



VA WORKFORCE DASHBOARD

ISSUE FIVE

SEPTEMBER 22, 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/).

MONTHLY OVERVIEW



Monthly Highlights

- The Veterans Health Administration (VHA) met their FY23 hiring goal of 52,000 hires. VHA exceeded the target one month prior to the end of the fiscal year. [VA reaches annual medical staff hiring goal one month early \(airforcetimes.com\)](https://www.airforcetimes.com).



Top Risks

- VA is implementing its work environment plan for the National Capital Region and Headquarters. Telework arrangements for non-bargaining unit employees will increase to at least five days per pay period at the agency Headquarters worksite. Remote positions are being reviewed. Decreased flexibilities may impact recruitment and retention. Organizational performance and organizational health metrics are being established to track and monitor work environment plan impact.



Employee Voice

- 75% of VA employees completed the [All Employee Survey](#). Overall data reflects decreases in burnout and higher levels of satisfaction.

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.

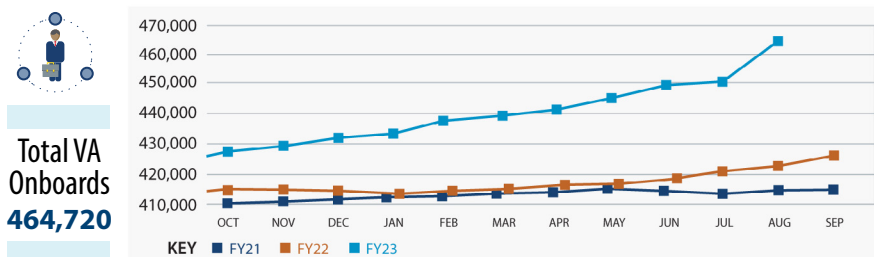
VA FY23 Overall

(as of 08/31/2023)

FY23	VA	VHA	VBA	NCA	VACO
Onboards	464,720	403,427	31,046	2,316	15,962
Hires	61,963	54,056	7,172	436	1,404
Losses	31,421	28,157	1,908	449	915
Time to Hire	109 Days	114 Days	56 Days	63 Days	87 Days

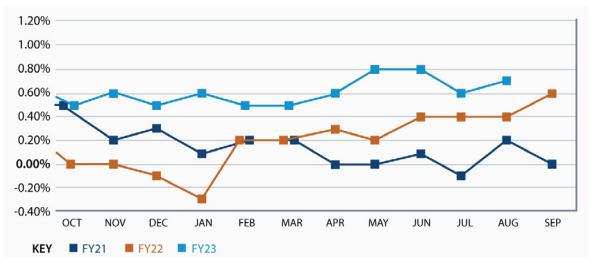
VA Cumulative Onboard

(as of 08/31/2023)



VA Percentage Growth Onboard

(as of 08/31/2023)



VA Hiring FY22 vs. FY23

(10/01/2022-07/31/2023 as compared to 10/01/2021-08/31/2022)

Same Period Last Year (SPLY)

- +19% SPLY** Announcements
- +36% SPLY** Applications
- +22% SPLY** Certificates
- +30% SPLY** Selections
- +36% 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.

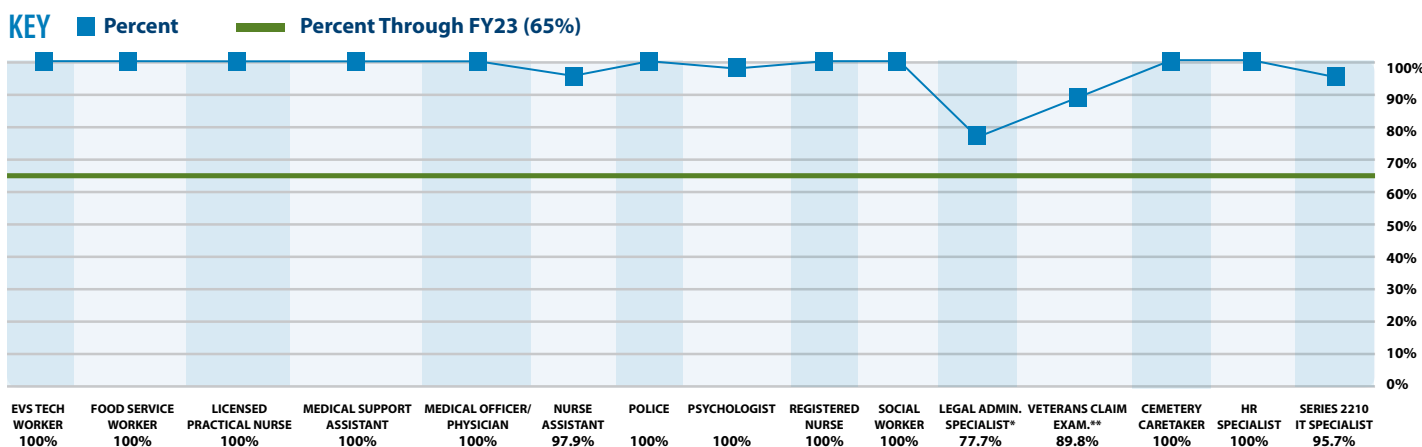
FY23 Actuals vs. Goal EOY Onboards for Highlighted Occupations

(as of 08/31/2023)

ORGANIZATION	OCCUPATION	CURRENT ONBOARDS	PERCENT OF GOAL	EOY GOAL FOR ONBOARDS
VHA	VHA Overall	403,427	>100%	391,224
	VHA MCOs Total	142,437	>100%	137,865
	VHA Additional Key Specialties Total	85,627	>100%	85,234
VBA	VBA Overall	31,046	86.0%	35,917
	VBA MCOs Total	21,797	88.0%	24,740
NCA	NCA Overall	2,316		
	NCA MCOs Total	696	>100%	655
HR	HR MCOs Total*	8,457	>100%	7,000
IT	OIT Overall	8,085	98.0%	8,235
	Series 2210 IT Specialist Total**	7,554	96.0%	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	12,021	11,916	✓
	VHA FOOD SERVICE WORKER	4,598	4,534	✓
	VHA LICENSED PRACTICAL NURSE	15,382	15,354	✓
	VHA MEDICAL SUPPORT ASSISTANT	35,613	35,234	✓
	VHA MEDICAL OFFICER/PHYSICIAN	28,583	28,422	✓
	VHA NURSE ASSISTANT	14,043	14,350	✓
	VHA POLICE	3,970	3,846	✓
	VHA PSYCHOLOGIST	6,755	6,722	✓
	VHA REGISTERED NURSE	87,438	83,951	✓
	VHA SOCIAL WORKER	19,661	18,770	✓
VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	2,449	3,153	✓
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	18,907	21,063	✓
NCA	NCA CEMETERY CARETAKER	696	655	✓
HR	VA HR SPECIALIST	8,457	7,000	✓
IT	VA SERIES 2210 IT SPECIALIST	7,554	7,892	✓



*E.g., Call Center Personnel **E.g., Claims Processing Personnel






Highlighted Occupations Time to Hire


(as of 08/31/2023)

ORGANIZATION	OCCUPATION	TIME TO HIRE (IN DAYS) MEAN
 VHA	VHA EVS TECH/CUSTODIAL WORKER	134
	VHA FOOD SERVICE WORKER	113
	VHA LICENSED PRACTICAL NURSE	125
	VHA MEDICAL SUPPORT ASSISTANT	92
	VHA MEDICAL OFFICER/PHYSICIAN	140
	VHA NURSE ASSISTANT	111
	VHA POLICE	117
	VHA PSYCHOLOGIST	111
	VHA REGISTERED NURSE	123
	VHA SOCIAL WORKER	119
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	71
	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	94

Retention Rates for Highlighted Occupations


(as of 08/31/2023)

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	58.5%
 HR	VA OVERALL HR SPECIALIST	82.0%
 IT	VA OVERALL SERIES 2210 IT SPECIALIST	80.0%

 **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 08/31/2023)	PARTICIPANTS	WOULD WORK AGAIN FOR VA	WOULD RECOMMEND VA	TOP 5 REASONS FOR LEAVING
Medical and Dental	3,548	81%	82%	Relocation, Personal Matters, Insufficient Pay, Poor Working Relationship, Lack of Trust/Confidence
General Administration	1,181	74%	80%	Opportunity for Advancement, Change Careers, Job Stress, Personal Matters, Relocation
Psychologists	189	78%	77%	Relocation, Personal Matters, Job Stress, Too Much Work, Insufficient Pay
Social Workers	364	78%	81%	Relocation, Personal Matters, Job Stress, Insufficient Pay, Change Careers
HR Specialists and HR Assistants	80	77%	78%	Poor Working Relationship, Job Stress, 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)	80	81%	84%	Change Careers, Job Stress, Personal Matters, Relocation, Lack of Training and Development
Contracting Officers	46	64%	72%	Lack of Training and Development, Too Much Work, Lack of Career Progression, Job Stress, Opportunity for Advancement
IT Specialists	54	81%	87%	Lack of Trust/Confidence, Insufficient Pay, Job Stress, Change Careers, Lack of Career Progression
All Occupations	10,223	77%	80%	Relocation, Personal Matters, Change Careers, Insufficient Pay, Job Stress

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–August 31, 2022)	POST-PACT ACT (August 19, 2022–August 31, 2023)	CAP
Student Loan Repayment	753	1,035	N/A
Special Contribution Awards	38,036	48,650	N/A
Retention Incentives	60,015	51,362	N/A
Recruitment Incentives	3,576	8,617	N/A
Critical Pay Positions	57	57	200
College Graduates	0	48	194
Post-Secondary Students	0	5	43
Toxic Exposure Fund (TEF) FTEs	0	144*	2,382
Critical Skills Incentives	0	13,165	N/A

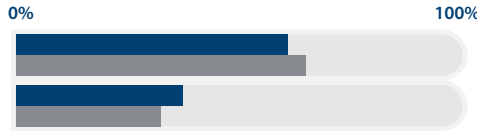
*The change in FT onboards from 1,672 (Issue 3) to 144 (Current Issue) does not reflect a decrease. Rather, FTEs were moved to the FY 2023 Consolidated Appropriations Act Toxic Exposures Fund (TEF) as startup payroll funding is projected to be exhausted.



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	63.6%	68.0%
MALE	36.4%	32.0%




VETERAN STATUS

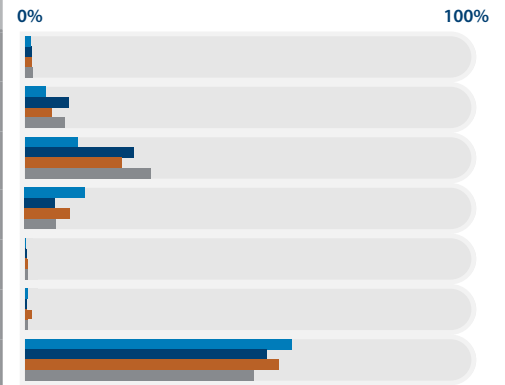
VA WORKFORCE




26%

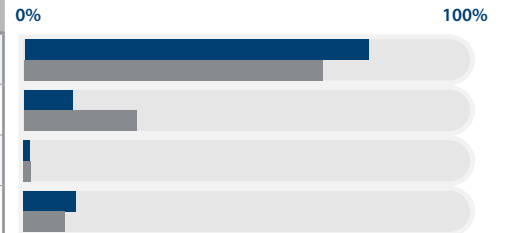
RACE/ETHNICITY

 RACE/ETHNICITY	INDUSTRY WIDE (RCLF-2010)	ONBOARD	GOVERNMENT WIDE ONBOARD	HIRES
AMERICAN INDIAN/ALASKA NATIVE	1.0%	1.6%	1.6%	1.7%
ASIAN	5.2%	9.2%	6.8%	8.5%
BLACK/AFRICAN AMERICAN	12.1%	25.5%	18.4%	28.9%
HISPANIC/LATINO	14.9%	7.3%	9.9%	7.6%
NATIVE HAWAIIAN/PACIFIC ISLANDER	0.2%	0.5%	0.6%	0.6%
TWO OR MORE RACES	0.6%	0.4%	2.7%	0.6%
WHITE	66.1%	55.6%	60.0%	52.0%




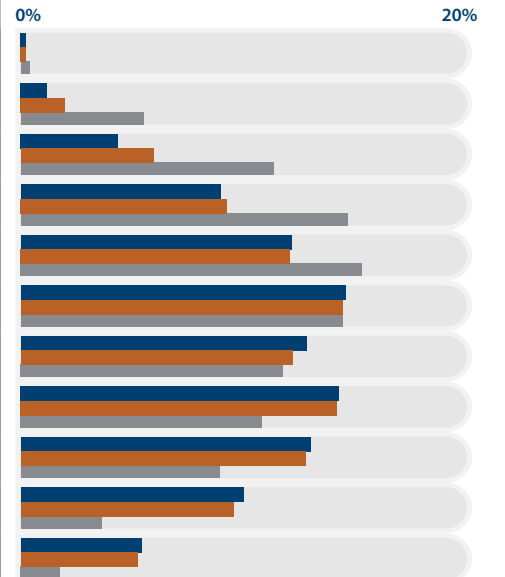
DISABILITY STATUS

 DISABILITY STATUS	ONBOARD	HIRES
NO DISABILITY	76.8%	62.6%
NOT IDENTIFIED	11.3%	26.8%
TARGETED	2.5%	2.5%
REPORTABLE	11.9%	10.7%



AGE

 AGE	ONBOARD	GOVERNMENT WIDE ONBOARD	HIRES
<20	0.1%	0.1%	0.5%
20-24	1.2%	2.1%	5.6%
25-29	4.4%	5.9%	11.9%
30-34	8.7%	9.2%	14.8%
35-39	12.9%	12.8%	15.5%
40-44	14.7%	14.4%	14.4%
45-49	13.4%	12.9%	12.1%
50-54	14.9%	14.0%	11.3%
55-59	13.7%	13.6%	8.2%
60-64	10.1%	9.5%	3.9%
65+	5.8%	5.5%	1.8%



Page One

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.