



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. He is responsible for the effective operation and oversight of 4 district offices and 56 regional offices in the Veterans Benefits Administration (VBA), which employ over 32,000 personnel who administer compensation, pension, survivor benefits, vocational readiness and employment, fiduciary, and loan guaranty programs. Through these programs, he ensures approximately \$150 billion in non-medical benefits are paid to more than six million Veterans and beneficiaries.

VBA's performance has improved each year and all top production years have been achieved under Mr. Clark's leadership.

Mr. Clark's extraordinary leadership led to an outstanding performance in FY23 for VBA. During FY23, VBA achieved over 1.98 million completed rating claims – a record breaking year. Mr. Clark also oversees VBA's National Call Centers, where they received over nine million calls in FY23, which is higher than any other fiscal year.

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, pension and survivor benefits, vocational readiness and employment, education and home loan benefits. In this capacity, he had responsibility for more than 4,000 employees in 16 Regional Offices and the Baltimore Human Resources Center. Mr. Clark began his Department of Veterans Affairs career as a Rating Specialist in 1996 at the St. Petersburg Regional Office after serving at the Tampa VA Medical Center as a Veterans Service Officer Supervisor for the State of Florida Department of Veterans Affairs. While at the St. Petersburg RO, he assumed positions of increasing responsibility to include Section Chief, Coach, and Assistant Veterans Service Center Manager. He was also instrumental in the initial setup of the Partner Assisted Rating and Development Program (PARDD), the Benefits Delivery at Discharge Program (BDD), and two mini Veteran Service Centers currently operating in Florida.

Since 2002, Mr. Clark's career as a VA leader progressed from Veterans Service Center Manager at the Philadelphia Regional Office and Insurance Center, to the Director of the Lincoln Regional Office while serving concurrently as the Director of the Boston Regional Office, to the Acting Director of the Providence Regional Office, and ultimately to the Western Area Director – a position he held for the seven years immediately preceding his appointment as the North Atlantic District Director.

As the Western Area Director, Mr. Clark led VBA's efforts in the 2010 VBA / Veterans Health Administration (VHA) Collaboration: A Joint Way Forward. This innovative plan involved 42 transformation initiatives which paved the way for a more integrated partnership between VBA and VHA. For the first time, the two agencies worked as a team on innovative projects such as integrating Disability Benefits Questionnaires (DBQ) into the Compensation and Pension (C&P) Examination Process; mining data within VHA records; eliminating the second signature review process for VHA C&P Examiners; and managing VHA examinations, to include addressing exam cancelation and timeliness issues. These projects allowed for better coordination and collaboration between the agencies and resulted in our providing better customer service to Veterans and their beneficiaries.

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

In FY22, Mr. Clark received the SECVA Exceptional Service award for his skilled, decisive, and unwavering leadership and service. He is a 2012 recipient of the Presidential Rank Award and is a 2004 graduate of the Senior Executive Service (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, Boston Regional Office, Boston, MA
2006 – 2007	Acting Director, Providence Regional Office, Providence, RI
2004 – 2006	Director, Lincoln Regional Office, Lincoln, NE

EDUCATION:

1998	Thirty semester hours toward Master of Science (MS) in Aeronautical Science, Embry-Riddle Aeronautical University
1987	Bachelor's Degree, Aeronautics, Embry-Riddle Aeronautical University

PROFESSIONAL AWARDS/CERTIFICATIONS:

2022	Presidential Rank Award, Meritorious Service
2022	SECVA Exceptional Service Award
2021	Top Secret Clearance
2017	Department of Defense Vanguard Senior Executive Development Program
2016	Executive Level Operational Management Course, 100 hours, George Washington University, Washington D.C.
2012	Presidential Rank Award, Meritorious Executive
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
2004	Senior Executive Service (SES) Candidacy Development Program Graduate
2002	Leadership VA (LVA 2002)

PROFESSIONAL MEMBERSHIPS AND ASSOCIATIONS:

Served on Service Academy nomination panels for Senators Nelson and Specter