



# ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF VETERANS' SERVICES

## Reducing Errors, Veterans' Services Increases Veteran Compensation by \$9M in 2016

Fewer than half of veteran pension and disability compensation claims were being submitted correctly in February 2016, which meant delays and under awarding funds the veterans were entitled to receive. Using Arizona Management System process improvement techniques and tools, the department improved the first pass no error rate for claims submissions so that by August, nine out of 10 submissions were completed correctly. **Staff workload to correct mistakes dropped by 48%.** Claims were submitted timelier to the VA, which in turn resulted in increased VA pension and disability compensation payments to recipients. **Payments processed by the VA for Arizona veterans increased from \$22M in February 2016 to \$31M in December 2016.**

