



Department of Veterans Affairs Senior Executive Biography

Kenesha Britton **Assistant Deputy Under Secretary for Benefits** **National Contact Operations / Office of Field** **Operations**



Ms. Britton was appointed Assistant Deputy Under Secretary for Field Operations, National Contact Operations, in October 2020. She serves as the principal advisor to the Deputy Under Secretary for Field Operations and key officials within the Department of Veterans Affairs. Ms. Britton is responsible for policies and procedures governing Veteran engagements. She provides strategic leadership and direction for the management and oversight of 10 National Contact Centers (NCC), the Education Contact Center (ECC), the Fiduciary Contact Center (FCC), and Public Contact Teams (PCTs) at 56 regional offices (ROs). She implements effective strategies for optimizing communications and service delivery to Veterans and stakeholders. Since 2024, the National Contact Centers have continued to thrive, answering more than 13 million calls across the contact center enterprise, 125,982 AskVA inquiries were resolved, and 523,075 public contact interviews were completed under her leadership.

Ms. Britton established and led the Operations Compliance Office, which remediates significant oversight findings totaling over \$110 million in retroactive benefits paid to Veterans and their beneficiaries. This office provides comprehensive oversight and risk management by systematically identifying program areas that impact service delivery. Utilizing an evidence-based, data-driven methodology, the Operations Compliance Office develops and implements internal controls, ensuring the VBA is accountable at all levels. Ms. Britton serves as the senior executive in charge of MST operations. As a highly successful and proven change agent, she led the initiative to streamline MST-related claims processing by consolidating operations into a single location, strengthening program operations and performance outcomes.

Ms. Britton is the executive sponsor for the Tactical Leadership Program (TLP), a crucial initiative transforming the leadership development landscape within the Veterans Benefits Administration. Founded in 2022, TLP is a primary strategic element of VBA's succession planning. Under her leadership, 69 elite leaders have graduated through the program. Ms. Britton's unwavering commitment to leadership development will ensure VBA will continue to meet its mission of serving Veterans and their beneficiaries.

Established in 2022, the Restricted Portfolio Management Office (RPM) consolidates the management of sensitive records across VBA. As the executive sponsor, Ms. Britton proactively established RPM, providing consistent guidance and practices for risk management and record sensitization throughout the field.

As a proud Veteran of the United States Navy, Ms. Britton resides in Woodbridge, Virginia, with her husband, Ron, and their children, Britton Chancellor and Olivia Mahailye. In her leisure time, she enjoys writing poetry, composing music, and traveling to her hometown of Lake City, South Carolina, to engage with family and friends.

CAREER CHRONOLOGY:

2020 Present Assistant Deputy Under Secretary, Office of Field Operations, Washington, DC
2016 2020 Assistant Director, Baltimore Regional Office, Baltimore, MD
2009 2016 Assistant Director, Veterans Benefits Management PMO, Washington, DC
2015 Assistant Director, Baltimore Regional Office, Baltimore, MD
2014 2014 Acting Assistant Director, Jackson Regional Office, Jackson, MS
2013 2013 Acting Assistant Director, Phoenix Regional Office, Phoenix, AZ 2008 - 2009
2005 2008 Senior Program Analyst, Office of Business Process Integration, Washington, DC
2002 2005 Veterans Service Representative, Columbia Regional Office, SC

EDUCATION:

2019 VBA Director Development Program
2018 Leadership for a Democratic Society, Federal Executive Institute, Charlottesville, Virginia
2012 Leadership VA Program
2012 VBA's Assistant Director Development Program
2007 VBA Leadership Enrichment and Development (LEAD) Program
2007 Master Certificate in Project Management, The George Washington University
2006 Master of Arts in Management and Leadership, Webster University
2002 Bachelor of Science in Environmental Health Science, Benedict College