Strategic Goal 3, Honoring, Serving, and Memorializing Veterans
Total Obligations: $14,454 million. This constitutes 16.9% of VA's obligations.

Strategic Objective 3.1 supports strategic goal 3. This objective is as follows: 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.

Total Obligations for Strategic Objective 3.1 are $8,478 million. This constitutes 9.9% of VA's obligations.

Selected FY 2007 performance results related to Strategic Objective 3.1 are as follows:

Clinical Practices Index II

FY 2007 Target: 84%
FY 2007 Result: 83%, actual data through 05/2007. Final data are expected in 11/2007.

4-Year History
FY 2006, Target 77%, Result 83%
FY 2005, Target N/A, Result N/A
FY 2004, Target N/A, Result N/A
FY 2003, Target N/A, Result N/A

Prevention Index III

FY 2007 Target: 88%
FY 2007 Result: 87%, actual data through 05/2007. Final data are expected in 11/2007.

4-Year History
FY 2006, Target 88%, Result 88%
FY 2005, Target N/A, Result N/A
FY 2004, Target N/A, Result N/A
FY 2003, Target N/A, Result N/A

Primary Care Appointments Scheduled Within 30 Days of Desired Date

FY 2007 Target: 96%
FY 2007 Result: 97.2%, actual data through 08/2007. Final data are expected in 11/2007.

4-Year History
FY 2006, Target 96%, Result 96%
FY 2005, Target 94%, Result 96%
FY 2004, Target 93%, Result 94%
FY 2003, Target 87%, Result 93%

Specialty Care Appointments Scheduled Within 30 Days of Desired Date

FY 2007 Target: 95%

FY 2007 Result: 95%, actual data through 08/2007. Final data are expected in 11/2007.

4-Year History
FY 2006, Target 93%, Result 94%
FY 2005, Target 93%, Result 93%
FY 2004, Target 90%, Result 93%
FY 2003, Target 80%, Result 89%

Percent of patients rating VA health care as “very good” or “excellent” for inpatient care

FY 2007 Target: 78%

FY 2007 Result: 77%, actual data through 05/2007. Final data are expected in 11/2007.

4-Year History
FY 2006, Target 74%, Result 78%
FY 2005, Target 74%, Result 77%
FY 2004, Target 70%, Result 74%
FY 2003, Target 70%, Result 74%

Percent of patients rating VA health care as “very good” or “excellent” for outpatient care

FY 2007 Target: 78%

FY 2007 Result: 77%, actual data through 05/2007. Final data are expected in 11/2007.

4-Year History
FY 2006, Target 73%, Result 78%
FY 2005, Target 73%, Result 77%
FY 2004, Target 72%, Result 72%
FY 2003, Target 71%, Result 73%

Percent annual increase in the average daily census of non-institutional long-term care using 2006 as the baseline (Baseline = 43,325)

FY 2007 Target: 26.3%

FY 2007 Result: 6.5%, actual data through 06/2007. Final data are expected in 11/2007.

4-Year History
FY 2006, Baseline
FY 2005, Target N/A, Result N/A
FY 2004, Target N/A, Result N/A
FY 2003, Target N/A, Result N/A

Strategic Objective 3.2 supports strategic goal 3. This objective is as follows: 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.

Total Obligations for Strategic Objective 3.2 are $3,831 million. This constitutes 4.5% of VA's obligations.

Selected FY 2007 performance results related to Strategic Objective 3.2 are as follows:

Average days to process rating-related compensation and pension actions
FY 2007 Target: 160 days
FY 2007 Result: 183 days

4-Year History
FY 2006, Target 185 days, Result 177 days
FY 2005, Target 145 days, Result 167 days
FY 2004, Target 145 days, Result 166 days
FY 2003, Target 165 days, Result 182 days

Average days to process non-rating pension actions
FY 2007 Target: 96 days
FY 2007 Result: 104 days

4-Year History
FY 2006, Target 66 days, Result 92 days
FY 2005, Target 73 days, Result 68 days
FY 2004, Target N/A, Result 58 days
FY 2003, Target N/A, Result 67 days

National accuracy rate for pension authorization work
FY 2007 Target: 89%
FY 2007 Result: 91%, actual data through 07/2007. Final data are expected in 01/2008.

4-Year History
FY 2006, Target 88%, Result 88%
FY 2005, Target 84%, Result 86%
FY 2004, Target N/A, Result 84%
FY 2003, Target N/A, Result 81%

Strategic Objective 3.3 supports strategic goal 3. This objective is as follows: Maintain a high level of service to insurance policyholders and their beneficiaries to enhance the financial security of veterans' families.

Total Obligations for Strategic Objective 3.3: $1,684 million. This constitutes 2.0% of VA's obligations.

Selected FY 2007 performance results related to Strategic Objective 3.3 are as follows:

Number of days, on average, to complete TSGLI disbursements
FY 2007 Target: 5 days
FY 2007 Result: 3.0 days

FY 2006, Target N/A, Result 3.8
FY 2005, Target N/A, Result N/A
FY 2004, Target N/A, Result N/A
FY 2003, Target N/A, Result N/A

High satisfaction rate of veterans for delivered insurance services
FY 2007 Target: 95%
FY 2007 Result: 96%

4-Year History
FY 2006, Target 95%, Result 96%
FY 2005, Target 95%, Result 96%
FY 2004, Target 95%, Result 96%
FY 2003, Target 95%, Result 95%

Strategic Objective 3.4 supports strategic goal 3. This objective is as follows: Ensure that the burial needs of veterans and eligible family members are met.

Total Obligations for Strategic Objective 3.4: $215 million. This constitutes 0.3% of VA's obligations.

Selected FY 2007 performance results related to Strategic Objective 3.4 are as follows:

Percent of veterans served by a burial option within a reasonable distance (75 miles) of their residence
FY 2007 Target: 83.8%
FY 2007 Result: 83.4%

4-Year History
FY 2006, Target 81.6%, Result 80.2%
FY 2005, Target 78.3%, Result 77.1%
FY 2004, Target 75.3%, Result 75.3%
FY 2003, Target 74.4%, Result 75.2%

Percent of survey respondents rating the quality of service provided by the national cemeteries as excellent

FY 2007 Target: 97%
FY 2007 Result: 94%

4-Year History
FY 2006, Target 96%, Result 94%
FY 2005, Target 95%, Result 94%
FY 2004, Target 95%, Result 94%
FY 2003, Target 95%, Result 94%

Strategic Objective 3.5 supports strategic goal 3. This objective is as follows: Provide veterans and their families with timely and accurate symbolic expressions of remembrance.

Total Obligations for Strategic Objective 3.5: $6 million. This constitutes less than 0.1% of VA's obligations.

Selected FY 2007 performance results related to Strategic Objective 3.5 are as follows:

Percent of graves in national cemeteries that are marked within 60 days of interment

FY 2007 Target: 90%
FY 2007 Result: 94%

4-Year History
FY 2006, Target 90%, Result 95%
FY 2005, Target 88%, Result 94%
FY 2004, Target 78%, Result 87%
FY 2003, Target 70%, Result 72%

Strategic Objective 3.6 supports strategic goal 3. This objective is as follows: Improve the ability of veterans to purchase and retain a home by meeting or exceeding lending industry standards for quality, timeliness, and foreclosure avoidance.

Total Obligations for Strategic Objective 3.6: $240 million. This constitutes 0.3% of VA's obligations.

Selected FY 2007 performance results related to Strategic Objective 3.6 are as follows:

Foreclosure avoidance through servicing ratio
FY 2007 Target: 51.0%
FY 2007 Result: 57.0%

4-Year History
FY 2006, Target 47.0%, Result 54.0%
FY 2005, Target 47.0%, Result 48.0%
FY 2004, Target 47.0%, Result 44.0%
FY 2003, Target 44.0%, Result 45.0%