



## Performance Summaries

### by Strategic Objective

The following sections of the report describe VA's accomplishments associated with each of the strategic objectives identified in the Department's strategic plan. This information complements and provides additional detail beyond the summaries of performance associated with each strategic goal (refer to the Performance Summaries by Strategic Goal section on pages 24-54).

For **each strategic objective**, the layout of the information is in **three parts** as follows:


# Part 1

**Vignette**  
A short description of a new VA program or a story about how VA is making a difference for America's veterans as it relates to VA's strategic objective.

**STRATEGIC OBJECTIVE 1.19**  
**Specialized Health Care Services**  
Maximize the physical, mental, and social functioning of veterans with disabilities and be a leader in providing specialized health care services.

**Making a Difference for Veterans**

**VA Helps Disabled Veterans Adapt their Homes Through Grants**



Changes in the laws that allow certain seriously injured veterans and servicemembers to receive grants to construct or modify homes are expected to result in many new grants. Before the changes, eligible veterans and servicemembers could receive Specially Adapted Housing (SAH) grants of \$10,000 or \$50,000 from VA over their lifetimes. Now they may receive up to \$12,000 or \$60,000. In addition, these amounts will now rise annually based on a cost-of-construction index. SAH grants of up to \$14,000 for temporary residences, previously available only to veterans, are now available to veterans and servicemembers. Eligible veterans and servicemembers may use the Specially Adapted Housing Program up to three separate times. However, the total amount of assistance received may not exceed the maximum in effect at the time of the third grant.

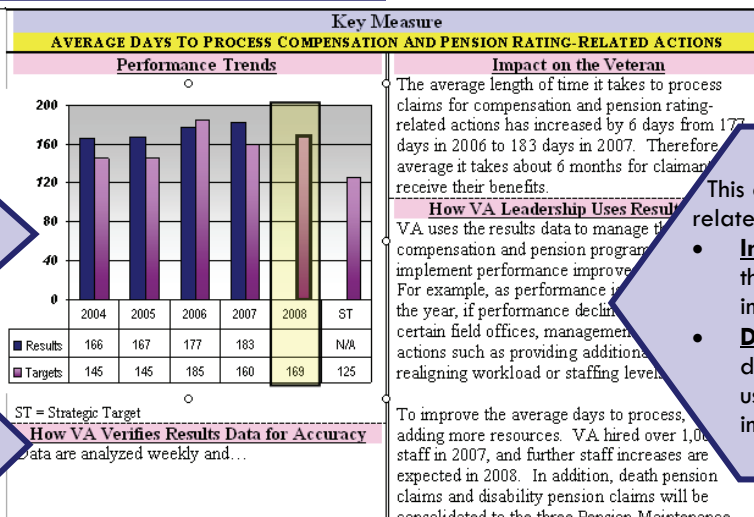
"Veterans seriously disabled during their military service have earned this benefit," said Secretary of

**Illustrative Measure**  
Measures shown in this section are representative of what VA is trying to achieve as defined by the given Strategic Objective. The text of the measure is shown as well as an indication of whether it is a key or supporting measure.

# Part 2

**Bar Chart**  
Chart depicting 5 years of targets and results for the given measure

**Data Verification**  
Narrative on how VA checks and verifies measure results data for accuracy



**Impact and Use**  
This area includes two components as relates to the given measure:

- Impact statements** describes how the 2008 performance result impacted the veteran
- Data Use by Leadership** describing how VA management uses the results data to make improvements in operations.



# Part 3

Concurrence Attachment 3

Part II – Performance Summaries by Strategic Objective

**Additional Performance Information Related to Strategic Objective 2.2**

**OIG Major Management Challenges and GAO High-Risk Areas**  
 VA's Office of Inspector General did not identify any major management challenges related to this objective. The Government Accountability Office did not identify any high-risk areas related to this objective.

**Program Assessment Rating Tool (PART) Evaluation**  
 In relation to this strategic objective, the Administration conducted a PART evaluation of VA's Education program during CY 2005, which resulted in a rating of "Results Not Demonstrated." Please see OMB PART reviews on page XX for more information.

**Program Evaluations**  
 No independent program evaluations have been conducted recently that specifically address this objective.

**New Policies, Procedures, or Process Improvements**  
 VA implemented several major policies and procedures that enhanced the ability of veterans and servicemembers to achieve educational and career goals in 2007, including the following:

32 issued February 2007. (VA: These need more explanation. Why are they important? Why will not understand.)

**Other Important Performance Results**  
 In 2007, Education Service Processing Offices recommendations for recommendations information to the modifications to the process claims.

**Data Quality**  
 The first phase (TEES) was launching of Management, the approval, training program tests; and action corporate environment existing approval Approval File, which job training program Certification Approval the approvals for the consolidation of these the manual process for into a single repository. Representatives to process approval information more quickly by the public have access to WFA MS on-line to

**Additional Information**

This area provides the following as relates to the given Strategic Objective:

- A list of **major management challenges** identified by VA's Office of Inspector General and **High-Risk Areas** identified by the Government Accountability Office that have an impact on this objective.
- A description of **program evaluations** that have been completed or are ongoing.
- A list of related **Program Assessment Rating Tool** reviews conducted.
- A description of **new policies and procedures** that have been or are being implemented to improve VA's ability to achieve the strategic objective.
- Any **other important performance results** in support of the strategic objective.

In 2008 there were 5 measures for which performance results were significantly below expectations and, as a consequence, had a significant impact on program performance. For each of these measures, we provide explanations of why the shortfall occurred and descriptions of resolution strategies being employed to improve performance. Please see the Performance Shortfall Analysis tables beginning on page 84 for this information. In the measures tables beginning on page 237, these results are color-coded in red.

Measures color-coded in yellow do not appear in the Performance Shortfall Analysis tables. Although the target was not achieved for these measures, the result did not significantly impact program performance.

**Please note:** In this report, with the exception of table and chart titles, references to years (e.g., 2005, 2006) are fiscal years unless stated otherwise.