

Registration-Eligibility (EA-46)

Authoritative Source

- VA Strategic Plan for 2004
- BY-2008 IT Project Portfolio

Stakeholders

- All veterans, their dependents, and their survivors
- VA Administrations
- VA Business Stakeholders

Related Segment Architectures

- Identity Management Services Segment

Requirement Description

VA currently supports a separate veteran registration process for every veteran-servicing business line. Furthermore, within the Health Care Delivery Business Line, a separate variation of the veteran registration process exists for each of the twenty-two Veterans Integrated Service Networks (VISNs). This multiplicity of redundant processes not only creates an unnecessarily costly maintenance burden upon VA, but it also causes veterans to endure a separate, lengthy registration ordeal whenever they apply for an additional VA benefit, or whenever they apply for medical care at another VISN. The resulting multitude of veteran identification data sets causes confusion and an additional burden of cost for data reconciliation.

While the rules and practices for benefit eligibility determination are unique to each VA business line, the registration data and process is virtually identical across all business lines. Current issues with the VA registration and eligibility determination process include the following:

- **Inadequate Data Sharing Practices with External Agencies:** VA has inadequate data sharing practices with the Department of Defense (DoD) and other external departments that result in unnecessary inefficiencies in determining eligibility for VA line of business (LOB) benefits. These data sharing inadequacies place the burden on the veteran to provide proof of basic eligibility and force a practice of manual data collection on VA lines of business. VA needs to implement streamlined information sharing with DoD and other external agencies to make core eligibility information more accessible to LOBs;
- **Lack of Comprehensive Registration Services:** The lack of a comprehensive, consistent method for registering an individual within VA makes it difficult for administrations to share information with each other and places the burden on the veteran to provide basic identity and demographic information within each line of business. VA needs to establish mechanisms to enable registration events completed in one line of business to be available to other lines of business, thereby reducing redundant data collection and enhancing re-use of business line eligibility determinations;
- **Inadequate Data Sharing Between Administrations:** A number of VA LOBs (both within and across administrations) require access to benefit determinations from other LOBs; however current modes of data sharing within VA do not enable one line of business to review and/or re-use previously established eligibility determinations by

another LOB. This creates redundant touch points between administrations, and introduces a lack of reliability/consistency in eligibility determinations across LOBs. Additionally, as current inter-administration data sharing infrastructure fails to keep pace with changing IT baselines within administrations, LOBs are literally reduced to manual data sharing practices (e.g. telephone, fax, mail). VA needs to establish mechanisms to share generally required benefit determinations from one LOB to other LOBs; and

- **Inadequate Automated Application for Benefit Functionality within a Common Access Point for Veterans to Access VA Services:** Current internet-based VA benefit application capability for VBA and VHA are woefully inadequate. The benefit application process is very different across LOBs and there is no common access point for veterans to access LOB applications for benefits. These deficiencies force the veteran to seek out access methods with each LOB to initiate an application for benefits and often force veterans to either apply for benefits either by mail or by visiting a VA facility. Additionally, LOBs have constructed multiple “one-stop” portals. This practice both increases confusion among the veteran population and introduces inefficiencies in the business lines. VA needs to enhance its online benefits application utilities while establishing a common access method for veterans to obtain information about benefits across LOBs and for veteran self-service.

Recommended Solution

This issue was addressed by the CIO’s office in 2004, with the establishment of the OneVA RE Program. The goal of the RE program is to become a single point of registration and eligibility, and a corporate-wide authoritative source for veteran identification. Specifically, the project will develop a streamlined registration application process for veterans and their dependents and survivors to apply for VA benefits and services, and will provide a comprehensive data environment for use by VA case workers to support benefit processing, outreach, and reporting and for use by veterans in obtaining information regarding VA programs and their eligibilities for benefits.

Registration & Eligibility is a set of customer-facing business functions, supported by the underlying VA enterprise data architecture, that span the entire VA enterprise supporting each of the VA lines of business. These critical functions have been given high priority as enterprise projects within the developing OneVA Enterprise Architecture.

To fulfill the President’s Management Agenda, the VA and DoD are working on cooperative opportunities. A key initiative on which VA and the DoD are committed to seeing to completion is the development of a solution that provides all the necessary personal and demographic data required by VA business lines to make the proper registration and eligibility determinations by leveraging data from DoD’s Enrollment Eligibility Registration System within the OneVA Registration & Eligibility solution. The VA Strategic Plan directs VA to “Simplify the administrative rules and regulation governing the application and eligibility determination process” and “Provide veterans with easy access to information and the opportunity to interact with VA for benefits and services, at a convenient time and place. Veterans, service members, and stakeholders (e.g. educational institutions) will have the opportunity to obtain information, apply for benefits and/or interact with VA through the Internet and toll free telephone service.” The Benefits Executive Council (BEC) objectives 4.1, 4.2, and 4.3 also support this data sharing

initiative. The future vision of the OneVA Registration and Eligibility process is driven by VA's reaffirmation that serving the veteran is our overriding goal.

Once it is fully implemented across all VA business lines, this approach will permit the veteran to register one time and to then be considered for all VA benefits, without the requirement of re-submitting data. A key component of RE is robust identity management that is utilized by OneVA and core administrative systems.

This is an ongoing, funded project. It is currently focused upon developing data requirements and identifying VA business line business requirements.

EA Investment Scoring

The following table provides the EA evaluation score for BY-2008 (this is the project's most recent Exhibit-300 budget request). Scores are provided for business, data and implementation issues and for an overall project average. The Exhibit-300 EA evaluation procedure is defined within the Enterprise Architecture Portal "Procedures Tab"; all scoring is based on a scale from 0 through 5.

| VA EA Evaluation | | | |
|------------------|------|----------------|-------------|
| Business | Data | Implementation | Average |
| 3.33 | 2.40 | 3.00 | 2.91 |

Project Value Proposition, Performance Measures and Measured Results

The following table identifies the VA and PMA business objectives that this project will satisfy, along with the performance metrics with which project success will be evaluated. For projects that are mature enough to have produced measured results, those results are also provided.

| Project Value Proposition | | | |
|---|---|---|--|
| Support for PMA Initiatives | Support for VA Strategic Goals | Project Metrics | Project Results/Outcomes |
| 1.A.13.a & 1.A.13.b | 1.A.29 | 1.D.1 | 1.D.1 |
| <p>Human Capital</p> <p>----- Implement the PMA Initiatives for effective/efficient management:</p> <p>1. Provide an environment linking human resource decisions and structures to the agency's mission</p> <p>2. Improve efficiency and streamline business processes.</p> <p>Financial Performance</p> <p>----- Reduce VA's exposure to fraud and reduce erroneous payments</p> <p>Improve the reliability of financial data</p> <p>Implement an auditable financial system</p> <p>Budget Performance Integration</p> <p>----- Use standardized, integrated</p> | <p>One VA</p> <p>A standard, shared registration system, that eliminates stovepipe processes at the business-line level and that shares data across VA is strictly in line with the One-VA program.</p> <p>Ensure Smooth Transition</p> <p>A simplified and streamlined registration process will simplify the effort required by recently discharged veterans to obtain VA services.</p> <p>Quality of Life</p> <p>A standard, shared registration system, that requires the veteran to register only once to be considered for any and all VA benefits will greatly improve the veterans experience in working with VA</p> | <p>Measurement-1 Indicator</p> <p>Use telephone services to increased access and improved response time for E&R services</p> <p>Measurement-2 Indicator</p> <p>Reduced response time for compensation and pension claims decisions (baseline 166 days, target 75 days)</p> <p>Measurement-3 Indicator</p> <p>Reduced number of required veteran contact points for E&R services (baseline = 17)</p> <p>Measurement-4 Indicator</p> <p>Reduced number of errors and duplicate E&R data entry (baseline = 20%).</p> | <p>Measurement-1 Results</p> <p>Actual Response = 2-weeks.</p> <p>Measurement-2 Results</p> <p>Actual Response = 75 days.</p> <p>Measurement-3 Results</p> <p>Post results at end 2007.</p> <p>Measurement-4 Results</p> <p>Post results at end 2007.</p> <p>Measurement-5 Results</p> <p>Post results at end 2007</p> <p>Measurement-6 Results</p> <p>Post results at end 2007</p> <p>Measurement-7 Results</p> <p>Timeframe TBD</p> |

| Project Value Proposition | | | |
|--|--------------------------------|---|--------------------------|
| Support for PMA Initiatives | Support for VA Strategic Goals | Project Metrics | Project Results/Outcomes |
| 1.A.13.a & 1.A.13.b | 1.A.29 | 1.D.1 | 1.D.1 |
| budget/performance information systems Achieve control over resources Expanded E-Government ----- Share intergovernmental information efficiently and securely with all business partners Transition to electronic business functions in accordance with GPEA to reduce costs | | Measure-5 Indicator Reduced Remand Rate for E&R services (Baseline = 36.3%) Measure-6 Indicator Reduced number of DMDC Data Feeds for E&R services (baseline = 33 feeds) Measure-7 Indicator Reduced number of systems providing VA E&R services (baseline = 25 systems). | |

Enterprise Impact

This project is integrated with the Contact Management initiative and relies on data from the VA/DoD Data Sharing initiative (initiative spawned through Registration & Eligibility). These dependencies are shown within the sequencing plan. This project also implements the Identity-Data Management portion of the Enterprise data layer, within the Target Architecture End-State.

Project Status

Funded from BY-2204 through BY-2007

Project currently at Milestone-1