

Part I. Management Discussion and Analysis

VA's Performance Scorecard for FY 2004

Strategic Goal	Performance Measure	Goal Achieved		FY 2004		Improved From FY 2003?
		Yes	No	Goal	Actual	
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	Compensation and pension national accuracy rate for core rating work (pp. 64, 130)		✓	90%	87%*	Yes
	Compensation and pension rating-related actions - average days to process (pp. 62, 130)		✓	145	166	Yes
	Compensation and pension rating-related actions - average days pending (pp. 63, 130)		✓	80	118	No
	Vocational rehabilitation and employment rehabilitation rate (pp. 66, 130)		✓	67%	62%	Yes
2. Ensure a smooth transition for veterans from active military service to civilian life	Average days to complete: Original education claims Supplemental education claims (pp. 72, 132)		✓	24	26	No
	Foreclosure avoidance through servicing (FATS) ratio (pp. 74, 132)		✓	47%	44%	No
3. Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation	Percent of patients rating VA health care service as very good or excellent: Inpatient Outpatient (pp. 82, 132)	✓		70%	74%*	No-same
		✓		72%	72%*	No
	Percent of primary care appointments scheduled within 30 days of desired date (pp. 80, 132)	✓		93%	94%*	Yes
	Percent of specialist appointments scheduled within 30 days of desired date (pp. 81, 132)	✓		90%	93%*	Yes
	Clinical Practice Guidelines Index (pp. 78, 134)	✓		70%	77%*	Yes
	Prevention Index II (pp. 79, 134)	✓		82%	88%*	Yes
	Increase non-institutional long-term care as expressed by average daily census: (pp. 83, 134)	✓		29,631	29,631*	Yes
	Average days to process insurance disbursements (pp. 87, 134)	✓		2.7	1.8	Yes
	Percent of veterans served by a burial option within a reasonable distance (75 miles) of their residence (pp. 91, 136)	✓		75.3%	75.3%	Yes
	Percent of respondents who rate the quality of service provided by the national cemeteries as excellent (pp. 92, 136)		✓	95%	94%	No-same
4. Contribute to the public health, emergency management, socioeconomic well-being, and history of the Nation	Number of Career Development Awardees (pp. 100, 136)		✓	237	229	Yes
	Percent of respondents who rate national cemetery appearance as excellent (pp. 107, 136)	✓		98%	98%	Yes
Enabling Goal. Deliver world-class service to veterans and their families by applying sound business principles that result in effective management of people, communications, technology, and governance	Ratio of collections to billings (pp. 118, 136)	✓		41%	41%*	No-same
	Dollar value of sharing agreements with DoD (\$ in millions) (pp. 119, 136)	✓		\$116	\$120	Yes

* Indicates preliminary or estimated actual data.