



VA WORKFORCE DASHBOARD

ISSUE THREE

JULY 28, 2023

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In this VA Workforce Dashboard, we are demonstrating our commitment to transparency by sharing with all stakeholders—internal to VA and externally—key performance metrics and data we are using to assess our success in hiring and retaining a world-class, diverse, and inclusive workforce to deliver care, benefits, and services for Veterans, their families, caregivers, and survivors.

Whether you are a Veteran or a civilian, apply to work with a team of committed professionals dedicated to helping our Nation's Veterans.

Take the first step and join VA today. For more information, visit [VA.gov/jobs/](https://www.va.gov/jobs/).

MONTHLY OVERVIEW



Monthly Highlights

VHA's total workforce has grown by 18,739 employees in the first nine months of FY 2023 — and is now up to 398,568 total employees. As of July 1, VHA's workforce has grown 4.9% this year, compared to 0.5% last year, the highest annual growth rate in over 20 years. This puts VHA on track to achieve its 52,000 new hire goal for the fiscal year. VBA's total workforce is now over 30,000 strong, a 17% increase since the start of FY 2023, the largest workforce VBA has ever had and the highest annual growth rate in personnel in the past two decades.



Top Risks

- If time to hire is above the relevant civilian workforce averages, VA risks losing talent to other employers
- Limited supply of candidates and competitive salaries to fill entry-level positions



Employee Voice

VA is using the Presidential Management Fellows (PMF) program to find the best and brightest service motivated recent graduates of top graduate and professional degree programs to hire the next generation of Veteran-focused leaders for VA. "As a Veteran, friend of Veterans, and granddaughter of a Vietnam era Veteran, I have seen firsthand the good

VA can do. We have all benefitted in unique ways based on our needs and service. For this reason, I am honored to have the opportunity to work at VACO and support my community. Connection to the mission is my number one priority and I am grateful to be reminded of the importance of our work every single day," on why VA was the right choice for one PMF.

OVERALL VA WORKFORCE OUTCOMES



In this section, we measure the overall current state of VA's workforce with emphasis on growing the workforce to enable VA to expand benefits and care to more Veterans.

VA FY23 Overall

(as of 06/30/2023)

FY23	VA	VHA	VBA	NCA	VACO
Onboards	449,131	398,568	30,128	2,269	15,997
Hires	50,215	43,784	5,846	352	1,100
Losses	25,092	22,491	1,500	376	783
Time to Hire	110 Days	115 Days	54 Days	63 Days	83 Days

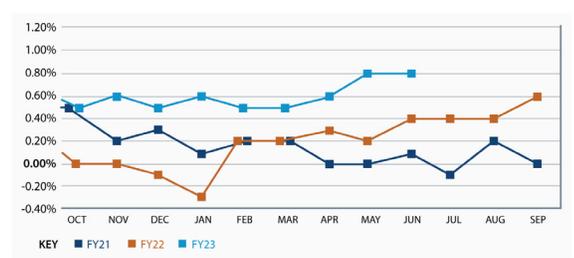
VA Cumulative Onboard

(as of 06/30/2023)



VA Percentage Growth Onboard

(as of 06/30/2023)



VA Hiring FY22 vs. FY23

(10/01/2022-06/30/2023 as compared to 10/01/2021-06/30/2022)

Same Period Last Year (SPLY)

- +8% SPLY** Announcements
- +32% SPLY** Applications
- +11% SPLY** Certificates
- +19% SPLY** Selections
- +18% SPLY** Entries on Duty

In this section, we measure success in hiring and retaining highlighted occupations, both those with direct Veteran serving roles as well as critical Human Resource (HR) and Information Technology (IT) support. For these occupations, we show progress toward our end of year (EOY) onboard goal, our time to hire, and retention.

Actuals vs. Goal EOY Onboards for Highlighted Occupations

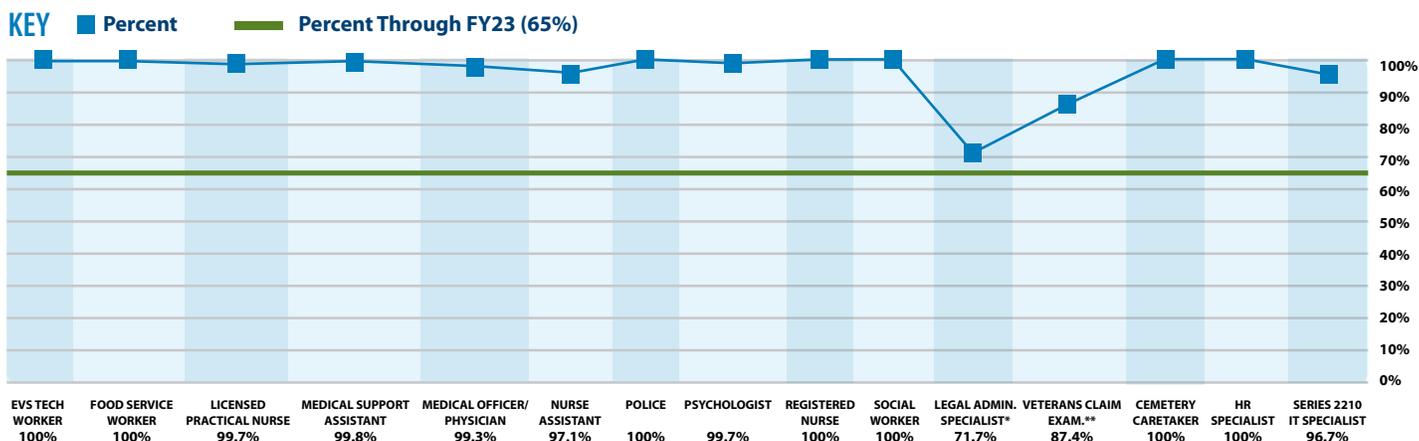
(as of 06/30/2023)

ORGANIZATION	OCCUPATION	CURRENT ONBOARDS	PERCENT OF GOAL	EOY GOAL FOR ONBOARDS
VHA	VHA Overall	398,568		
	VHA MCOs Total	140,455	>100%	139,138
	VHA Additional Key Specialties Total	84,818	99.0%	85,641
VBA	VBA Overall	30,128		
	VBA MCOs Total	21,079	85.2%	24,740
NCA	NCA Overall	2,269		
	NCA MCOs Total	679	>100%	655
HR	HR MCOs Total*	8,083	>100%	7,000
IT	OIT Overall	8,577		
	Series 2210 IT Specialist Total**	7,629	96.7%	7,892

MCO: Occupations agencies consider core to carrying out their missions. Such occupations usually reflect the primary mission of the organization without which mission-critical work cannot be completed.

*HR positions Enterprise-wide **IT Specialist positions Enterprise-wide

ORGANIZATION	OCCUPATION	ONBOARD	GOAL ONBOARD	ON TRACK
VHA	VHA EVS TECH/CUSTODIAL WORKER	11,920	11,916	✓
	VHA FOOD SERVICE WORKER	4,578	4,534	✓
	VHA LICENSED PRACTICAL NURSE	15,309	15,354	✓
	VHA MEDICAL SUPPORT ASSISTANT	35,155	35,234	✓
	VHA MEDICAL OFFICER/PHYSICIAN	28,237	28,422	✓
	VHA NURSE ASSISTANT	13,934	14,350	✓
	VHA POLICE	3,922	3,846	✓
	VHA PSYCHOLOGIST	6,703	6,722	✓
	VHA REGISTERED NURSE	86,258	83,951	✓
	VHA SOCIAL WORKER	19,257	18,770	✓
VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	2,260	3,153	✓
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	18,418	21,063	✓
NCA	NCA CEMETERY CARETAKER	679	655	✓
HR	VA HR SPECIALIST	8,083	7,000	✓
IT	VA SERIES 2210 IT SPECIALIST	7,629	7,892	✓



*E.g., Call Center Personnel **E.g., Claims Processing Personnel

Highlighted Occupations Time to Hire

(as of 06/30/2023)

ORGANIZATION	OCCUPATION	TIME TO HIRE (IN DAYS) MEAN
 VHA	VHA EVS TECH/CUSTODIAL WORKER	134
	VHA FOOD SERVICE WORKER	113
	VHA LICENSED PRACTICAL NURSE	126
	VHA MEDICAL SUPPORT ASSISTANT	90
	VHA MEDICAL OFFICER/PHYSICIAN	140
	VHA NURSE ASSISTANT	111
	VHA POLICE	118
	VHA PSYCHOLOGIST	141
	VHA REGISTERED NURSE	124
	VHA SOCIAL WORKER	124
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	70
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	47
 NCA	NCA CEMETERY CARETAKER	62
 HR	VA OVERALL HR SPECIALIST	61
 IT	VA OVERALL IT SPECIALIST	89

Retention Rates for Highlighted Occupations

(as of 06/30/2023)

ORGANIZATION	OCCUPATION	NEW HIRE RETENTION FOR FIRST 2 YEARS ONBOARDS
 VHA	VHA EVS TECH/CUSTODIAL WORKER	55.4%
	VHA FOOD SERVICE WORKER	53.2%
	VHA LICENSED PRACTICAL NURSE	68.4%
	VHA MEDICAL SUPPORT ASSISTANT	71.3%
	VHA MEDICAL OFFICER/PHYSICIAN	78.1%
	VHA NURSE ASSISTANT	66.3%
	VHA POLICE	73.7%
	VHA PSYCHOLOGIST	82.1%
	VHA REGISTERED NURSE	73.5%
	VHA SOCIAL WORKER	84.0%
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	54.0%
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	70.0%
 NCA	NCA CEMETERY CARETAKER	59.3%
 HR	VA OVERALL HR SPECIALIST	75.0%
 IT	VA OVERALL IT SPECIALIST	83.0%



In this section, we measure factors influencing employees to leave VA across several key occupations. The exit survey is voluntary and is administered to employees departing VA (not including those who may be transferring from one job to another within VA).

JOB FAMILY/OCCUPATIONS <small>(as of 06/30/2023)</small>	PARTICIPANTS	WOULD WORK AGAIN FOR VA	WOULD RECOMMEND VA	TOP 5 REASONS FOR LEAVING
Medical and Dental	2,911	81%	82%	Personal Matters, Relocation, Insufficient Pay, Poor Working Conditions, Change Careers
General Administration	978	74%	80%	Opportunity for Advancement, Change Careers, Job Stress, Personal Matters, Insufficient Pay
Psychologists	118	80%	77%	Relocate, Job Stress, Personal Matters, Too Much Work, Lack of Trust/Confidence
Social Workers	297	79%	81%	Personal Matters, Job Stress, Relocation, Change Careers, Desired Alternative Work Schedule Not Offered
HR Specialists and HR Assistants	68	73%	79%	Job Stress, Poor Working Relationship, Lack of Trust/Confidence, Change Careers, Lack of Training and Development
Cemetery Caretakers	11	100%	100%	Change Careers, Lack of Training and Development, Part-time or Intermittent Work Not Offered, Personal Health Issues, Poor Working Relationship
Veterans Claim Exam. (e.g., Claims Processing Personnel)	63	79%	83%	Change Careers, Job Stress, Personal Matters, Lack of Training and Development, Personal Health Issues
Contracting Officers	40	64%	73%	Lack of Training and Development, Lack of Career Progression, Opportunity for Advancement, Job Stress, Lack of Trust/Confidence
IT Specialists	51	80%	86%	Lack of Trust/Confidence, Insufficient Pay, Job Stress, Change Careers, Lack of Career Progression
All Occupations	8,326	77%	80%	Relocation, Personal Matters, Change Careers, Opportunity for Advancement, Insufficient Pay

PACT ACT TITLE IX AUTHORITIES



In this section, we measure VA's success in implementing important authorities given to VA through the PACT Act. While these authorities were provided in the PACT Act, applying the authorities impacts the overall workforce, which is why we have included this section in the VA Workforce Dashboard. The data below represents the number of personnel actions arising from the implementation of each of these important authorities.

AUTHORITIES	PRE-PACT ACT <small>(August 19, 2021–June 30, 2022)</small>	POST-PACT ACT <small>(August 19, 2022–June 30, 2023)</small>	CAP
Student Loan Repayment	638	934	N/A
Special Contribution Awards	31,769	36,177	N/A
Retention Incentives	52,707	41,303	N/A
Recruitment Incentives	2,101	5,815	N/A
Critical Pay Positions (Max: 200)	70	Pending OMB Approval	200
College Graduates (Max: 194)	New Authority	30	194
Post-Secondary Students (Max: 43)	New Authority	4	43
Toxic Exposure Fund (TEF) FTEs (Max: 2,382)	New Authority	1,672	2,382
Critical Skills Incentives	New Authority	8,696	N/A

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Metric/Term

VA FY23 Overall

Onboards

Hires

Losses

Time to Hire

VACO

Cumulative Onboard

Percentage Growth Onboard

Announcements

Applications

Certificates

Selections

Entries on Duty

Definition

This chart tracks VA overall workforce outcomes. These numbers exclude about 10,000 intermittent, non-pay, and medical resident and trainee employees.

Due to minor differences in data pulls and updates, component totals do not sum to VA total.

This metric identifies the number of employees onboard during the time period identified. Onboards for each organization reflect a number of specific considerations with respect to funding source. For example, the IT overall onboards reflects all funding sources (not just IT appropriated funds).

This metric identifies new hires from outside VA.

This metric identifies individuals who have separated from the respective VA Administration.

This metric identifies the number of days between the hiring need validation date and the actual start date of a new hire.

This acronym stands for VA Central Office.

This metric identifies the total number of VA employees onboard.

This metric identifies the percentage the workforce grown month-over-month.

This metric identifies the number of announcements posted to USA Staffing during the time period.

This metric identifies the number of applications received to postings during the time period.

This metric represents the number of hiring certificates issued during the time period.

This metric identifies the number of selections that were made during the time period.

This metric identifies the number of VA employees with an EOD (Entry on Duty) date within the time frame.

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Metric/Term

Mission Critical Occupation (MCO)

VHA Additional Key Specialties

Percent of Goal

EOY Goal for Onboards

On Track

Goal Onboard

Percent (MCO chart)

Percent Through FY23

Definition

This term identifies occupations agencies consider core to carrying out their missions. Such occupations usually reflect the primary mission of the organization without which mission-critical work cannot be completed.

This metric identifies VHA occupations not included as MCOs. VHA Additional Key Specialties include Licensed Practical Nurses, Nursing Assistants, Medical Support Assistants, EVS Tech/Custodial Worker, Food Service Workers, and Police.

This metric identifies the percentage the Administration is towards its onboard goals for its respective MCOs. It is the percentage of the Current Onboards divided by the EOY Goal for Onboards. For HR specialists and IT specialists, this metric shows VA-wide progress toward the end of year goal. This metric identifies an Administration's MCOs onboard goal to be satisfied by the end of the fiscal year.

The metric identifies whether an occupation is on target to meet end of year onboard goals. The occupation is on track if the blue percentage line is above the yellow line.

This metric identifies the end of year onboard count targets for a specific occupation.

This metric identifies the percentage of onboards for a specific occupation in relation to the end of the fiscal year onboard goals.

This metric identifies the number of days in the fiscal year by percent.

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Metric/Term

Time to Hire

New Hire Retention for First 2 Years Onboards

Definition

This metric identifies the number of days between the hiring need validation date and the actual start date of a new hire.

This metric identifies the percent of new hires to the VA after 2 years. Retention rates are calculated separately by each Administration.

VA is continuing to build out retention rates across a broader section of occupations.

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Metric/Term

Exit Survey

PACT Act Title IX Authorities

Pre-PACT Act

Post-PACT Act

CAP

Student Loan Repayment

Special Contribution Awards

Retention Incentives

Critical Pay Positions

College Graduates

Post-Secondary Student

Toxic Exposure Fund (TEF) FTEs

Critical Skills Incentive

Definition

This metric identifies that Exit Surveys are provided to employees who voluntarily separate from VA. Voluntary separations include voluntary retirements, resignations, and termination of temporary, term, and time-limited appointments. This does not include conduct or performance-based actions or employees transferring to another administration, office, or facility and staying within VA.

This term refers to the Authorities in the PACT Act specific to improvement of the VA's workforce. The relevant workforce sections are found in Title IX, sections 901 to 909.

This term identifies the time period before the PACT Act was signed into law. The term measures the same period as last year (SPLY) when compared to the Post-PACT Act column.

This term identifies the time period after the PACT Act was signed into law. The term measures the identified time period and is compared with the same period as last year in the Pre-PACT Act column.

This metric identifies the statutory caps on relevant authorities in Title IX.

This metric identifies that federally insured student loans may be repaid as a recruitment or retention incentive for candidates or current employees.

This metric identifies the monetary awards for any special contribution, act, service or achievement that benefits VA or the Federal Government in accordance with the guidelines in VA Handbook 5017.

This metric identifies the compensation flexibilities to help the recruitment and retention of the federal workforce. These numbers only reflect new retention incentives allocated in the designated time period, and do not include continuing retention incentives.

This metric identifies the positions with a high level of expertise in a field deemed as critical to the agency's mission may be granted authority to fix the rate of basic pay at a higher rate upon request by agency head to OPM.

This metric identifies the College Graduate Hiring Authority which allows agencies to use strategic recruiting to hire recent college graduates to fill professional and administrative positions at GS-11 level and below. (The authority was established by Public Law 115-232 and is codified at 5 U.S.C. 3115.)

This metric identifies the Hiring Authority for Post-Secondary Students which allows agencies to hire certain post-secondary students into positions at specified grades in the competitive service. The intended effect of the authority is to provide additional flexibility in hiring eligible and qualified individuals.

The PACT Act Toxic Exposures Fund, PL 117 68, Section 805 provides resources to invest in the delivery of Veterans' health care and benefits associated with exposures to environmental hazards during military service.

This metric identifies the pay given to employees with skills directly related to their high demand or at shortage positions that serve a mission-related need of the Department, as determined by the Secretary of VA.