

Robert T. Reynolds

Deputy Under Secretary for Automated Benefits Delivery

Veterans Benefits Administration



Mr. Reynolds is currently serving as the Deputy Under Secretary for Automated Benefits Delivery (DUSABD). He has been serving as the DUSABD since October 2021 when he was asked to assist with the creation and establishment of the new office. In this role, he is responsible for Veterans Benefits Administration's (VBA) technology and automation efforts to improve benefits claims processing for Veterans. This includes VBA's Production Optimization Office and Office of Benefits Automation, as well as oversight for VBA's Office of Business Integration to ensure technology efforts are focused on prioritizing resources to maximize the services VBA provides in leveraging automation to deliver benefits.

Prior to his current assignment, Mr. Reynolds served as the Director of the Roanoke VA Regional Office. As the Regional Office Director, Mr. Reynolds was responsible for administering VA benefits in Virginia and the District of Columbia (D.C.). He has also served as the Deputy Under Secretary for Disability Assistance where he oversaw the administration of VA's compensation program for Veterans with service-connected disabilities; a needs-based pension program for wartime Veterans and their survivors; a dependency and indemnity compensation program for survivors of Veterans who die during military service or as a result of their service-connected disability; a monetary burial benefits program to assist those who pay for a Veteran's funeral and burial; and Veterans' life insurance and traumatic injury programs. He was responsible for VA's Transition Assistance Program and the development of policy, planning, and integration of VBA's Direct Services and Client Outreach.

Additionally, he assumed the responsibility of VBA's Acting Deputy Under Secretary for Economic Opportunity. In this expanded role, Mr. Reynolds oversaw VA's education programs, home loan services, and vocational rehabilitation and employment for wounded, ill and injured Service members as well as service-connected disabled Veterans. These programs work collectively to assist transitioning Service members and Veterans to achieve personal and economic success. In 2017, these benefits provided more than \$100 billion to over 5.1 million Veterans and survivors, and \$1.3 trillion in insurance coverage for 3.8 million Veterans and active-duty Service members.

An Army Veteran, Mr. Reynolds served with the 82nd Airborne Division and U.S. Army Special Forces with overseas assignments at the Jungle Expert School, French Commando School, and Operation Southern Thrust. He was severely injured during a parachute accident and honorably discharged as a result of his service-connected disabilities. He is a member of several Veterans Service Organizations including the American Legion, Veterans of Foreign Wars, 82nd Airborne Association, Special Forces Association, and the Disabled American Veterans. Additionally, he served as the National Commander of the 1.3 million-member Disabled American Veterans during 2007-2008.