



Department of Veterans Affairs

Senior Executive Biography

Willie C. Clark, Sr.

Deputy Under Secretary for Field Operations Veterans Benefits Administration



Willie C. Clark, Sr., was appointed Deputy Under Secretary for Field Operations in December, 2016. In this position, he is responsible for the effective operation and oversight of 5 district offices and 56 regional offices in the Veterans Benefits Administration (VBA). VBA district and regional offices employ over 22,000 personnel who administer compensation, pension, vocational rehabilitation and employment, and loan guaranty benefit programs. Through these programs, \$85 billion in benefits was paid to over 7.8 million Veterans and beneficiaries in fiscal year 2017.

Prior to his appointment as the Deputy Under Secretary for Field Operations, Mr. Clark served for 20 months as the Director of the North Atlantic District where he was responsible for direction and oversight in administering disability compensation, Veterans' pension and survivor benefits, vocational rehabilitation, education and home loan benefit. In this capacity, he had responsibility for more than 4,000 employees in 16 Regional Offices as well as the Baltimore Human Resources Center; and he also oversaw the North Atlantic MyVA initiative, which served as the catalyst to modernize the VA's culture, processes, and capabilities to make VA a world-class service provider.

Prior to serving as the North Atlantic District director, he served as the Western Area Director from 2008 to 2014; the Director of the Boston Regional Office from 2006 to 2008; concurrently performed as the Acting Director of the Providence Regional Office from 2006 to 2007; and the Director of the Lincoln Regional Office from 2004 to 2006.

Led VBA's efforts in the 2010 VBA/VHA Collaboration : A Joint Way Forward. This innovative plan involving 42 transformation initiatives paved the way for better collaboration between VHA and VBA. For the first time, our two agencies worked collaboratively on such innovative projects as the integration of DBQs into the C&P Process, Data Mining of VHA Records, Elimination of Second Signature Reviews for VHA C&P Examiners, VHA Exam Management, to include cancelation and timeliness of exams, just to name a few. These efforts allowed for better coordination and collaboration between our two agencies thus providing better customer service to our Veterans and their beneficiaries.

Mr. Clark began his Department of Veterans Affairs career as a rating specialist in April of 1996 at the St. Petersburg Regional Office after having served as a Veterans Service Officer Supervisor for the state of Florida at the Tampa VAMC. He assumed positions of increasing responsibility including Section Chief, Coach, and Assistant Veterans Service Center Manager. Also while at the St. Petersburg RO, he was instrumental in the initial set up of the Partner Assisted Rating and Development Program (PARDS), the Benefits Delivery at Discharge Program (BDD), and the two Mini Veteran Service Centers now operating in Florida.

Mr. Clark was selected as the Veterans Service Center Manager (VSCM) at the Philadelphia Regional Office and Insurance Center in May 2002. While at the Philadelphia Regional Office, he was responsible for a staff of over 350 employees, to include the VSC, Pension Management Center,

Resource Center, VSC Operations at the Wilmington Regional Office, and had jurisdiction of seven southern counties in the state of New Jersey.

Mr. Clark was born in Florida and served for over 20 years in the U.S. Air Force where he had assignments in California, Missouri, Florida, Spain, Texas, and Turkey. His last assignment was Chief, Field Training Detachment, for the B-2 Stealth Bomber Weapons System. His duty assignments included aircraft maintenance and training on the following weapons systems: B-2, SR-71, U-2, F-16, F-4 and F-106.

Mr. Clark is a 2012 recipient of the Presidential Rank Award and is a 2004 graduate of the SES Candidate Development Program.

CAREER CHRONOLOGY:

2016-Present Deputy Under Secretary for Field Operations, Veterans Benefits Administration
2014-2016 Director, North Atlantic District, Veterans Benefits Administration
2008-2014 Director, Western Area, Veterans Benefits Administration
2006-2008 Director, VA Regional Office Boston, MA
2006-2007 Acting Director, VA Regional Office, Providence, RI
2004-2006 Director, VA Regional Office, Lincoln, NE

EDUCATION:

2017 Department of Defense Vanguard Senior Executive Development Program
2016 Executive Level Operational Management Course, 100 hours George Washington University, Washington DC
2011 Certificate of Completion, VA Senior Executive Strategic Leadership Course, University of North Carolina Kenan-Flagler Business School
2006 Certificate of Completion, Senior Executive Fellows Program, JFK School of Government, Harvard University
2002 Leadership VA (LVA 2002)
1998 Thirty semester hours toward MS in Aeronautical Science, Embry-Riddle Aeronautical University
1987 Bachelor's Degree, Aeronautics, Embry-Riddle Aeronautical University

PROFESSIONAL CERTIFICATIONS:

2012 Presidential Rank Award, Meritorious Executive
2004 SES Candidacy Development Program Graduate

PROFESSIONAL MEMBERSHIPS AND ASSOCIATIONS:

2007 Board of Directors – Greater Boston Federal Executive Board