

Planning, Priorities, Progress



VA Central Office/Federal Updates 2023 WAVES conference



VBA Education Service


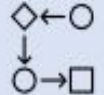


July 2023

Agenda

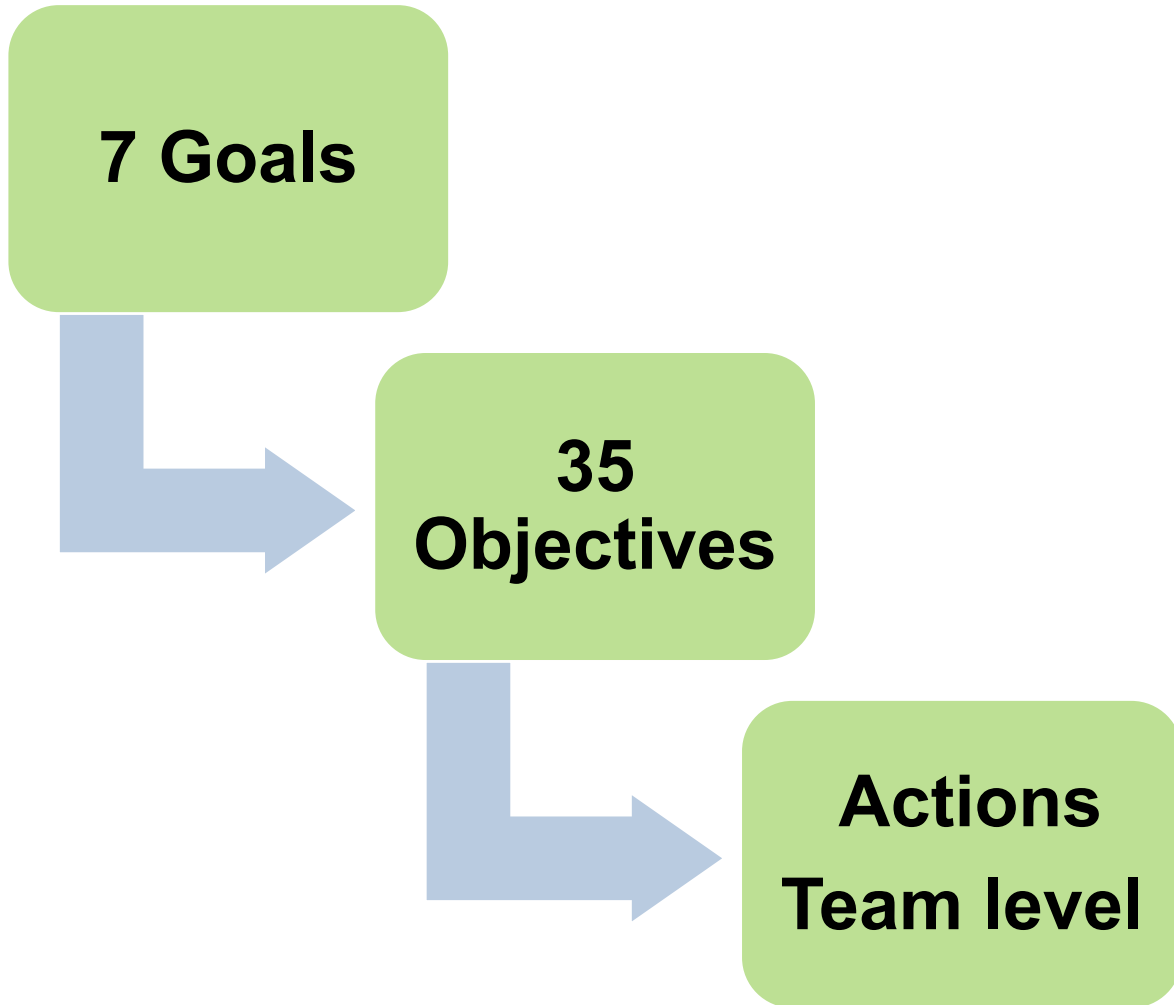


- Vision/strategy
- Digital GI Bill modernization
- Oversight & Accountability
- Wrap-up/Q&A

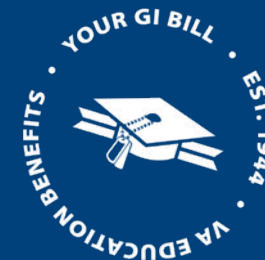


Vision:	To be the recognized leader in VA for benefits delivery and customer service			
Mission:	Provide timely and accurate delivery of education benefits to Veterans, service members, and their families through effective and efficient claims and enrollment processing; create the informed consumer ; and protect the integrity of GI Bill program benefits.			
Core Values:	Integrity * Commitment * Advocacy * Respect * Excellence			
Strategic Priorities:	 <i>Customer Service Excellence</i>	 <i>Process Improvement and Innovation</i>	 <i>Platform and Technology Enhancement</i>	 <i>People Advocacy</i>
Strategic Results:	Provide world-class customer service to GI Bill veterans, beneficiaries, and other stakeholders (i.e., SCOs, SAAs).	Exceed stakeholder expectations through value-added innovative processes and services.	Leverage technology to automate and improve benefits delivery and for other means to support workforce and customers.	Create a people-first culture of empowered employees.

Education Service Operating Plan '23 – '26



***Effective Stewardship of
the GI Bill Programs***



DGIB Update



Digital GI Bill Overview



The U.S. Department of Veterans Affairs (VA) **is on a mission to modernize our GI Bill® systems and processes.** The future of the GI Bill is driven by **human-centered design.**

Transform

Digital GI Bill (DGIB) is a major modernization effort to transform GI Bill operations into a digital platform.



Improve

We are on a mission to improve education benefits and customer service delivery.



Support

This will impact nearly one million GI Bill students served each year, and thousands more who support them, like you.

"We know IT can be challenging, but Education Service is doing it right. This is incredibly exciting and needed – the expedited processing and timing makes a huge difference. We applaud you." - George Mason University, GI Bill Roadshow attendee

"I like it, [Enrollment Manager] is just so much better. This is amazing." - SUNY Empire State School Certifying Official

Digital GI Bill (DGIB) Milestones



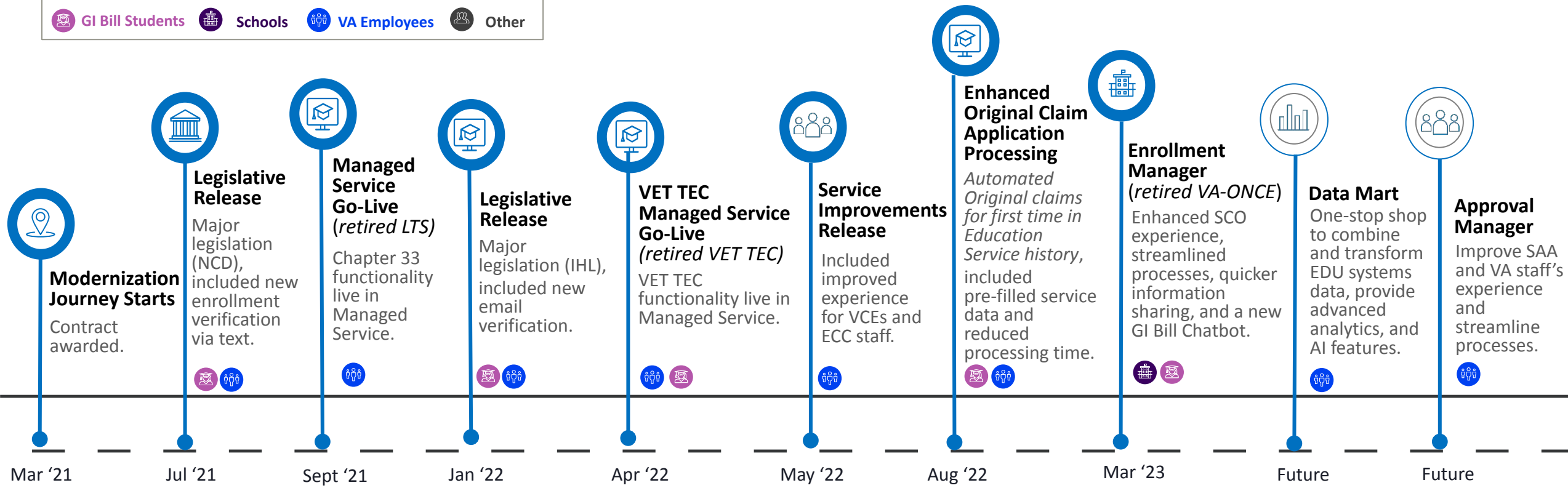
Significant DGIB progress has been achieved to date, improving the Veteran experience and outcomes.

7 releases already completed. 2 of the 3 largest legacy systems retired.*

The solid blue circles show key milestones the DGIB team has already met.

Key Experience Stakeholders

- GI Bill Students
- Schools
- VA Employees
- Other



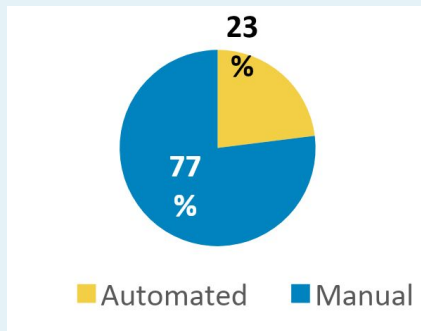
* Largest legacy systems: LTS and VA-ONCE already consolidated into the Managed Service. Mainframe BDN remains to be done.

Supplemental & Original Claims Automation Update



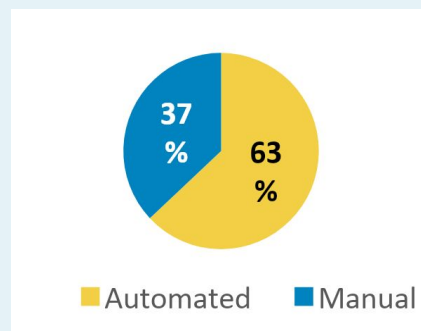
The DGIB team continues to focus on automation, in line with our overall program objectives, to improve Post-9/11 GI Bill supplemental and original claims automation.

Chapter 33 Original Claims

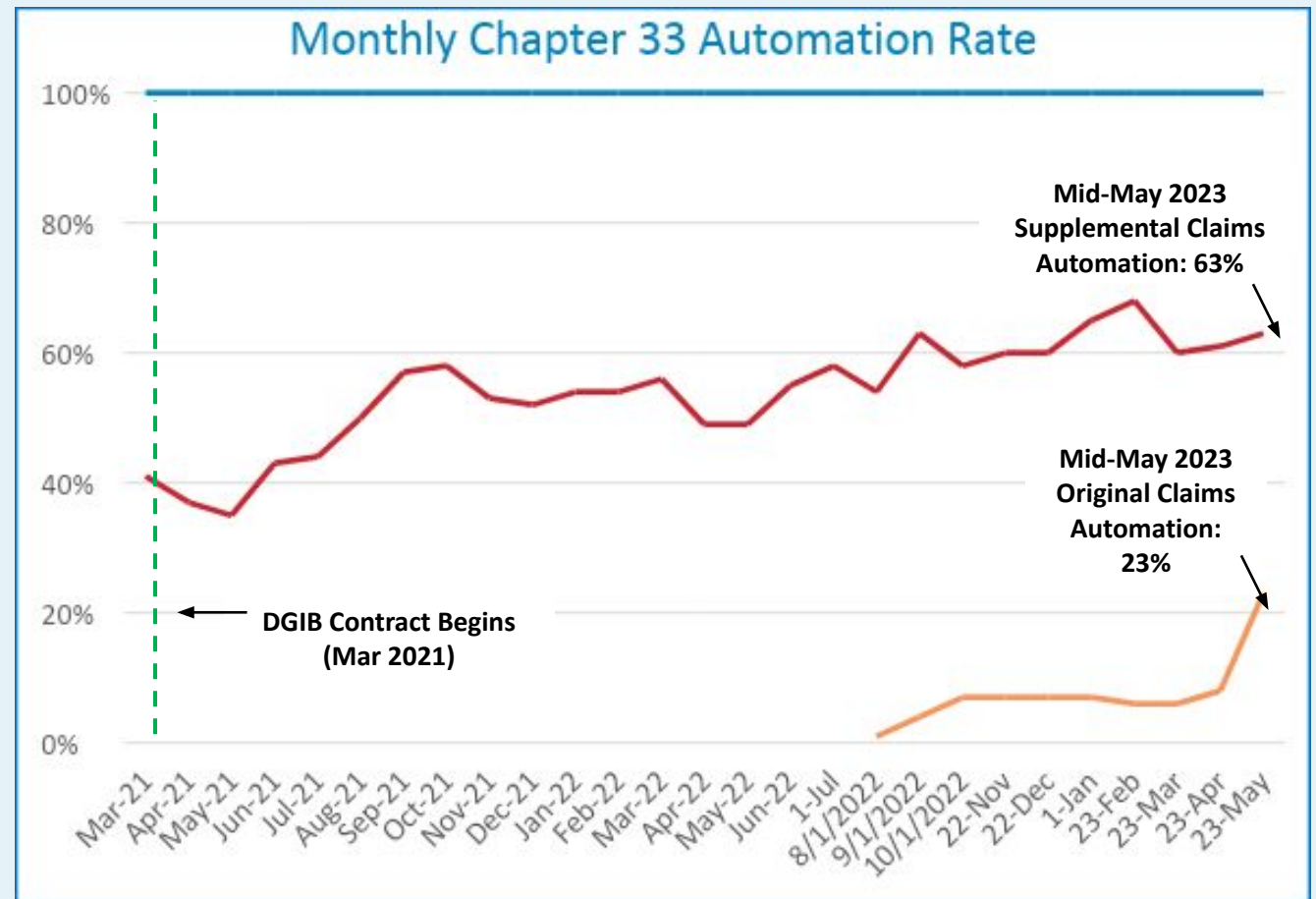


Trending towards
23%
Automation for
May 2023.

Chapter 33 Supplemental Claims



Trending towards
63%
Automation for
May 2023.



Data as of 05/17/23

Enrollment Manager | New Features & Enhancements



On May 21, 2023, we implemented **67** different updates, including new features and improvements..



SCOs can add and amend enrollments for **pre-existing VRRAP students**.



Correction of OJT/APP for first partial month.



Removal of duplicate facility codes on accounts.



Student IDs can be edited.



An amendment remark is **automatically added**.



Changes to benefit type now saving correctly.



Yellow Ribbon enabled for Non-College Degree (NCD) programs at Institutions of Higher Learning (IHLs).



VR&E Counselors now receive emails when enrollments or amendments are submitted for their students.



Ability to submit **VET TEC enrollments regardless** of the warning message for enrollment length.

Enrollment Manager Key Metrics



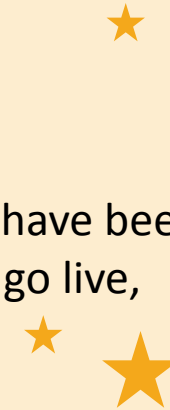
11,333+

Institutions have submitted enrollments.



1,361,412+

Enrollment certifications for all chapters have been submitted since Enrollment Manager go live,



15,405+

Distinct users successfully accessed Enrollment Manager.

203

Enrollment Manager emails sent to SCOs, State Approving Agencies (SAAs), EDU staff, and relevant stakeholders.

81.8%

As of July 5, 2023

Of covered institutions* have at least one SCO that completed all training courses.

**Institutions with at least 20 GI Bill students.*

99%

Of users who have attempted to login are in the system.

Paper-Based SCOs Transition to Enrollment Manager



VA extended the paper-based transition to July 1, 2023. VA will no longer accept hard-copy paper or PDF enrollment certifications after this date. Foreign school and other limited exceptions may apply; there will be a 30-day grace period to allow for additional EM training and transition.



SCO ANNOUNCEMENT:

Starting on July 1, 2023, paper enrollment certifications will no longer be accepted.



Paper-Based SCO Steps to Transition to Enrollment Manager

1. Log into EM to confirm system access.
2. Complete EM trainings in the SCO Training Portal.
3. Utilize additional resources to become familiar with EM: [EM User Guide](#), [Quick Start Guides](#), [FAQs](#), [Resources for Schools webpage](#)

Enrollment Manager Pre-Go-Live Engagement

November 15, 2022 Enrollment Manager Workshop

156 total SCOs
attended in-person



9,700 individuals tuned in virtually. VA leadership walked through an overview of Enrollment Manager, upcoming events and deadlines, communications and training materials, Q&A sessions, and how the system fits into VA's overall modernization efforts.

George Mason University
December 1 | Fairfax, Virginia



GI Bill Town Hall
27 Attendees



SCO EM Workshop
15 Attendees

"I'm really impressed with what I saw today, especially with IT modernization. We know IT can be challenging, but Education Service is doing it right. This is incredibly exciting and needed – the expedited processing and timing makes a huge difference. We applaud you."
– GI Bill student

American University
– March 2, 2023



Week before "go-live" EDU hosted **three soft launches for SCOs** to enter enrollments into the new Enrollment Manager system.

SCO Collaboration Group



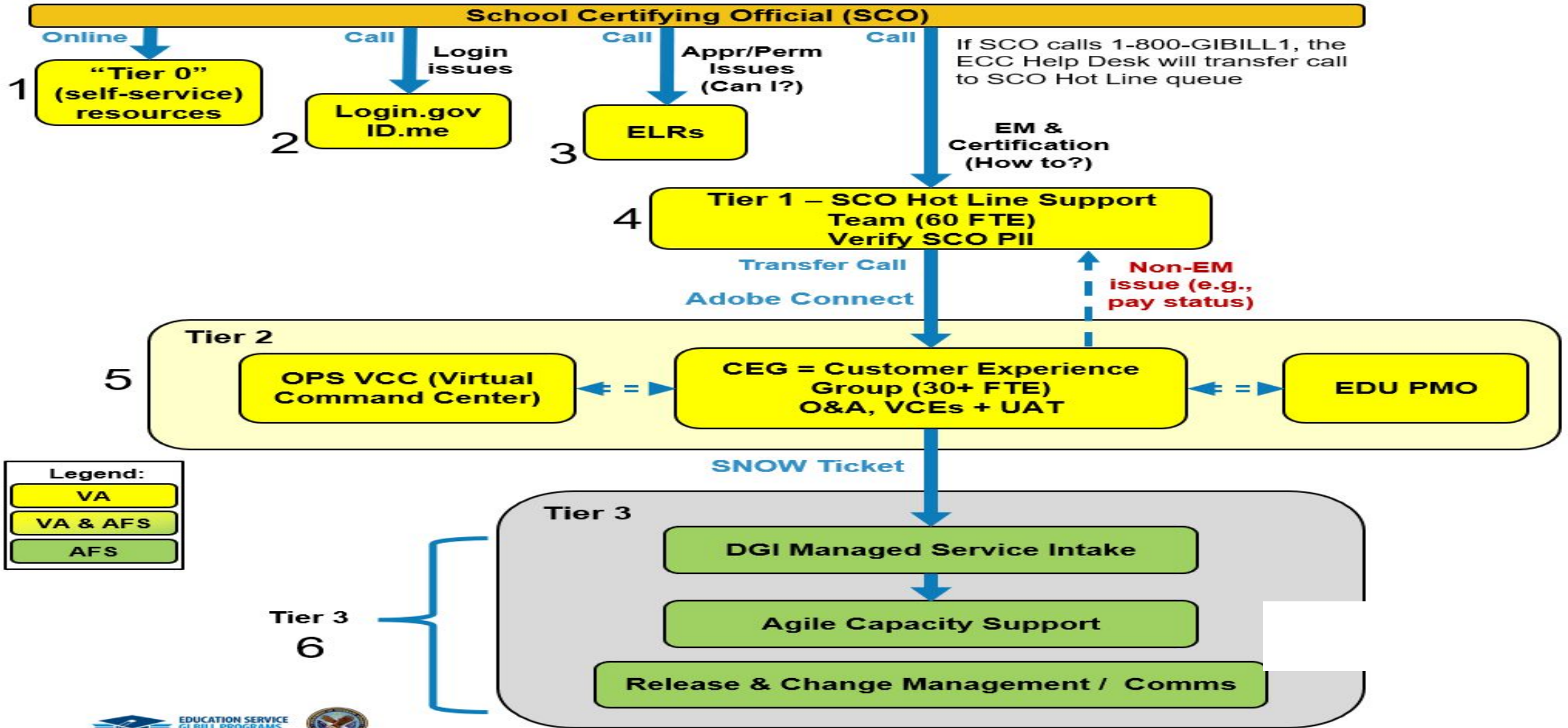
The SCO Collaboration Group (since November 2022) assisted with input and feedback on training, communication to SCOs, Enrollment Manager testing, and the post-go-live Customer Experience Group (CEG). They will continue in their consulting role beyond Enrollment Manager.

Rolling out the CEG



Anticipating increased call volume after EM went live, a **Customer Experience Group (CEG)** was stood up. Collaborating with OFO, RPOs, AFS, a tier system allowed a triaging of SCO concern and/or questions.

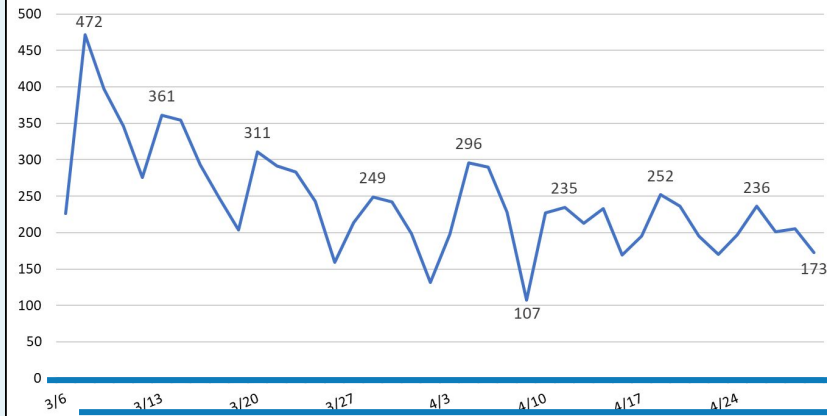
Customer Experience Group (CEG) Structure



CEG Final Summary



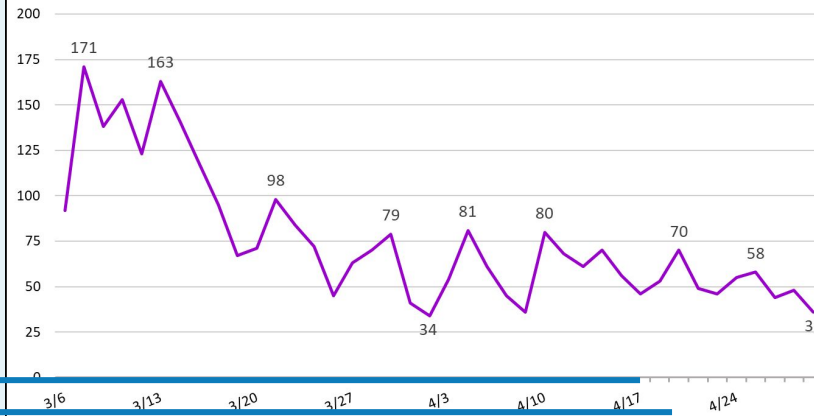
CEG Calls



Call Analysis

- Total calls since 3/6 = **9,757**
- Calls volume peaked on 3/7 at 472
- Total average calls per day since 3/6 = 244

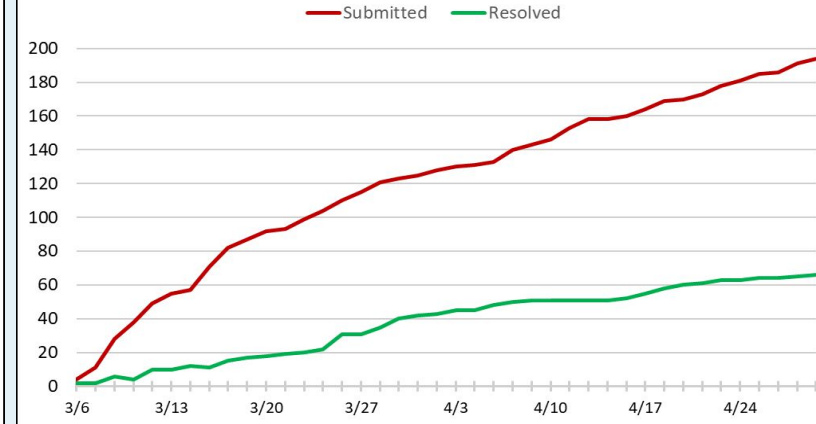
Adobe Connect Sessions



UAT SME Session Analysis

- Total since 3/6 = **3,035**
- Sessions peaked on 3/7 at 171
- Total average sessions per day since 3/6 = 76

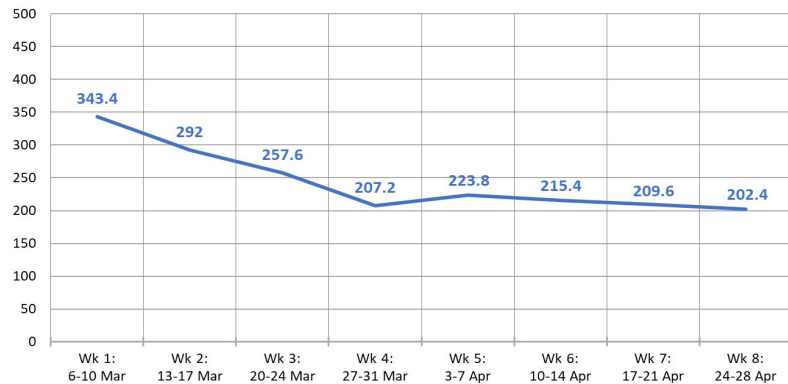
SNOW Tickets



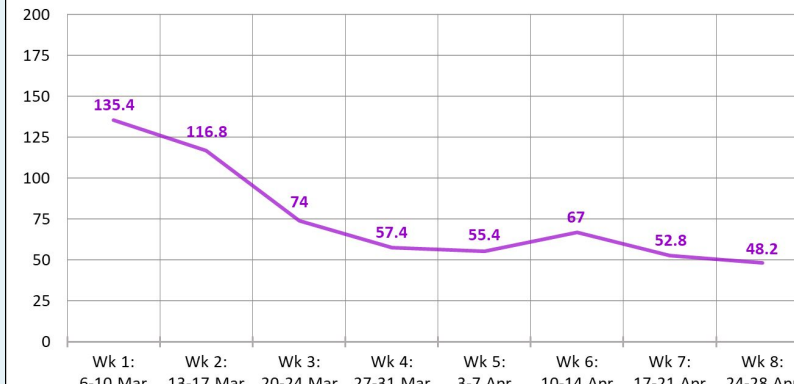
SNOW Ticket Analysis

- It is critical to effectively communicate the resolution of SNOW tickets to the SCOs / CEG / ECC

CEG Calls (Averages per Week)



Adobe Connect Sessions (Averages per Week)



SNOW Tickets (Cumulative List Coordinated with EDU PMO)

Submitted	293
Pending	133
Resolved	160

What is the future of the CEG?



CEG II?

Pony CEG?

CEG-Zilla?



Approval Compliance and Liaison (AC&L) Update



Staffing & Recruitment (FY22 vs. Current)

FY22

AC&L Division experienced a total loss of 19 of 76 ELRs or 25% of the staff in FY 22.

Authorized Ceiling	Current On-Board	Hires Pending Recruitment Action	Hires Pending HRC Action	Hires Pending Selection Process	Hires Pending Offer Process
185	179	2	4	0	0

Vacancies	
ELR	3 (97% staffed)
ECSS	2 (97% staffed)
SCLS	1 (94% staffed)
Total	6

FY23 Program Approvals



Performance Standard Fully Successful = 37 Exceeds Fully Successful = 34 Outstanding = 30	ADC Month
October	37.7
November	40.6
December	36.8
January	35
February	35.9
March	32.9
April	29.6
May	27.1
June	25.4

Metric: Timely completion of all approval information from SAA Average Day to Complete (ADC)

- ADC exceeded targets due to focus on 35% exemption applications following enactment of the Best Schools for Veterans Act of 2022.
- Instituted plan for improving timeliness by prioritizing and brokering program approval.



Who you 'gonna call?

For SCO Support

CERTIFYING OFFICIAL RESOURCE GUIDE

SCO Resource Page

Issue	ELR	SCO Hotline	SAA	Ask VA	VR&E	Resource
Updating Certifying Officials; VA Form 22-8794	X					SCO Training FAQ
Technical assistance with reporting enrollments				X		SCO Handbook
Enrollment Manager technical guidance				X		EM User Guide
85/15 reporting matters	X					85/15 Frequently Asked Questions
Clarification on WEAMS 1998 reports	X					
Explanation of school overpayments or other payment issues		X		X		
Request list of all overpayments by facility code or troubleshoot debt repayment issues				X		DMC Power Point
Individual student benefit information and hardship cases		X		X		
Updated catalogs and programs. New/suspended/cancelled programs.			X			
School address updates – including branch/extension			X			
Changes in accreditation status, ownership or change of address			X			
Chapter 31 Questions and Concerns					X	VRE Handbook + update link to VR&E Officer Contact List that's broken
Chapter 31 e-Authorization and Invoicing					X	VRE e-Authorization and e-Invoicing

Standardization and Training

Approval Compliance and Liaison (AC&L) Training Symposium

August 14-17, 2023, in Lombard, IL

This symposium will bring together Central Office leadership from VBA's Education Service and out-based Regional Office (RO) personnel together to identify, discuss, and improve quality service to VBA and our customers in the areas of educational service and strengthen ongoing efforts to improve the program approval and compliance survey process.

Invited: NASAA and SCOs for customer feedback panels

Staff Development

All ECSS – Compliance 101 Training

Dates: June 7-9, 2023 & June 20-21, 2023 (5-Days) Time: 10:00am-4:30pm

- Compliance 101 is a required program that comprehensively introduces the essential skills, processes, and procedures required to conduct compliance surveys effectively and efficiently at facilities with programs approved for GI Bill® benefits.
- The compliance survey aims to identify deficiencies and violations that may require remediation or enforcement actions to guarantee the propriety of benefit payments for GI Bill® beneficiaries.
- In this class, participants will learn the basic fundamental skills necessary to conduct compliance surveys accurately and thoroughly to ensure that all programs at scheduled facilities comply with the relevant legal provisions.

Staff Development

All New ELR – **Approval 101 Training**

Dates: July 18-21, 2023 (4-Days) Time: 10:00am-4:30pm

- Approval 101 is an introduction to the fundamental skills, processes, and procedures needed to successfully execute the duties and responsibilities of an ELR.
- The main objective of this course is to provide ELRs with a solid foundation on how to receive, review and adjudicate approvals, revisions, suspensions, or withdrawal packages submitted by the SAAs as well as determine the SAAs compliance of the terms and condition of the cooperative agreement and submit reports to VACO as required.

Recent Initiative



Education File Upload Portal

U.S. Department of Veteran Affairs Education Service
Oversight and Accountability Division

The new **Education File Upload Portal** allows SCOs to upload documents supporting:

- Compliance actions according to 38 USC § 3693
- VA notification of changes not requiring SAA review

The portal accepts **certain** documents normally submitted to VA group email boxes

- **Compliance documents** requested to support a scheduled compliance activity
- **VA Form 22-8794** Designation of Certifying Official with training certificate(s)
- **EFT & Tax ID** Update (on organizational letterhead)
- **VA Form 22-10216 and VA Form 22-10215**
(35% exemption and 85/15 reporting)
- **VA Form 22-0831** List of Affected Branches/Extensions for Centrally Certification

Education File Upload Portal

<https://www.my.va.gov/EducationFileUploads/s>

Information provided in June Office Hours for SCOs & SAAs
Wayne Rhoades, Chief Education Liaison Officer
VA Education, Approvals, Compliance and Liaison

Q&A



Take the survey using the QR Code or Link



[WAVES July 2023 - VA Central Office & Federal Updates](#)



**EDUCATION SERVICE
GI BILL PROGRAMS**

