



**Table 1 – FY 2007 Performance Measures by Strategic Goal and Objective**  
(G=Green, Y=Yellow; R=Red)

Strategic Goal/Measure (Key Measures in Bold)	Results					Target	Strategic Target
	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007 Result	FY 2007 Target	

**Strategic Goal 1: Restore the capability of veterans with disabilities to the greatest extent possible, and improve the quality of their lives and that of their families.**

Objective 1.1: Maximize the physical, mental, and social functioning of veterans with disabilities and be a leader in providing specialized health care services.

Percent of Specially Adapted Housing (SAH) grant recipients who indicate that grant-funded housing adaptations increased their independence (1) New measure; first year that Housing survey data are reported for this measure.	N/A	N/A	N/A	(1) Avail. 11/2007	TBD	98.0%	99.0%
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Objective 1.2: Provide timely and accurate decisions on disability compensation claims to improve the economic status and quality of life of service-disabled veterans.

<b>National accuracy rate (core rating work) % (Compensation) (through July)</b>	86%	87%	84%	88%	* 88% Y	89%	98%
<b>Rating-related compensation actions - average days pending</b>	114	120	122	130	135 R	127	100
<b>Compensation &amp; Pension rating-related actions - average days to process</b>	182	166	167	177	183 R	160	125
Overall satisfaction rate % (Compensation) (1) No customer satisfaction survey was performed for 2006.	58%	59%	58%	(1) N/A	TBD	63%	90%
National accuracy rate % (compensation authorization work) (through July)	88%	90%	90%	91%	* 91% Y	93%	98%
Percent of veterans in receipt of compensation whose total income exceeds that of like circumstanced veterans	N/A	N/A	N/A	N/A	TBD**	TBD **	50%
Percent of compensation recipients who were kept informed of the full range of available benefits (1) No customer satisfaction survey was performed for 2006.	42%	43%	44%	(1) N/A	TBD	49%	60%
Percent of compensation recipients who perceive that VA compensation redresses the effect of service-connected disability in diminishing the quality of life	N/A	N/A	N/A	N/A	TBD**	TBD **	70%
National accuracy rate (fiduciary work) % (Compensation & Pension) (through July)	77%	81%	85%	83%	* 83% Y	87%	98%
Productivity Index % (Compensation and Pension)	N/A	N/A	N/A	90%	88% Y	94%	100%
Deficiency-free decision rate (BVA)	89.0%	93.0%	89.0%	93.0%	94.0% G	92.0%	92.0%
Appeals resolution time (Number of Days) (Joint BVA-VBA Compensation and Pension measure)	633	529	622	657	660 G	685	675

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BVA Cycle Time (Days)	135	98	104	148	136 R	105	104
Appeals decided per Veterans Law Judge (BVA)	604	691	621	698	721 G	630	752
Cost per case (BVA time only)	\$1,493	\$1,302	\$1,453	\$1,381	\$1,337 G	\$1,580	\$1,627
** Pending review of the Veterans' Disability Benefits Commission's recommendations of October 2007 to determine whether a program outcome study is necessary.							

Objective 1.3: Provide eligible service-connected disabled veterans with the opportunity to become employable and obtain and maintain employment, while delivering special support to veterans with serious employment handicaps.

<b>Rehabilitation rate % (VR&amp;E)</b>	59%	62%	63%	73%	73% G	73%	80%
Speed of entitlement decisions in average days (VR&E) (1) Corrected	63	57	62	(1) 54	54 Y	53	40
Accuracy of decisions (Services) % (VR&E)	82%	86%	87%	82%	77% Y	85%	96%
Customer satisfaction (Survey) % (VR&E) (1) No customer satisfaction survey was performed for 2003, 2005, 2006, or 2007.	(1) N/A	79%	(1) N/A	(1) N/A	(1) N/A	82%	92%
Accuracy of Vocational Rehabilitation program completion decisions % (VR&E)	81%	94%	97%	95%	93% Y	97%	99%
Serious Employment Handicap (SEH) Rehabilitation Rate % (VR&E)	58%	N/A	N/A	73%	73% Y	74%	80%
<b>Common Measures**</b>							
Percent of participants employed first quarter after program exit (VR&E)	N/A	N/A	N/A	TBD	N/A	70%	80%
Percent of participants still employed three quarters after program exit (VR&E)	N/A	N/A	N/A	TBD	N/A	70%	85%
Percent change in earnings from pre-application to post-program employment (VR&E)	N/A	N/A	N/A	TBD	N/A	TBD	TBD
Average cost of placing participant in employment (VR&E)	N/A	N/A	N/A	TBD	\$8,856 Y	\$8,000	\$6,500
** These are designated as "common measures" because they are also used by other agencies that manage vocational rehabilitation programs. They also support the Performance Improvement Initiative of the President's Management Agenda. Targets shown above are estimates and may change. First set of data is projected to be received in January 2008.							

Objective 1.4: Improve the standard of living and income status of eligible survivors of service-disabled veterans through compensation, education, and insurance benefits.

<b>Average days to process - DIC actions (Compensation)</b>	153	125	124	136	132 R	125	90
Percent of DIC recipients above the poverty level (Compensation)	N/A	99%	100%	100%	100% G	100%	100%
Percent of DIC recipients who are satisfied that VA recognized their sacrifice (Compensation)	N/A	80%	N/A	N/A	TBD**	TBD**	90%
** Pending review of the Veterans' Disability Benefits Commission's recommendations of October 2007 to determine whether a program outcome study is necessary.							

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**Strategic Goal 2: Ensure a smooth transition for veterans from active military service to civilian life.**

Objective 2.1: Ease the reentry of new veterans into civilian life by increasing awareness of, access to, and use of VA health care, benefits, and services.

Percent of severely-injured or ill OEF/OIF servicemembers/veterans who are contacted by their assigned VA case manager within 7 calendar days of notification of transfer to the VA system as an inpatient or outpatient (through August)	N/A	N/A	N/A	Baseline	* 90% G	90%	95%
Percent of veterans returning from a combat zone who respond "yes completely" to survey questions regarding how well they perceive that their VA provider listened to them and if they had trust and confidence in their VA provider	N/A	N/A	N/A	Baseline	TBD	68%	72%
Percent of appointments for primary care scheduled within 30 days of desired date for veterans and servicemembers returning from a combat zone	N/A	N/A	N/A	Baseline	TBD	90%	94%
Out of all original claims filed within the first year of release from active duty, the percentage filed at a BDD site prior to a servicemember's discharge (Compensation) (1) The 2006 result was recalculated to capture workload not included in the initial calculation. This result is a more accurate depiction of BDD participation as VBA moved to a new automated data collection methodology in 2006.	N/A	N/A	55%	(1) 46%	TBD	48%	65%
Number of outpatient visits at Joint Ventures and significant sites. (Facilities providing 500 or more outpatient visits and/or admissions per year)	N/A	N/A	N/A	121,229	TBD	123,654	133,845

Objective 2.2: Enhance the ability of veterans and servicemembers to achieve educational and career goals by providing timely and accurate decisions on education claims and continuing payments at appropriate levels.

<b>Average days to complete original education claims</b>	23	26	33	40	32.4 G	35	10
<b>Average days to complete supplemental education claims</b>	12	13	19	20	13.2 G	15	7
Montgomery GI Bill usage rate (%): All program participants (through July) (1) Corrected	58%	65%	(1) 66%	(1) 67%	* 68% G	68%	75%
Montgomery GI Bill usage rate (%): Veterans who have passed their 10-year eligibility period (through July) (1) Corrected	66%	71%	(1) 71%	(1) 70%	* 72% G	72%	80%
Percent of Montgomery GI Bill participants who successfully completed an education or training program Measure under development	N/A	N/A	N/A	TBD	TBD	TBD	TBD

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Strategic Goal/Measure (Key Measures in Bold)	Results					Target	Strategic Target
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Percentage of beneficiaries that believe their VA educational assistance has been either very helpful or helpful in the attainment of their educational or vocational goal Measure under development	N/A	N/A	N/A	TBD	TBD	TBD	TBD
Customer satisfaction-high rating (Education) (1) No customer satisfaction survey was performed for 2005, 2006, or 2007.	89%	86%	(1) N/A	(1) N/A	(1) N/A	88%	95%
Telephone Activities - Blocked call rate (Education) % (1) Corrected	13%	20%	38%	(1) 43%	32% Y	25%	10%
Telephone Activities - Abandoned call rate (Education) % (1) Corrected	7%	10%	17%	(1) 20%	11% G	15%	5%
Payment accuracy rate (Education) % (1) Corrected	94%	94%	96%	(1) 94%	95% Y	96%	97%

**Strategic Goal 3: Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation.**

Objective 3.1: Provide high-quality, reliable, accessible, timely, and efficient health care that maximizes the health and functional status of enrolled veterans, with special focus on veterans with service-connected conditions, those unable to defray the costs, and those statutorily eligible for care.

<b>Percent of patients rating VA health care service as very good or excellent:</b>							
<b>Inpatient (through May)</b>	74%	74%	77%	78%	* 77% Y	78%	80%
<b>Outpatient (through May)</b>	73%	72%	77%	78%	* 77% Y	78%	80%
<b>Percent of primary care appointments scheduled within 30 days of desired date (through August)</b>	93%	94%	96%	96%	* 97.2% G	96%	96%
<b>Percent of specialty care appointments scheduled within 30 days of desired date (1) reflects cum. for year, (2) henceforth, eight clinical areas included instead of five (through August)</b>	(1) 89%	(2) 93%	93%	94%	* 95% G	95%	95%
<b>Clinical Practice Guidelines Index II (through May)</b>	N/A	N/A	N/A	83%	* 83% Y	84%	87%
<b>Prevention Index III (through May)</b>	N/A	N/A	N/A	88%	* 87% Y	88%	88%
<b>Annual percent increase of non-institutional, long-term care average daily census using 2006 as the baseline (1) Baseline = 43,325 (2) through June</b>	N/A	N/A	N/A	(1) Baseline	* 6.5% R	26.3%	9.5%
<b>Number of new enrollees waiting to be scheduled for their first appointment (electronic waiting list) (through August)</b>	N/A	N/A	N/A	10,000	* 117 G	7,500	fewer than 500

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Strategic Goal/Measure (Key Measures in Bold)	Results					Target	Strategic Target
	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007 Result	FY 2007 Target	
Percent of patients who report being seen within 20 minutes of scheduled appointments at VA health care facilities	67%	69%	73%	74%	TBD	76%	90%
Percent of admission notes by residents that have a note from attending physician within one day of admission:							
Surgery	N/A	N/A	75%	86%	TBD	88%	95%

Objective 3.2: Provide eligible veterans and their survivors a level of income that raises their standard of living and sense of dignity by processing pension claims in a timely and accurate manner.

<b>Non-rating pension actions - average days to process</b>	67	58	68	92	104 R	96	60
<b>National accuracy rate (authorization pension work) % (through July)</b>	81%	84%	86%	88%	* 91% G	89%	98%
<b>Compensation &amp; Pension rating-related actions - average days to process</b>	182	166	167	177	183 R	160	125
National accuracy rate (core rating-related pension work) % (through July)	91%	93%	90%	90%	* 91% Y	92%	98%
Rating-related pension actions - average days pending	98	77	83	90	89 Y	85	65
Overall satisfaction rate % (Pension) (1) No customer satisfaction survey was performed for 2006.	66%	66%	65%	(1) N/A	TBD	71%	90%
Percent of pension recipients who were informed of the full range of available benefits (1) No customer satisfaction survey was performed for 2006.	39%	40%	41%	(1) N/A	TBD	43%	60%
Percent of pension recipients who said their claim determination was very or somewhat fair (1) No customer satisfaction survey was performed for 2006.	62%	64%	65%	(1) N/A	TBD	68%	75%
Percent of VA beneficiaries receiving financial assistance for medical expenses** (Pension)	N/A	N/A	N/A	TBD	TBD	TBD	TBD
Percent of pension recipients who believe that the processing of their claim reflects the courtesy, compassion, and respect due to a veteran** (1) No customer satisfaction survey was performed for 2006.	N/A	N/A	78%	(1) N/A	TBD	80%	95%
National accuracy rate (fiduciary work) % (Compensation & Pension) (through July)	77%	81%	85%	83%	* 83% Y	87%	98%

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Appeals resolution time (Number of Days) (Joint Compensation and Pension measure with BVA)	633	529	622	657	660 G	685	675
Productivity Index % (Compensation and Pension)	N/A	N/A	N/A	90%	88% Y	94%	100%
** New measures added during Pensions PART review.							

Objective 3.3: Maintain a high level of service to insurance policyholders and their beneficiaries to enhance the financial security of veterans' families.

<b>Average number of days to process TSGLI disbursements (Insurance)</b>	N/A	N/A	N/A	3.8	3.0 G	5	5
Percent of servicemembers covered by SGLI (Insurance)	N/A	N/A	98%	99%	99% G	98%	98%
Conversion rate of disabled SGLI members to VGLI (%) (Insurance)	N/A	N/A	35%	41%	40% Y	45%	50%
Ratio of the multiple of salary that SGLI covers versus the multiple of salary that private sector covers for the average enlisted servicemember (Insurance)	N/A	N/A	1.9	1.8	1.8 G	1.7	1.0
Ratio of the multiple of salary that SGLI covers versus the multiple of salary that private sector covers for the average officer (Insurance)	N/A	N/A	1.0	0.9	0.9 G	0.9	1.0
Ratio of premium rates charged per \$1,000 by other organizations compared to the SGLI premium rates charged per \$1,000 by VA for similar coverage (Insurance)	N/A	N/A	1.4	1.3	1.2 G	1.0	1.0
Ratio of premium rates charged per \$1,000 by other organizations compared to the VGLI premium rates charged per \$1,000 by VA for similar coverage (Insurance)	N/A	N/A	0.9	0.9	0.9 Y	1.0	1.0
Rate of high veterans' satisfaction ratings on services delivered % (Insurance)	95%	96%	96%	96%	96% G	95%	95%
Number of disbursements (death claims, loans, and cash surrenders) per FTE (Insurance)	N/A	N/A	1,692	1,697	1,724 G	1,702	1,750

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Objective 3.4: Ensure that the burial needs of veterans and eligible family members are met.

<b>Percent of veterans served by a burial option within a reasonable distance (75 miles) of their residence</b>	75.2%	75.3%	77.1%	80.2%	83.4% Y	83.8%	90.0%
<b>Percent of respondents who rate the quality of service provided by the national cemeteries as excellent</b>	94%	94%	94%	94%	94% Y	97%	100%
Percent of funeral directors who respond that national cemeteries confirm the scheduling of the committal service within 2 hours	73%	73%	73%	74%	72% Y	80%	93%
Average number of days to process a claim for reimbursement of burial expenses	42	48	57	72	91 R	60	21
National Accuracy Rate for burial claims processed % (through July)	92%	94%	93%	94%	* 94% Y	95%	98%

Objective 3.5: Provide veterans and their families with timely and accurate symbolic expressions of remembrance.

<b>Percent of graves in national cemeteries marked within 60 days of interment</b>	72%	87%	94%	95%	94% G	90%	92%
Percent of applications for headstones and markers for the graves of veterans who are not buried in national cemeteries processed within 20 days	N/A	N/A	13%	62%	38% R	70%	90%
Percent of headstones and markers ordered by national cemeteries for which inscription data are accurate and complete	N/A	98%	99%	99%	99% G	99%	99%
Percent of headstones and markers that are undamaged and correctly inscribed	97%	97%	96%	96%	96% Y	98%	98%

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Objective 3.6: Improve the ability of veterans to purchase and retain a home by meeting or exceeding lending industry standards for quality, timeliness, and foreclosure avoidance.

<b>Foreclosure avoidance through servicing (FATS) ratio % (Housing)</b>	45.0%	44.0%	48.0%	54.0%	57.0% G	51.0%	51.0%
Veterans satisfaction level % (Housing) (1) No Housing survey was completed for 2004 or 2005.	95.0%	(1) N/A	(1) N/A	Avail. 11/2007	TBD	95.0%	97.0%
Percent of lenders who indicate that they are satisfied with the VA Loan Guaranty Program (1) No Housing survey was completed for 2004 or 2005.	92.0%	(1) N/A	(1) N/A	Avail. 11/2007	TBD	94.0%	95.0%
Statistical quality index % (Housing)	98.0%	98.0%	98.0%	99.0%	99.2% G	98.0%	98.0%
E-FATS - Ratio of dollars saved through successful loan interventions, to dollars spent by VA on Loan Administration FTE who perform intervention work (Housing)	N/A	N/A	N/A	7.0:1	6.8:1 Y	8.0:1	8.0:1

**Strategic Goal 4: Contribute to the public health, emergency management, socioeconomic well-being, and history of the Nation.**

Objective 4.1: Improve the Nation's preparedness for response to war, terrorism, national emergencies, and natural disasters by developing plans and taking actions to ensure continued service to veterans, as well as to support national, state, and local emergency management and homeland security efforts.

Percent of Under Secretaries, Assistant Secretaries, and other key officials who self-certify their teams "ready to deploy" to their COOP site (OS&P)	N/A	N/A	85%	85%	90% Y	100%	100%
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Objective 4.2: Advance VA medical research and develop programs that address veterans' needs - with an emphasis on service-connected injuries and illnesses - and contribute to the Nation's knowledge of disease and disability.

<b>Progress towards development of one new treatment for post-traumatic stress disorder (PTSD) (through August) (Five milestones to be achieved over 4 years)</b>	N/A	33%	40%	47%	* 67% G	67%	100%
Progress towards development of a standard clinical practice for pressure ulcers (through August) (Six milestones to be achieved over 5 years)	N/A	43%	52%	61%	* 65% Y	74%	100%
Percentage of study sites that reach 100% of the recruitment target for each year of each clinical study (Measure description changed for clarification purposes only)	N/A	N/A	29%	40%	* 33% Y	35%	50%

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Objective 4.3: Enhance the quality of care to veterans and provide high-quality educational experiences for health profession trainees, created internally in VA and via partnerships with the academic community.

Medical residents' and other trainees' scores on a VHA survey assessing their clinical training experience	83	84	84	85	86 G	86	89
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Objective 4.4: Enhance the socioeconomic well-being of veterans, and thereby the Nation and local communities, through veterans benefits; assistance programs for small, disadvantaged, and veteran-owned businesses; and other community initiatives.

Attainment of statutory minimum goals for service-disabled veteran-owned small businesses expressed as a percent of total procurement dollars (OSDBU) (through August)	0.49%	1.25%	2.15%	3.58%	* 5.59% G	3.00%	3.00%
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Objective 4.5: Ensure that national cemeteries are maintained as shrines dedicated to preserving our Nation's history, nurturing patriotism, and honoring the service and sacrifice veterans have made.

<b>Percent of respondents who rate national cemetery appearance as excellent</b>	97%	98%	98%	97%	97% Y	99%	100%
Percent of respondents who would recommend the national cemetery to veteran families during their time of need	97%	97%	98%	98%	98% Y	99%	100%
Percent of headstones and/or markers in national cemeteries that are at the proper height and alignment	N/A	64%	70%	67%	69% Y	70%	90%
Percent of headstones, markers, and niche covers that are clean and free of debris or objectionable accumulations	N/A	76%	72%	77%	75% Y	79%	90%
Percent of gravesites that have grades that are level and blend with adjacent grade levels	N/A	79%	84%	86%	83% Y	88%	95%

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**Enabling Goal: Deliver world-class service to veterans and their families through effective communication and management of people, technology, business processes, and financial resources.**

Objective E-1: Recruit, develop, and retain a competent, committed, and diverse workforce that provides high-quality service to veterans and their families.

Percentage of VA employees who are veterans (HR&A)	24.0%	26.0%	28.0%	30.6%	31% Y	32.0%	33.0%
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Objective E-2: Improve communication with veterans, employees, and stakeholders about VA's mission, goals, and current performance, as well as benefits and services that the Department provides.

Percentage of title 38 reports that are submitted to Congress within the required timeframe (OCLA)	70% w/i 30 days	54% w/i 15 days	21% by due date	13% by due date	40% Y	45% by due date	100%
Percentage of testimony submitted to Congress within the required timeframe (OCLA)	N/A	N/A	N/A	N/A	75% G	65%	100%
Percentage of responses to pre- and post-hearing questions that are submitted to Congress within the required timeframe (OCLA)	N/A	N/A	21%	15%	27% Y	35%	100%

Objective E-3: Implement a One-VA information technology framework that enables the consolidation of IT solutions and the creation of cross-cutting common services to support the integration of information across business lines and provides secure, consistent, reliable, and accurate information to all interested parties.

Number of distinct data exchanges between VA and DoD (OI&T) DMDC is Defense Manpower Data Center	N/A	N/A	N/A	20 from DMDC to VA; 8 from VA to DMDC	11 from DMDC to VA; 6 from VA to DMDC Y	8 from DMDC to VA; 1 from VA to DMDC	1 from DMDC to VA; 1 from VA to DMDC
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Objective E-4: Improve the overall governance and performance of VA by applying sound business principles; ensuring accountability; employing resources effectively through enhanced capital asset management, acquisition practices, and competitive sourcing; and linking strategic planning to budgeting and performance.

Gross Days Revenue Outstanding (GDRO) for third party collections (VHA)	N/A	N/A	Baseline	54	59 Y	58	54
Dollar value of 1st party and 3rd party collections (VHA):							
1st Party (\$ in millions) (through August)	\$685	\$742	\$772	\$863	* \$916 Y	\$985	\$1,019
3rd Party (\$ in millions) (through August)	\$804	\$960	\$1,056	\$1,096	* \$1,232 G	\$1,173	\$1,695
Total annual value of joint VA/DoD procurement contracts for high-cost medical equipment and supplies** (1) Corrected **Beginning in 2007, medical supplies were added to this measure.	N/A	N/A	Baseline	(1) \$152M	\$180M G	\$170M	\$220M
Obligations per unique patient user (VHA) (Estimate)	\$5,202	\$5,493	\$5,597	\$5,799	* \$6,210 Y	\$5,686	TBD
Percent of tort claims decided accurately at the administrative stage (OGC)	86.0%	89.0%	88.4%	92.2%	92.6% G	90.0%	90.0%
Cumulative % of FTEs (compared to total planned) included in Management Analysis/Business Process Reengineering studies initiated (OP&P)	N/A	N/A	0%	0%	33% G	33%	100%
Number of audit qualifications identified in the auditor's opinion on VA's Consolidated Financial Statements (OM)	0	0	0	0	0 G	0	0
Number of material weaknesses identified during the annual independent financial statement audit or separately identified by management (OM) (a) VA's material weaknesses identified during the annual independent financial statement audit are also considered weaknesses under FMFIA.	5	4	4	3	(a) 4 Y	3	0
Percent of space utilization as compared to overall space (owned and direct-leased) (OAEM) (through August) (1) Corrected	N/A	80% Baseline	98%	(1) 104%	* 112% G	95%	95%
Percent Condition Index (owned buildings) (OAEM) (through August)	N/A	N/A	82% Baseline	79%	* 78% Y	84%	87%
Ratio of non-mission dependent assets to total assets (OAEM) (through August)	N/A	N/A	22% Baseline	15%	* 13% G	16%	10%
Ratio of operating costs per gross square foot (GSF) (OAEM) (through August) (Targets and results were adjusted to conform with Federal Real Property Council Tier 1 definitions)	N/A	\$4.52 Baseline	\$4.85	\$5.59	* \$5.11 Y	\$4.52	\$4.52

\* These are partial or estimated data. Final data will be published in the FY 2009 Congressional Budget and/or the FY 2008 Performance and Accountability Report.



**Table 1 – FY 2007 Performance Measures by Strategic Goal and Objective**  
(G=Green, Y=Yellow; R=Red)

Strategic Goal/Measure (Key Measures in Bold)	Results					Target	Strategic Target
	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007 Result	FY 2007 Target	
Cumulative percentage decrease in facility traditional energy consumption per gross square foot from the 2003 baseline (OAEM) (1) Corrected (2) Changed per Executive Order 13423 issued in January 2007	Baseline	N/A	N/A	(1) 4.4%	TBD	(2) 6%	(2) 30%
Number of arrests, indictments, convictions, administrative sanctions, and pretrial diversions	N/A	N/A	N/A	2,241	2,061 G	1,900	2,204
Percentage of successful prosecutions	N/A	N/A	N/A	96%	95% G	85%	87%
Number of reports issued that identify opportunities for improvement and provide recommendations for corrective action	N/A	N/A	N/A	150	217 G	132	164
Number of CAP reports issued that include relevant health care delivery pulse points	N/A	N/A	N/A	64	45 G	45	57
Monetary benefits gained from review of VA activities and processes (dollars in millions)	N/A	N/A	N/A	\$900	\$670 G	\$600	\$1,033
Number of international and domestic benefit reviews conducted to determine the appropriateness of monetary benefits processing for claimants	N/A	N/A	N/A	0	1 G	1	3
Maintain unqualified audit opinion of financial statements containing no material weaknesses or reportable conditions (Yes/No)	N/A	N/A	N/A	Yes	Yes G	Yes	Yes
Percentage of recommendations implemented to improve efficiencies in operations through legislative, regulatory, policy, practices, and procedural changes in VA (a) Corrected	N/A	N/A	N/A	(a) 93%	86% G	82%	90% <sup>1</sup>
Percentage of preaward recommendations sustained during contract negotiations	N/A	N/A	N/A	70%	66% G	61%	65%

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**Table 1 – FY 2007 Performance Measures by Strategic Goal and Objective**  
 (G=Green, Y=Yellow; R=Red)

Strategic Goal/Measure (Key Measures in Bold)	Results					Target	Strategic Target
	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007 Result	FY 2007 Target	
Achieve adoption of recommendations relative to IT systems in compliance with FISMA, regulations, and policies within one year from issuance of a report	N/A	N/A	N/A	0%	19% R	90%	100%
Achieve a professional, competent, and credible reputation as a result of work performed (based on a scale of 0 to 5, where 5 is high):							
Investigations	N/A	N/A	N/A	4.9	4.9 Y	5.0	5.0
Audit	N/A	N/A	N/A	4.3	3.7 R	4.8	5.0
Healthcare Inspections	N/A	N/A	N/A	4.6	4.4 Y	4.6	5.0
CAP Reviews	N/A	N/A	N/A	4.7	4.7 G	4.7	5.0
<sup>1</sup> VA OIG intends that VA will implement all recommendations. This goal recognizes that some complex implementation actions may go beyond 2010, which is the out-year for OIG's Strategic Plan.							

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