

Regina Yount

Assistant Director

Training, Policy & Procedures, and Business Applications

Outreach, Transition, and Economic Development

Veterans Benefits Administration

Regina Yount currently serves as the Assistant Director for Training, Policy & Procedures, and Business Applications with Outreach, Transition and Economic Development (OTED), Veterans Benefits Administration (VBA), providing oversight and support for VBA's National Contact Centers, the Public Contact Teams at VBA Regional Offices, and the VA Solid Start Program.

Ms. Yount began her VA career as a Legal Administrative Specialist/Public Contact Representative supporting Veterans, Survivors, and other stakeholders at the St. Louis National Call Center in 2007 and has since served in many different capacities supporting customer engagement activities during her time in VBA. In 2019, Ms. Yount served as the project manager for the development and implementation of the VA Solid Start program, which is focused on connecting recently separated Service members to VA benefits and services during their first year after release from active duty. In her current role, she continues to provide oversight for this critical program, helping to strengthen and improve the support provided to recently separated Service members.

Career Chronology:

- Assistant Director, OTED – Training, Policy & Procedures, and Business Applications (2022-Present)
- Assistant Director, Office of Field Operations – Enterprise Contact Operations (2019-2022)
- Assistant Director, BAS – Enterprise Contact Operations (2018-2019)
- Training Chief, BAS (2013-2018)
- National Call Center Manager, St. Louis Regional Office (2012-2013)
- Claims Examiner/Quality Review Specialist, Benefits Assistance Service (BAS) (2010-2012)
- Legal Administrative Specialist/Public Contact Representative, St. Louis Regional Office (2007-2010)