



VA WORKFORCE DASHBOARD

ISSUE TWELVE

APRIL 26, 2024

Published Monthly on the Last Friday



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

- Recipients of Student Loan Repayment Program (SLRP) stated the program has been a primary factor in their continued employment in VA. SLRP approvals increased by 467 from calendar year 2022-23—from 827 to 1,294—a 56.5% increase. VA considers the increase an important measure of program effectiveness, because recipients are required to sign service agreement contracts. Many VA facilities use SLRP as the primary retention tool to attract highly qualified applicants.



Top Risk

- Lack of interest in sharing certificates for pooled hiring actions that results in missed opportunities to reduce time to hire (e.g., data scientists).



Employee Voice

Daniel Mock, a Marine Corps Veteran, faced homelessness, job loss, and relationship breakdowns due to drug addiction. Seeking help from VA, he enrolled in the Domiciliary Care Program, which provides rehabilitation and treatment for economically disadvantaged Veterans. Through therapy, Mock transformed his mindset and embraced his second chance at life. He then accessed VA's Supportive Housing program, which helped him secure permanent housing and focus on his recovery. Utilizing VA programs like Compensated Work Therapy, Mock landed a job at a VA Medical Center and continues to thrive, committed to giving back and helping other Veterans.

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 03/31/2024)

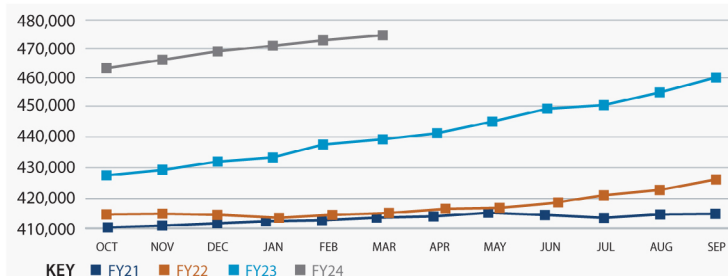
FY24	VA	VHA	VBA	NCA	VACO
Onboards	475,474	420,783	34,031	2,309	16,231
Hires	30,792	27,163	3,528	162	642
Losses	14,588	12,781	1,296	149	471
Time to Hire	111 Days	116 Days	53 Days	74 Days	102 Days

VA Cumulative Onboard

(as of 03/31/2024)

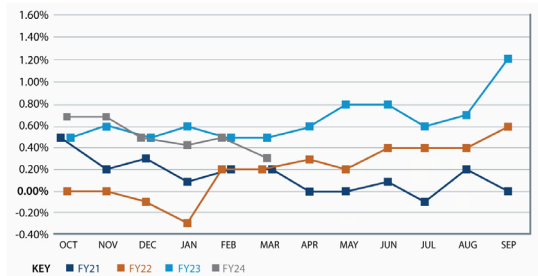


Total VA Onboard
475,474



VA Percentage Growth Onboard

(as of 03/31/2024)



VA Hiring FY23 vs. FY24

(10/01/2022-03/31/2023 as compared to 10/01/2023-03/31/2024)

Same Period Last Year (SPLY)


-22% SPLY
Announcements

-13% SPLY
Applications

-18% SPLY
Certificates






+16% SPLY
Selections

-9% 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

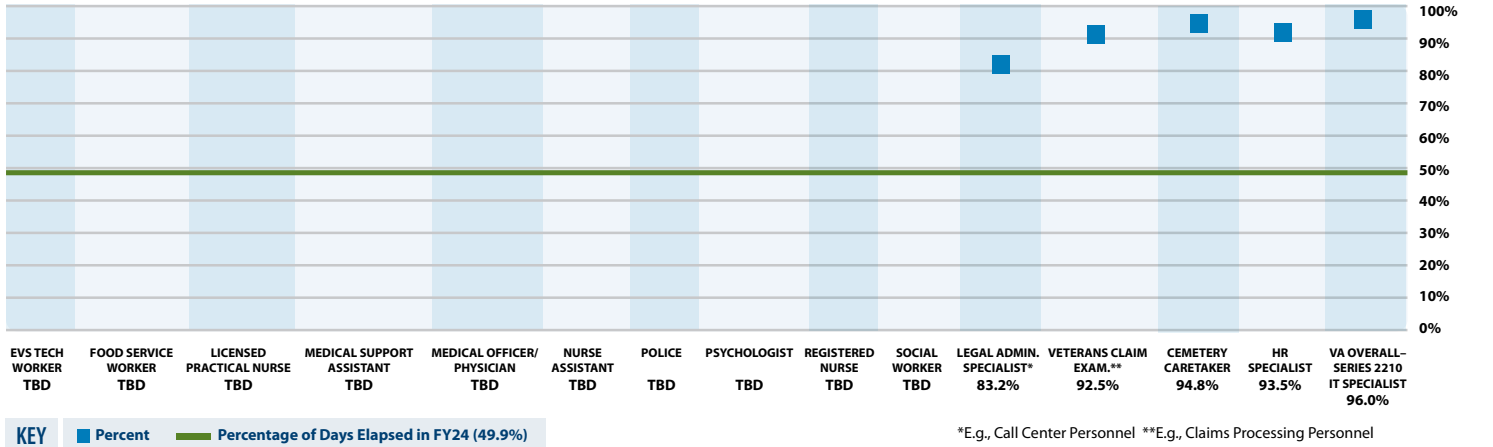
(as of 03/31/2024)

ORGANIZATION	OCCUPATION	CURRENT ONBOARDS	EOY GOAL FOR ONBOARDS	PERCENT OF GOAL
 VHA	VHA Overall	420,783	TBD	TBD
	VHA MCOs Total	150,147	TBD	TBD
	VHA Additional Key Specialties Total	89,848	TBD	TBD
 VBA	VBA Overall	34,031	36,384	93.5%
	VBA MCOs Total	24,331	26,615	91.4%
 NCA	NCA Overall	2,309	TBD	TBD
	NCA MCOs Total	673	710	94.8%
 HR	HR MCOs Total*	9,145	9,781	93.5%
 IT	OIT Overall	7,963	8,150	97.7%
	OIT Overall—Series 2210 IT Specialist Total	7,462	7,775	96.0%






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






ORGANIZATION	OCCUPATION	CURRENT ONBOARDS	EOY GOAL FOR ONBOARDS	ON TRACK
 VHA	VHA EVS TECH/CUSTODIAL WORKER	12,862	TBD	TBD
	VHA FOOD SERVICE WORKER	4,667	TBD	TBD
	VHA LICENSED PRACTICAL NURSE	15,566	TBD	TBD
	VHA MEDICAL SUPPORT ASSISTANT	37,945	TBD	TBD
	VHA MEDICAL OFFICER/PHYSICIAN	29,233	TBD	TBD
	VHA NURSE ASSISTANT	14,544	TBD	TBD
	VHA POLICE	4,254	TBD	TBD
	VHA PSYCHOLOGIST	7,157	TBD	TBD
	VHA REGISTERED NURSE	92,954	TBD	TBD
	VHA SOCIAL WORKER	20,803	TBD	TBD
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	3,269	3,931	✓
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	20,481	22,145	✓
 NCA	NCA CEMETERY CARETAKER	673	710	✓
 HR	VA HR SPECIALIST	9,145	9,781	✓
 IT	VA OVERALL—SERIES 2210 IT SPECIALIST	7,601	7,914	✓



Highlighted Occupations Time to Hire (as of 03/31/2024)

ORGANIZATION	OCCUPATION	TIME TO HIRE (IN DAYS) MEAN
 VHA	VHA EVS TECH/CUSTODIAL WORKER	124
	VHA FOOD SERVICE WORKER	115
	VHA LICENSED PRACTICAL NURSE	114
	VHA MEDICAL SUPPORT ASSISTANT	91
	VHA MEDICAL OFFICER/PHYSICIAN	143
	VHA NURSE ASSISTANT	108
	VHA POLICE	132
	VHA PSYCHOLOGIST	151
	VHA REGISTERED NURSE	123
	VHA SOCIAL WORKER	122
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	65
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	47
 NCA	NCA CEMETERY CARETAKER	79
 HR	VA OVERALL—HR SPECIALIST	66
 IT	VA OVERALL—SERIES 2210 IT SPECIALIST	142

Retention Rates for Highlighted Occupations (as of 03/31/2024)

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)	51.9%
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	73.0%
 NCA	NCA CEMETERY CARETAKER	53.8%
 HR	VA OVERALL—HR SPECIALIST	90.4%
 IT	VA OVERALL—SERIES 2210 IT SPECIALIST	89.1%



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 03/31/2024)	PARTICIPANTS	WOULD WORK AGAIN FOR VA	WOULD RECOMMEND VA	REASONS FOR LEAVING
Medical and Dental	1,860	78%	85%	Personal Matters, Relocation, Poor Working Relationship with Supervisor/Co-workers, Change Careers, Insufficient Pay
General Administration	627	73%	82%	Opportunity for Advancement, Change Careers, Personal/Family Matters, Job Stress, Insufficient Pay
Psychologists	78	71%	74%	Job Stress, Change Careers, Relocation, Too Much Work, Lack of Trust in Senior Leaders
Social Workers	192	69%	72%	Personal/Family Matters, Change Careers, Job Stress, Lack of Trust in Senior Leaders, Poor Working Relationship with Supervisor/Co-workers
HR Specialists and HR Assistants	58	63%	73%	Job Stress, Personal Health Issues, Insufficient Pay, Opportunity for Advancement, Lack of Trust in Senior Leaders
Cemetery Caretakers*	—	—	—	—
Veterans Claim Exam. (e.g., Claims Processing Personnel)	43	81%	76%	Job Stress, Relocation, Change Careers, Personal/Family Matters, Personal Health Issues
Contracting Officers*	—	—	—	—
IT Specialists	38	63%	92%	Lack of Trust in Senior Leaders, Relocation, Work Not Meaningful/Enjoyable, Opportunity for Advancement, Insufficient Pay
All Occupations	5,162	75%	81%	Personal /Family Matters, Relocation, Poor Working Relationship with Supervisor/Co-workers, Change Careers, Job Stress

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

PACT ACT TITLE IX AUTHORITIES

Issue 12—April 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 (10/01/2022-09/30/2023)	FY24 (10/01/2023-03/31/2024)	CAP
Student Loan Repayment	1,153	427	N/A
Special Contribution Awards	48,069	9,625	N/A
Retention Incentives	50,000	9,257	N/A
Recruitment Incentives	8,916	4,196	N/A
Critical Pay Positions	159	159	200
College Graduates	N/A	73	194
Post-Secondary Students	N/A	6	43
Critical Skills Incentives	27,975	12,912	N/A
Contract Buy Out	4	6	N/A

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

SEX

SEX	ONBOARD	HIRES
FEMALE	64.1%	66.5%
MALE	35.9%	33.5%

RACE/ETHNICITY

RACE/ETHNICITY	INDUSTRY WIDE (RCLF-2018)	ONBOARD	GOVERNMENT-WIDE ONBOARD (OCT. 2023)	HIRES
AMERICAN INDIAN/ALASKA NATIVE	0.6%	1.6%	1.6%	1.8%
ASIAN	4.7%	9.2%	6.8%	8.4%
BLACK/AFRICAN AMERICAN	13.1%	25.7%	18.5%	30.5%
HISPANIC/LATINO	13.4%	7.5%	10.1%	7.6%
NATIVE HAWAIIAN/PACIFIC ISLANDER	0.2%	0.5%	0.6%	0.7%
TWO OR MORE RACES	2.1%	0.4%	2.9%	0.4%
WHITE	66.0%	55.1%	59.5%	50.6%

DISABILITY STATUS

DISABILITY STATUS	ONBOARD	HIRES
NO DISABILITY	75.2%	59.1%
NOT IDENTIFIED	12.5%	28.6%
TARGETED	2.7%	2.9%
REPORTABLE	12.2%	12.3%

AGE

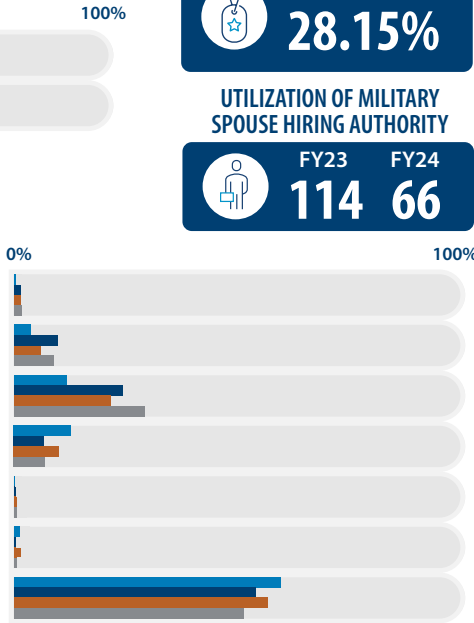
AGE	ONBOARD	GOVERNMENT-WIDE ONBOARD (OCT. 2023)	HIRES
<20	0.1%	0.1%	0.5%
20-24	1.3%	2.4%	4.8%
25-29	4.5%	6.2%	10.4%
30-34	8.7%	9.3%	14.5%
35-39	12.9%	12.6%	15.8%
40-44	14.8%	14.5%	14.9%
45-49	13.7%	13.0%	12.3%
50-54	14.7%	13.7%	11.7%
55-59	13.5%	13.2%	8.5%
60-64	10.0%	9.5%	4.3%
65+	5.8%	5.6%	2.2%

VETERAN STATUS

VA WORKFORCE
28.15%

UTILIZATION OF MILITARY SPOUSE HIRING AUTHORITY

FY23 FY24
114 66



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.

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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

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.