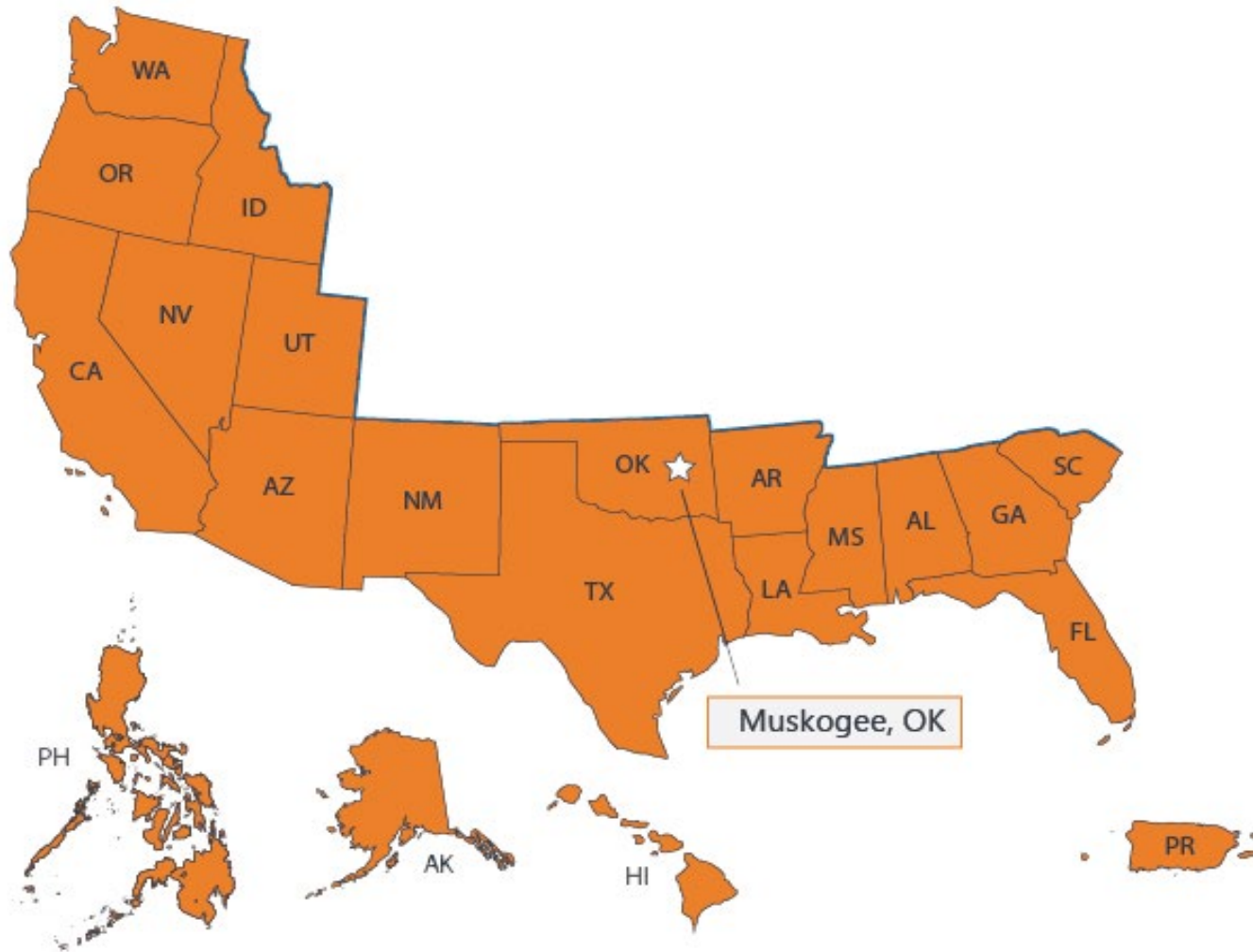




U.S. Department of Veterans Affairs

Muskogee VA RPO
Education Update July 2022

Jurisdictional Information



The Muskogee RPO is one of two offices that process Education benefit claims, Buffalo (NY) being the second.

Muskogee manages about 52 percent of the nation's workload overseeing 20 states and the Trust Territories/Philippines.

Muskogee is also home to the Education Call Center (ECC).

Muskogee's Education division is staffed at 593 employees (to include management), and the ECC is currently staffed at 279 employees.



Choose **VA**

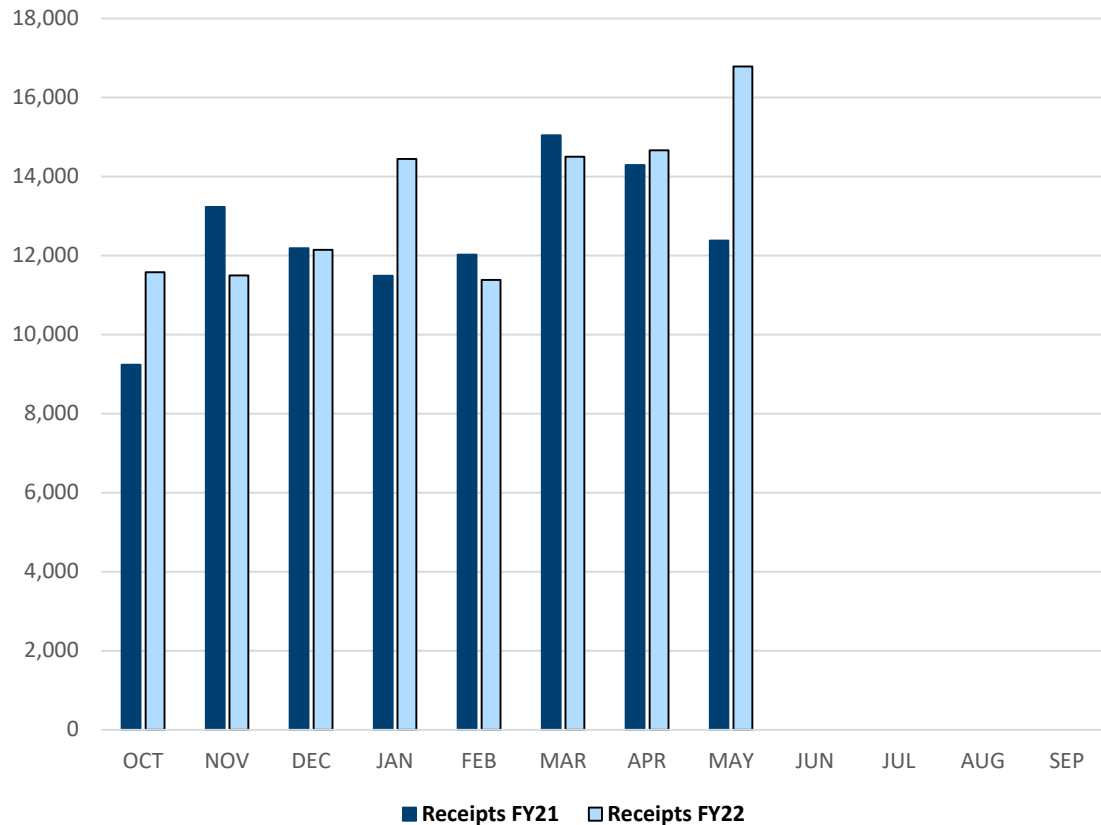
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Incoming Workload

Original Claims



**Original Claims received for the period
October – May**

FY21- 99,880

FY22- 106,982

A 7 percent increase in original claims this fiscal year.



Choose VA

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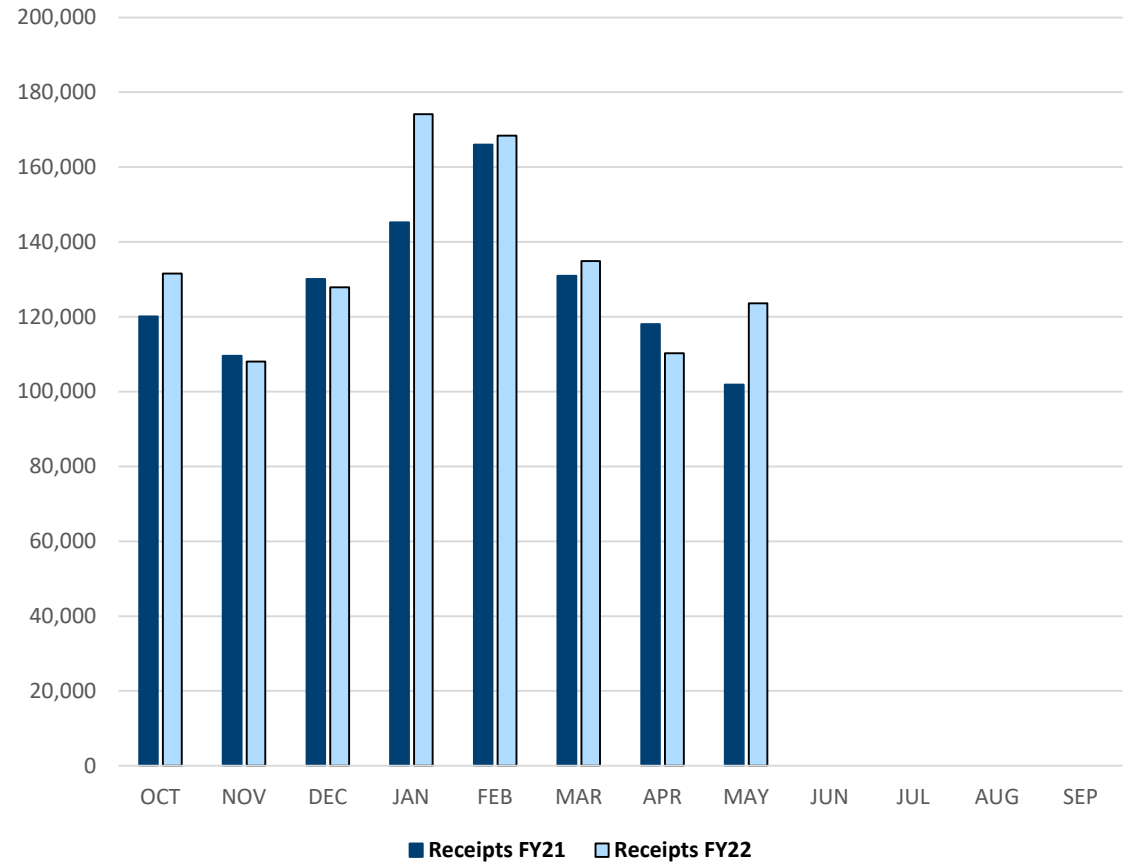
Incoming Workload

Supplemental Claims received for the period October – May

- **FY21- 1,021,795**
- **FY22- 1,078,711**

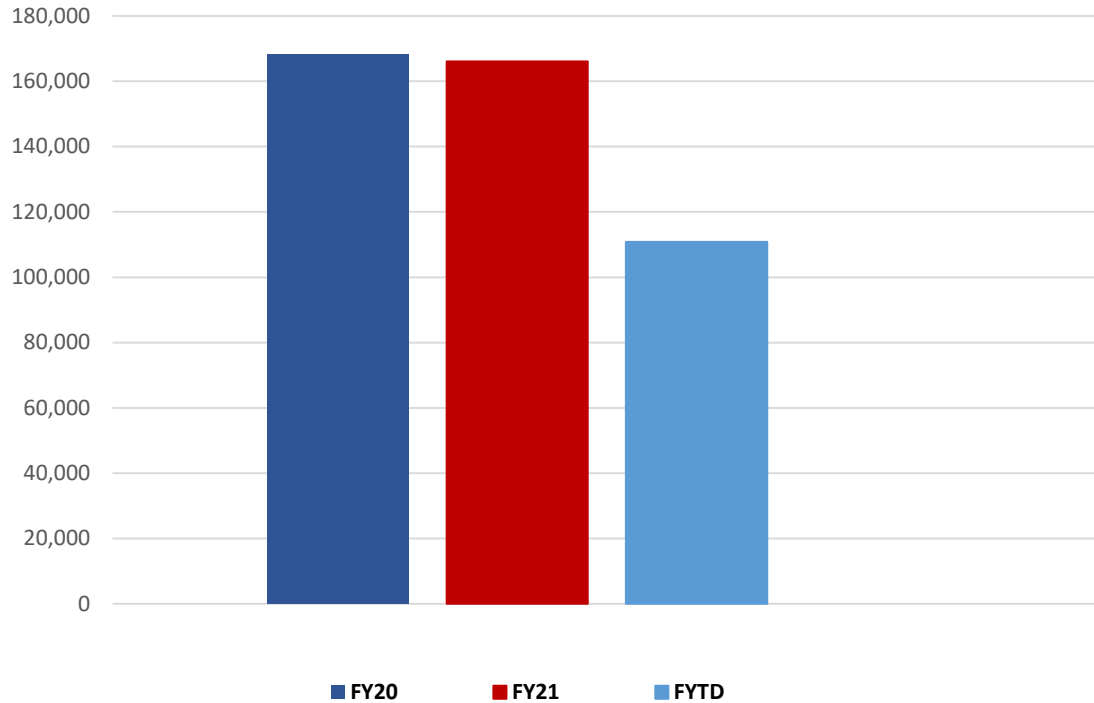
A 5.5 percent increase in supplemental claims.

Supplemental Incoming



Original Claims Processing Highlights

Original Claims Processed



Original Claims Processed

- FY20- 168,102
- FY21- 166,125
- FYTD- 110,854

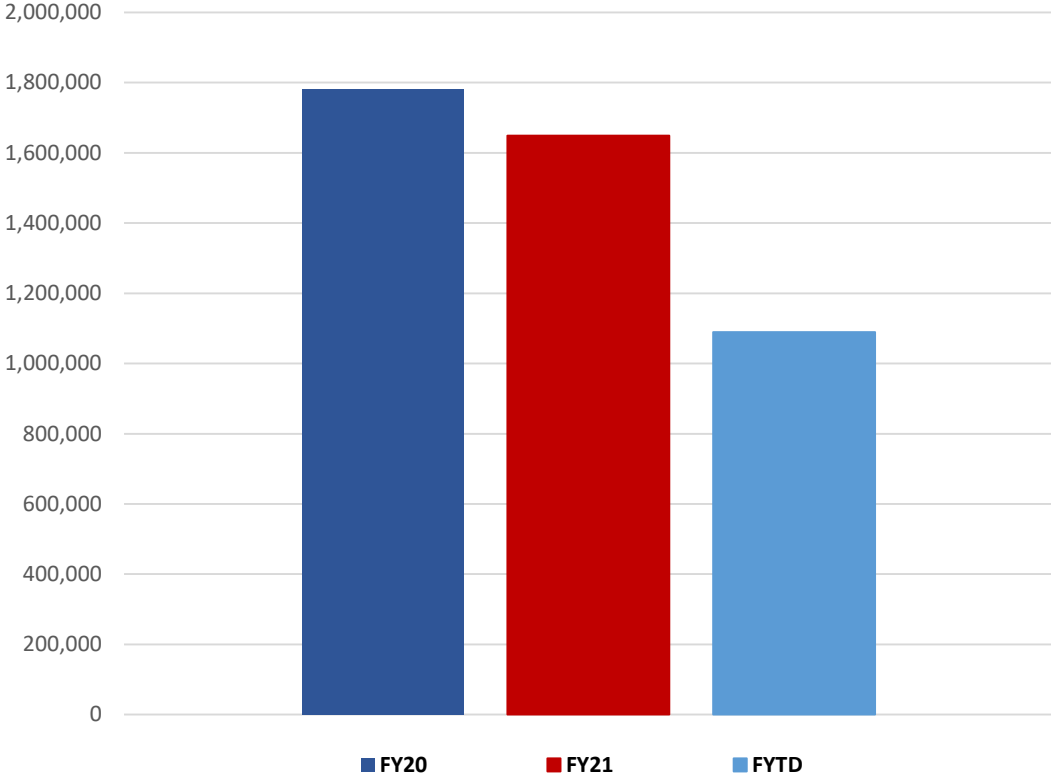


Supplemental Claims Processing Highlights

Supplemental Claims Processed

- FY20- 1,780,891
- FY21- 1,648,698
- FYTD- 1,088,935

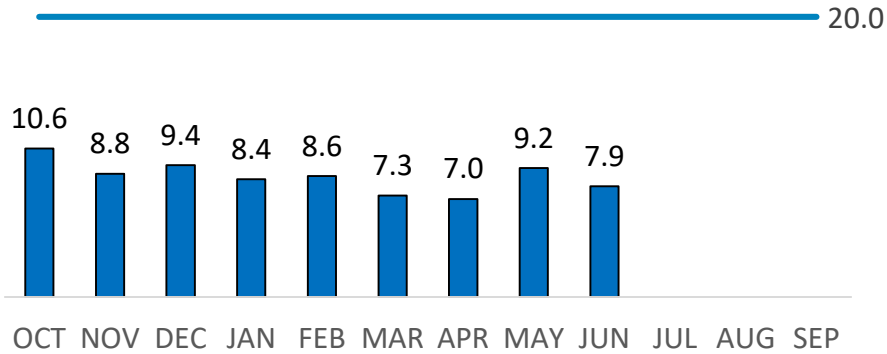
Supplemental Claims Processed



Performance Targets - Timeliness

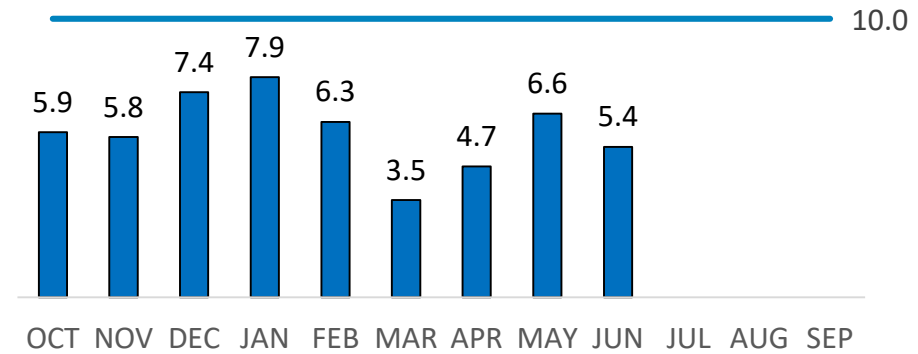
Original Average Days Pending

Months Met: 7 Target: 11



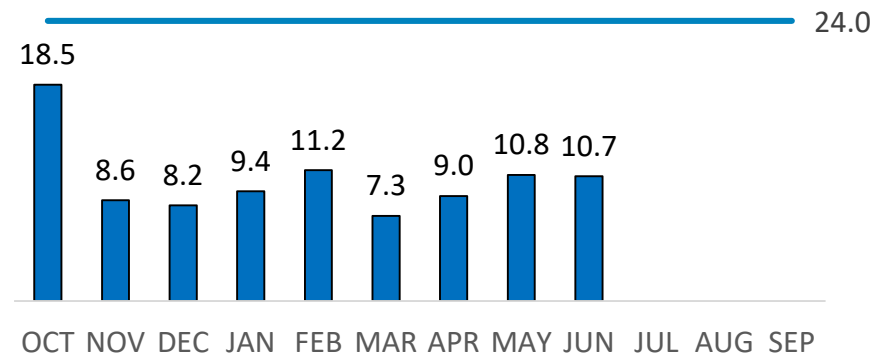
Supplemental Average Days Pending

Months Met: 7 Target: 10



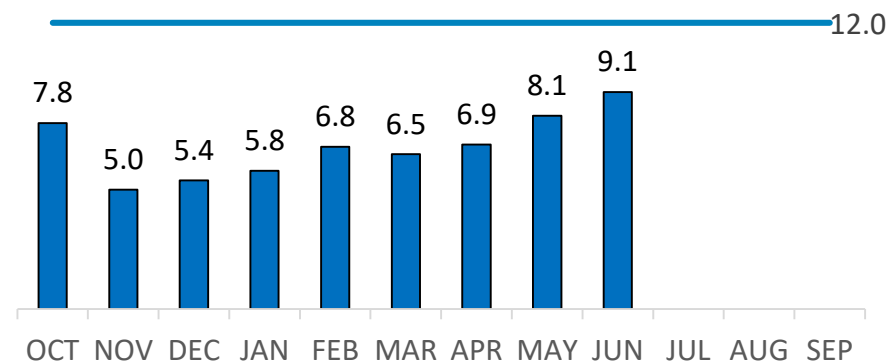
Original Average Days to Complete

Months Met: 7 Target: 12



Supplemental Average Days to Complete

Months Met: 7 Target: 11 Without Automation



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U.S. Department of Veterans Affairs

Muskogee EDU Quality FY22

OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FYTD
98%	99%	100%	98%	100%	96%	96%	99%					98%

Training:

Muskogee’s Quality training team continues to perform refresher trainings during weekly team huddles. Topics include National and local error trends, as well as any changes in policy and procedures.

Completed Training:

- Enhanced and improved features expected in the next DGIB release.
- EDU Error Trend Analysis Training

Upcoming/Ongoing Training:

- Due Process and Sunsetting of “COVID-19 Residence Courses Taken Online”

Veteran Rapid Retraining Assistance Program (VRRAP)

The VRRAP benefit was signed into law on March 11, 2021, providing a limit of \$386 million in funding or 17,250 participants, whichever come first.

The benefit provides up to 12 months of tuition and fees, a monthly housing allowance based on Post-9/11 GI Bill rates and covers education and training programs approved under the GI Bill and Veteran Employment Through Technology Education Courses (VET TEC) that lead to high-demand jobs. These include associate degrees, non-college degrees, and certificate programs. The Department of Labor determines what's considered a high-demand job for VRRAP.

For a Veteran to be eligible for VRRAP, one must meet the following requirements.

All of these must be true:

- At least 22 years old, but not older than 66, **and**
- Unemployed because of the COVID-19 pandemic, **and**
- Not rated as totally disabled because the Veteran can't work, **and**
- Not enrolled in a federal or state jobs program

Note: The Veteran can not receive VRRAP benefits at the same time they are receiving unemployment benefits (including CARES Act benefits).

Veteran Rapid Retraining Assistance Program (VRRAP)

- Muskogee's VRRAP Team began processing VRRAP applications effective, May 5, 2021, and enrollment certifications on May 27, 2021.
- VRRAP participants as of June 23, 2022:
 - **6,392 participants**
- VRRAP funds allocated for benefits as of June 23, 2022:
 - Total amount allocated for Veterans - \$182,352,427.39
 - MHA allocation - \$87,651,243.25
 - T&F allocation - \$94,701,184.14

Note: VA will stop accepting new VRRAP enrollments on December 11, 2022—or when either the \$386 million funding limit or the 17,250-participant limit is reached, whichever comes first. If the Veteran is already enrolled in a program under VRRAP, they will continue to receive payments until the end of their program date.



Choose **VA**

VA

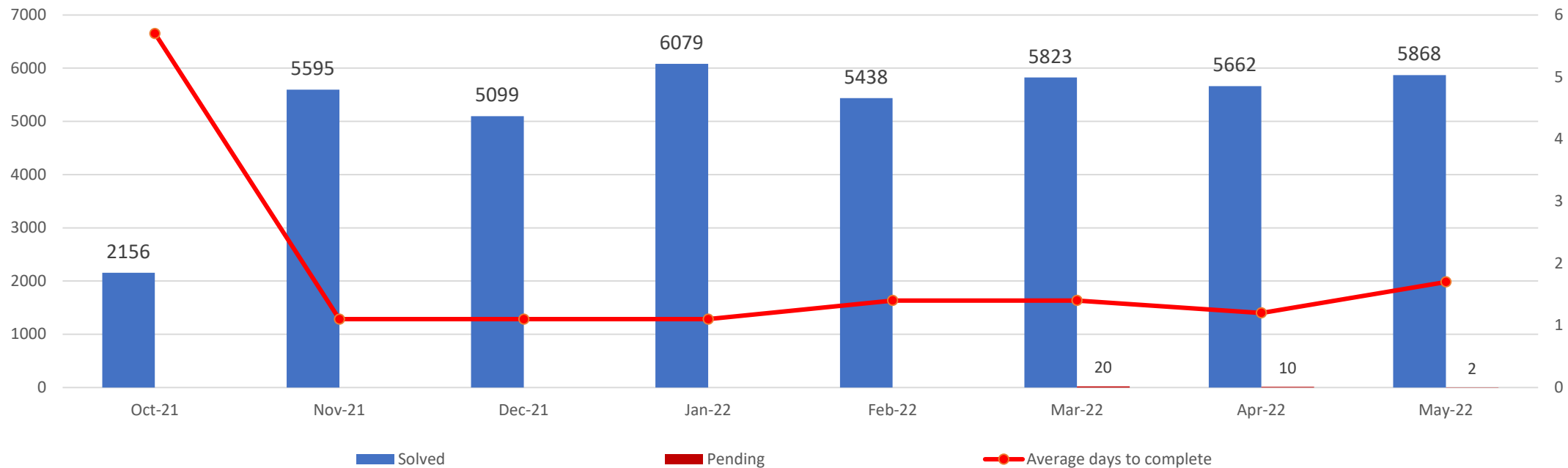


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Ask VA

A total of 41,773 inquiries have been received through the Ask VA Portal.

Solved, Pending, & Average Days to Complete



Choose VA

VA



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Work Study Highlights

Claims Processed

49,815

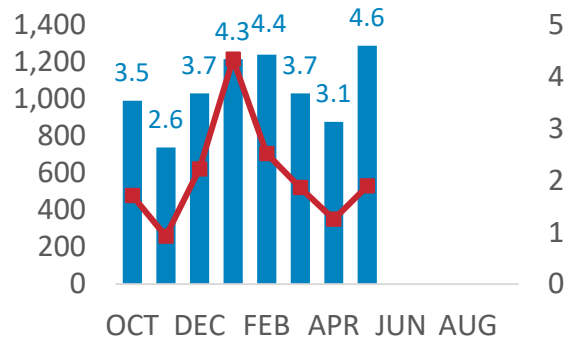
Participating Facilities

4,563

Participating Students

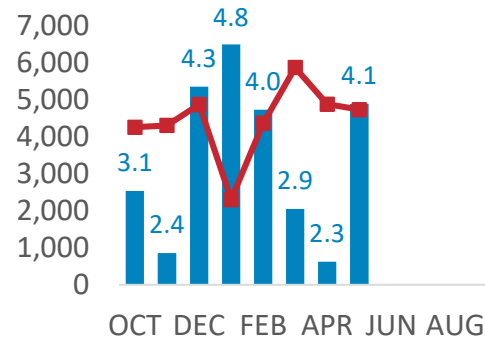
11,389

Applications



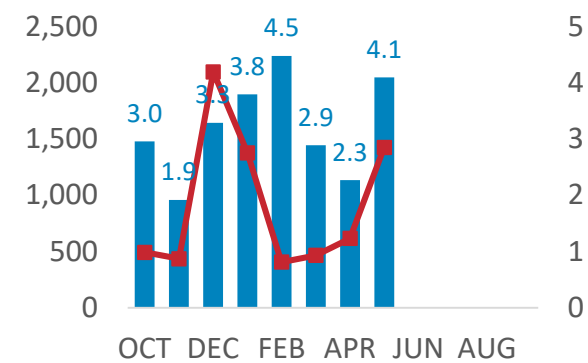
ADC Completed

Time Records



ADC Completed

Contract Extensions



ADC Completed



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VA



U.S. Department of Veterans Affairs

Education Call Center

FY22 FYTD ECC Call Data	Incoming Calls	Answered Calls	% Answered	Avg Speed to Answer
Combined Totals	1,692,650	1,372,817	81%	0:06:16
SCO Hotline Only	138,946	135,437	97%	0:00:52

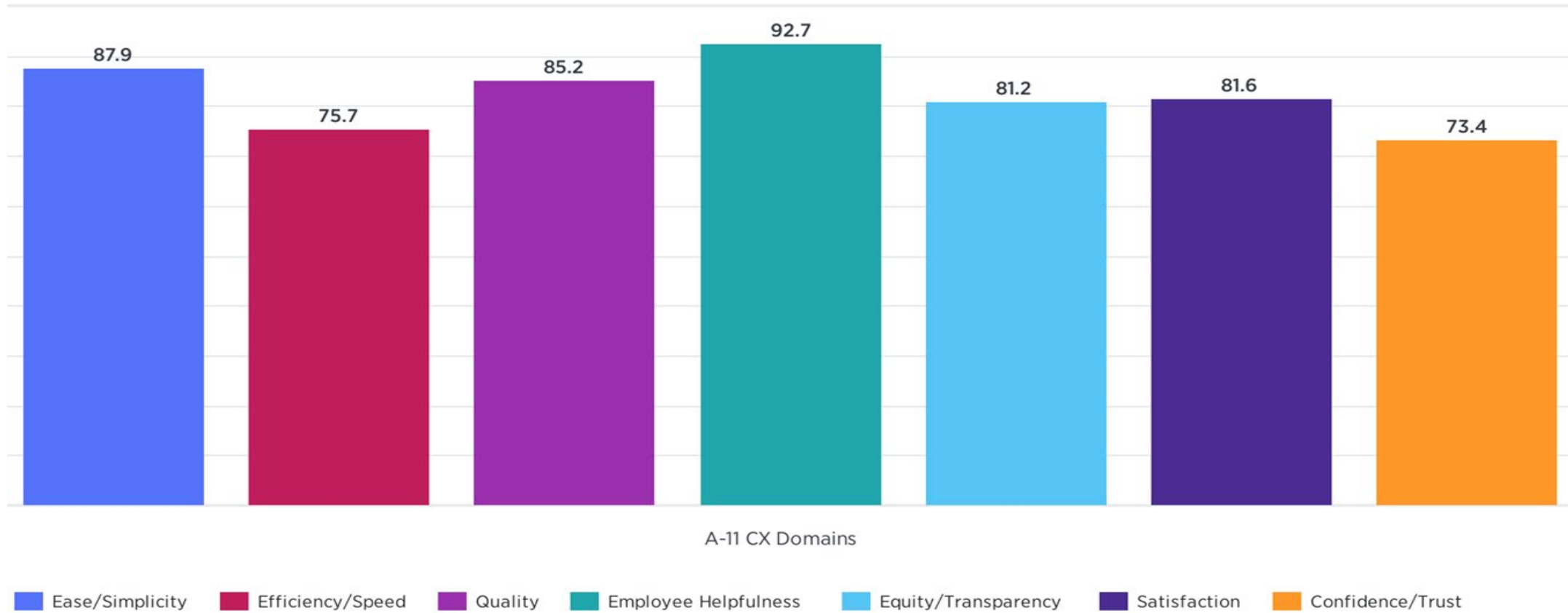
FY22 Monthly VACO Quality Scores	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Current
ECC Overall Quality (Through April)	91.00%	93.30%	94.40%	95.90%	96.30%	95.30%	95.60%	94.54%



Education Call Center

ECC Customer Experience Ratings

Percentage of Respondents Rating 4-5 on a 5 Point Scale



Thank You



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VA



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