

## **Justification**

The United States Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA) seeks a Non-Substantial Change to the Voice of the Veteran Line of Business survey instruments – OMB Control Number 2900-0782, which approved by OMB on July 09, 2012. **The non-substantial change is being submitted to increase the number of respondents and burden hours.**

The study will identify process improvement initiatives across all lines of business being measured – Compensation, Pension, Loan Guaranty, Specialty Adapted Housing Grants, Education, and Vocational Rehabilitation & Employment – and VBA would like continuously measure the effectiveness of those process changes.

The table below outlines the fielding frequency and reporting frequency for each instrument. In addition, VBA is increasing the number of survey instruments fielded on an annual basis in order to provide Regional Offices with a statistically significant sample size in order to measure individual performance, and report metrics in the annual VA Performance and Accountability Report.

Veterans Benefits Administration (VBA) is currently fielding 10 survey instruments in order to benchmark satisfaction, and other key performance indicators (KPI), for several lines of business – Compensation, Pension, Loan Guaranty, Education, Vocational Rehabilitation & Employment, and Specialty Adapted Housing Grants. VBA intends to field these survey instruments on a more frequent basis (outlined in the table below) in order to track and continuously measure veteran satisfaction.

| Title                      | Number of Respondents | Fielding Frequency | Total No. of Responses | Completion Time | Burden Hours |
|----------------------------|-----------------------|--------------------|------------------------|-----------------|--------------|
| Compensation Enrollment    | 54,720                | Monthly            | 656,640                | 15 minutes      | 164,160      |
| % Collected Electronically | 17,280                | Monthly            | 207,360                | 12 minutes      | 41,472       |
| Compensation Servicing     | 2,280                 | Once per year      | 2280                   | 15 minutes      | 570          |
| % Collected Electronically | 720                   |                    | 720                    | 12 minutes      | 144          |

| Title   | Number of Respondents | Fielding Frequency  |                   | Completion Time          | Burden Hours     |
|---|-----------------------|---------------------|-------------------|--------------------------|------------------|
| Pension Servicing<br>% Collected Electronically               | 3,000<br>0            | Once per year       | 3,000             | 15 minutes               | 750              |
| Education Enrollment<br>% Collected Electronically            | 3,648<br>1,152        | Four times per year | 14,592<br>4,608   | 15 minutes<br>12 minutes | 3,648<br>922     |
| Education Servicing<br>% Collected Electronically             | 2,280<br>720          | Once per year       | 2,280<br>720      | 15 minutes<br>12 minutes | 570<br>144       |
| VR&E Enrollment<br>% Collected Electronically                 | 13,680<br>4,320       | Monthly             | 164,160<br>51,840 | 15 minutes<br>12 minutes | 41,040<br>10,368 |
| VR&E Servicing<br>% Collected Electronically                  | 3,000<br>0            | Once per year       | 3,000             | 15 minutes               | 750              |
| VR&E Escaped Ben.<br>% Collected Electronically               | 3,000<br>0            | Once per year       | 3,000             | 15 minutes               | 750              |
| Loan Guaranty<br>% Collected Electronically                   | 9,120<br>2,880        | Monthly             | 109,440<br>34,560 | 15 minutes<br>12 minutes | 27,360<br>6,912  |
| Specialty Adapted Housing Grant<br>% Collected Electronically | 1,500<br>0            | Once per year       | 1,500             | 15 minutes               | 375              |
| <b>Total:</b>   | <b>123,300</b>        |                     | <b>1,259,700</b>  |                          | <b>299,935</b>   |

