

Veterans Benefits Administration

Snapshot

The Veterans Benefits Administration (VBA) provides a variety of benefits and services to Servicemembers, Veterans, and their families. VBA has been undergoing a major transformation that is people-centric, results-oriented, and a forward-looking integration of solutions that will ensure total lifelong engagement with Servicemembers, Veterans, and their families. Below are some of the major program offices of VBA. To learn more please go to <http://www.benefits.va.gov/benefits/media-publications.asp>

Office of Disability Assistance:

- **Compensation Service:** Oversees the delivery of disability compensation, a tax-free monetary benefit paid to Veterans with disabilities that are the result of a disease or injury incurred or aggravated during active military service.
- **Pension and Fiduciary Service:** Provides program oversight that helps wartime Veterans, their families, and survivors with financial challenges by providing supplemental income through Veterans Pension, Death Pension, and Dependency and Indemnity Compensation. Protects the benefits paid to our most vulnerable beneficiaries who, because of disease, injury, or infirmities of advanced age, are unable to manage their VA benefits.
- **Insurance Service:** Maintains life insurance programs that give financial security and peace of mind to Servicemembers, Veterans, and their families.
- **Benefits Assistance Service:** Facilitates client services and outreach, web communications, and ensures quality and training for VBA employees who engage Servicemembers, Veterans, and their families through client services such as the National Call Center.

Office of Economic Opportunity:

- **Education Service:** Administers VA's education programs that provide education and training benefits to eligible Active Duty, National Guard, and Reserve Servicemembers, Veterans, and dependents.
- **Loan Guaranty Service:** Provides oversight of the VA Guaranteed Home Loan Program that guarantees home loans in varying amounts. Ensures Veterans' rights are protected when purchasing a home under this program. Oversees administration of specially adapted housing grants for certain severely disabled Servicemembers and Veterans so they can adapt or acquire suitable housing.
- **Vocational Rehabilitation & Employment (VR&E) Service:** Assists Servicemembers and Veterans with service-connected disabilities to prepare for, obtain, and maintain suitable employment; start their own business; or receive independent-living services. Oversees their education and provides career counseling to help guide career paths and ensure the most effective use of VA benefits.

Office of Field Operations:

- **Four area offices:** Eastern Area, Philadelphia, PA; Southern Area, Nashville, TN; Central Area, St. Louis, MO; Western Area, Phoenix, AZ
- **Regional offices (ROs):** Under the area offices, 56 ROs within the United States, Puerto Rico, and the Philippines administer benefits to Servicemembers, Veterans, and their families.
- **Records Management Center:** Houses most service treatment records forwarded by the Department of Defense (DoD) to VA
- **Appeals Management Center:** Processes most appeals that have been returned to VBA by the Board of Veterans' Appeals

VBA-DoD Program Office:

- Serves as the link between DoD, partner agencies, and VBA, while ensuring transitioning Servicemembers and Veterans have access to all the benefits and services they have earned.

Office of Strategic Planning:

- **Office of Business Process Integration:** Ensures VBA's strategic needs and requirements for business and data systems are properly documented, integrated, and communicated.
- **Veterans Benefits Management System Program Office:** Developing an end-to-end paperless claims processing system that incorporates improved business processes with technology.
- **Veterans Relationship Management Program Office:** Engages, empowers, and serves Veterans and other clients with seamless, secure, and on-demand access to benefits information and services.

