



# VA WORKFORCE DASHBOARD

ISSUE TEN

FEBRUARY 23, 2024

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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

VA's Human Resources and Administration/Operations, Security and Preparedness (HRA/OSP), Veteran and Military Spouse Talent Engagement Program (VMSTEP), and members from Veterans Benefits Administration participated in the 2nd Federal Interagency Military Spouse Career Expo sponsored by the Department of Agriculture on January 31st. Twenty Federal agencies participated in the expo, providing overviews of their organizations to approximately 400 military spouses who attended the event. Over 160 attendees visited VA's booth to explore VA career opportunities and learn more about VA as the employer of choice for the military spouse community. The event featured a video message from the VA Secretary, demonstrating his commitment to the military spouse community. Attendees were invited to attend VMSTEP's upcoming [VA Federal Application Webinar \(Insider Tips and Techniques\)](#).



### Top Risk

Reviewing impact of the National Capital Region telework and remote work policies. Time to hire in FY24 is trending up. Number of applicants for each job opportunity announcement is trending down. HRA/OSP will continue to monitor the data and impact on vacancy rates.



### Employee Voice

After 21 years in the Navy, Nigel Thomasford explored post-military options. He learned about the Department of Defense (DoD) SkillBridge program from his career counselor. In his search on the program's website, he selected a cook internship at the Audie Murphy VA Medical Center (VAMC), a perfect match given his culinary background. Connecting with Maria Worley, chief of Nutrition and Food Service for the South Texas VA Health Care System, Thomasford's positive demeanor impressed her. He successfully completed the internship and became a full-time senior cook at the Audie Murphy VAMC, making history as the first DoD SkillBridge graduate hired by VA. Thomasford values his role, emphasizing the pride he takes in contributing to Veterans' well-being.

## 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 01/31/2024)

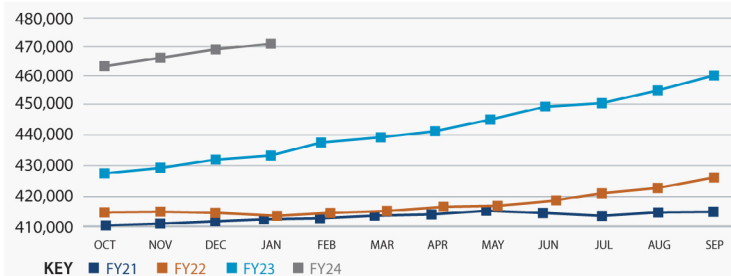
FY24	VA	VHA	VBA	NCA	VACO
Onboards	471,621	417,932	32,959	2,330	16,128
Hires	21,799	19,601	1,942	115	389
Losses	9,445	8,266	782	99	272
Time to Hire	111 Days	116 Days	52 Days	74 Days	116 Days

### VA Cumulative Onboard

(as of 01/31/2024)

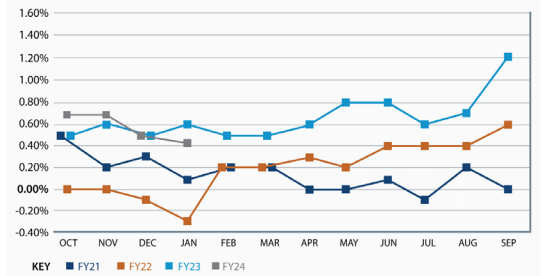


Total VA Onboard  
471,621



### VA Percentage Growth Onboard

(as of 01/31/2024)



### VA Hiring FY23 vs. FY24

(12/01/2023-01/31/2023 as compared to 12/01/2024-01/31/2024)

#### Same Period Last Year (SPLY)

- 7% SPLY Announcements
- +2% SPLY Applications
- 2% SPLY Certificates
- +36% SPLY Selections
- 2% 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.

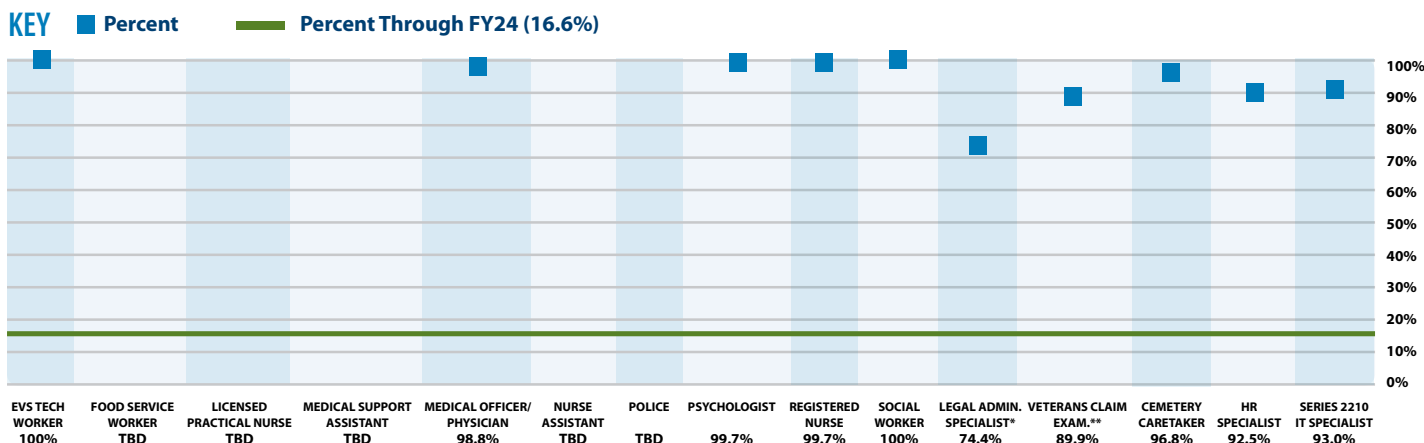
**FY24 Actuals vs. Goal EOY Onboards for Highlighted Occupations** ..... (as of 01/31/2024) .....

ORGANIZATION	OCCUPATION	CURRENT ONBOARDS	PERCENT OF GOAL	EOY GOAL FOR ONBOARDS
VHA	VHA Overall	417,932	TBD	TBD*
	VHA MCOs Total	147,909	TBD	TBD*
	VHA Additional Key Specialties Total	89,185	TBD	TBD*
VBA	VBA Overall	32,959	90.6%	36,384
	VBA MCOs Total	23,381	87.8%	26,615
NCA	NCA Overall	2,330	TBD	TBD*
	NCA MCOs Total	687	96.8%	710
HR	HR MCOs Total**	9,049	92.5%	9,781
IT	OIT Overall	7,995	98.1%	8,150
	Series 2210 IT Specialist Total***	7,554	97.2%	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 \*\*\*IT Specialist positions Enterprise-wide

ORGANIZATION	OCCUPATION	ONBOARD	GOAL ONBOARD	ON TRACK
VHA	VHA EVS TECH/CUSTODIAL WORKER	12,755	12,411	✓
	VHA FOOD SERVICE WORKER	4,627	TBD*	TBD
	VHA LICENSED PRACTICAL NURSE	15,536	TBD*	TBD
	VHA MEDICAL SUPPORT ASSISTANT	37,586	TBD*	TBD
	VHA MEDICAL OFFICER/PHYSICIAN	29,204	29,555	✓
	VHA NURSE ASSISTANT	14,452	TBD*	TBD
	VHA POLICE	4,229	TBD*	TBD
	VHA PSYCHOLOGIST	7,122	7,146	✓
	VHA REGISTERED NURSE	90,984	91,238	✓
	VHA SOCIAL WORKER	20,599	20,363	✓
VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	2,925	3,931	✓
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	19,919	22,154	✓
NCA	NCA CEMETERY CARETAKER	687	710	✓
HR	VA HR SPECIALIST	9,049	9,781	✓
IT	VA SERIES 2210 IT SPECIALIST	7,693	8,270	✓






\*VA will update these targets when the full FY24 budget is known.



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






## Highlighted Occupations Time to Hire


(as of 01/31/2024)

ORGANIZATION	OCCUPATION	TIME TO HIRE (IN DAYS) MEAN
 <b>VHA</b>	VHA EVS TECH/CUSTODIAL WORKER	122
	VHA FOOD SERVICE WORKER	115
	VHA LICENSED PRACTICAL NURSE	113
	VHA MEDICAL SUPPORT ASSISTANT	91
	VHA MEDICAL OFFICER/PHYSICIAN	141
	VHA NURSE ASSISTANT	107
	VHA POLICE	131
	VHA PSYCHOLOGIST	155
	VHA REGISTERED NURSE	123
	VHA SOCIAL WORKER	120
 <b>VBA</b>	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	62
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	46
 <b>NCA</b>	NCA CEMETERY CARETAKER	80
 <b>HR</b>	VA OVERALL HR SPECIALIST	67
 <b>IT</b>	VA OVERALL SERIES 2210 IT SPECIALIST	144

## Retention Rates for Highlighted Occupations

(as of 01/31/2024)


ORGANIZATION	OCCUPATION	NEW HIRE RETENTION FOR FIRST 2 YEARS ONBOARDS
 <b>VHA</b>	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%
 <b>VBA</b>	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	52.8%
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	72.4%
 <b>NCA</b>	NCA CEMETERY CARETAKER	53.8%
 <b>HR</b>	VA OVERALL HR SPECIALIST	73.7%
 <b>IT</b>	VA OVERALL SERIES 2210 IT SPECIALIST	94.3%

 **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 01/31/2024)	PARTICIPANTS	WOULD WORK AGAIN FOR VA	WOULD RECOMMEND VA	REASONS FOR LEAVING
Medical and Dental	1,223	77%	85%	Personal Matters, Relocation, Poor Working Relationship, Insufficient Pay, Job Stress
General Administration	439	74%	85%	Change Careers, Personal Matters, Opportunity for Advancement, Lack of Trust, Insufficient Pay
Psychologists	54	78%	80%	Job Stress, Change Careers, Relocation, Lack of Trust, Personal Matters
Social Workers	125	68%	72%	Lack of Trust, Change Careers, Personal Matters, Job Stress, Poor Working Relationship
HR Specialists and HR Assistants	37	70%	75%	Job Stress, Insufficient Pay, Lack of Trust, Opportunity for Advancement, Desired Work Schedule Not Offered
Cemetery Caretakers*	—	—	—	—
Veterans Claim Exam. (e.g., Claims Processing Personnel)*	—	—	—	—
Contracting Officers*	—	—	—	—
IT Specialists*	—	—	—	—
All Occupations	3,425	75%	83%	Personal Matters, Insufficient Pay, Job Stress, Change Careers, Relocation

\*Data for these occupations is not available (—) 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.

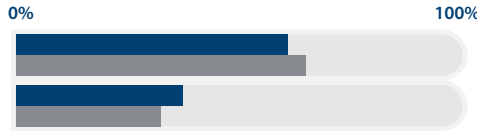
AUTHORITIES	FY23	FY24	CAP
Student Loan Repayment	1,154	270	N/A
Special Contribution Awards	47,858	4,884	N/A
Retention Incentives	57,930	7,173	N/A
Recruitment Incentives	9,307	2,714	N/A
Critical Pay Positions	159	159	200
College Graduates	N/A	69	194
Post-Secondary Students	N/A	6	43
Critical Skills Incentives	27,953	11,458	N/A
Contract Buy Out	4	5	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	64.0%	66.7%
MALE	36.0%	33.3%




**VETERAN STATUS**

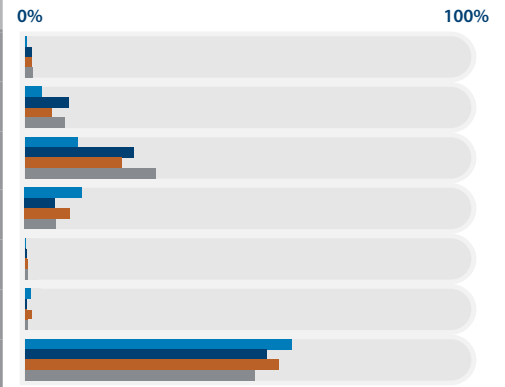
VA WORKFORCE  
**27.81%**

UTILIZATION OF MILITARY SPOUSE HIRING AUTHORITY


FY23 FY24  
**114 43**

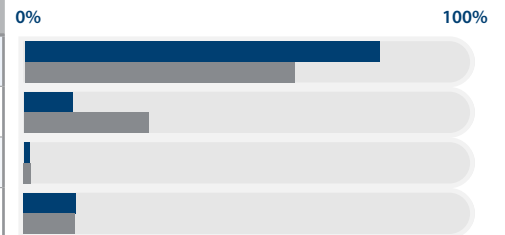
**RACE/ETHNICITY**

 RACE/ETHNICITY	INDUSTRY WIDE (RCLF-2018)	ONBOARD	GOVERNMENT WIDE ONBOARD	HIRES
AMERICAN INDIAN/ALASKA NATIVE	0.6%	1.6%	1.6%	1.7%
ASIAN	4.7%	9.2%	6.8%	8.5%
BLACK/AFRICAN AMERICAN	13.1%	25.6%	18.4%	30.2%
HISPANIC/LATINO	13.4%	7.5%	10.1%	7.7%
NATIVE HAWAIIAN/PACIFIC ISLANDER	0.2%	0.5%	0.6%	0.7%
TWO OR MORE RACES	2.1%	0.4%	3.0%	0.5%
WHITE	66.0%	55.2%	59.5%	50.7%




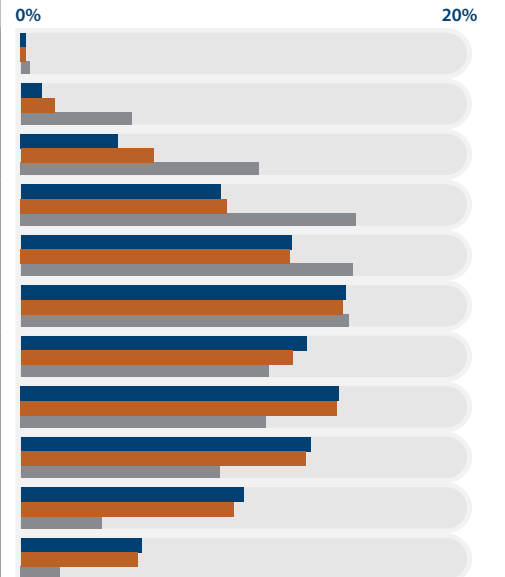
**DISABILITY STATUS**

 DISABILITY STATUS	ONBOARD	HIRES
NO DISABILITY	75.6%	59.3%
NOT IDENTIFIED	12.3%	28.5%
TARGETED	2.6%	2.8%
REPORTABLE	12.2%	12.2%



**AGE**

 AGE	ONBOARD	GOVERNMENT WIDE ONBOARD	HIRES
<20	0.1%	0.2%	0.5%
20-24	1.3%	2.4%	4.7%
25-29	4.5%	6.2%	10.5%
30-34	8.8%	9.3%	14.8%
35-39	12.9%	12.6%	16.0%
40-44	14.8%	14.5%	15.0%
45-49	13.6%	13.0%	12.1%
50-54	14.7%	13.7%	11.7%
55-59	13.6%	13.2%	8.5%
60-64	10.0%	9.5%	4.2%
65+	5.8%	5.6%	2.1%



## 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

On Track

Goal Onboard

Percent (MCO chart)

Percent Through FY24

### 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.

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.

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

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

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

## 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

Pre-PACT Act

Post-PACT Act

CAP

Student Loan Repayment

Special Contribution Awards

Retention Incentives

Critical Pay Positions

College Graduates

Post-Secondary Student

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 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.

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.

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.