program(Key Measures are in bold)
(G = Green; Y = Yellow; R = Red)

	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005 Result	FY 2005 Plan	Strategic Target
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%
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

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Resources							
FTE	370	393	399	435	453	468	
Administrative cost (\$ in millions)	\$49	\$56	\$58	\$66	\$70	\$75	

Performance Measures

Number of indictments, arrests, convictions, administrative sanctions, and pretrial diversions:	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

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Table 2 - FY 2005 Performance Measures by Program(Key Measures are in bold)
(G = Green; Y = Yellow; R = Red)

	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005 Result	FY 2005 Plan	Strategic Target
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
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

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Dropped Performance Measures

<i>Veterans Health Administration*</i>	FY 2001	FY 2002	FY 2003	FY 2004 Final	FY 2004 Plan
Average waiting time for next available appointment in primary care clinics (in days)	37.5	37	25	7	34
Average waiting time for next available appointment in specialty clinics (in days)	N/A	N/A	45	8	30
Percent of all patients evaluated for the risk factors for hepatitis C)	51%	85%	95%	98%	90%
Percent of all patients tested for hepatitis C subsequent to a positive hepatitis C risk factor screening	48%	62%	84%	97%	85%
Percent of clinical software patches installed on time:					
CPRS	67%	70%	96%	98%	72%
BCMA	82%	85%	94%	97%	87%
Imaging	57%	60%	88%	92%	62%
Acute Bed Days of Care (BDOC)/1000	895	900	1,000	1,000	1,000
Outpatient visits/1000:					
Med/Surg	2.4	2.4	2.4	2.4	2.4
Mental Health	8.1	8.1	8.1	8.1	8.1
Percent of VA medical centers that provide electronic access to health information provided by DoD on separated service persons	N/A	0%	100%	100%	100%
Quality - The percentage of diabetic patients taking the HbA1c blood test in the past year	N/A	93%	94%	95%	93%
Average waiting time for new patients seeking primary care clinic appointments (in days)	N/A	N/A	42	36	30
Average waiting time for patients seeking a new specialty clinic appointment (in days)	N/A	N/A	45	37	30
Sustain 2002 level of partnering opportunities with: Veterans Service Organizations; other Federal Agencies; non-profit foundations, e.g., American Heart Association, American Cancer Society; and private industry, e.g., pharmaceutical companies	139	139	139	139	139

* Most of these measures had met or exceeded targets for several consecutive years indicating sustainable achievement. Other measures were replaced with measures that more accurately targeted areas VA identified as needing improvement.

<i>Veterans Benefits Administration**</i>	FY 2001	FY 2002	FY 2003	FY 2004 Final	FY 2004 Plan
National accuracy rate (authorization work) (Compensation & Pension)	65%	80%	88%	91%	87%
Overall satisfaction (Compensation & Pension)	56%	58%	59%	61%	70%
National accuracy rate (core rating work) (Compensation & Pension)	89%	81%	86%	87%	90%

** These measures are now tracked separately for compensation and for pension.