



VA WORKFORCE DASHBOARD

ISSUE SIX

OCTOBER 27, 2023

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In this VA Workforce Dashboard, we are demonstrating our commitment to transparency by sharing with all stakeholders—internal to VA and externally—key performance metrics and data we are using to assess our success in hiring and retaining a world-class, diverse, and inclusive workforce to deliver care, benefits, and services for Veterans, their families, caregivers, and survivors.

Whether you are a Veteran or a civilian, apply to work with a team of committed professionals dedicated to helping our Nation's Veterans.

Take the first step and join VA today. For more information, visit [VA.gov/jobs/](https://www.va.gov/jobs/).

FY23 OVERVIEW



FY23 Highlights

Total Strength (excludes intermittent, non-pay, medical residents, and trainees):

- VA Current Onboard: 460,521
- VBA Current Onboard: 31,799
- VHA Current Onboard: 408,062
- NCA Current Onboard: 2,338

Growth:

- VHA total workforce grew by +28,233 net new employees (7.4%) in FY23
- VBA total workforce grew by +6,017 net new employees (14.6%) in FY23
- Highest growth rate in more than 15 years

Hires:

- VHA external hires of 61,239 from October-September 2023
- VBA external hires of 8,216 from October-September 2023



Top Risks

- VA lacks an annual appropriation for FY24 and spending and new initiatives are constrained.



Employee Voice

- Awarded the "Own the Moment" award at the Customer Experience Symposium in September 2023, Bill Barksdale exemplifies VA's commitment to providing excellent care and resources to Veterans in need. Bill is the Assistant Director of the Roanoke Regional Office and encountered a Veteran who had recently experienced homelessness. He personally drove the Vet to two VAMCs for care, assisted with setting up a fiduciary to manage his VA benefits, and coordinated securing both temporary and permanent housing for him at a senior assisted living facility. Bill still follows up with the Veteran he helped, making sure that his transition is going well, and the Vet continues to get the resources he needs. His willingness to go above and beyond serves as a great example of someone who sees their role of assisting Veterans not just as a job but as a duty to fulfill.

OVERALL VA WORKFORCE OUTCOMES



In this section, we measure the overall current state of VA's workforce with emphasis on growing the workforce to enable VA to expand benefits and care to more Veterans.

VA FY23 Overall

(as of 09/30/2023)

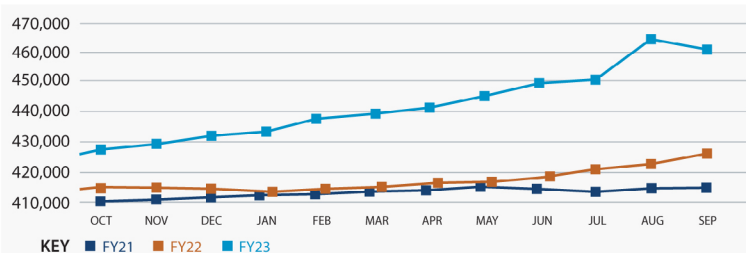
FY23	VA	VHA	VBA	NCA	VACO
Onboards	460,521	408,062	31,799	2,338	16,031
Hires	70,025	61,239	8,216	464	1,572
Losses	34,165	30,629	2,199	483	985
Time to Hire	109 Days	114 Days	56 Days	63 Days	89 Days

VA Cumulative Onboard

(as of 09/30/2023)

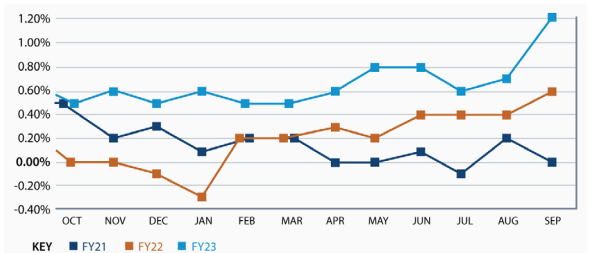


Total VA Onboards 460,521



VA Percentage Growth Onboard

(as of 09/30/2023)



VA Hiring FY22 vs. FY23

(10/01/2022-09/30/2023 as compared to 10/01/2021-09/30/2022)

Same Period Last Year (SPLY)

- +5% SPLY** Announcements
- +23% SPLY** Applications
- +10% SPLY** Certificates
- +12% SPLY** Selections
- +16% SPLY** Entries on Duty

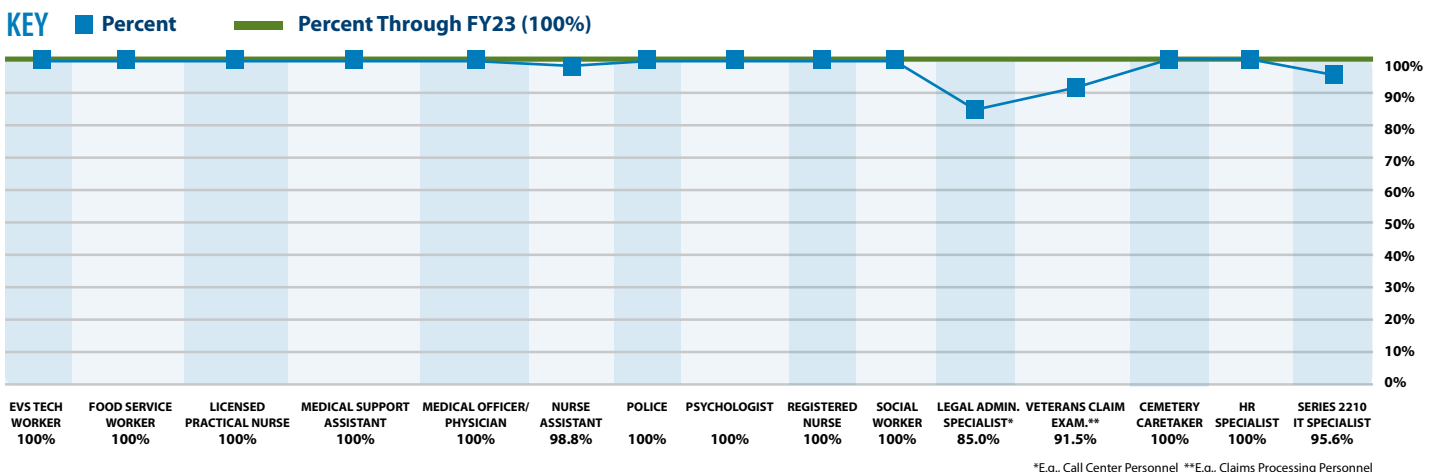
In this section, we measure success in hiring and retaining highlighted occupations, both those with direct Veteran serving roles as well as critical Human Resource (HR) and Information Technology (IT) support. For these occupations, we show progress toward our end of year (EOY) onboard goal, our time to hire, and retention.

FY23 Actuals vs. Goal EOY Onboards for Highlighted Occupations (as of 09/30/2023)

ORGANIZATION	OCCUPATION	CURRENT ONBOARDS	PERCENT OF GOAL	EOY GOAL FOR ONBOARDS
VHA	VHA Overall	408,062	>100%	391,224
	VHA MCOs Total	144,412	>100%	137,865
	VHA Additional Key Specialties Total	86,641	>100%	85,234
VBA	VBA Overall	31,799	88.5%	35,917
	VBA MCOs Total	22,442	90.7%	24,740
NCA	NCA Overall	N/A		N/A
	NCA MCOs Total	691	>100%	655
HR	HR MCOs Total*	8,519	>100%	7,000
IT	OIT Overall	8,542	>100%	8,235
	Series 2210 IT Specialist Total**	7,542	95.6%	7,892






MCO: Occupations agencies consider core to carrying out their missions. Such occupations usually reflect the primary mission of the organization without which mission-critical work cannot be completed.
 *HR positions Enterprise-wide **IT Specialist positions Enterprise-wide

ORGANIZATION	OCCUPATION	ONBOARD	GOAL ONBOARD	ON TRACK
VHA	VHA EVS TECH/CUSTODIAL WORKER	12,168	11,916	✓
	VHA FOOD SERVICE WORKER	4,567	4,534	✓
	VHA LICENSED PRACTICAL NURSE	15,460	15,354	✓
	VHA MEDICAL SUPPORT ASSISTANT	36,223	35,234	✓
	VHA MEDICAL OFFICER/PHYSICIAN	28,946	28,422	✓
	VHA NURSE ASSISTANT	14,174	14,350	✓
	VHA POLICE	4,049	3,846	✓
	VHA PSYCHOLOGIST	6,920	6,722	✓
	VHA REGISTERED NURSE	88,582	83,951	✓
	VHA SOCIAL WORKER	19,964	18,770	✓
VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	2,680	3,153	✓
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	19,279	21,063	✓
NCA	NCA CEMETERY CARETAKER	691	655	✓
HR	VA HR SPECIALIST	8,519	7,000	✓
IT	VA SERIES 2210 IT SPECIALIST	7,681	8,031	✓








Highlighted Occupations Time to Hire


(as of 09/30/2023)

ORGANIZATION	OCCUPATION	TIME TO HIRE (IN DAYS) MEAN
 VHA	VHA EVS TECH/CUSTODIAL WORKER	133
	VHA FOOD SERVICE WORKER	113
	VHA LICENSED PRACTICAL NURSE	124
	VHA MEDICAL SUPPORT ASSISTANT	91
	VHA MEDICAL OFFICER/PHYSICIAN	141
	VHA NURSE ASSISTANT	108
	VHA POLICE	117
	VHA PSYCHOLOGIST	114
	VHA REGISTERED NURSE	122
	VHA SOCIAL WORKER	116
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	70
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	49
 NCA	NCA CEMETERY CARETAKER	63
 HR	VA OVERALL HR SPECIALIST	63
 IT	VA OVERALL SERIES 2210 IT SPECIALIST	95

Retention Rates for Highlighted Occupations


(as of 09/30/2023)

ORGANIZATION	OCCUPATION	NEW HIRE RETENTION FOR FIRST 2 YEARS ONBOARDS
 VHA	VHA EVS TECH/CUSTODIAL WORKER	55.3%
	VHA FOOD SERVICE WORKER	53.2%
	VHA LICENSED PRACTICAL NURSE	68.4%
	VHA MEDICAL SUPPORT ASSISTANT	71.3%
	VHA MEDICAL OFFICER/PHYSICIAN	78.1%
	VHA NURSE ASSISTANT	66.3%
	VHA POLICE	73.7%
	VHA PSYCHOLOGIST	82.1%
	VHA REGISTERED NURSE	73.4%
	VHA SOCIAL WORKER	84.0%
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	53.0%
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	70.0%
 NCA	NCA CEMETERY CARETAKER	53.6%
 HR	VA OVERALL HR SPECIALIST	82.1%
 IT	VA OVERALL SERIES 2210 IT SPECIALIST	90.0%

 **In this section,** we measure factors influencing employees to leave VA across several key occupations. The exit survey is voluntary and is administered to employees departing VA (not including those who may be transferring from one job to another within VA).

JOB FAMILY/OCCUPATIONS (as of 09/30/2023)	PARTICIPANTS	WOULD WORK AGAIN FOR VA	WOULD RECOMMEND VA	TOP 5 REASONS FOR LEAVING
Medical and Dental	3,850	81%	82%	Relocation, Personal Matters, Insufficient Pay, Poor Working Relationship, Lack of Trust/Confidence
General Administration	1,278	74%	80%	Opportunity for Advancement, Change Careers, Job Stress, Personal Matters, Poor Working Relationship
Psychologists	197	79%	77%	Relocation, Personal Matters, Job Stress, Too Much Work, Insufficient Pay
Social Workers	394	77%	80%	Relocation, Personal Matters, Job Stress, Insufficient Pay, Change Careers
HR Specialists and HR Assistants	87	77%	79%	Job Stress, Poor Working Relationship, Lack of Trust/Confidence, Too Much Work, Change Careers
Cemetery Caretakers	11	100%	100%	Change Careers, Lack of Training and Development, Part-time or Intermittent Work Not Offered, Personal Health Issues, Poor Working Relationship
Veterans Claim Exam. (e.g., Claims Processing Personnel)	84	82%	83%	Change Careers, Job Stress, Personal Matters, Relocation, Personal Health Issues
Contracting Officers	51	64%	71%	Lack of Training and Development, Too Much Work, Job Stress, Lack of Career Progression, Change Careers
IT Specialists	58	83%	88%	Lack of Trust/Confidence, Insufficient Pay, Job Stress, Change Careers, Lack of Career Progression
All Occupations	11,074	77%	80%	Relocation, Personal Matters, Change Careers, Job Stress, Insufficient Pay

PACT ACT TITLE IX AUTHORITIES

 **In this section,** we measure VA's success in implementing important authorities given to VA through the PACT Act. While these authorities were provided in the PACT Act, applying the authorities impacts the overall workforce, which is why we have included this section in the VA Workforce Dashboard. The data below represents the number of personnel actions arising from the implementation of each of these important authorities.


AUTHORITIES	PRE-PACT ACT (August 19, 2021–September 30, 2022)	POST-PACT ACT (August 19, 2022–September 30, 2023)	CAP
Student Loan Repayment	568	1,030	N/A
Special Contribution Awards	38,037	49,517	N/A
Retention Incentives	60,024	54,054	N/A
Recruitment Incentives	3,579	8,730	N/A
Critical Pay Positions	N/A	159	200
College Graduates	N/A	59	194
Post-Secondary Students	N/A	5	43
Toxic Exposure Fund (TEF) FTEs	N/A	148*	2,382
Critical Skills Incentives	N/A	29,060	N/A

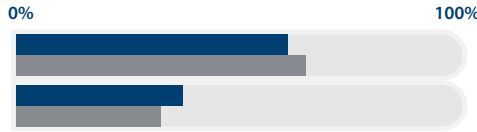
*The change in FT onboards from 1,672 (Issue 3) to 148 (Current Issue) does not reflect a decrease. Rather, FTEs were moved to the FY 2023 Consolidated Appropriations Act Toxic Exposures Fund (TEF) as startup payroll funding is projected to be exhausted.



In this section, we measure the demographics of VA's workforce. VA is committed to growing a diverse workforce and cultivating an inclusive work environment. To learn more about VA's workforce, please visit [Workforce Analysis - Office of Resolution Management, Diversity, and Inclusion \(ORMDI\) \(VA.gov\)](#). In the tables that follow, in compliance with OPM's guidance for human resources data, VA's demographic data is collected on a voluntary basis and is based on self-identification. However, we recognize that the demographic categories do not reflect the lived experience of all our Employees. As we continue to enhance the dashboard, we will seek to include sexual orientation and gender identity where Employees may choose to share that information with VA.

GENDER

 GENDER	ONBOARD	HIRES
FEMALE	63.7%	68.2%
MALE	36.3%	31.8%




VETERAN STATUS

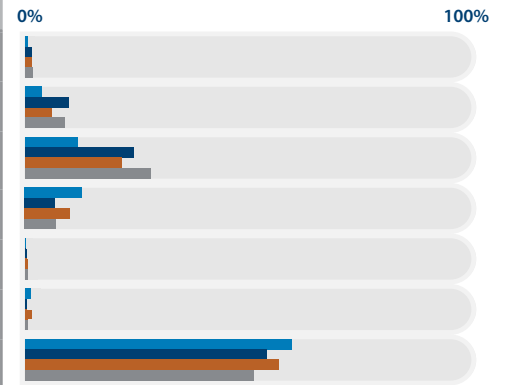
VA WORKFORCE




28.7%

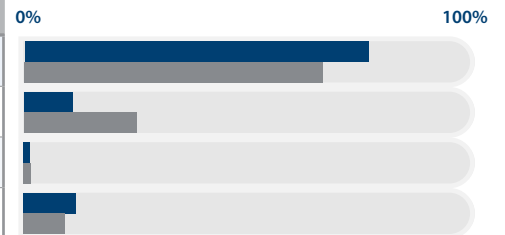
RACE/ETHNICITY

 RACE/ETHNICITY	INDUSTRY WIDE (RCLF-2010)	ONBOARD	GOVERNMENT WIDE ONBOARD	HIRES
AMERICAN INDIAN/ALASKA NATIVE	0.6%	1.6%	1.6%	1.7%
ASIAN	4.7%	9.2%	6.8%	8.6%
BLACK/AFRICAN AMERICAN	13.1%	25.5%	18.4%	28.6%
HISPANIC/LATINO	13.4%	7.4%	9.9%	7.7%
NATIVE HAWAIIAN/PACIFIC ISLANDER	0.2%	0.5%	0.6%	0.6%
TWO OR MORE RACES	2.1%	0.4%	2.7%	0.6%
WHITE	66.0%	55.5%	60.0%	52.2%




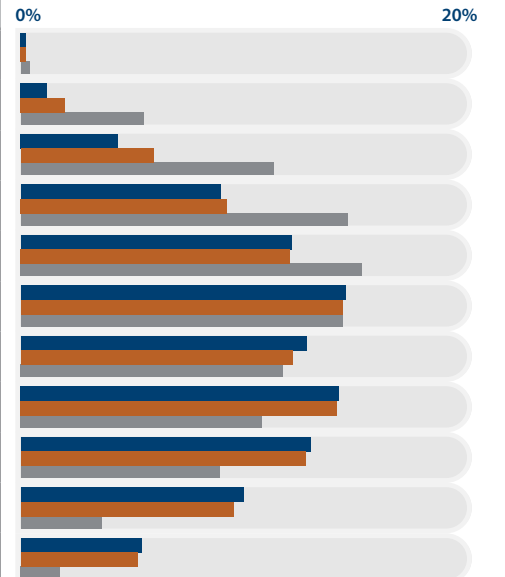
DISABILITY STATUS

 DISABILITY STATUS	ONBOARD	HIRES
NO DISABILITY	76.5%	62.5%
NOT IDENTIFIED	11.5%	26.8%
TARGETED	2.5%	2.5%
REPORTABLE	12.0%	10.8%



AGE

 AGE	ONBOARD	GOVERNMENT WIDE ONBOARD	HIRES
<20	0.1%	0.1%	0.5%
20-24	1.3%	2.1%	5.7%
25-29	4.5%	5.9%	12.0%
30-34	8.8%	9.2%	15.0%
35-39	12.9%	12.8%	15.5%
40-44	14.7%	14.4%	14.3%
45-49	13.5%	12.9%	12.0%
50-54	14.8%	14.0%	11.2%
55-59	13.6%	13.6%	8.2%
60-64	10.0%	9.5%	3.8%
65+	5.8%	5.5%	1.8%



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Metric/Term

VA FY23 Overall

Definition

This chart tracks VA overall workforce outcomes. These numbers exclude about 10,000 intermittent, non-pay, and medical resident and trainee employees.

Due to minor differences in data pulls and updates, component totals do not sum to VA total.

Onboards

This metric identifies the number of employees onboard during the time period identified. Onboards for each organization reflect a number of specific considerations with respect to funding source. For example, the IT overall onboards reflects all funding sources (not just IT appropriated funds).

Hires

This metric identifies new hires from outside VA.

Losses

This metric identifies individuals who have separated from the respective VA Administration.

Time to Hire

This metric identifies the number of days between the hiring need validation date and the actual start date of a new hire.

VACO

This acronym stands for VA Central Office.

Cumulative Onboard

This metric identifies the total number of VA employees onboard.

Percentage Growth Onboard

This metric identifies the percentage the workforce grown month-over-month.

Announcements

This metric identifies the number of announcements posted to USA Staffing during the time period.

Applications

This metric identifies the number of applications received to postings during the time period.

Certificates

This metric represents the number of hiring certificates issued during the time period.

Selections

This metric identifies the number of selections that were made during the time period.

Entries on Duty

This metric identifies the number of VA employees with an EOD (Entry on Duty) date within the time frame.

Page Two

Metric/Term

Mission Critical Occupation (MCO)

Definition

This term identifies occupations agencies consider core to carrying out their missions. Such occupations usually reflect the primary mission of the organization without which mission-critical work cannot be completed.

VHA Additional Key Specialties

This metric identifies VHA occupations not included as MCOs. VHA Additional Key Specialties include Licensed Practical Nurses, Nursing Assistants, Medical Support Assistants, EVS Tech/Custodial Worker, Food Service Workers, and Police.

Percent of Goal

This metric identifies the percentage the Administration is towards its onboard goals for its respective MCOs. It is the percentage of the Current Onboards divided by the EOY Goal for Onboards. For HR specialists and IT specialists, this metric shows VA-wide progress toward the end of year goal.

EOY Goal for Onboards

This metric identifies an Administration's MCOs onboard goal to be satisfied by the end of the fiscal year.

On Track

The metric identifies whether an occupation is on target to meet end of year onboard goals. The occupation is on track if the blue percentage line is above the yellow line.

Goal Onboard

This metric identifies the end of year onboard count targets for a specific occupation.

Percent (MCO chart)

This metric identifies the percentage of onboards for a specific occupation in relation to the end of the fiscal year onboard goals.

Percent Through FY23

This metric identifies the number of days in the fiscal year by percent.

Page Three

Metric/Term

Time to Hire

Definition

This metric identifies the number of days between the hiring need validation date and the actual start date of a new hire.

New Hire Retention for First 2 Years Onboards

This metric identifies the percent of new hires to the VA after 2 years. Retention rates are calculated separately by each Administration. VA is continuing to build out retention rates across a broader section of occupations.

Page Four

Metric/Term

Exit Survey

Definition

This metric identifies that Exit Surveys are provided to employees who voluntarily separate from VA. Voluntary separations include voluntary retirements, resignations, and termination of temporary, term, and time-limited appointments. This does not include conduct or performance-based actions or employees transferring to another administration, office, or facility and staying within VA.

PACT Act Title IX Authorities

This term refers to the Authorities in the PACT Act specific to improvement of the VA's workforce. The relevant workforce sections are found in Title IX, sections 901 to 909.

Pre-PACT Act

This term identifies the time period before the PACT Act was signed into law. The term measures the same period as last year (SPLY) when compared to the Post-PACT Act column.

Post-PACT Act

This term identifies the time period after the PACT Act was signed into law. The term measures the identified time period and is compared with the same period as last year in the Pre-PACT Act column.

CAP

This metric identifies the statutory caps on relevant authorities in Title IX.

Student Loan Repayment

This metric identifies that federally insured student loans may be repaid as a recruitment or retention incentive for candidates or current employees.

Special Contribution Awards

This metric identifies the monetary awards for any special contribution, act, service or achievement that benefits VA or the Federal Government in accordance with the guidelines in VA Handbook 5017.

Retention Incentives

This metric identifies the compensation flexibilities to help the recruitment and retention of the federal workforce. These numbers only reflect new retention incentives allocated in the designated time period, and do not include continuing retention incentives.

Critical Pay Positions

This metric identifies the positions with a high level of expertise in a field deemed as critical to the agency's mission may be granted authority to fix the rate of basic pay at a higher rate upon request by agency head to OPM.

College Graduates

This metric identifies the College Graduate Hiring Authority which allows agencies to use strategic recruiting to hire recent college graduates to fill professional and administrative positions at GS-11 level and below. (The authority was established by Public Law 115-232 and is codified at 5 U.S.C. 3115.)

Post-Secondary Student

This metric identifies the Hiring Authority for Post-Secondary Students which allows agencies to hire certain post-secondary students into positions at specified grades in the competitive service. The intended effect of the authority is to provide additional flexibility in hiring eligible and qualified individuals.

Toxic Exposure Fund (TEF) FTEs

The PACT Act Toxic Exposures Fund, PL 117 68, Section 805and provides resources to invest in the delivery of Veterans' health care and benefits associated with exposures to environmental hazards during military service.

Critical Skills Incentive

This metric identifies the pay given to employees with skills directly related to their high demand or at shortage positions that serve a mission-related need of the Department, as determined by the Secretary of VA.

Page Five

Targeted Disability

These are the most severe disabilities including blindness, deafness, partial and full paralysis, missing extremities, dwarfism, epilepsy, intellectual disabilities, and psychiatric disabilities. Goal = 2%

Reportable Disability

An individual with a disability: A person who (1) has a physical or mental impairment which substantially limits one or more major life activities; (2) has a record of such an impairment; or (3) is regarded as having such an impairment. Goal = 12%

Relevant Civilian Labor Force

The Relevant Civilian Labor Force (RCLF) consists of all U.S. citizens 16 years of age and over, excluding those in the Armed Forces, who are employed in or unemployed and seeking employment in VA specific occupations. When the organization has a presence in Puerto Rico, the population of Puerto Rico is included.