



VA WORKFORCE DASHBOARD

ISSUE SIXTEEN

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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/).

MONTHLY OVERVIEW



Monthly Highlights

During the Veterans Benefits Administration's Office of Human Capital Services (HCS) Training for Excellence Symposium, employees were immersed in a hands-on professional development experience, networking with agency leaders and subject matter experts in human capital delivery. Dr. Aaron M. Lee, VBA Executive Director of HCS, opened the symposium by sharing his vision for HCS's future while also demonstrating that VA's Mission Impossible was made possible by our dedicated employees across HCS. Joshua Jacobs, VA Undersecretary for Benefits, highlighted the importance of human capital services and how HCS helps to hire, develop, and retain top talent across VBA. The Honorable Denis McDonough, Secretary of VA, shared his insights on the future of VA, while also recognizing the incredible work that HCS has done to expand care and benefits to more Veterans than ever before in our Nation's history.



Top Risk

Delays or termination in use of PACT Act Title IX authorities will have a negative impact on recruitment and retention.



Employee Voice

Christopher Johnston, Rachel Han, Ryan Thurlwell, and the VA Mobile App Team, the innovators behind VA: Health and Benefits, have been recognized as 2024 finalists for the Samuel J. Heyman Service to America Award in the Management Excellence category. VA: Health and Benefits is an app that brings VA resources in a centralized place accessible by phone or tablet. It allows Veterans to manage claims and health care appointments, message their providers, access records, locate VA facilities, and more. With over 2.3 million downloads and 990,000 active users as of March 2024, the app improves the Veteran experience and makes it easier for VA employees to provide services.

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 FY24

(as of 07/31/2024)

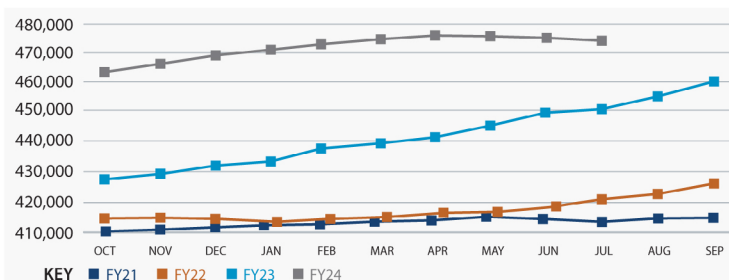
FY24	VA	VHA	VBA	NCA	VACO
Onboards	474,436	418,439	34,813	2,375	16,473
Hires	40,881	34,989	5,211	313	1,080
Losses	26,597	23,461	2,197	296	738
Time to Hire	109 Days	115 Days	52 Days	72 Days	86 Days

VA Cumulative Onboard

(as of 07/31/2024)

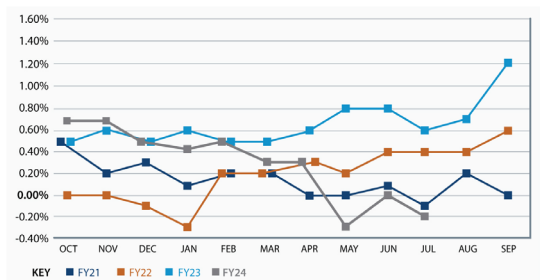


Total VA Onboard
474,436



VA Percentage Growth Onboard

(as of 07/31/2024)



VA Hiring FY23 vs. FY24

(10/01/2022-07/31/2023 as compared to 10/01/2023-07/31/2024)

Same Period Last Year (SPLY)


-38% SPLY
Announcements

-26% SPLY
Applications






-36% SPLY
Certificates

-12% SPLY
Selections

-29% 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.

FY24 Actuals vs. Goal EOY Onboards for Highlighted Occupations (as of 07/31/2024)

ORGANIZATION	OCCUPATION	FY24 ONBOARD BASELINE (as of 09/30/2023)	CURRENT ONBOARDS	FY24 NET ONBOARD CHANGE	JULY NET ONBOARD CHANGE	PERCENT OF GOAL	EOY GOAL FOR ONBOARDS
 VHA	VHA Overall	408,062	418,439	10,377	-1,132	TBD*	TBD*
	VHA MCOs Total	144,412	150,017	5,605	-177	TBD*	TBD*
	VHA Additional Key Specialties Total	86,641	88,404	1,763	-465	TBD*	TBD*
 VBA	VBA Overall	31,799	34,813	3,014	178	94.8%	36,732
	VBA MCOs Total	22,442	24,934	2,492	204	93.7%	26,615
 NCA	NCA Overall	2,298	2,375	77	14	101.9%	2,331
	NCA MCOs Total	691	706	15	8	99.4%	710
 HR	HR MCOs Total**	8,519	9,133	614	-7	93.4%	9,781
 IT	OIT Overall	8,542	7,925	-617	-26	97.2%	8,150
	Series 2210 IT Specialist Total***	7,542	7,314	-228	-30	94.1%	7,775






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.

*VA will update these targets when the full FY24 budget is known. **HR positions Enterprise-wide. ***OIT IT Specialist Positions.

ORGANIZATION	OCCUPATION	FY24 ONBOARD BASELINE (as of 09/30/2023)	CURRENT ONBOARDS	FY24 NET ONBOARD CHANGE	JULY NET ONBOARD CHANGE
 VHA	VHA EVS TECH/CUSTODIAL WORKER	12,168	12,535	367	-94
	VHA FOOD SERVICE WORKER	4,567	4,533	-34	-35
	VHA LICENSED PRACTICAL NURSE	15,460	15,381	-79	-89
	VHA MEDICAL SUPPORT ASSISTANT	36,223	37,455	1,232	-140
	VHA MEDICAL OFFICER/PHYSICIAN	28,946	29,178	232	9
	VHA NURSE ASSISTANT	14,174	14,250	76	-99
	VHA POLICE	4,049	4,250	201	-8
	VHA PSYCHOLOGIST	6,920	7,163	243	0
	VHA REGISTERED NURSE	89,753	92,767	3,014	-182
	VHA SOCIAL WORKER	19,964	20,905	941	-8
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	2,680	3,208	528	-17
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	19,279	21,125	1,846	211
 NCA	NCA CEMETERY CARETAKER	691	706	15	8
 HR	VA HR SPECIALIST	8,519	9,133	614	-7
 IT	VA SERIES 2210 IT SPECIALIST	7,681	7,453	-228	-30






Highlighted Occupations Time to Hire


(as of 07/31/2024)

ORGANIZATION	OCCUPATION	TIME TO HIRE (IN DAYS) MEAN
 VHA	VHA EVS TECH/CUSTODIAL WORKER	123
	VHA FOOD SERVICE WORKER	113
	VHA LICENSED PRACTICAL NURSE	118
	VHA MEDICAL SUPPORT ASSISTANT	92
	VHA MEDICAL OFFICER/PHYSICIAN	139
	VHA NURSE ASSISTANT	110
	VHA POLICE	135
	VHA PSYCHOLOGIST	123
	VHA REGISTERED NURSE	125
	VHA SOCIAL WORKER	123
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	62
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	47
 NCA	NCA CEMETERY CARETAKER	76
 HR	VA OVERALL—HR SPECIALIST	63
 IT	VA OVERALL—SERIES 2210 IT SPECIALIST	150

Retention Rates for Highlighted Occupations

(as of 07/31/2024)


ORGANIZATION	OCCUPATION	NEW HIRE RETENTION FOR FIRST 2 YEARS ONBOARDS
 VHA	VHA EVS TECH/CUSTODIAL WORKER	52.5%
	VHA FOOD SERVICE WORKER	54.7%
	VHA LICENSED PRACTICAL NURSE	64.4%
	VHA MEDICAL SUPPORT ASSISTANT	68.2%
	VHA MEDICAL OFFICER/PHYSICIAN	77.4%
	VHA NURSE ASSISTANT	59.1%
	VHA POLICE	67.6%
	VHA PSYCHOLOGIST	80.6%
	VHA REGISTERED NURSE	73.0%
	VHA SOCIAL WORKER	80.1%
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	56.0%
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	77.5%
 NCA	NCA CEMETERY CARETAKER	53.8%
 HR	VA OVERALL—HR SPECIALIST	74.6%
 IT	VA OVERALL—SERIES 2210 IT SPECIALIST	93.3%

 **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 07/31/2024)	PARTICIPANTS	WOULD WORK AGAIN FOR VA	WOULD RECOMMEND VA	REASONS FOR LEAVING
Medical and Dental	4,677	80%	85%	Personal/family matters, Geographical relocation, Poor working relationship with supervisor or co-worker(s), Change careers, Job stress/pressure
General Administration	1,589	73%	81%	Personal/family matters, Opportunity for advancement, Change careers, Job stress/pressure, Lack of trust/confidence in senior leaders
Psychologists	274	55%	73%	Job stress/pressure, Change careers, Geographical relocation, Lack of trust/confidence in senior leaders, Poor working relationship with supervisor or co-worker(s)
Social Workers	571	80%	80%	Personal/family matters, Poor working relationship with supervisor or co-worker(s), Job stress/pressure, Lack of trust/confidence in senior leaders, Geographical relocation
HR Specialists and HR Assistants	192	67%	78%	Job stress/pressure, Personal health issues, Lack of trust/confidence in senior leaders, Opportunity for advancement, Unethical behavior on the part of leadership or the organization
Cemetery Caretakers*	N/A	N/A	N/A	N/A
Veterans Claim Exam. (e.g., Claims Processing Personnel)	170	78%	75%	Job stress/pressure, Change careers, Geographical relocation, Personal/family matters, Personal health issues
Contracting Officers	39	69%	69%	Opportunity for advancement, Too much work, Lack of trust/confidence in senior leaders, Change careers, Geographical relocation
IT Specialists	63	64%	94%	Opportunity for advancement, Lack of trust/confidence in senior leaders, Insufficient Pay, Work was not meaningful/enjoyable, Change careers
All Occupations	10,076	77%	83%	Personal/family matters, Geographical relocation, Change careers, Poor working relationship with supervisor or co-worker(s), Job stress/pressure

*Data for these occupations is not available (N/A) because sample size is <30 responses.

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.


In this section, we also report on contract buy-outs. A contract buy-out is the authority to buy out service contracts for certain non-VA health care professionals in exchange for employment at a rural or highly rural VA medical facility.

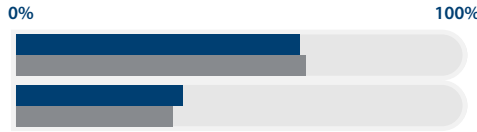
AUTHORITIES	FY23 (10/01/2022-09/30/2023)	FY24 (10/01/2023-07/31/2024)	CAP
Student Loan Repayment	1,153	637	N/A
Special Contribution Awards	48,088	20,164	N/A
Retention Incentives	50,000	13,873	N/A
Recruitment Incentives	8,916	5,326	N/A
Critical Pay Positions	159	159	200
College Graduates	62	11	105
Post-Secondary Students	8	3	31
Critical Skills Incentives	28,002	14,079	N/A
Contract Buy Outs	4	8	N/A



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	64.2%	65.8%
MALE	35.8%	34.2%




VETERAN STATUS

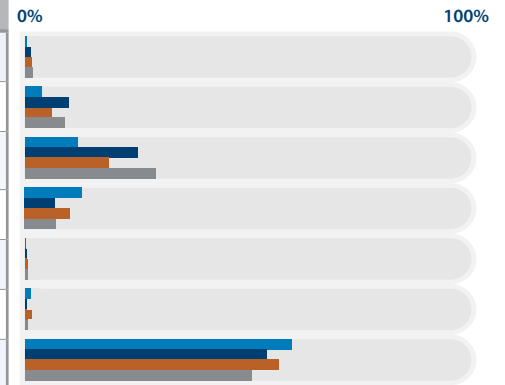
VA WORKFORCE
27.9%

UTILIZATION OF MILITARY SPOUSE HIRING AUTHORITY


FY23 FY24
114 214

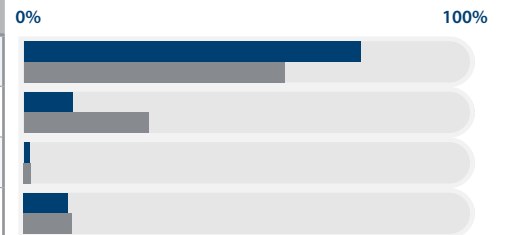
RACE/ETHNICITY

 RACE/ETHNICITY	INDUSTRY WIDE (RCLF-2018)	ONBOARD	GOVERNMENT-WIDE ONBOARD (OCT. 2023)	HIRES
AMERICAN INDIAN/ALASKA NATIVE	0.6%	1.5%	1.5%	1.7%
ASIAN	4.7%	9.3%	6.9%	9.1%
BLACK/AFRICAN AMERICAN	13.1%	25.7%	18.6%	29.1%
HISPANIC/LATINO	13.4%	7.6%	10.2%	7.8%
NATIVE HAWAIIAN/PACIFIC ISLANDER	0.2%	0.5%	0.6%	0.7%
TWO OR MORE RACES	2.1%	0.5%	3.0%	0.4%
WHITE	66.0%	54.9%	59.3%	51.3%




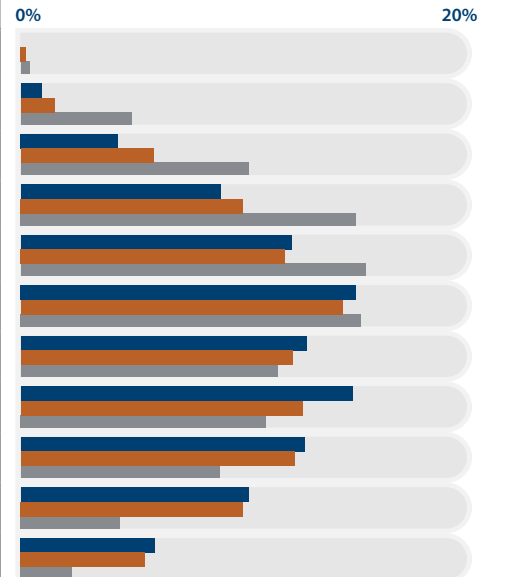
DISABILITY STATUS

 DISABILITY STATUS	ONBOARD	HIRES
NO DISABILITY	74.9%	59.1%
NOT IDENTIFIED	12.8%	28.5%
TARGETED	2.7%	2.9%
REPORTABLE	12.3%	12.4%



AGE

 AGE	ONBOARD	GOVERNMENT-WIDE ONBOARD (OCT. 2023)	HIRES
<20	0.0%	0.1%	0.5%
20-24	1.2%	2.3%	5.1%
25-29	4.3%	6.1%	11.3%
30-34	8.5%	9.3%	14.3%
35-39	12.8%	12.6%	15.5%
40-44	15.0%	14.6%	14.7%
45-49	13.9%	13.2%	12.1%
50-54	14.7%	13.6%	11.3%
55-59	13.6%	13.1%	8.5%
60-64	10.1%	9.5%	4.4%
65+	5.9%	5.5%	2.3%



Page One

Metric/Term

VA FY24 Overall

Onboards

Hires

Losses

Time to Hire

VACO

Cumulative Onboard

Percentage Growth Onboard

Announcements

Applications

Certificates

Selections

Entries on Duty

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.

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).

This metric identifies new hires from outside VA.

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

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

This acronym stands for VA Central Office.

This metric identifies the total number of VA employees onboard.

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

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

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

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

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

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)

VHA Additional Key Specialties

Percent of Goal

EOY Goal for Onboards

Fiscal Year Net Onboard Change

Monthly Net Onboard Change

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.

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.

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.

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

This metric shows the difference in onboard employee counts from the end of the previous fiscal year to the current reporting period month.

This metric shows the difference in onboard employee counts from the previous reporting period month to the current reporting period month.

Page Three

Metric/Term

Time to Hire

New Hire Retention for First 2 Years Onboards

Definition

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

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

PACT Act Title IX Authorities

CAP

Student Loan Repayment

Special Contribution Awards

Retention Incentives

Critical Pay Positions

College Graduates

Post-Secondary Students

Contract Buy Out

Critical Skills Incentive

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.

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.

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

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

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.

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.

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.

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.)

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.

A contract buy-out is the authority to buy out service contracts for certain health care professionals in exchange for employment at a rural or highly rural VA medical facility. The metric includes the number of contract buy-outs executed during fiscal year 2023 and fiscal year 2024 to date. An executed contract buy-out includes a fully signed memorandum of agreement and service agreement.

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

Reportable Disability

Relevant Civilian Labor Force

Utilization of Military Spouse Hiring Authority

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

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%

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.

The number of employees appointed to a position during the designated fiscal year using the non-competitive hiring authority for military spouses. VA has an annual reporting requirement to the Office of Personnel Management under the National Defense Authorization Act.