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**STATEMENT OF
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SUBCOMMITTEE ON ECONOMIC OPPORTUNITY
COMMITTEE ON VETERANS' AFFAIRS
UNITED STATES HOUSE OF REPRESENTATIVES
NOVEMBER 9, 2023**

Chairman Van Orden, Ranking Member Levin and Members of the Subcommittee:

Please consider this as my statement to clarify our testimony at the November 2, 2023, subcommittee legislative hearing. During our discussion on H.R. 3738, we stated that there were three failed attempts to create an electronic case management system for Vocational Rehabilitation Counselors (VRCs) by Veteran Readiness & Employment (VR&E).

The first failed attempt started in 2015 and ended in 2018. At the House Veterans' Affairs Subcommittee on Economic Opportunity hearing of May 17, 2018, VR&E acknowledged that in 2015, they started working on an electronic case management system for VRCs. It was confirmed that after three years and \$12 million, they did not have a viable operating electronic case management system.

At the House Veterans' Affairs Subcommittee on Economic Opportunity hearing of June 4, 2019, in VA's written testimony, they indicated the failure of the first attempt at an electronic case management system and their intentions of moving forward with Software for Service and indicated it would be awarded by the end of FY 2019.

Subsequently, VR&E leadership indicated that the second effort for a case management system, the Software for Service contract was not continued. It was determined that there were too many delays and a lack of confidence that this system was correctly and timely processing payments to schools and to veterans. Additionally, they stood up a VA internal team to address the actual processes and requirements of a new system. They spent eight months evaluating what happened and what went wrong with the Software for Service system and engaged the MITRE Corporation for their review.

At the House Veterans' Affairs Subcommittee on Economic Opportunity hearing of September 15, 2022, VR&E acknowledged the failure of the second attempt and in 2021 they started developing the Readiness & Employment System (RES), the third attempt of an electronic case management system.

In April of this year, GovCIO was awarded a 10-year \$141 million contract to develop and create RES, the much-needed electronic case management system for VR&E counselors.

There have been two failed attempts to create an electronic case management system for VR&E. The third attempt has been underway since 2021, the contract has been awarded and development has begun.

To clarify our previous testimony, nearly nine years later, over \$20 million spent on two failed attempts and a third attempt in progress that will cost an additional \$140 million, VR&E still does not have an electronic case management system.

We thank you for the opportunity to clarify our previous testimony.