Analysis of Veteran Disability Claim Process Data

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Abstract: The Veterans Benefits Administration (VBA) has been suffering from a backlog in veteran benefits claims for several decades. Even as they continue to seek new solutions to improve the backlog, the problem has only grown worse due to an increase in claim receipts and claim complexity from veterans of recent military conflicts. The VBA has turned to West Point to analyze its most current data in order to assist in reducing the duration of the rating claim filing process. Using Unix and R, the project team cleaned and processed the VBA data files into separate files for analysis and generated descriptive statistics to analyze queue durations for each claim filing phase. This paper describes the details of the data processing and the initial analytical results, as well as a plan for continued analysis.

Keywords: Big data, data mining, data analysis, statistics, process modeling