



2012 Performance and Accountability Report

Table of Contents

Secretary's Letter

Executive Summary	I-2
Major Accomplishments	I-7
Web Access.....	I-19

Part I. Management's Discussion and Analysis

Performance Scorecard.....	I-23
Department Overview	I-26
Our Mission – <i>What We are Here to Do</i>	I-26
Our Programs.....	I-26
<i>What We Do</i>	I-26
<i>Where We Are Located</i>	I-30
<i>Who We Serve</i>	I-31
America's Veterans – <i>A Demographic Profile</i>	I-32
Resources	I-34
Our Organization	I-35
Leadership and Governance.....	I-36
Performance Overview	I-39
2012 Performance: <i>A Department-Level Summary</i>	I-39
Cost to Achieve Performance Goals	I- 40
Performance Summaries by Program: <i>Achievement and Challenges</i>	I-47
Agency Priority Goals.....	I-69
Performance Shortfall Analysis	I-72
Financial Highlights.....	I- 85
Management Controls, Systems, and Compliance with Laws and Regulations.....	I- 90

Part II. Performance Section

Performance Summaries by Program.....	II-1
Prevention Index V	II-1
Clinical Practice Guidelines IV	II-2
Non-Institutional, Long-Term Care Average Daily Census	II-3
Percent of New Primary Care Appointments Completed Within 14 Days of The Desired Date.....	II-4
Percent of Established Primary Care Appointments Completed Within 14 Days of The Desired Date	II-5
Percent of New Specialty Care Appointments Completed Within 14 Days of The Desired Date	II-6
Percent of Established Specialty Care Appointments Completed Within 14 Days of The Date.....	II-7
Percent of Patients Rating VA Health Care as 9 or 10 on a Scale From 0-10 (Inpatient).....	II-8
Percent of Patients Rating VA Health Care as 9 or 10 on a Scale From 0-10 (Outpatient).....	II-9
Percent of Milestones Completed Leading to the use of Genomic Testing.....	II-10
Additional Performance Information.....	II-11
National Accuracy Rate for Compensation Entitlement Claims	II- 13
National Accuracy Rate for Pension Maintenance Claims	II- 14
Percent of Compensation and Pension Pending Inventory over 125 days	II- 15
Average Days to Complete Original Education Claims.....	II-16
Average Days to Complete Supplemental Education Claims	II- 17
Rehabilitation Rate	II- 18



Table of Contents

Default Resolution Rate.....	II- 19
Rate of High Client Satisfaction Ratings on Services Delivered.....	II-21
Additional Performance Information.....	II-22
Percent of Applications for Headstones and Markers that are Processed within 20 Days.....	II-24
Percent of Graves in National Cemeteries Marked Within 60 Days of Interment.....	II-25
Percent of Veterans Served By a Burial Option Within a Reasonable Distance (75 Miles).....	II-26
Percent of Respondents who Rate the Quality of Service Provided by the National Cemeteries.....	II-27
Percent of Respondents Who Rate National Cemetery Appearance as Excellent.....	II-28
Additional Performance Information.....	II-29
Percent of VA IT Systems That Automatically Reuse All Redundant Client Information.....	II-35
Additional Performance Information.....	II-37
Percent of Procurement Obligations Awarded to VOSB and SDVOSBs.....	II- 38
Assessment of Data Quality	II-39
VBA Quality Assurance Program (Millennium Act).....	II-44
Key Measures Data Table	II-52
Performance Measures by Organization and Program.....	II-65
OIG Major Management Challenges and GAO High-Risk Areas	II-87

Part III. Financial Section

Letter from the Chief Financial Officer	III-1
Consolidated Financial Statements	III-3
Consolidated Balance Sheets.....	III-3
Consolidated Statements of Net Cost	III-4
Consolidated Statements of Changes in Net Position	III-5
Combined Statements of Budgetary Resources.....	III-7
Notes to Consolidated Financial Statements	III-11
Independent Auditors' Report	III-76
Required Supplementary Stewardship Information (Unaudited)	III-92
Required Supplementary Information (Unaudited)	III-99

Part IV. Other Accompanying Information

Schedule of Spending (Unaudited).....	IV-1
Summary of Financial Statement Audit and Management Assurances	IV-2
Improper Payments Elimination and Recovery Act (IPERA) of 2010	IV-3
Definitions	IV-34
List of Abbreviations and Acronyms.....	IV-54
Key Report Officials	IV-58

Notes: ⁽¹⁾ In this report, with the exception of table and chart titles, references to years (e.g., 2008, 2012) are fiscal years unless stated otherwise. ⁽²⁾ Questions about the report should be directed to VA's Office of Performance Management at 202-461-7389.