

We have a unique blend of knowledgeable and experienced professionals who are dedicated to excellence, responsiveness, and superior performance. Our Centers have been in business for many years and are quite familiar with the unique requirements and constraints of the Federal government.

Austin Automation Center

Offers high-volume data processing, complex systems design, and advanced business solutions.

- Enterprise-wide Information Technology (IT) Utility
- Application Administration and Development
- Platform Hosting
- IT Consulting
- Administrative and Business Services
- Human Resources Management Services

Debt Management Center

Offers a full range of debt collection and referral services.

- Account Maintenance
- Administrative Services
- Telephone Solicitations

Financial Services Center

Uses advanced technology to support and expand financial management services.

- Payroll Services
- Payment Processing
- Financial Reporting
- Purchase Card Services
- Electronic Data Interchange Consulting
- Permanent Change of Station and Temporary Duty Travel
- Training

Law Enforcement Training Center

Provides alternative law enforcement approach emphasizing nonviolent techniques.

- Basic Law Enforcement Training
- Badges and Records
- In-Service Training and Guidance

Records Center and Vault

Offers a full range of storage and retrieval services for official records in a secure environment.

- Records Storage
- Records Retrieval

Security and Investigations Center

Manages security eligibility processing, background investigations, and identification badge issuance.

- Security Eligibility Processing
- Identification Cards
- Fingerprint Processing



Steve Swanson,
Director, Enterprise
Fund Office

"Customers' needs present opportunities for creative solutions! Whether customers are looking for ways to process payroll or payments, acquire information technology solutions, train law enforcement personnel, manage debts, conduct security investigations or store records and files, we have the solution at one of our Enterprise Centers."



Linda Voges,
Director

"Proven performance, leadership, competitive prices and outstanding service make the AAC the customer choice for information technology."

Our Competitive Advantage

High-volume data center operations

Established technology infrastructure

Support web server platforms

Rate reductions in key processing services

Comprehensive IT Business Solutions

The Austin Automation Center (AAC) complements its modern technical platforms and tools with its 30 years of experience in the Information Technology (IT) business to provide customers with high-quality, cost-effective business solutions. Unique qualifications and extensive private-sector partnering make the AAC an ideal IT resource for government agencies. With IT today, it's not a matter of having options, it's a matter of choosing the best options.

Clients

In addition to VA organizations, our clients include the General Accounting Office, National Archives and Records Administration, National Aeronautics and Space Administration, Department of Transportation (Federal Highway Administration and Bureau of Transportation Statistics), Department of Justice, Department of Labor, Department of Defense, Office of Federal Housing Enterprises Oversight, and General Services Administration.

Enterprise-wide IT Utility

In addition to offering the latest in large-scale computing environments, the AAC's robust enterprise includes a growing client/server environment. Web-enabled products and solutions are also available. The AAC's computing environment (24 hours a day, 7 days a week) provides continuous availability and a secure foundation for interactive and batch processing. AAC customers can also receive services associated with continuous storage management, security administration, contingency planning, disaster recovery, and technical support.

Application Administration and Development

In today's environment, having the fastest hardware or the latest Web-enabled software is not enough. A critical asset for any IT provider is its people. The AAC staff helps customers understand and apply technology to meet their specific business needs. Staff professionals manage, create, and deliver solutions maximizing customers' investments in technology. The AAC offers commercial packages or customized solutions for its government clients, and its experience with government, technology, and business provides unique value to customers.

Administrative and Business Services

To support its primary mission, the AAC developed several administrative and business competency centers. These include acquisition, facilities management and engineering, and materiel management. The AAC acquisition staff, which specializes in IT hardware, software, and services, has amassed an impressive record for controlling costs and providing outstanding customer service. A wide range of flexible contract vehicles are in place to facilitate prompt response to customer needs. The AAC facilities and engineering staff have many years of experience in designing, managing, and improving data centers. These employees also assist customers with managing their capital assets, controlling inventories, and reducing office and operating costs.

Human Resources Management Services

The professional and experienced human resources staff at the AAC offers services such as staffing, recruiting, employee and labor management relations, job classification, performance management, and controlling costs associated with Workers' Compensation claims.

Reduce Outstanding Debts

VA has long been regarded as a leader in the Federal debt management community. The Debt Management Center (DMC) is largely responsible for VA's attainment of this leadership position. Focusing on prevention as well as the collection of debt, the DMC oversees a centralized, automated collection system employing every collection tool available to Federal agencies.

Clients

In addition to VA organizations, our clients include the U.S. Department of Agriculture, Minnesota Cooperative Administrative Support Unit, and Immigration and Naturalization Service.

Account Maintenance

We manage the overall collection process from establishment to the liquidation of a receivable. Our customers rely heavily on our experience and expertise in collecting their debts. The Veterans Benefits Administration (VBA), our largest customer, accounts for the majority of the workload. With a direct link to VBA's benefit systems, we exchange data electronically to establish and update receivable balances. We also maintain all historical records related to these receivables and handle all reporting requirements. The DMC has several mechanisms in place to collect directly from debtors, including Western Union Quick Collect and MasterCard/VISA acceptance.

Telephone Solicitation (AutoDialer)

Someone or something may reach out and touch you if you owe a debt. Our Predictive Dialer reaches thousands of households during evening hours. It can also be configured to conduct consumer surveys and disperse consumer information.

Administrative Offset

One of the more recent additions to our product line is the use of administrative offset to collect delinquent first-party medical debts. The process involves matching delinquent debts against VA's file of active benefit payments to determine if administrative offset is available. When a match occurs, the DMC sends a letter to the debtor explaining that benefits will be offset if payment arrangements are not made. If the debtor does not respond, the DMC offsets the benefit and forwards the monies to the appropriate medical center. Since the program was implemented, the DMC has offset over \$8 million in delinquent first-party medical debt. This service provides the Veterans Health Administration with a cost-effective means for reducing their delinquent debt portfolio and generating additional revenue for the medical centers.

Cooperative Administrative Support Unit (CASU)

Another recently developed product line for the DMC is administrative support. The DMC has been assisting a newly established CASU by providing administrative support in terms of billing, check processing, and overall financial management. The DMC recently assumed overall management responsibility for the CASU operation.



Dan Osendorf,
Director

*"We manage
cost effective
debt collection
in a sensitive,
compassionate
manner."*

Our Competitive Advantage

Leader in federal
debt community

Provider of
services mandated
by DCIA of 1996



Debbie Clark, Director

"Our mission is to provide professional, quality, and timely Federal financial services to assist our customers in accomplishing their primary mission."

Our Competitive Advantage

Comprehensive financial management services

First on-line Credit Card System

Looking for a Better Way to Process Payments

The Financial Services Center (FSC) can be the solution to outsourcing financial management services to relieve administrative burdens and reduce costs.

Clients

In addition to VA organizations, our clients include the Federal Energy Regulatory Commission, Library of Congress, Indian Health Service, and U.S. Mint.

Financial Reports

The FSC performs a full range of financial reporting services which are used to prepare, submit, and reconcile reports required by the Department of the Treasury.

Payment Services

Handling paper is cumbersome and costly. Paper invoices are scanned into our Document Management System to enable electronic matching with purchase records. By using statistical sampling, the FSC is able to pay invoices with a dollar value of \$2,500 or less without requiring the customer to certify receipt of goods or services.

Prime Vendor

VA's multi-billion dollar prime vendor procurement program provides VA medical centers an efficient way to order supplies at low, negotiated contract prices. These vendors guarantee delivery of their products within 24 hours, 90 percent of the time, eliminating the need for warehousing large volumes of supplies. Vendors are paid with the purchase card (see Purchase Card System).

Vendor Inquiry System

Many of our customers and their vendors take advantage of our Vendor Inquiry System (VIS). By visiting our Web site, <http://www.fsc.va.gov>, vendors can check the current payment status of specific invoices or use a touch-tone phone to direct questions to a customer service representative for immediate and personalized assistance. The application stores 90 days of information on invoices. Currently, 366 vendors are using the VIS.

Purchase Card System

VA placed over 95 percent of its micro-purchases (purchases under \$2,500) on credit cards in FY 2000. The success of VA's Purchase Card program is due largely to the Federal government's first on-line Credit Card System (CCS) and electronic reconciliation procedures. CCS enables the FSC to electronically receive and process credit card payments daily, resulting in significant rebates to customers. Over \$13 million in rebates were credited to the FSC's customer accounts in FY 2000.

VA Payroll Processing

Drawing on its 30 years of experience, the FSC processes payroll for VA's 225,000+ employees in a timely and accurate manner. The FSC also has experience with processing payroll utilizing a commercial-off-the-shelf (COTS) human resources management system. The FSC has not missed a payroll cycle in over 30 years of processing VA's payroll.

Permanent Change of Station (PCS) and Temporary Duty Travel (TDY)

PCS vouchers are complex and require in-depth knowledge of travel regulations and GSA decisions. PCS services include estimating the expenses and processing the full range of associated financial transactions. We also provide COTS software solutions for processing TDY travel, which eliminate paper and enable travelers to receive reimbursement within 2 or 3 days of voucher approval.

Training

VA customers look to us for training on how to fully utilize our core accounting system and to perform financial reconciliations.

New Directions in Law Enforcement

Backed by over 25 years of experience, the Law Enforcement Training Center (LETC) has been VA's sole provider of law enforcement training. Because most VA police officers are stationed at hospitals or other service-oriented places, LETC takes a unique approach to traditional training. The training center focuses on handling situations from a customer/client standpoint. Students learn to utilize physical force as a last resort.

We are the only Federal provider of law enforcement training that focuses specifically on assaultive patient situations. Because of this, our graduates leave our courses with a more focused, detailed understanding of how to diffuse a potentially volatile situation. This type of training is especially well suited for hospitals, museums, and parks.

Clients

In addition to VA organizations, our clients include the Indian Health Service, Walter Reed Army Medical Center, National Gallery of Art, and National Guard Bureau.

Training at the Center

LETC's location at the Little Rock VA Medical Center provides an excellent opportunity for police officers to train in the environment in which they work and receive instruction from practicing professionals. Our courses are smaller than those of other private sector and government training centers. With a maximum of 30 students per class, our students receive more attentive, intensive instruction and more hands-on practice. Since inception, we have trained over 12,000 law enforcement professionals.

The LETC has conference facilities, a 30-bed low cost housing unit, and two large training rooms equipped with state-of-the-art training aids. Current services range from our 160-hour basic law enforcement training courses to specialized programs such as police baton trainer certification courses, detective courses, basic firearms, and firearms instructor training. We also develop customized training courses, e.g., administrative investigations, drug enforcement, legal updates, and law enforcement management courses.

Our graduates receive six hours of college credit through the University of Arkansas at Little Rock. Also, every graduate of our program is recognized in the Federal court as a law enforcement official.

Instructional Support

Instruction in psychiatric services, interpersonal communications, and stress management are other course offerings.

In-Service Training and Guidance

The LETC offers continuing education courses to keep our law enforcement community abreast of issues related to changes in the laws as well as new law enforcement practices and procedures. We also oversee the purchase and nationwide distribution of monthly in-service training tapes to VA Police Departments.

Badges and Records

Tracking officers' training and maintaining records is essential to a good police force. The LETC conducts background checks, issues badge sets and weapon cards, and tracks all training taken by VA police personnel nationwide.



Ron Angel, Director

"We train the police officers in the healthcare community to resolve patient-related incidents in a humane, respectful manner."

Our Competitive Advantage

Compliant with Title 38 U.S.C.

Customized training

Professional certification

Personalized, focused instruction



Don Neilson, Director

"We offer a secure, low-cost environment for the storage of records in any medium."

Our Competitive Advantage

Competitive pricing

Compliant with security and storage regulations

Expedited response to recalls

Climate-controlled environment

Keeping Track of It All

The VA Records Center and Vault (RC&V), located in the Midwest, serves as a records storage facility and is in full compliance with standards mandated by the National Archives and Records Administration (NARA). Equally important, the RC&V complies with security standards issued by the Department of Energy and the Department of Defense.

The RC&V provides low-cost, risk-free, customized records storage solutions and services. Off-site storage can be the answer to budget cuts, mounting boxes of paper records, security requirements, increasing real estate costs, concern over natural disasters, and terrorist activities. The RC&V offers VA and other Federal agencies both short and long-term records storage. Our attention to customer service and cost control allows us to offer superior service at competitive prices.

Clients

In addition to VA organizations, our clients include the Defense Technical Information Center, the Postal Rate Commission, the Defense Finance and Accounting Services (DFAS)-Denver (Air Force), the DFAS-Indianapolis (Army), the DFAS-Cleveland (Navy), and the Department of Energy.

Records Storage and Services

Storing critical records and being able to retrieve them can be burdensome and costly. The RC&V offers relief from this burden by providing a secure, climate-controlled environment with an automated records tracking system. There are no restrictions on the type of records stored, the length of time records can be stored, or shipping volume. Storage is available for unscheduled records, "frozen" records, general records, vital records, and classified records. The RC&V offers expedited service with accurate tracking and interfiling, expedited response services, and contingency plan support.

We place great importance on providing fast, accurate services at a low cost. Documents stored at the RC&V can be in your hands in a day versus in weeks, as with other facilities. We customize our service to meet your security and access needs.

Making Room for New Business

We are currently expanding the facility to accommodate an additional 900,000 cubic feet of records. The RC&V, in competition with NARA, won a contract to store all of the Veterans Health Administration's retired records. Winning this contract will benefit all current and future customers by allowing the RC&V to further reduce its rates for storage services.

Protecting the Department and the Nation's Security Interest

Our Security and Investigations Center (SIC), located in downtown Washington, DC, offers a full array of high-quality, timely background investigations and adjudication for approximately 8,000 sensitive and public trust positions. In addition, the SIC issues customized identification (ID) badges and fingerprint processing. With over three decades of experience, SIC professionals are very knowledgeable about personnel and physical security programs.

At the SIC, we can help you handle your backlog of background investigations in an expedient, cost-effective way. We afford the highest levels of confidence at a competitive value.

We are dedicated to giving you the best value. We offer volume discounts by passing the savings to both new and existing customers.

Clients

In addition to VA organizations, our clients include the Export/Import Bank, Office of Federal Housing Enterprises Oversight, and National Council on Disability.

Sensitivity/Risk Designation

Every employee in a competitive position must have a position sensitivity/risk designation as required by law. We have witnessed an increase in the number of investigations requested in the past 3 years. Recent Presidential Decision Directives have heightened security awareness in government. These directives are resulting in increased demand for our services as they require more stringent security requirements for Federal agencies.

Identification Badges

Building security and employee safety have become critical to a successful operation. As is evidenced in all Federal agencies, properly identifying persons prior to entry into restricted areas is paramount from a physical and personnel security standpoint. Our state-of-the-art security equipment and technology make our ID badges and access cards a snap. In less than 10 minutes, ID badges are produced, giving our customers an electronic means to control employees entering and exiting the building.

Fingerprint Processing

We provide reliable, secure fingerprint processing services for all government agencies.



Howard Boyd, Director

"We help ensure government employees in sensitive and public trust positions meet the standards required by law."

Our Competitive Advantage

Custom, high tech/low cost ID badges

Administration of personnel and physical security programs

Volume discounts



Steve Swanson,
Director

"The Enterprise Centers' financial integrity and sound stewardship have been affirmed by the unqualified (clean) audit opinions received in the past 3 years."

Supporting VA's Entrepreneurial Agents (Enterprise Centers)

The Enterprise Fund Office (EFO) directs the formulation of Enterprise Center budgets, reviews and analyzes budget submissions, and consolidates them for inclusion in VA's annual submission to the Office of Management and Budget (OMB). Overall financial aspects of the Fund are managed by this office, including working with the Enterprise Centers in planning their capital acquisitions, and in presenting funding recommendations to the Franchise Fund Board of Directors for approval. Often called upon to respond to OMB and the Congress, the office keeps abreast of current trends, and ensures the Enterprise Centers are kept informed of policies, political climate, and legislation impacting their operations.

Financial Support

The EFO staff serves as consultants for all aspects of the Fund's financial management and internal controls. The staff monitors budget execution, including preparation of apportionments, monthly SF-133s, and other related reports. Annually, the EFO arranges for the independent audit of the Fund's financial statements.

Marketing Support

The EFO assists and coordinates the marketing efforts of the Enterprise Centers by publishing a calendar of trade shows and conferences. We also maintain a Web site (www.va.gov/fund) to educate customers about the services offered by the individual Enterprise Centers. Visitors can use our site to link directly to the Web sites of the respective Enterprise Centers.

Business Plan Support

Each year, the EFO manages the process associated with the update of the Enterprise Centers' respective business plans. In addition to presenting strategic and tactical actions, these plans propose price revisions for the upcoming fiscal year. The Board of Directors must review and approve the business plans. They depend on the EFO to ensure new prices are explained and justified. Finally, the EFO ensures an annual report is published for each fiscal year.