Integrated Disability Evaluation System (IDES)

Briefing for Congressional Staff

September 19, 2013

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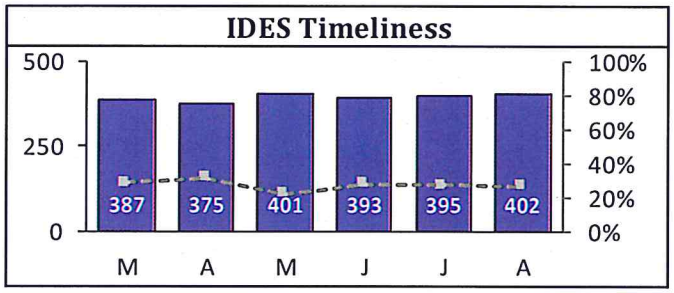
IDES Performance Trends

IDES Total Process (All Components)



- Goal: 295 days (active) and 305 days (reserve)

- In the month of August 2013, Service members averaged 402 days in IDES and 26% met goal, a 4% increase since March.

Includes G/R + AD

→ Army: averaged 437 days; 16% met goal
Air Force: averaged 349 days; 34% met goal
Navy: averaged 260 days; 71% met goal
Marine Corps: averaged 274 days; 66% met goal

Active Component: 401 days; 25% met goal
Reserve Component: 396 days; 34% met goal
National Guard: 410 days; 30% met goal

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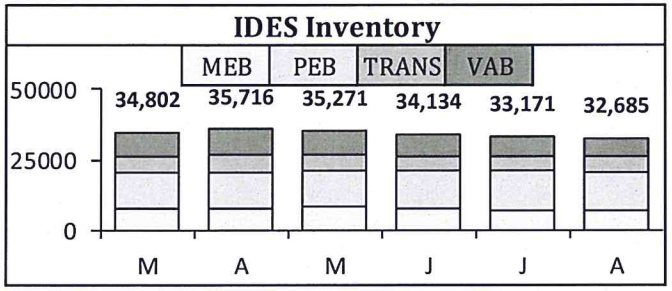


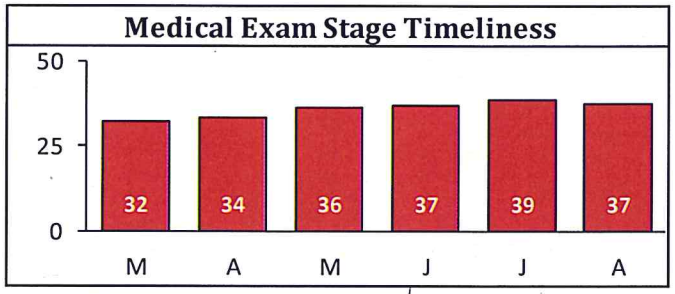
- Inventory has gradually decreased 6% since March 2013 (35,716 to 32,685).

Army: 25,301 enrolled; 77% of population
Air Force: 3,181 enrolled; 10% of population
Navy: 1,789 enrolled; 6% of population
Marine Corps: 2,414 enrolled; 7% of population

Data from VTA as of 9/8/2013

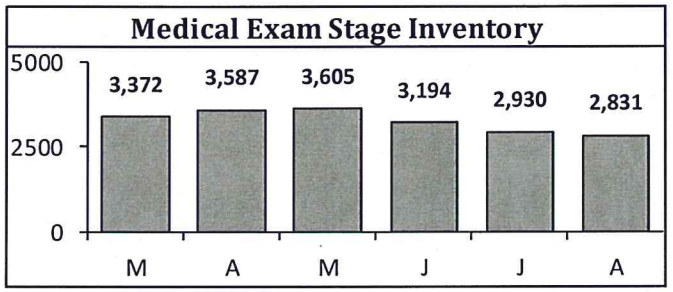
IDES Performance Trends

Medical Examination Stage and MEB Stage (All Components)

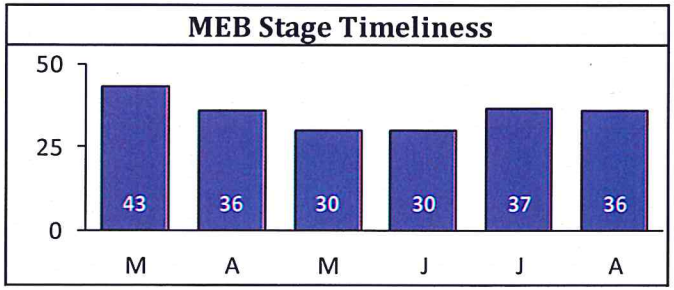


- Goal: 45 days
- Medical Exam stage met goal over the last six months; 22% exams insufficient for rating.

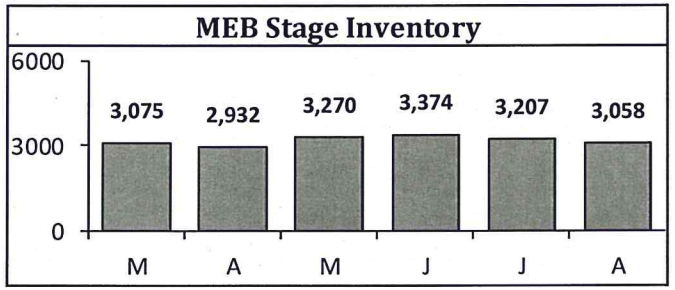
Based on VTA data



- Medical Exam stage inventory has gradually decreased by 16% over the last four months.



- Goal: 35 days
- Army is the only service exceeding goals in the MEB stage, averaging 40 days.



- MEB stage inventory has remained relatively constant over the last six months.

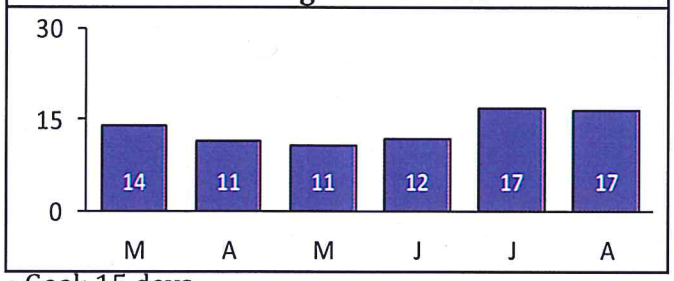
Data from VTA as of 9/8/2013

- VA has 5 days after exam to determine if sufficient for rating.
- Beg Oct. will use DBQs
- ~~VTA~~
- Exam might be declared insufficient later (after 5 days)
- VTA just has yes/no to whether exam was sufficient. Doesn't track why, whether administrative/substantive.

IDES Performance Trends

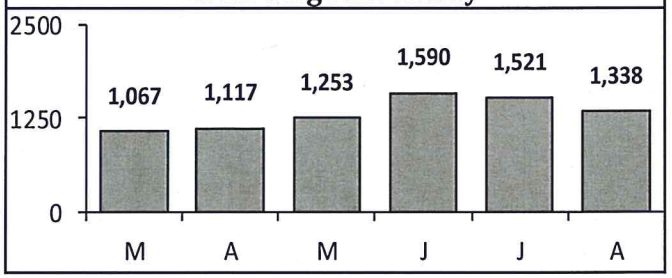
IPEB Stage and Preliminary Rating Stage (All Components)

IPEB Stage Timeliness



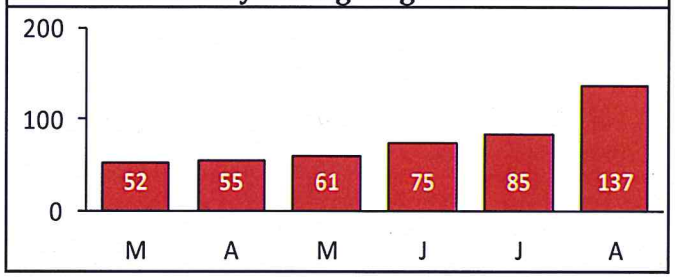
- Goal: 15 days
- Army is meeting goal; Air Force, Navy, and Marine Corps are exceeding IPEB stage goal averaging 68, 16, and 16 days, respectively. Air Force should improve in October.

IPEB Stage Inventory



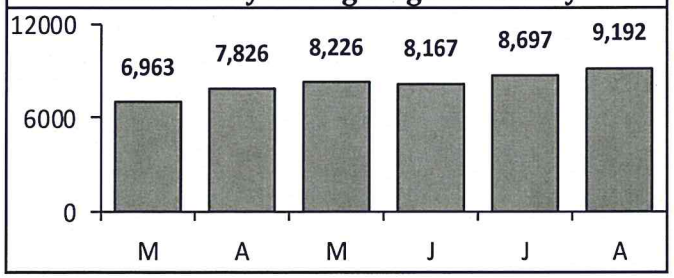
- IPEB stage inventory increased 25% over the last 6 months.

Preliminary Rating Stage Timeliness



- Goal: 15 days
- Average timeliness increased 61% since July 2013
- Providence rating site at 23 days; Seattle rating site at 170 days (only rates Army cases)

Preliminary Rating Stage Inventory



- Inventory increased 32% (from 6,963 to 9,192 cases) since March 2013.

Data from VTA as of 9/8/2013

- About 165 RUSRs in PIBL, incl the 36 below
- DIBL in Seattle
- changed some VSRs into RUSRs (36)
- Broking 250/mo to Providence.
- By end of yr. Seattle should do 4000/mo → Eventually could do 5K/month

WTUs:

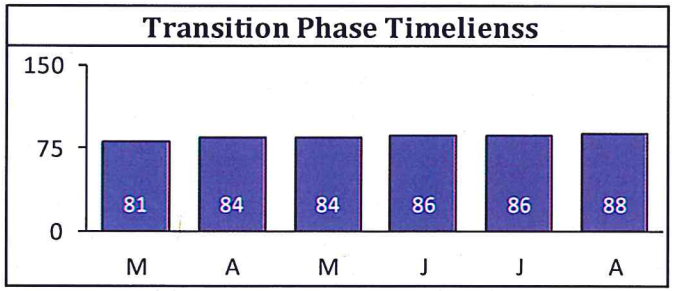
- Final decision incorporates new evidence since prelim decision.

Providence - 23 days

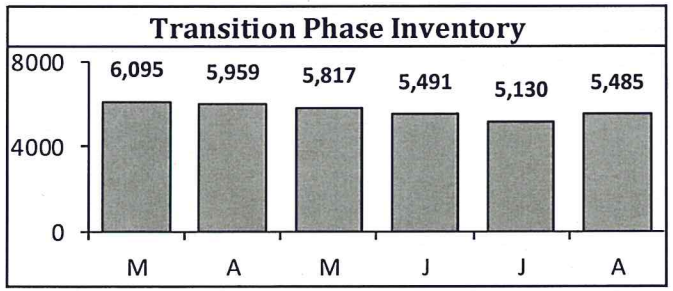
Seattle - 170

IDES Performance Trends

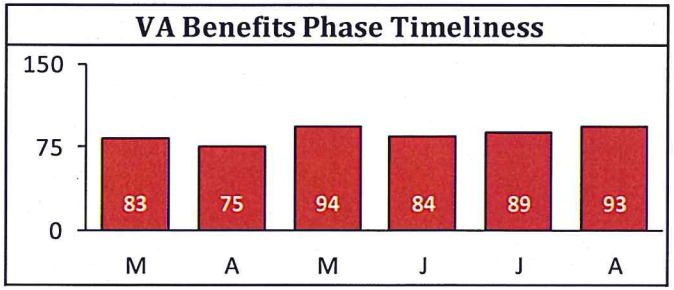
Transition Phase and VA Benefits Phase (All Components)



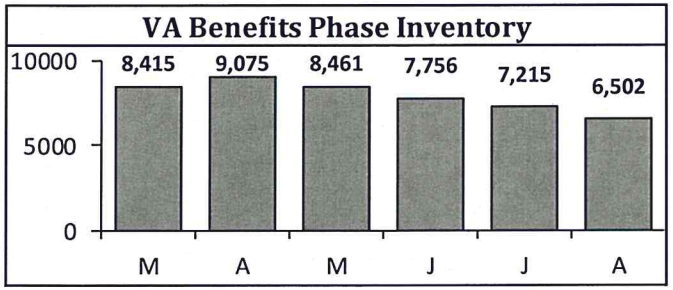
- Goal: 45 days
- Army averaged 82 days, or 42 days excluding permissive TDY and terminal leave.



- Inventory in the Transition phase decreased 10% since March 2013, from 6,095 to 5,485 cases.



- Goal: 30 days
- Providence rating site at 47 days; Seattle rating site at 109 days.



- Inventory in the Benefits phase decreased 23% since March 2013, from 8,415 to 6,502 cases.
- Output exceeded input for four consecutive months.

Data from VTA as of 9/8/2013

- Survey: started again. Nov this yr will be first report.

Wor

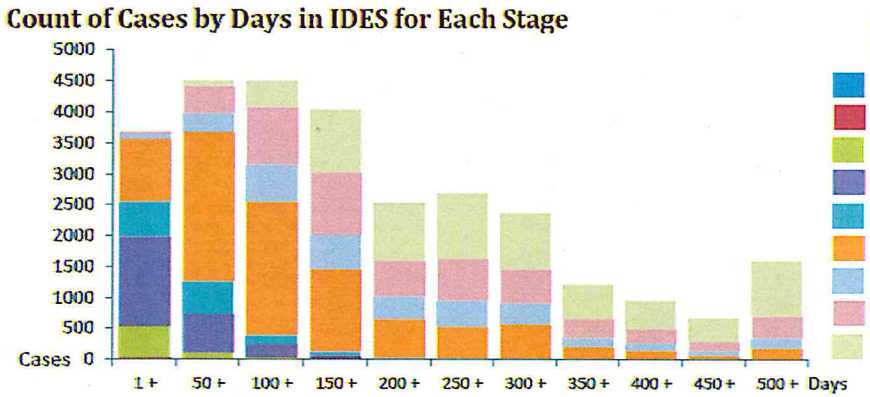
Employ services - Info as to whether working?

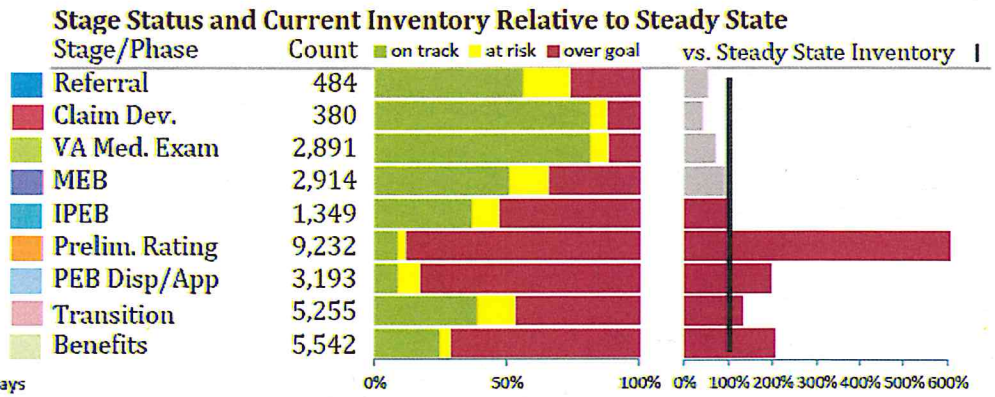
- V

= Internships

EZ i coordinators keep track of how the SM is doing in internship + any problems

Enrolled Case Trends (all Components)





- The majority of Service members in IDES are in one of four stages/phases:
  - Preliminary Rating, PEB Disposition/Appeal, Transition, and VA Benefits.
- Approximately 90% of Service members in the Preliminary Rating stage are either at risk or already over goal (15-days), leading to an accumulation of cases—beyond what is expected—pending ratings.

Data from VTA as of 9/8/2013

IDES Successes

- Navy met timeliness goal for five consecutive months; Marine Corps met goal two consecutive months.
- Navy, Marine Corps, Air Force met MEB Phase goal for 6th consecutive month.
- VA benefit phase output exceeded input for 4th consecutive month, resulting in a 23% reduction in inventory since April 2013, currently 6,502.
- Continue testing electronic Case File Transfer (eCFT) with select Air Force sites and Providence D-RAS to eliminate moving paper records between Departments.
- Successfully implemented DBQ pilot program at 7 Army/Air Force installations.
- Increased number of soldiers stationed at Seattle DRAS to prepare and stage DoD Army files for VA raters. 20 soldiers through 2014
- Army reduced cases over 400 days old by 44% since February 2013.

eCFT Status Update

BACKGROUND:

- In April 2012, DoD and VA Secretaries directed the Departments to implement a paperless, searchable claims file for IDES by July 2012
- In September 2012, an eCFT pilot began but was stopped in November 2012
  - D-RAS was unable to efficiently upload eCFT IDES case files into Virtual VA
  - VA agreed to resume pilot when IDES eCFT case files auto-populated into VBMS

CURRENT STATUS:

- Air Force cases (Robins and Tinker AFBs) continue using eCFT between PEBLO and MSC, and PEB and Providence D-RAS

ULER-DAS exists now
works to build connection to ECFT

WAY FORWARD:

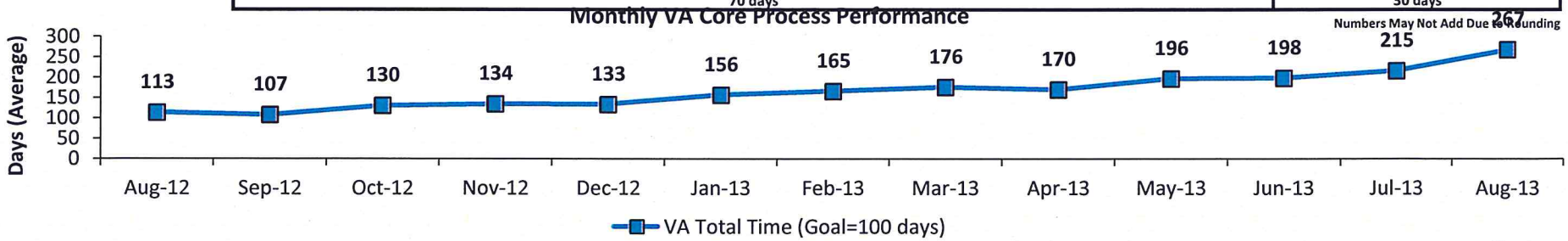
Activity	Owner	Target Dates
Uni-direction interface between eCFT and VLER DAS	DoD/VA	12/31/2013
Uni-direction interface between VBMS and VLER DAS	VA	TBD: 3/31/2014
Bi-direction interface between VBMS and VLER DAS	VA	TBD: 6/30/2014
Resume operational pilot for electronic file transfer	DoD/VA	7/1/2014

VA Integrated Disability Evaluation System (IDES) Core Process Performance

MEB Phase 100 Days				PEB Phase 120 Days					Transition	VA Benefits
Referral 10	Claim Development 10	Medical Examination 45	MEB 35	IPEB 15	FPEB 30	FPEB Appeal 30	Proposed Rating 15	Rating Reconsideration 15	Transition 45	VA Benefits Notification 30
Administrative Time 15 Days										

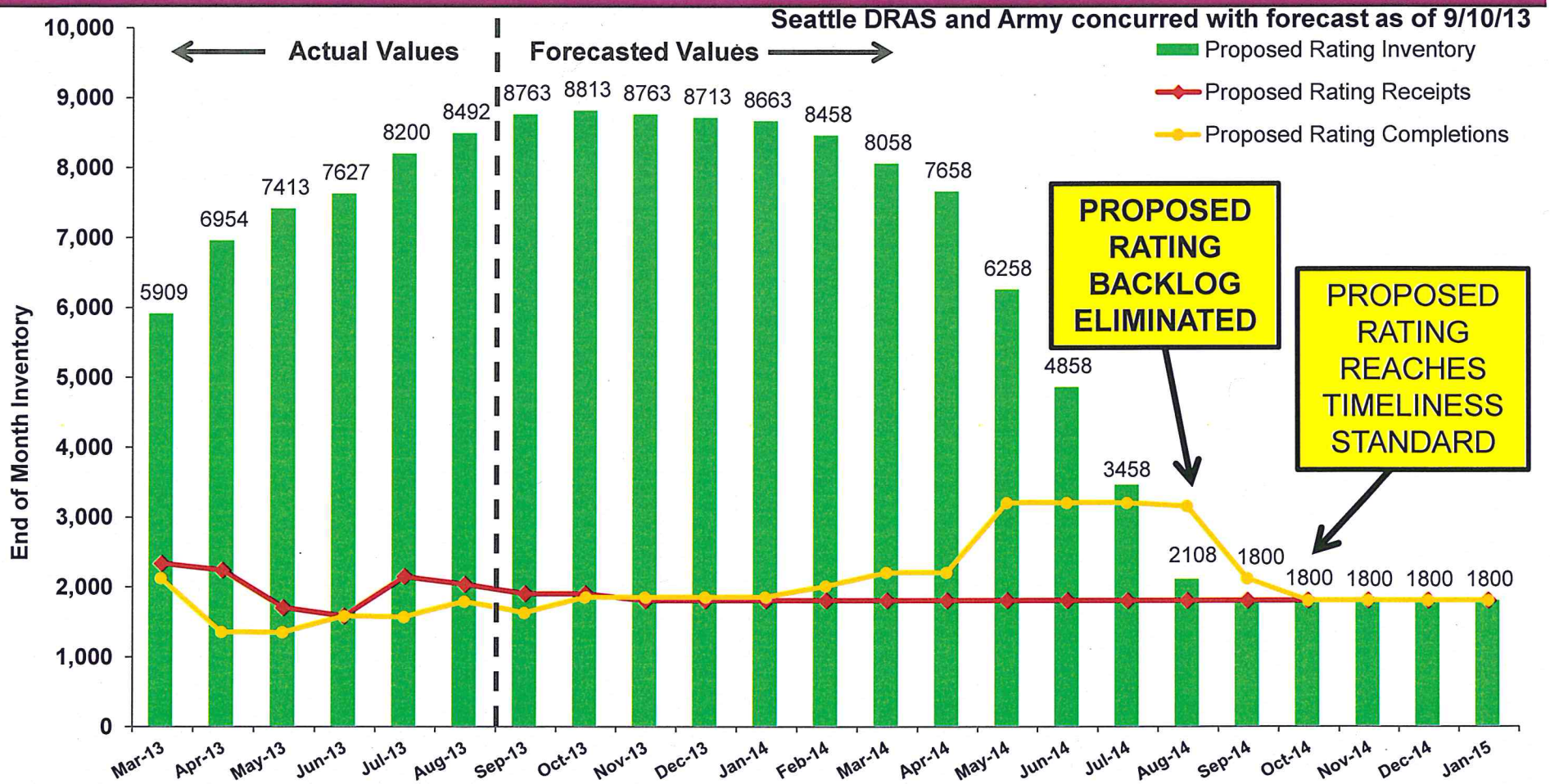
VA Core Processes

VA Total Time		Claim Development			Medical Examination + Admin					Proposed Rating			VA Benefits Notification		
Goal	100 days	10 days			45 days					15 days			30 days		
					Medical Exam	Admin	Medical Exam + Admin								
Month	Days (Average)	Days (Average)	Cases Completed	Cases in Process	Days (Average)			Cases Completed	Cases in Process	Days (Average)	Cases Completed	Cases in Process	Days (Average)	Cases Completed	Cases in Process
Aug-12	113	5	2654	168	32	2	34	2583	2475	24	2221	1553	50	1342	1030
Sep-12	107	5	2518	165	33	2	36	2146	2636	17	2052	2696	49	1468	1346
Oct-12	130	5	2839	845	33	2	36	2755	2962	37	2343	2463	52	1268	1469
Nov-12	134	6	2558	986	34	3	37	2655	3115	31	2588	2864	60	1029	1890
Dec-12	133	9	2031	659	33	2	35	2533	2211	31	2242	4362	58	1483	3603
Jan-13	156	11	2881	718	35	3	37	2603	2746	41	2455	5288	66	2195	3628
Feb-13	165	10	2699	780	29	2	31	2377	3020	47	2322	5909	77	1459	4304
Mar-13	176	11	3130	423	31	2	32	2762	2872	50	2944	6397	83	1698	4333
Apr-13	170	9	3185	509	32	2	34	2911	3355	52	2007	7455	75	1843	8032
May-13	196	8	3218	307	34	2	36	3214	3073	58	2128	7778	94	2973	7218
Jun-13	198	6	2429	240	35	2	37	2845	2814	71	2300	7969	84	3077	7141
Jul-13	215	7	2442	287	36	2	39	2685	2759	82	2252	8256	89	3013	6695
Aug-13	267	5	2474	340	35	2	37	2596	2870	132	2270	8369	93	2753	6043
Overall	166	7	35058		33	2	36	34665		52	30124		76	25601	
		70 days											30 days		



Data Source = Veterans Tracking Application (VTA) 9/8/13 Case Tracker

Forecasted IDES Proposed Rating Backlog at Seattle Disability Rating Activity Site (DRAS)



- Proposed Rating ***Receipts*** based on Army Throughput Projections (COL Carl Johnson, Director Army PDA)
- Proposed Rating ***Completions*** based on Seattle DRAS Capacity Projections and distribution of work effort (Mr. Pat Prieb, Director Seattle DRAS)

Data Source = Veterans Tracking Application (VTA) 9/8/13 Case Tracker

- Forecast is 1800/mo
- some mos got 300.

VA IDES Improvement Initiatives

Improvement Initiatives	Impact	Current Status
DoD assistance at Seattle DRAS	20 Army National Guard resources have been assisting Seattle DRAS by performing DoD administrative procedures necessary to make IDES cases ready to rate (15 resources assigned May 2013, 5 additional assigned Aug 2013)	The 20 Army National Guard resources will continue assisting Seattle DRAS through end of Jun 2014 per agreement with DoD
Training of 36 additional Raters at Seattle DRAS (Total raters is now 165)	Projected production increase to 4,000 ratings per month by Oct. 2013 and to 5,000 ratings per month in May 2014	New raters are currently attending challenge training and will begin rating cases Oct. 2013
Mandatory 20 hours of overtime	Additional overtime hours are focused on eliminating the increased IDES rating inventory	Mandatory overtime will continue through end of FY13
Brokering of 250 cases per month to Providence DRAS	Seattle DRAS brokering 250 Proposed Rating cases per month to Providence DRAS	Seattle began brokering cases Aug. 2013 and will continue through Dec. 2013
Disability Benefits Questionnaires (DBQs) for IDES	Decrease rates of inadequate medical exams and allow digitalization of IDES medical exam information for input into Veterans Benefits Management System (VBMS)	DBQs will be implemented at all IDES sites on 1 Oct. 2013. DBQs currently account for 20% of Army IDES medical exams.
VA Pays First	VA able to pay separating Service Members w/o waiting 20-25 days for Defense Financial Accounting System (DFAS) to complete accounting processes for Retired Pay cases with a skeleton record in RCPS.	DFAS system changes scheduled to be implemented Oct. 2013
Elimination of Duplicate Ratings	Elimination of duplicate ratings at the DRAS will reduce time and work required to finalize IDES awards and get separating Service members benefits	Rating performed in Proposed Rating stage and duplicated in Benefits Notification stage.

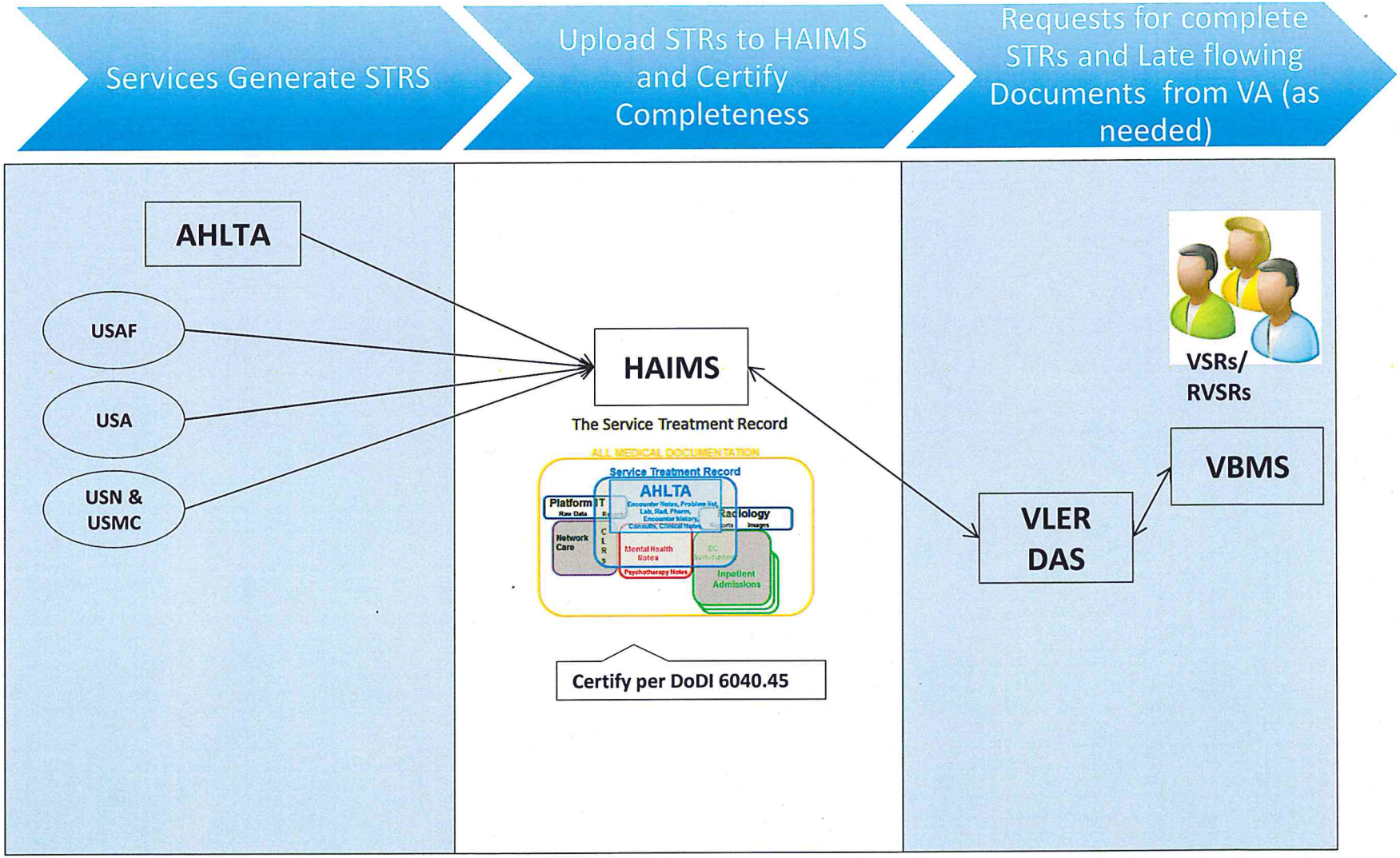
QUESTIONS

VA Core Process Component Analysis

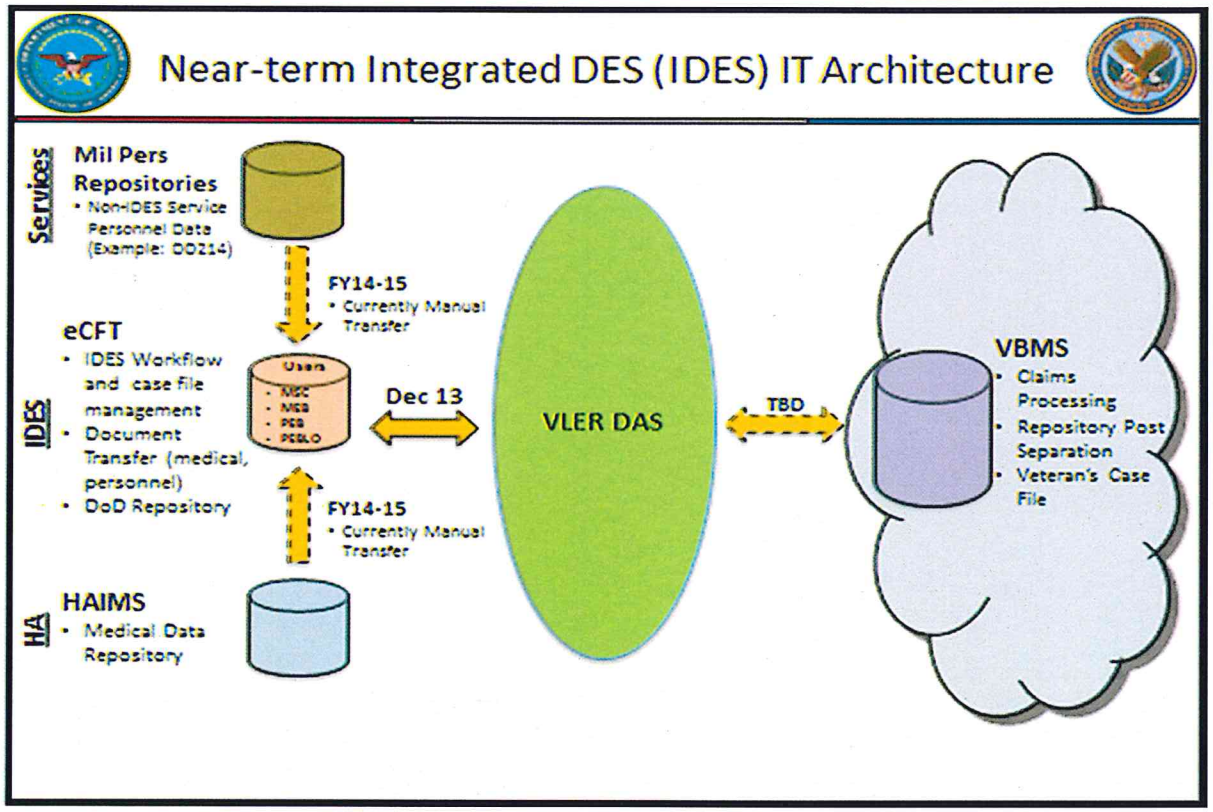
August 2013		VA Total Core Time	Claim Development			Medical Exam + Admin			Proposed Rating			VA Benefit Notification			Overall IDES	
			VA			VA			VA			VA			VA / DoD	
		Goal: 100 Days (A) Goal: 120 Days (G/R)	Goal: 10 Days (A) Goal: 30 Days (G / R)			Goal: 45 Days			Goal: 15 Days			Goal: 30 Days			Goal: 295 Days (A) Goal: 305 Days (G/ R)	
Service	Component	Avg. Days	Avg. Days	Cases Completed	Cases in Process	Avg. Days	Cases Completed	Cases in Process	Avg. Days	Cases Completed	Cases in Process	Avg. Days	Cases Completed	Cases in Process	Avg. Days	Cases Completed
Army	Active	331	3	1296	138	38	1325	1531	161	1177	5197	129	1517	4339	457	1537
	Reserve	292	9	138	33	41	156	166	175	186	907	67	178	267	444	183
	Guard	263	13	295	91	38	299	354	170	405	1803	42	358	399	424	375
	Total	**318**	**5**	**1729**	**262**	**39**	**1780**	**2051**	**165**	**1768**	**7907**	**109**	**2053**	**5005**	**450**	**2095**
Air Force	Active	101	3	244	23	37	255	303	15	132	134	46	238	284	355	237
	Reserve	96	3	13	1	34	20	11	28	21	20	31	13	11	291	14
	Guard	136	6	26	2	34	31	26	28	16	34	68	16	21	372	17
	Total	**104**	**3**	**283**	**26**	**36**	**306**	**340**	**18**	**169**	**188**	**47**	**267**	**316**	**353**	**268**
Marine Corps	Active	99	2	253	29	33	240	263	19	180	142	45	242	411	288	242
	Reserve	101	4	7	2	33	17	8	38	10	12	26	6	16	178	9
	Total	**101**	**3**	**260**	**31**	**33**	**257**	**271**	**20**	**190**	**154**	**45**	**248**	**427**	**284**	**251**
Navy	Active	105	3	197	20	33	240	201	18	140	116	51	181	291	275	181
	Reserve	126	7	5	1	38	13	7	30	3	4	51	4	3	214	5
	Total	**106**	**3**	**202**	**21**	**33**	**253**	**208**	**19**	**143**	**120**	**51**	**185**	**294**	**273**	**186**
Overall Performance		**267**	**5**	**2474**	**340**	**37**	**2596**	**2870**	**132**	**2270**	**8369**	**93**	**2753**	**6042**	**414**	**2800**

- **As of 1 September 2013, there were 32,583 Service members enrolled in IDES:**
  - **79% Active Duty**
  - **13% National Guard**
  - **8% Reserves**
- **The Army represents 77% of all Service members enrolled in IDES**
- **For the Claim Development & Medical Exam stages, all services and their components are meeting the timeliness standards**
- **Average IDES completion time for both Active and Reserve component in the Navy and Marine Corps met the timeliness standard in August.**

STR Business Process Model
Post Separation



electronic Case File Transfer (eCFT)



- IDES has unique data and timing requirements for information exchange with VA
- IDES cases are assembled with three basic types of information
  - Personnel information from Military Personnel Repositories
  - Administrative information from commander, doctor, and Medical Evaluation Boards (MEB)/Physical Evaluation Boards (PEB)
  - Medical information from HAIMS