

## JOSEPH THOMPSON

Since retiring from federal service in 2002, Thompson has worked with both government and private organizations on issues of leadership, change management and business process reengineering. He has also served as a project director and senior consultant for the National Academy of Public Administration on management studies of federal agencies.

He began his Federal career as a trainee claims examiner in 1975 at the Department of Veterans Affairs Regional Office in New York City, later transferring to VA Headquarters where he served in a variety of staff and supervisory positions. In 1984 he was promoted to Assistant Director of the Philadelphia Regional Office and Insurance Center, the largest benefits office in VA. In 1990 he became the Director of the New York Regional Office. His efforts to reengineer the business process to improve client satisfaction resulted in the NY office becoming the first organization in the federal government to receive Vice President Gore's "Hammer Award" for reinventing government.

Thompson initiated a number of changes regarding performance measurement, organizational structure, and employee development which served as models for national initiatives. He also chaired the Federal Executive Board for NYC, a consortium of 33 federal agencies that coordinates interagency efforts.

In 1997, Thompson was named the VA's Under Secretary for Benefits. In this position, he was responsible for federal benefits and services provided to veterans, their families, service members, and members of the National Guard and Reserves. During his tenure as Under Secretary, Thompson was twice awarded VA's highest honors for public service, the VA Exceptional Service Award.

Thompson served in the Air Force from 1966-1970, with tours of duty in Vietnam and Korea. He received his undergraduate degree from Pace University in New York and a Masters degree in Public Administration from George Mason University. He and his wife Sandy live in Pinehurst, North Carolina and have three children and six grandchildren.