

Veterans Service Center

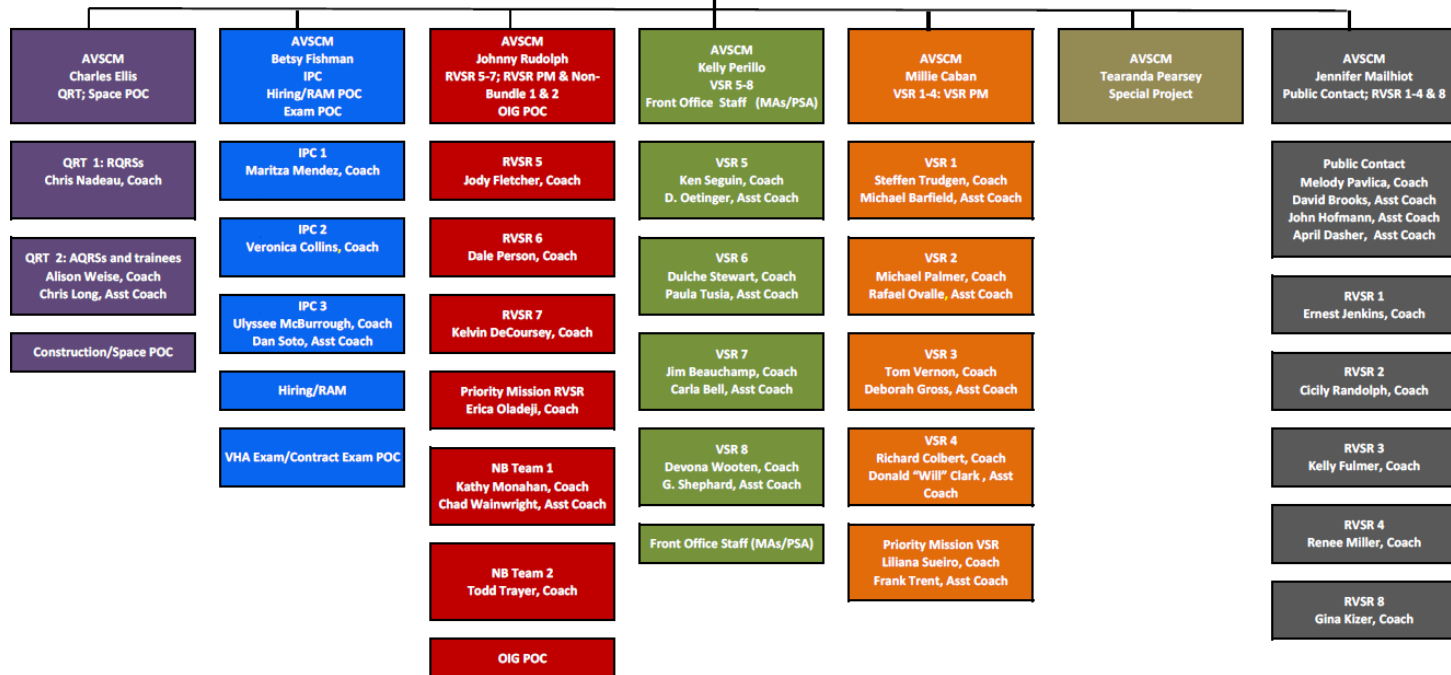
St. Petersburg



FY19 Accomplishments

			Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019
IDEV	TIQ	3	1.9	1.7	1.9	2.2	2.9	2.3	3.1	2.2	2.3	2.3	2.2
SUPP	TIQ	3	2.7	2.5	2.4	2.9	2.8	2.4	2.6	2.5	2.3	2.1	2.2
Combined	TIQ	6	2.7	2.7	3	4.4	2.9	2.7	2.3	2.3	2.2	2.3	1.9
Not-Rating	TIQ	3	5.5	1.6	1.8	2.3	2.1	1.9	2.0	1.8	2.2	3.0	1.8
Issue Based Quality	Percent	96%	93.3%	93.7%	94.0%	93.6%	93.6%	93.5%	93.7%	94.1%	95.1%	95.1%	
Iris Timeliness	Day	5	2.1	3.0	2.7	2.7	2.6	2.5	2.4	2.4	2.4	2.3	2.1
Non-NWQ + Legacy Inventory			6,716	1,053	1,418	1,473	841	1,187	2,014	2,251	2,290	2,430	2,894
Work Item Inventory (Write Out)	Days	150	103.8	64.9	91.1	109.5	167.8	69.5	49.2	50.5	64.5	75.8	64.2
	Metric	Target											

Veterans Service Center Manager
Christine Moorby



Regional Office Management Team

VSC **Veterans Service Center**



Christine Moorby
*Veterans Service
Center Manager
(VSCM)*



Tearanda Pearsey
Asst VSCM



Kelly Perillo
Asst VSCM



Johnny Rudolph
Asst VSCM



Millie Caban
Asst VSCM



Charles Ellis
Asst VSCM



Betsy Fishman
Asst VSCM



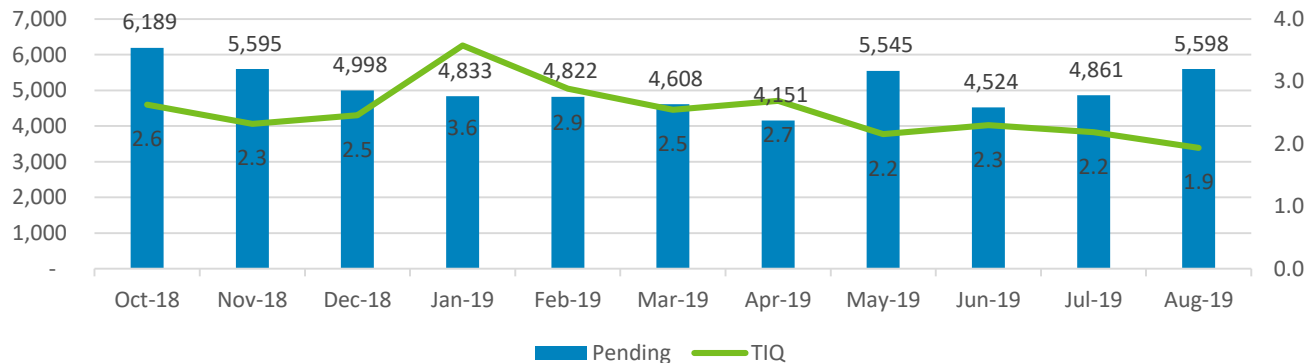
Jennifer Mailhiot
Asst VSCM

St Petersburg VSC Employees

Position	Count
Claims Assistant	55
AQRS / RQRS	46
Legal Admin Spec	17
Management Analyst	5
Manager	49
Military Services Coordinator	8
Congressional	3
Rating Veteran Service Rep	171
Veteran Service Rep	243
Program Support Clerk	1
Grand Total	598

NWQ Inventory Status

RO Rating Inventory and Time in Queue



Served **87,875** Veterans
Fiscal Year 2019!

Intake Processing Center

- The current Average Days Pending for mail for the nation is 5.3 days.
- Mail automation is the next step in VBA modernization and is scheduled to begin in October 2019. There will be a phased approach to repurpose and retrain existing Claims Assistants.

Public Contact & Outreach

Inquiries	
Pending	131
Completed	454

Visitors Served	
FYTD	4,784
Average Wait time	18.8

During FY 2019, VSC employees conducted outreach and provided benefit information in the following areas: Homeless (99 events); Wounded Warrior (37 events); Minority/LGBT/Rural/Elderly (28 events); and Veteran Centric (102 events).

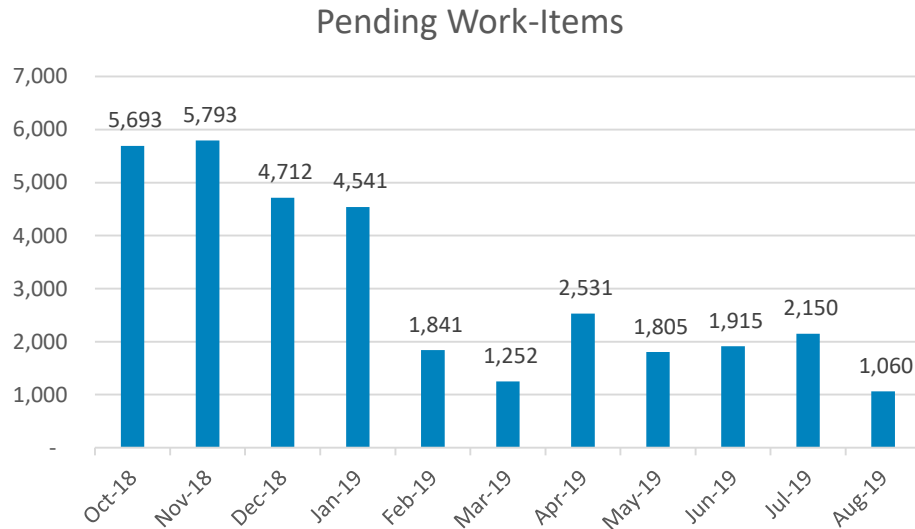
What's New in Quality?



Focus on reducing rework

- The Director's Performance Plan has been updated to include deferrals.
- Target for VSC Caused by Avoidable Deferrals is no more than 3% of all transactions. FY 19 2.7%.
- Target for VSC Created by Unmitigated Avoidable Deferrals is 93% or higher. FY 19 92.3%.
- VSC is focused on targeting training efforts at individuals with higher than normal deferral rates as well as incentive plans for individuals and teams.

Non-Rating Inventory

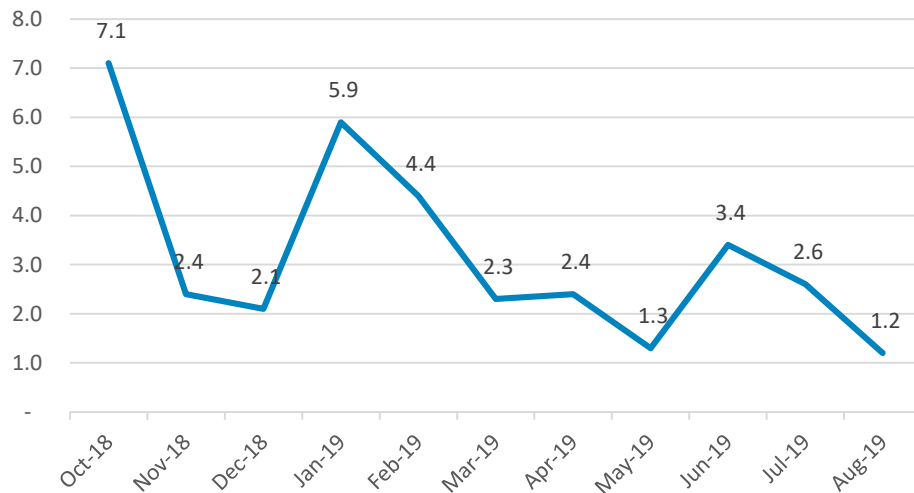


Non-Rating Resource Teams

Non-Rating Resource Team Definitions					
Project	EP	Claim Code	Claim Label	Special Issue	Flash
Prison Match	290 series	290BOR	Bureau of Prisons	N/A	N/A
Prison Match	290 series	290INCRT	Incarceration Adjustment	N/A	N/A
Prison Match	290 series	290SPM	Social Security Prison Match	N/A	N/A
Prison Match	600 series	600BOR	Bur of Prisons	N/A	N/A
Prison Match	600 series	600SPM	SSA Prison Match	N/A	N/A
Drill Pay	290 series	290DPA	Drill Pay Adjustment	N/A	N/A
Drill Pay	290 series	290DRASDPA	DRAS Drill Pay Adjustment	N/A	N/A
Drill Pay	600 series	600DPA	Drill Pay Adjustment (600)	N/A	N/A
MQAS	338 EP	N/A		N/A	N/A
MQAS	600 series	N/A		MQAS Separation and Severance Pay Audit	N/A
CRSC/CRDP	290 series	290CCA	CRSC/CRDP Processing	N/A	N/A
Eligibility Determination	290 series	290ELIG	Eligibility Determination	N/A	N/A

Non-Rating Resource Team Project Assignments						
Supplemental Dependency	CRSC/CRDP	Drill Pay	Eligibility Determinations	MQAS	Prison Match	Emergency Care
304 Providence	304 Providence	304 Providence	304 Providence	377 San Diego	304 Providence	318 Winston-Salem
318 Winston-Salem	318 Winston-Salem	318 Winston-Salem	318 Winston-Salem	335 St. Paul	319 Columbia	320 Nashville
319 Columbia	319 Columbia	319 Columbia	319 Columbia		329 Detroit	
320 Nashville	320 Nashville	320 Nashville	320 Nashville		330 Milwaukee	
329 Detroit	329 Detroit	329 Detroit	329 Detroit		341 Salt Lake City	
330 Milwaukee	330 Milwaukee	330 Milwaukee	330 Milwaukee		436 Ft. Harrison	
335 St. Paul	335 St. Paul	335 St. Paul	335 St. Paul			
341 Salt Lake City	341 Salt Lake City	341 Salt Lake City	341 Salt Lake City			
350 Little Rock	350 Little Rock	350 Little Rock	350 Little Rock			
351 Muskogee	351 Muskogee	351 Muskogee	351 Muskogee			
377 San Diego	377 San Diego	377 San Diego	377 San Diego			
436 Ft. Harrison	436 Ft. Harrison	436 Ft. Harrison	436 Ft. Harrison			

Not-Rating Time in Queue

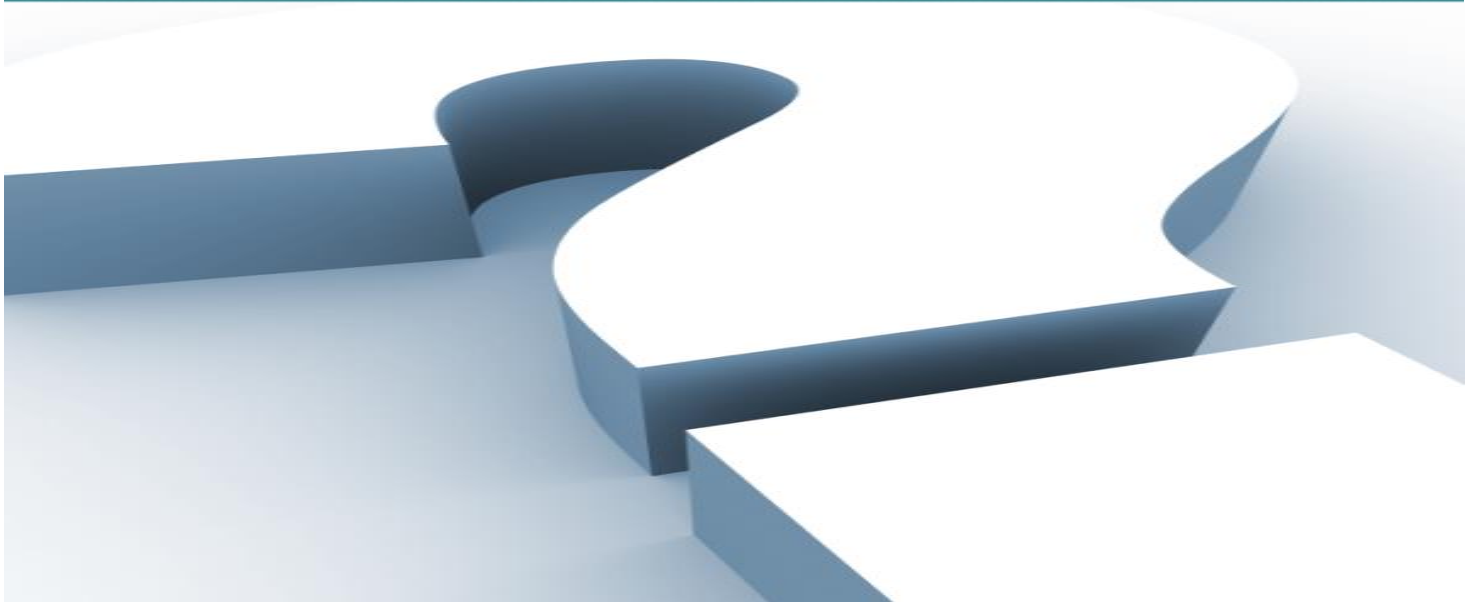


*EP 130, 290, 600, 930

Hot Topics in VBA

- Blue Water Navy
- Contract Exams
- Military Sexual Trauma

Questions



Decision Review Operation Center

St. Petersburg



CURRENT AS OF:

October 1, 2019

DROCM
Shelia Jackson

ADROCM - Section 1
Diane McCarron

Award & Authorization

AUTH 1
Lynn Collins | Coach

AUTH 2
Carman Diccio | Coach

AUTH 3
Jean Morgan-Riley | Coach

AUTH 4
Brianna McFarland | Coach
Jonathan Floyd | Asst. Coach

AUTH 5
Tresa Jackson | Coach
Michena Georges | A. Coach

ADROCM - Section 2
Patricia Manley

**Exec. Spt. Staff | IPC |
Legacy**

Exec Spt Staff
Shawn Durie | Coach
David Hollands | A. Coach

IPC
Flo Hernandez | Coach
David Overton | A. Coach
Clarizza Webb | A. Coach

RVSR 3
Mitchell Abbot | A. Coach

DRO 1
Lucille Hood | Coach

DRO 4
William Kirsch | Coach

ADROCM - Section 3
James Brown

VSR

VSR 1
Melissa Nesser | Coach
Noel Camara | A. Coach

VSR 2
Richard Osborne | Coach

VSR 3
Smith Cornell | Coach
Chuck Crawford | A. Coach

VSR 4
Shana Fashanu | Coach
John Helmy | A. Coach

VSR 5
Staci Boone | Coach
Lynn Rosas | A. Coach

VSR 6
Carlos Stillman | Coach
Thomas Spurgeon | A. Coach

ADROCM - Section 4
Rafael De Los Santos

DRO | RVSR | QRT

RVSR 1
Derrell Roberts | Coach

RVSR 2
Justin Baudoux | Coach
Kelly Ezzell | A. Coach

RVSR 4
Frankie Moore | Coach
Bryan Guy | A. Coach

DRO 2
Adrian Urbina | Coach

DRO 3
Arlinda Wesley | Coach

QRT
Maurice Cox | Coach
Cristen Pierce | Coach
Anthony Rivera | A. Coach

Regional Office Management Team

DROC **Decision Review** **Operations Center**



Patricia Manley
Asst DROCM



Diane McCarron
Asst DROCM



James Brown
Asst DROCM



Rafael De Los Santos
Asst DROCM

St Petersburg DROC Employees

Position	FTE Assigned
Veterans Service Representative VSR	174
Veterans Service Representative (VSR-A) Authorizer	74
Decision Review Officer DRO	68
Rating Veterans Service Representative RVSR	57
Supervisory Veterans Service Representative Coach	22
Authorization Quality Review Specialist AQRS	19
Claims Assistant CA	15
Rating Quality Review Specialist RQRS	14
Supervisory Veterans Service Representative Asst. Coach	14
Legal Administrative Specialist LAS	7
Supervisory Veterans Service Representative ADROCM	4
Management Analyst MA	4
Supervisory Veterans Service Representative DROCM	1
Training Coordinator TC	1
Grand Total	474

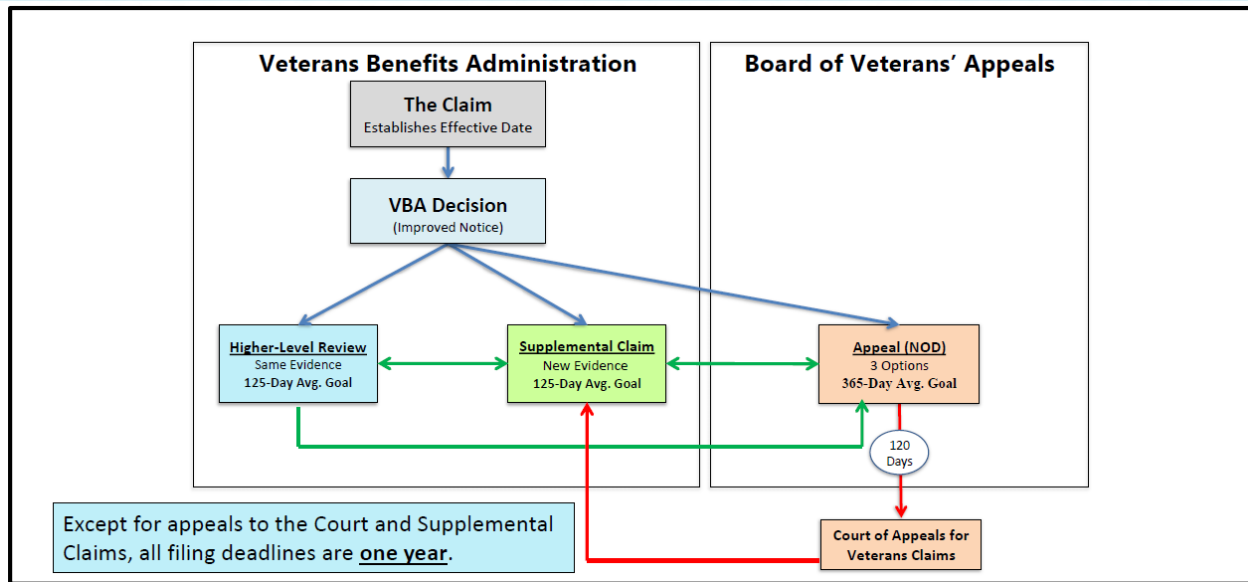
DROC (Appeals Process)

Appeals Modernization Act

- On August 23, 2017, the Veterans Appeals Improvement and Modernization Act of 2017 was signed into law. The new law did not take effect until February 19, 2019.
- The AMA law creates a new claims and appeals process, which features three lanes:
 - **Higher-Level Review** lane, which consists of an entirely new review of the claim by an experienced adjudicator.
 - **Supplemental Claim** lane, which provides an opportunity to submit additional evidence.
 - **Appeal** lane, which provides an opportunity to appeal directly to the Board of Veterans' Appeals.

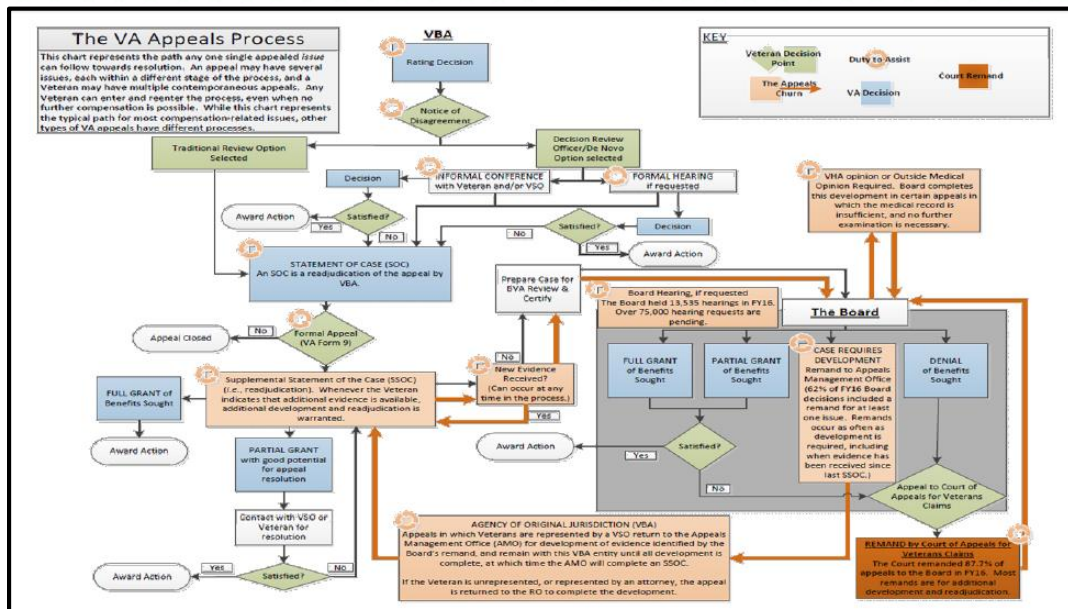
DROC (Appeals Process)

New AMA Decision Review Process



DROC (Appeals Process)

Legacy Appeals Review Process



DROC (Appeals Process)

VBA Framework (Supplemental Claim Lane and Higher-Level Review Lane)

Supplemental Claim Lane

- VA will readjudicate a claim if “new and relevant” evidence is presented or secured with a supplemental claim.
- VA will assist in gathering new and relevant evidence (**duty to assist**).
- This process replaces “reopening” claims with “new and material” evidence.

Higher-Level Review Lane

- Provides a second look at the **same evidence** before the initial adjudicator by a more experienced VA employee.
- Includes option for a one time telephonic **informal conference** with the higher-level reviewer.
- *De novo* review with difference of opinion authority.
- **Closed evidentiary record.**
- Return to lower-level for correction of duty to assist errors (quality feedback).

DROC (Appeals Process)

BVA Framework (Appeal Lane)

Evidence Only Docket

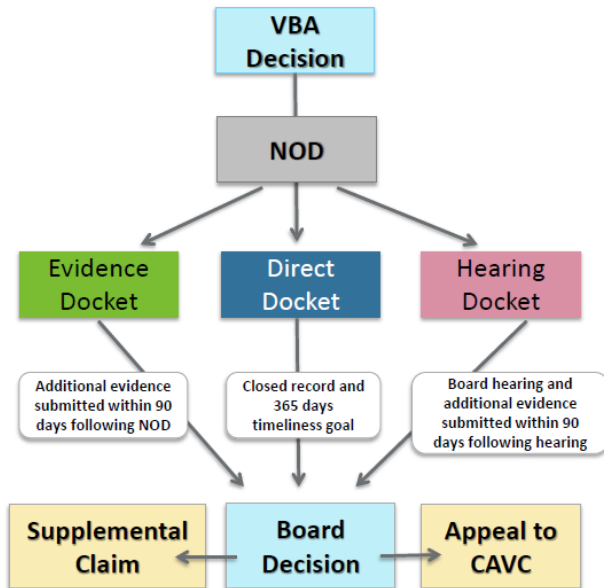
When this option is selected on the NOD, the appellant may submit evidence within the 90 day window following submission of the NOD.

Direct Docket

When this option is selected on the NOD, the appellant receives direct review by the Board of the evidence that was before the AOJ in the decision on appeal. VA has established a 365-day timeliness goal for the Direct Docket.

Hearing Docket

When this option is selected on the NOD, the appellant will be scheduled for a Board hearing. Additionally, the appellant may submit evidence within the 90 day window following the scheduled hearing.



DROC (Appeals Process)

Rapid Appeals Modernization Program (RAMP)

- VA began a new program known as the Rapid Appeals Modernization Program (RAMP) on November 1, 2017.
- RAMP is a test program that allows eligible Veterans with pending compensation appeals the option to have their decisions reviewed in VBA's **Higher-Level Review** or **Supplemental Claim** lanes outlined in the new law.
- RAMP is divided into three phases:
 - Phase I - Initial start-up at the Appeals Resource Center (ARC) in Washington, DC.
 - Phase II - Roll out to additional ROs.
 - Phase III - Close out. (February 15, 2019)

DROC (Appeals Process)

Discontinuation of RAMP (February 15, 2019)

Discontinuation of RAMP

- VBA accepted **initial** opt-in forms postmarked through February 15, 2019; **initial** RAMP opt-in forms postmarked after that date will not be accepted
- Veterans who submitted an initial opt-in form postmarked by February 15, 2019 that was improperly completed are provided an additional 60 days to provide a properly-completed form (VBA will send a letter to inform the Veteran)

Veterans who have opted in to RAMP and received a RAMP decision are already in the modernized system.

If a Veteran received a RAMP decision and wants to pursue a new lane:



Within one year of the most recent RAMP decision notice, file:

- VA Form 20-0995, Decision Review Request: Supplemental Claim
- VA Form 20-0996, Decision Review Request: Higher-Level Review
- VA Form 10182, Decision Review Request: Board Appeal (Notice of Disagreement)

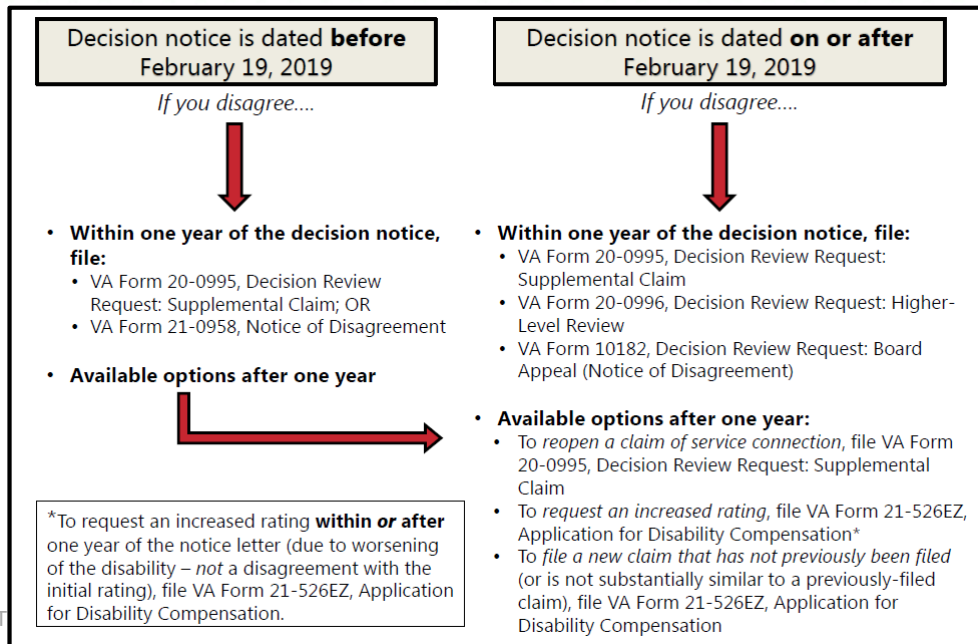


Available options after one year:

- To *reopen a claim of service connection*, file VA Form 20-0995, Decision Review Request: Supplemental Claim
- To *request an increased rating*, file VA Form 21-526EZ, Application for Disability Compensation*
- To *file a new claim that has not previously been filed* (or is not substantially similar to a previously-filed claim), file VA Form 21-526EZ, Application for Disability Compensation

DROC (Appeals Process)

AMA Process (beginning February 19, 2019)

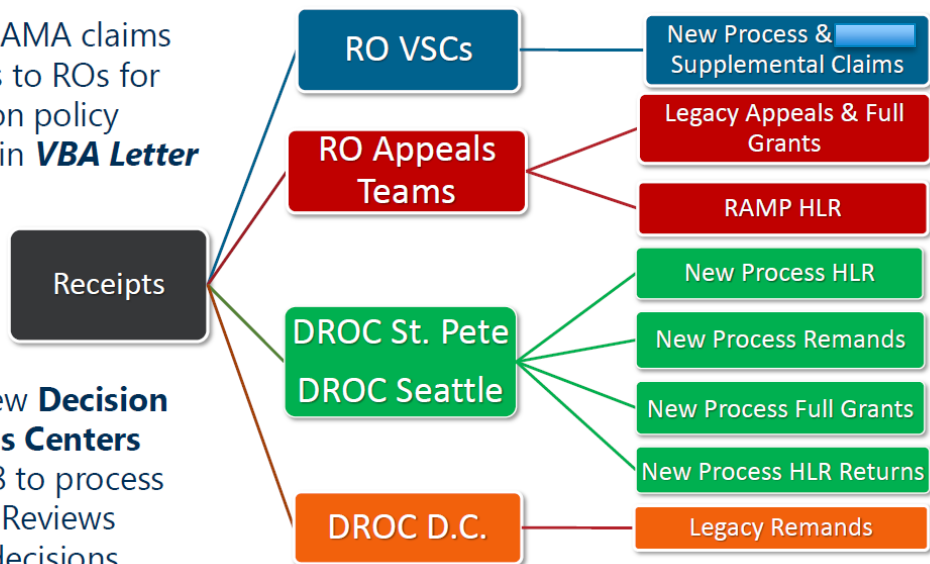


DROC (Appeals Process)

VBA Workload Distribution

VBA will distribute AMA claims and legacy appeals to ROs for processing based on policy guidance outlined in **VBA Letter 20-18-05**.

VBA established new **Decision Review Operations Centers (DROCs)** in FY2018 to process AMA Higher-Level Reviews (HLRs) and Board decisions.



Questions

