

# VA Central Office, Office of the Inspector General, Veterans Benefits Administration, National Cemetery Administration, Veterans Health Administration

Index Score: 63.8 (Ranked #17 out of varied totals)

To administer programs involving health care, pensions, benefits and employment to aid U.S. veterans and their families. The Department of Veterans Affairs also operates the veterans' hospital system and national cemeteries.

## Scores and Rankings by Class

Class	2011 Score	Rank (out of varied totals)
<a href="#">Employee Skills/Mission Match</a>	80.7	5
<a href="#">Strategic Management</a>	58.1	11
<a href="#">Teamwork</a>	62.8	24
<a href="#">Effective Leadership</a>	52.3	22
<a href="#">Effective Leadership - Empowerment</a>	45.1	22
<a href="#">Effective Leadership - Fairness</a>	53.7	15
<a href="#">Effective Leadership - Senior Leaders</a>	47.3	21
<a href="#">Effective Leadership - Supervisors</a>	60.1	27
<a href="#">Performance Based Rewards and Advancement</a>	43.7	23
<a href="#">Training and Development</a>	61.4	13
<a href="#">Support for Diversity</a>	56.7	20
<a href="#">Pay</a>	53.3	30
<a href="#">Family Friendly Culture and Benefits</a>	25.7	29
<a href="#">Work/Life Balance</a>	56.8	23

Scores by Class	2010	2009	2007	2005	2003
<a href="#">Employee Skills/Mission Match</a>	81.7	82.0	80.6	82.6	82.6
<a href="#">Strategic Management</a>	56.0	61.6	58.6	62.0	60.9
<a href="#">Teamwork</a>	62.3	70.5	67.7	71.3	68.1
<a href="#">Effective Leadership</a>	49.7	50.2	49.7	53.4	49.8
<a href="#">Performance Based Rewards and Advancement</a>	42.5	44.3	40.2	43.0	38.2
<a href="#">Training and Development</a>	61.3	63.9	59.6	65.4	60.5
<a href="#">Support for Diversity</a>	52.9	60.5	58.2	61.0	62.7
<a href="#">Pay</a>	53.2	55.4	52.7		
<a href="#">Family Friendly Culture and Benefits</a>	26.7				
<a href="#">Work/Life Balance</a>	54.7	60.5	58.9	64.2	62.5

## Index Scores

Year	Score
2011	63.8
2010	63.6
2009	66.0
2007	61.9
2005	66.2
2003	61.8

## Scores and Rankings by Demographic

Demographic	Score	Rank (out of varied totals)
<a href="#">Female</a>	67.3	13
<a href="#">Male</a>	64.4	21
<a href="#">40 and over</a>	66.0	15
<a href="#">Under 40</a>	67.3	15
<a href="#">Asian</a>	73.9	10
<a href="#">Black or African-American</a>	65.3	20
<a href="#">Hispanic or Latino</a>	66.8	16
<a href="#">Multi-racial</a>	58.9	16
<a href="#">White</a>	66.3	17
<a href="#">American Indian or Native American</a>	65.2	5

Scores by Demographic	2010	2009	2007	2005	2003
<a href="#">Female</a>	62.8	65.7			
<a href="#">Male</a>	71.0	65.3			
<a href="#">40 and over</a>	66.6	66.6			
<a href="#">Under 40</a>	68.2	65.0			
<a href="#">Asian</a>	70.4	56.8			
<a href="#">Black or African-American</a>	64.7	57.1			
<a href="#">Hispanic or Latino</a>	66.3	67.6			
<a href="#">Multi-racial</a>	40.9	66.6			
<a href="#">White</a>	68.4	63.1			
<a href="#">American Indian or Native American</a>		67.2			

## Staff/Manager Alignment

**Score: 2**

### **More Aligned / Less Satisfied:**

Agencies in this group have *Best Places* Index scores that fall short of government-wide norms, but greater-than-normal alignment between managers and staff on key workforce issues. Despite weaker *Best Places* index scores, managers who recognize staff concerns may be more apt to support agency changes and drive related improvements.

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## Workforce Size and Trends

Number of Employees in:	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
	188,145	188,082	193,991	199,701	201,135	205,291	215,336	236,761	255,012	268,187

**Employees joined (2009):** 22,670

**Percentage joined (2009):** 8.50%

**Average joined (2004-2009):** 22,197

**Employees left (2009):** 17,813

**Percentage left (2009):** 6.60%

**Average left (2004-2009):** 16,586

**Rookie ratio (percentage of workforce with less than three years of service):** 23.90%

## More About the Agency

Headquartered in Washington, D.C.

Other Locations: 160 hospitals and 850 clinics nationwide, 58 benefits regional offices

<http://www.va.gov/>

## Agency Subcomponents

[Central Office \(VA\)](#) - Score: 60.9

[National Cemetery Administration \(VA\)](#) - Score: 71.5

[Office of Inspector General \(VA\)](#) - Score: 66.7

[Veterans Benefits Administration \(VA\)](#) - Score: 63.9

[Veterans Health Administration \(VA\)](#) - Score: 63.8