



VA WORKFORCE DASHBOARD

ISSUE NINE

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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 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 Student Veterans of America National Conference (NatCon) took place in Nashville, Tennessee, January 4 – 6, 2024. Recognized as the largest assembly of student Veterans globally, NatCon provides a platform to share ideas and best practices and network with student Veterans, military-connected students, their families, supporters, allies, and a diverse range of participants, including corporate, government, and nonprofit partners. Over 2,000 student Veterans attended NatCon with more than 200 of those attendees visiting the VA's Veteran and Military Spouse Talent Engagement Program booth about employment opportunities where they received information regarding VA positions, federal resume, and the USAJOBS process. Booth materials included QR codes to highlight local and national vacancies and capture contact information for follow ups.



Top Risk

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



Employee Voice

Joe Herndon is a dedicated registered nurse with the VA North Texas Health Care System who has served a combined 52 years in the military and the VA Health Care System. His commitment to service has garnered praises from patients like Army Veteran Arthur Finley, Jr for his invaluable contributions. His supervisor noted that Herndon has been impactful in the organization in overcoming obstacles and preparing caregivers for optimal healthcare delivery. Starting as an Air Force nurse in 1971, Herndon prioritized patient care over metrics, eventually joining VA in Bonham, Texas. Despite opportunities for senior management roles, he remained committed to hands-on care and mentoring. His impact extends beyond his professional life, as he met his wife Beverly, a 37-year Veteran during his 26-year tenure with VA. After 52 years of devoted service, Herndon expresses contentment and has no plans to retire, citing love for his work and its meaningful impact.

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 12/31/2023)

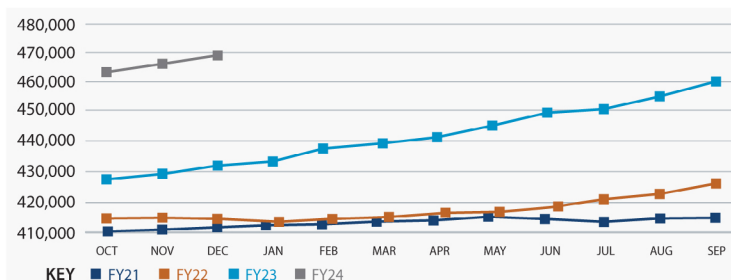
FY24	VA	VHA	VBA	NCA	VACO
Onboards	469,636	416,243	32,632	2,340	16,055
Hires	16,664	15,059	1,379	91	55
Losses	6,312	5,556	546	93	112
Time to Hire	110 Days	115 Days	51 Days	70 Days	117 Days

VA Cumulative Onboard

(as of 12/31/2023)

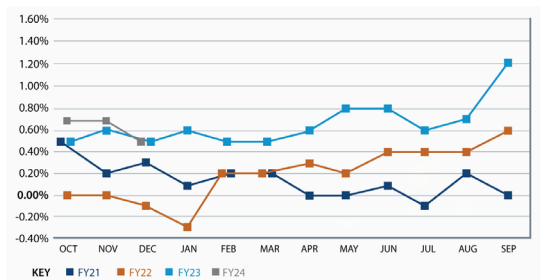


Total VA Onboards
469,636



VA Percentage Growth Onboard

(as of 12/31/2023)



VA Hiring FY23 vs. FY24

(11/01/2022-12/31/2022 as compared to 11/01/2023-12/31/2023)

Same Period Last Year (SPLY)



-3% SPLY
Announcements



+15% SPLY
Applications




+4% SPLY
Certificates



+40% SPLY
Selections








+1% 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

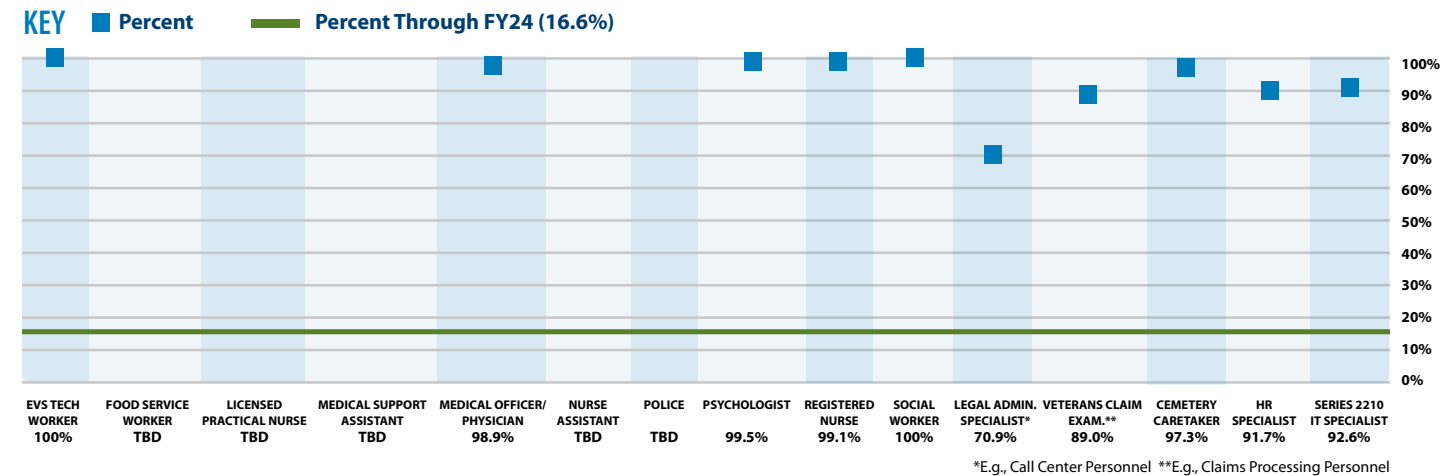
(as of 12/31/2023)

ORGANIZATION	OCCUPATION	CURRENT ONBOARDS	PERCENT OF GOAL	EOY GOAL FOR ONBOARDS
 VHA	VHA Overall	416,243	TBD	TBD*
	VHA MCOs Total	147,271	91.6%	160,713
	VHA Additional Key Specialties Total	88,711	TBD	TBD*
 VBA	VBA Overall	32,632	89.7%	36,384
	VBA MCOs Total	23,008	86.5%	26,606
 NCA	NCA Overall	2,340	TBD	TBD*
	NCA MCOs Total	691	97.3%	710
 HR	HR MCOs Total**	8,965	91.7%	9,781
 IT	OIT Overall	7,969	97.8%	8,150
	Series 2210 IT Specialist Total***	7,662	98.5%	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	12,645	12,411	<input checked="" type="checkbox"/>
	VHA FOOD SERVICE WORKER	4,589	TBD*	TBD
	VHA LICENSED PRACTICAL NURSE	15,517	TBD*	TBD
	VHA MEDICAL SUPPORT ASSISTANT	37,355	TBD*	TBD
	VHA MEDICAL OFFICER/PHYSICIAN	29,227	29,555	<input checked="" type="checkbox"/>
	VHA NURSE ASSISTANT	14,422	TBD*	TBD
	VHA POLICE	4,183	TBD*	TBD
	VHA PSYCHOLOGIST	7,113	7,146	<input checked="" type="checkbox"/>
	VHA REGISTERED NURSE	90,459	91,238	<input checked="" type="checkbox"/>
	VHA SOCIAL WORKER	20,472	20,363	<input checked="" type="checkbox"/>
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	2,788	3,931	<input checked="" type="checkbox"/>
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	19,707	22,145	<input checked="" type="checkbox"/>
 NCA	NCA CEMETERY CARETAKER	691	710	<input checked="" type="checkbox"/>
 HR	VA HR SPECIALIST	8,965	9,781	<input checked="" type="checkbox"/>
 IT	VA SERIES 2210 IT SPECIALIST	7,662	8,270	<input checked="" type="checkbox"/>






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



Highlighted Occupations Time to Hire (as of 12/31/2023)

ORGANIZATION	OCCUPATION	TIME TO HIRE (IN DAYS) MEAN
 VHA	VHA EVS TECH/CUSTODIAL WORKER	121
	VHA FOOD SERVICE WORKER	112
	VHA LICENSED PRACTICAL NURSE	115
	VHA MEDICAL SUPPORT ASSISTANT	90
	VHA MEDICAL OFFICER/PHYSICIAN	140
	VHA NURSE ASSISTANT	106
	VHA POLICE	131
	VHA PSYCHOLOGIST	154
	VHA REGISTERED NURSE	120
	VHA SOCIAL WORKER	120
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	65
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	45
 NCA	NCA CEMETERY CARETAKER	79
 HR	VA OVERALL HR SPECIALIST	65
 IT	VA OVERALL SERIES 2210 IT SPECIALIST	80

Retention Rates for Highlighted Occupations (as of 12/31/2023)

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	77.5%
	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)	51.5%
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	72.4%
 NCA	NCA CEMETERY CARETAKER	53.8%
 HR	VA OVERALL HR SPECIALIST	84.1%
 IT	VA OVERALL SERIES 2210 IT SPECIALIST	95.3%



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 12/31/2023)	PARTICIPANTS	WOULD WORK AGAIN FOR VA	WOULD RECOMMEND VA	REASONS FOR LEAVING
Medical and Dental	911	77%	84%	Personal Matters, Poor Working Relationship, Relocation, Insufficient Pay, Job Stress
General Administration	327	74%	85%	Change Careers, Personal Matters, Opportunity for Advancement, Health Issues, Poor Working Relationship
Psychologists*	—	—	—	—
Social Workers	109	69%	70%	Lack of Trust, Job Stress, Personal Matters, Poor Working Relationship, Unethical Behavior of Leadership/Organization
HR Specialists and HR Assistants*	—	—	—	—
Cemetery Caretakers*	—	—	—	—
Veterans Claim Exam. (e.g., Claims Processing Personnel)*	—	—	—	—
Contracting Officers*	—	—	—	—
IT Specialists*	—	—	—	—
All Occupations	2,596	75%	82%	Personal Matters, Relocation, Insufficient Pay, Poor Working Relationship, Job Stress

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

PACT ACT TITLE IX AUTHORITIES

Issue 9—January 26, 2024



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	1,156	210	N/A
Special Contribution Awards	47,923	4,046	N/A
Retention Incentives	57,673	6,076	N/A
Recruitment Incentives	9,289	2,230	N/A
Critical Pay Positions	159	159	200
College Graduates	N/A	67	194
Post-Secondary Students	N/A	5	43
Critical Skills Incentives	27,242	11,654	N/A
Contract Buy Out NEW	4	4	N/A

In this section, we measure the demographics of VA's workforce.

SEX

SEX	ONBOARD	HIRES
FEMALE	63.9%	66.7%
MALE	36.1%	33.3%

VETERAN STATUS

VA WORKFORCE
25.71%

UTILIZATION OF MILITARY SPOUSE HIRING AUTHORITY

FY23 FY24
116 34

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%	30.1%
HISPANIC/LATINO	13.4%	7.5%	9.9%	7.7%
NATIVE HAWAIIAN/PACIFIC ISLANDER	0.2%	0.5%	0.6%	0.7%
TWO OR MORE RACES	2.1%	0.4%	2.7%	0.5%
WHITE	66.0%	55.3%	60.0%	50.8%

DISABILITY STATUS

DISABILITY STATUS	ONBOARD	HIRES
NO DISABILITY	75.8%	59.4%
NOT IDENTIFIED	12.1%	28.5%
TARGETED	2.6%	2.8%
REPORTABLE	12.2%	12.1%

AGE

AGE	ONBOARD	GOVERNMENT WIDE ONBOARD	HIRES
<20	0.1%	0.1%	0.5%
20-24	1.3%	2.1%	4.7%
25-29	4.5%	5.9%	10.7%
30-34	8.8%	9.2%	15.1%
35-39	12.9%	12.8%	15.9%
40-44	14.8%	14.4%	14.9%
45-49	13.5%	12.9%	11.8%
50-54	14.7%	14.0%	11.7%
55-59	13.6%	13.6%	8.5%
60-64	10.0%	9.5%	4.0%
65+	5.9%	5.5%	2.1%

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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.

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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.

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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 (NEW)

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.

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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.