



# VA WORKFORCE DASHBOARD

ISSUE EIGHT

DECEMBER 20, 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

- Veterans Health Administration total workforce has grown by +5,797 net new employees (1.4%) in FY24.
- Veterans Benefits Administration total workforce has grown by +702 net new employees (2.2%) in FY24.



### Employee Voice

Dr. Christina Flint-Lowe is a home-based primary care nurse practitioner and American Indian/Alaska Native Special Emphasis Program Manager at the Bay Pines VA. She seamlessly blends her service to Veterans with her Native American heritage. As a member of the Poarch Band of Creek Indians, Dr. Flint-Lowe travels to geriatric Veterans' homes, intertwining her cultural connection with her dedicated healthcare service. Balancing advocacy as a nurse practitioner and Special Emphasis Program Manager, she manages expectations while prioritizing the needs of those around her, expressing gratitude for leadership opportunities at the VA.



### Top Risk

- Delays or termination in use of PACT Act Title IX authorities will have a negative impact on recruitment and retention.

## 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 FY24

(as of 11/30/2023)

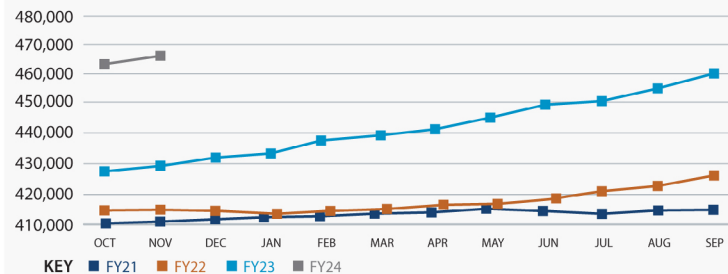
| FY24         | VA       | VHA      | VBA     | NCA     | VACO     |
|--------------|----------|----------|---------|---------|----------|
| Onboards     | 467,183  | 413,906  | 32,501  | 2,340   | 16,133   |
| Hires        | 11,439   | 10,236   | 1,047   | 60      | 223      |
| Losses       | 3,805    | 3,342    | 345     | 56      | 95       |
| Time to Hire | 109 Days | 115 Days | 50 Days | 72 Days | 118 Days |

### VA Cumulative Onboard

(as of 11/30/2023)

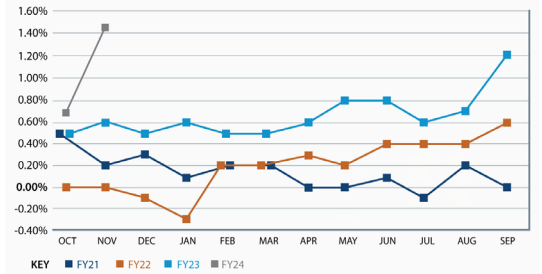


Total VA Onboards  
467,183



### VA Percentage Growth Onboard

(as of 11/30/2023)



### VA Hiring FY23 vs. FY24

(10/01/2022-11/30/2022 as compared to 10/01/2023-11/30/2023)

Same Period Last Year (SPLY)

+2% SPLY Announcements

+17% SPLY Applications

+4% SPLY Certificates

+33% SPLY Selections

+5% 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.

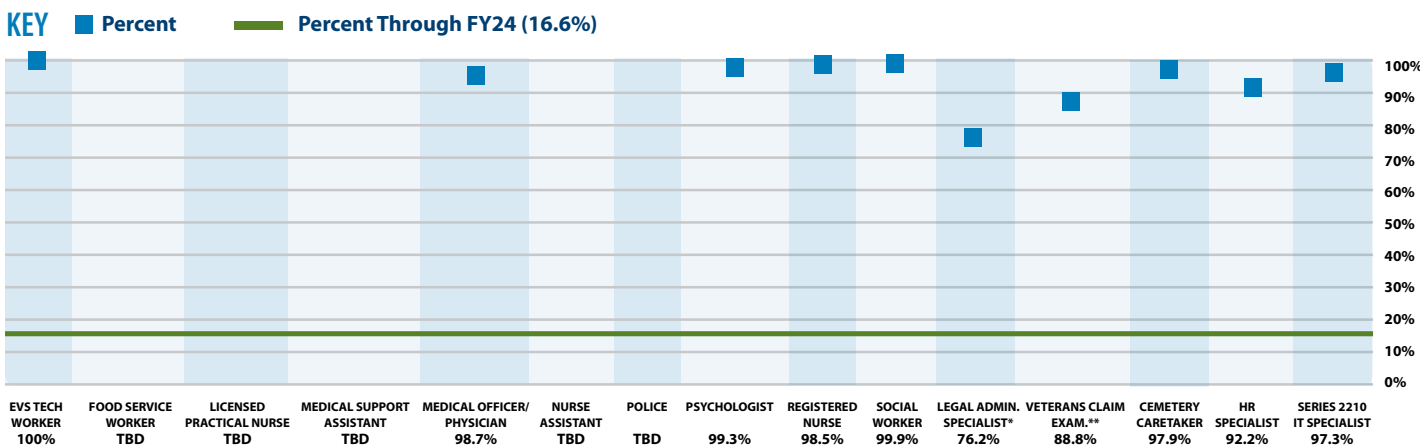
**FY24 Actuals vs. Goal EOY Onboards for Highlighted Occupations** ..... (as of 11/30/2023) .....

| ORGANIZATION | OCCUPATION                           | CURRENT ONBOARDS | PERCENT OF GOAL | EOY GOAL FOR ONBOARDS |
|--------------|--------------------------------------|------------------|-----------------|-----------------------|
| VHA          | VHA Overall                          | 413,906          | TBD             | TBD*                  |
|              | VHA MCOs Total                       | 146,570          | TBD             | TBD*                  |
|              | VHA Additional Key Specialties Total | 88,012           | TBD             | TBD*                  |
| VBA          | VBA Overall                          | 32,501           | 89.3%           | 36,384                |
|              | VBA MCOs Total                       | 23,154           | 87.0%           | 26,606                |
| NCA          | NCA Overall                          | 2,340            | TBD             | TBD*                  |
|              | NCA MCOs Total                       | 695              | 97.9%           | 710                   |
| HR           | HR MCOs Total**                      | 8,945            | 91.5%           | 9,781                 |
| IT           | OIT Overall                          | 7,996            | 96.7%           | 8,270                 |
|              | Series 2210 IT Specialist Total***   | 7,563            | 97.3%           | 7,775                 |

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.  
 \*VA will update these targets when the full FY24 budget is known. \*\*HR positions Enterprise-wide \*\*\*IT Specialist positions Enterprise-wide

| ORGANIZATION | OCCUPATION   | ONBOARD | GOAL ONBOARD | ON TRACK |
|--------------|--|---------|--------------|----------|
| VHA          | VHA EVS TECH/CUSTODIAL WORKER                                | 12,479  | 12,411       | ✓        |
|              | VHA FOOD SERVICE WORKER                                      | 4,549   | TBD*         | TBD      |
|              | VHA LICENSED PRACTICAL NURSE                                 | 15,458  | TBD*         | TBD      |
|              | VHA MEDICAL SUPPORT ASSISTANT                                | 37,043  | TBD*         | TBD      |
|              | VHA MEDICAL OFFICER/PHYSICIAN                                | 29,178  | 29,555       | ✓        |
|              | VHA NURSE ASSISTANT  | 14,342  | TBD*         | TBD      |
|              | VHA POLICE   | 4,141   | TBD*         | TBD      |
|              | VHA PSYCHOLOGIST   | 7,095   | 7,146        | ✓        |
|              | VHA REGISTERED NURSE   | 89,949  | 91,238       | ✓        |
|              | VHA SOCIAL WORKER  | 20,348  | 20,363       | ✓        |
| VBA          | VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)         | 2,997   | 3,931        | ✓        |
|              | VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL) | 19,660  | 22,145       | ✓        |
| NCA          | NCA CEMETERY CARETAKER                                       | 695     | 710          | ✓        |
| HR           | VA HR SPECIALIST   | 8,816   | 9,561        | ✓        |
| IT           | VA SERIES 2210 IT SPECIALIST                                 | 7,702   | 7,914        | ✓        |






\*VA will update these targets when the full FY24 budget is known.



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






## Highlighted Occupations Time to Hire


(as of 11/30/2023)

| ORGANIZATION   | OCCUPATION   | TIME TO HIRE (IN DAYS) MEAN |
|--|--|-----------------------------|
|  <b>VHA</b> | VHA EVS TECH/CUSTODIAL WORKER                                | 119                         |
|  | VHA FOOD SERVICE WORKER                                      | 106                         |
|  | VHA LICENSED PRACTICAL NURSE                                 | 119                         |
|  | VHA MEDICAL SUPPORT ASSISTANT                                | 91                          |
|  | VHA MEDICAL OFFICER/PHYSICIAN                                | 141                         |
|  | VHA NURSE ASSISTANT  | 104                         |
|  | VHA POLICE   | 132                         |
|  | VHA PSYCHOLOGIST   | 151                         |
|  | VHA REGISTERED NURSE   | 121                         |
|  | VHA SOCIAL WORKER  | 120                         |
|  <b>VBA</b> | VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)         | 66                          |
|  | VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL) | 44                          |
|  <b>NCA</b> | NCA CEMETERY CARETAKER                                       | 81                          |
|  <b>HR</b>  | VA OVERALL HR SPECIALIST                                     | 67                          |
|  <b>IT</b>  | VA OVERALL SERIES 2210 IT SPECIALIST                         | 141                         |

## Retention Rates for Highlighted Occupations

(as of 11/30/2023)


| ORGANIZATION   | OCCUPATION   | NEW HIRE RETENTION FOR FIRST 2 YEARS ONBOARDS |
|--|--|---|
|  <b>VHA</b> | VHA EVS TECH/CUSTODIAL WORKER                                | 55.6%   |
|  | VHA FOOD SERVICE WORKER                                      | 54.7%   |
|  | VHA LICENSED PRACTICAL NURSE                                 | 64.4%   |
|  | VHA MEDICAL SUPPORT ASSISTANT                                | 68.3%   |
|  | VHA MEDICAL OFFICER/PHYSICIAN                                | 77.5%   |
|  | VHA NURSE ASSISTANT  | 59.1%   |
|  | VHA POLICE   | 67.6%   |
|  | VHA PSYCHOLOGIST   | 80.6%   |
|  | VHA REGISTERED NURSE   | 73.0%   |
|  | VHA SOCIAL WORKER  | 80.1%   |
|  <b>VBA</b> | VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)         | 52.0%   |
|  | VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL) | 72.0%   |
|  <b>NCA</b> | NCA CEMETERY CARETAKER                                       | 53.6%   |
|  <b>HR</b>  | VA OVERALL HR SPECIALIST                                     | 71.4%   |
|  <b>IT</b>  | VA OVERALL SERIES 2210 IT SPECIALIST                         | 86.7%   |

 **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<br>(as of 11/30/2023)              | PARTICIPANTS | WOULD WORK AGAIN FOR VA | WOULD RECOMMEND VA | REASONS FOR LEAVING   |
|---|--------------|-------------------------|--------------------|---|
| Medical and Dental  | 537          | 80%                     | 83%                | Personal Matters, Relocation, Poor Working Relationship, Insufficient Pay, Job Stress |
| General Administration                                    | 166          | 77%                     | 82%                | Change Careers, Personal Matters, Health Issues, Lack of Trust/Confidence, Job Stress |
| Psychologists*  | —            | —                       | —                  | —   |
| Social Workers  | 64           | 67%                     | 68%                | Personal Matters, Lack of Trust/Confidence, Poor Working Relationship                 |
| HR Specialists and HR Assistants*                         | —            | —                       | —                  | —   |
| Cemetery Caretakers*                                      | —            | —                       | —                  | —   |
| Veterans Claim Exam. (e.g., Claims Processing Personnel)* | —            | —                       | —                  | —   |
| Contracting Officers*                                     | —            | —                       | —                  | —   |
| IT Specialists*   | —            | —                       | —                  | —   |
| All Occupations   | 1,562        | 78%                     | 81%                | Personal Matters, Change Careers, Relocation, Job Stress, Insufficient Pay            |

\*Data for these occupations is not available (—) because sample size is <30 responses.

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.


**In this section**, we also report on contract buy-outs. A contract buy-out is the authority to buy out service contracts for certain non-VA health care professionals in exchange for employment at a rural or highly rural VA medical facility.

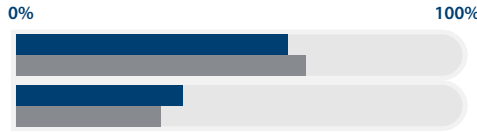
| AUTHORITIES                 | FY23   | FY24   | CAP |
|-----------------------------|--------|--------|-----|
| Student Loan Repayment      | 1,034  | 193    | N/A |
| Special Contribution Awards | 49,711 | 3,027  | N/A |
| Retention Incentives        | 49,169 | 4,332  | N/A |
| Recruitment Incentives      | 8,726  | 1,644  | N/A |
| Critical Pay Positions      | 159    | 159    | 200 |
| College Graduates           | 66     | 0      | 194 |
| Post-Secondary Students     | 5      | 0      | 43  |
| Critical Skills Incentives  | 27,155 | 11,032 | N/A |
| Contract Buy Out <b>NEW</b> | 4      | 4      | N/A |



**In this section**, we measure the demographics of VA's workforce. VA is committed to growing a diverse workforce and cultivating an inclusive work environment. To learn more about VA's workforce, please visit [Workforce Analysis - Office of Resolution Management, Diversity, and Inclusion \(ORMDI\) \(VA.gov\)](#). In the tables that follow, in compliance with OPM's guidance for human resources data, VA's demographic data is collected on a voluntary basis and is based on self-identification. However, we recognize that the demographic categories do not reflect the lived experience of all our Employees. As we continue to enhance the dashboard, we will seek to include sexual orientation and gender identity where Employees may choose to share that information with VA.

**GENDER**

|  GENDER | ONBOARD | HIRES |
|--|---------|-------|
| FEMALE   | 63.9%   | 66.8% |
| MALE   | 36.1%   | 33.2% |




**VETERAN STATUS**

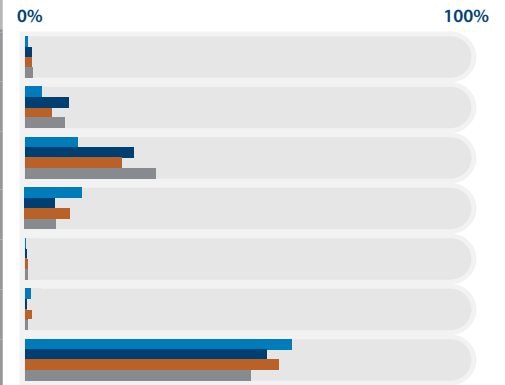
VA WORKFORCE  
**25.76%**

UTILIZATION OF MILITARY SPOUSE HIRING AUTHORITY


FY22 FY23  
**96 114**

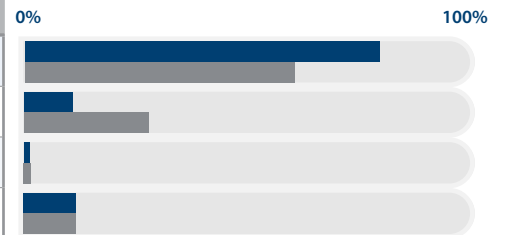
**RACE/ETHNICITY**

|  RACE/ETHNICITY | INDUSTRY WIDE (RCLF-2010) | ONBOARD | GOVERNMENT WIDE ONBOARD | HIRES |
|---|---------------------------|---------|-------------------------|-------|
| AMERICAN INDIAN/ALASKA NATIVE   | 0.6%                      | 1.6%    | 1.6%                    | 1.8%  |
| ASIAN   | 4.7%                      | 9.2%    | 6.8%                    | 8.6%  |
| BLACK/AFRICAN AMERICAN  | 13.1%                     | 25.5%   | 18.4%                   | 30.0% |
| HISPANIC/LATINO   | 13.4%                     | 7.4%    | 9.9%                    | 7.7%  |
| NATIVE HAWAIIAN/PACIFIC ISLANDER  | 0.2%                      | 0.5%    | 0.6%                    | 0.7%  |
| TWO OR MORE RACES   | 2.1%                      | 0.4%    | 2.7%                    | 0.4%  |
| WHITE   | 66.0%                     | 55.3%   | 60.0%                   | 50.7% |




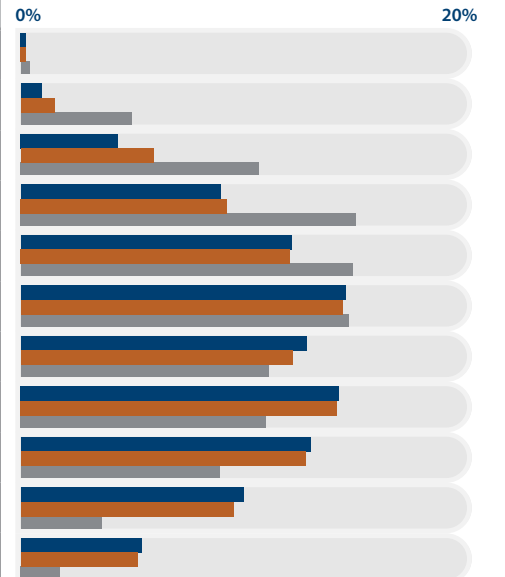
**DISABILITY STATUS**

|  DISABILITY STATUS | ONBOARD | HIRES |
|--|---------|-------|
| NO DISABILITY  | 76.0%   | 60.1% |
| NOT IDENTIFIED   | 11.9%   | 28.2% |
| TARGETED   | 2.6%    | 2.7%  |
| REPORTABLE   | 12.1%   | 11.7% |



**AGE**

|  AGE | ONBOARD | GOVERNMENT WIDE ONBOARD | HIRES |
|---|---------|-------------------------|-------|
| <20   | 0.1%    | 0.1%                    | 0.5%  |
| 20-24   | 1.3%    | 2.1%                    | 4.8%  |
| 25-29   | 4.5%    | 5.9%                    | 10.6% |
| 30-34   | 8.8%    | 9.2%                    | 15.5% |
| 35-39   | 12.9%   | 12.8%                   | 15.9% |
| 40-44   | 14.7%   | 14.4%                   | 15.0% |
| 45-49   | 13.5%   | 12.9%                   | 12.0% |
| 50-54   | 14.8%   | 14.0%                   | 11.6% |
| 55-59   | 13.6%   | 13.6%                   | 8.2%  |
| 60-64   | 10.0%   | 9.5%                    | 3.9%  |
| 65+   | 5.8%    | 5.5%                    | 2.1%  |



## Page One

### Metric/Term

VA FY24 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.

## Page Two

### 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 FY24

### 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.

## Page Three

### 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.

## Page Four

### 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

Contract Buy Out (NEW)

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.

A contract buy-out is the authority to buy out service contracts for certain health care professionals in exchange for employment at a rural or highly rural VA medical facility. The metric includes the number of contract buy-outs executed during fiscal year 2023 and fiscal year 2024 to date. An executed contract buy-out includes a fully signed memorandum of agreement and service agreement.

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.

## Page Five

Targeted Disability

Reportable Disability

Relevant Civilian Labor Force

Utilization of Military Spouse Hiring Authority

These are the most severe disabilities including blindness, deafness, partial and full paralysis, missing extremities, dwarfism, epilepsy, intellectual disabilities, and psychiatric disabilities. Goal = 2%

An individual with a disability: A person who (1) has a physical or mental impairment which substantially limits one or more major life activities; (2) has a record of such an impairment; or (3) is regarded as having such an impairment. Goal = 12%

The Relevant Civilian Labor Force (RCLF) consists of all U.S. citizens 16 years of age and over, excluding those in the Armed Forces, who are employed in or unemployed and seeking employment in VA specific occupations. When the organization has a presence in Puerto Rico, the population of Puerto Rico is included.

The number of employees appointed to a position during the designated fiscal year using the non-competitive hiring authority for military spouses. VA has an annual reporting requirement to the Office of Personnel Management under the National Defense Authorization Act.