

Veterans Service Center

St. Petersburg

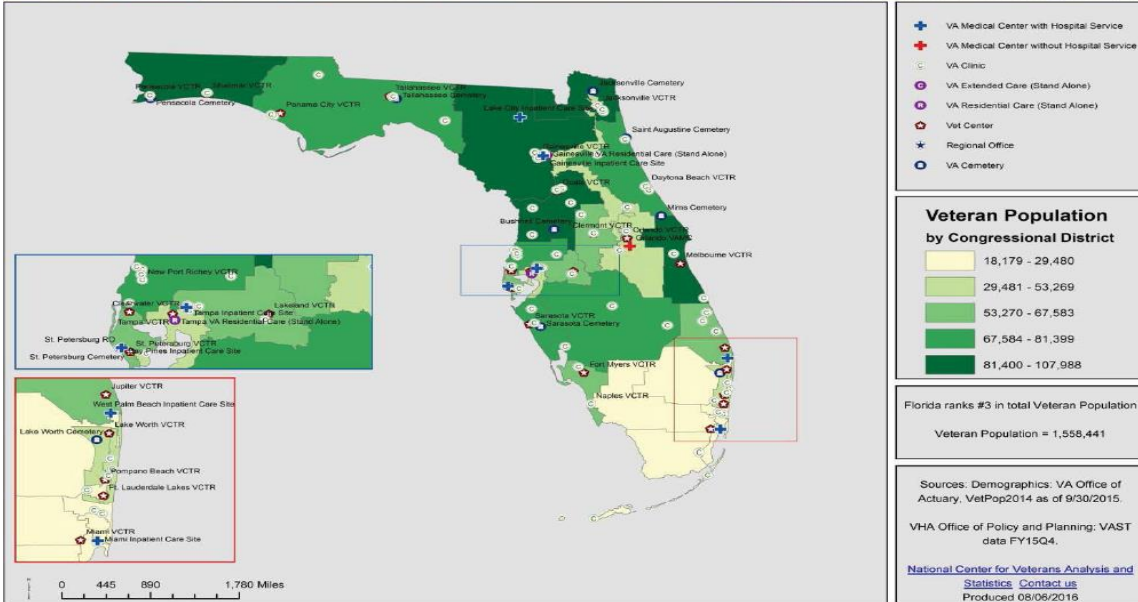


Florida Veteran Population

DATA DATE 09/22/2017



VA Facilities By Congressional District (113th): Florida



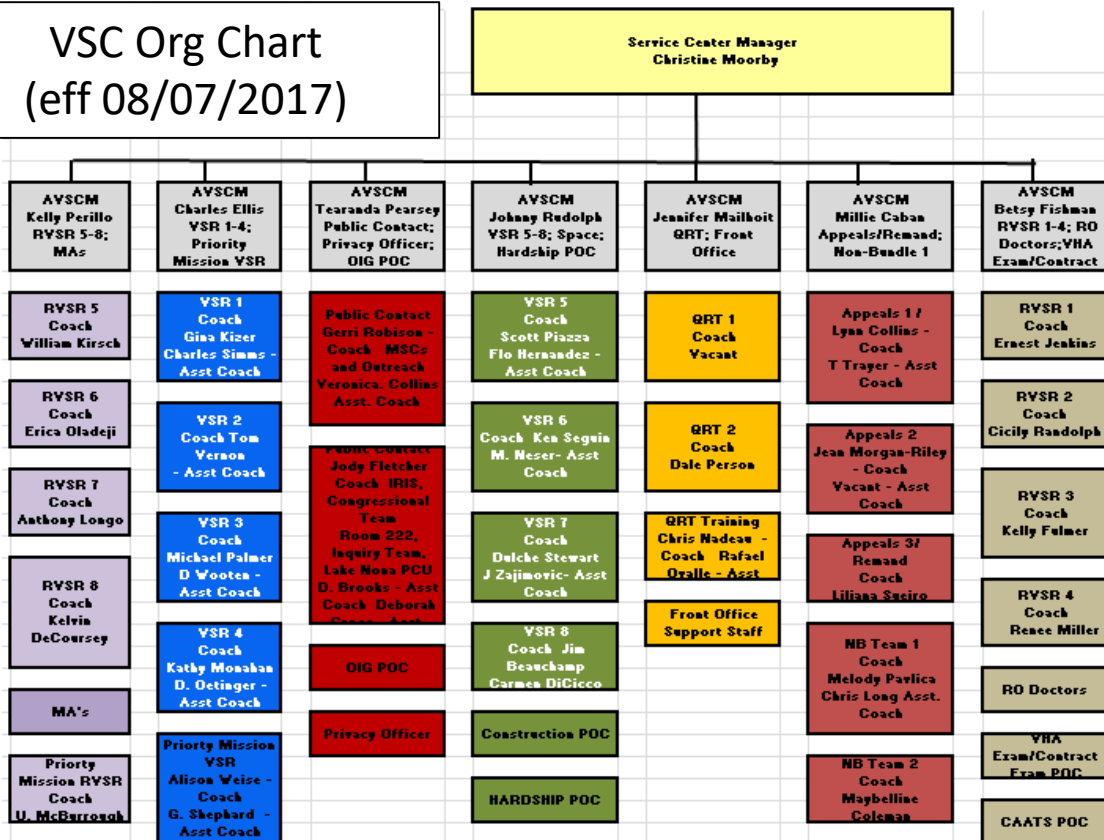
St Pete Organization

DATA DATE 09/22/2017

What's new?

- New AVSCMs: Jennifer Mailhot (QRT, Front Office Staff) & Johnny Rudolph (VSR 5, 6, 7, 8)
- New Coaches: Dale Person (QRT), Ken Seguin (VSR 6), Kelvin DeCoursey (RVSR 8)
- VSR 4 & 8 "Post" Teams

VSC Org Chart (eff 08/07/2017)



IPC 1
Maritza
Mendez -Coach
L. Hood - Asst
Coach

IPC 2
Steffen
Tredgen -Coach
D. Soto - Asst.
Coach

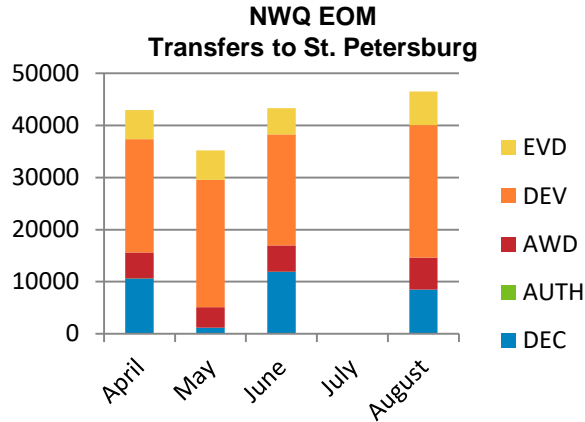
St Petersburg Regional Office: Employees

DATA DATE 09/22/2017

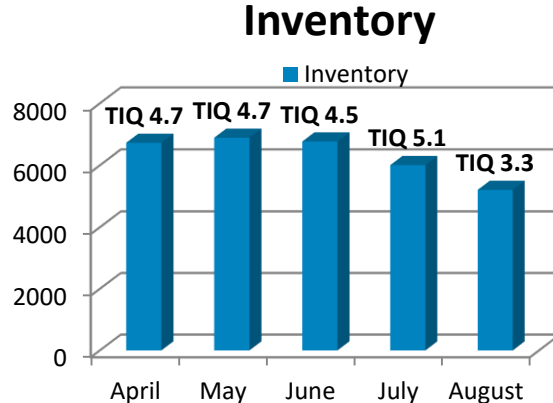
Position	Count
Claims Asst	67
AQRS / RQRS	42
Decision Review Officer	30
Legal Admin Spec	18
Management & Program Analyst	9
Support Staff	3
Manager	56
Military Services Coordinator	13
Rating Veteran Service Rep	175
Veteran Service Rep	311
Grand Total	724

NWQ Inventory Status

DATA DATE 09/22/2017



*No data for July



Served **54,275** Veterans
Fiscal Year to Date!

Non-Rating Rollout (effective April 10, 2017)

DATA DATE 10/01/2017

Non-Rating rollout will include all stations and the following EPs:

EP 130 Series

EP 290 Series*

EP 600 Series

EP 930 Series

EP 338

*Excluding 'FID – Fiduciary Adjustment' claim label

Non-Rating Resource Teams (NRRT): Special Project Attributes

DATA DATE 10/01/2017

Special Non-Rating Project	EPs	Claim Attributes
Drill Pay	EP290s	Claim Labels: DRAS Drill Pay Adjustment & Drill Pay Adjustment
	EP600s	Claim Label: Drill Pay Adjustment
Federal Bureau of Prison (FBOP)	EP600s	Special Issue: RO Special Issue 6
Prison Matches	EP290s	Claim Labels: Bureau of Prisons & Incarceration Adjustment
	EP600s	Claim Labels: Bur of Prisons & SSA Prison Match
Eligibility Determinations	EP290s	Claim Label: Eligibility Determinations
CRSC/CRDP	EP290s	Claim Label: CRSC/CRDP Processing
Management Quality Assurance Service (MQAS)	EP338	All EP338

Non-Rating Resource Teams (NRRT) Special Project Assignments

DATA DATE 10/01/2017

Drill Pay	Prison Matches	Eligibility Determinations	CRSC/CRDP	MQAS	FBOP
304 Providence	304 Providence	330 Milwaukee	320 Nashville	377 San Diego	351 Muskogee
318 Winston-Salem	319 Columbia	377 San Diego	341 Salt Lake City	335 St. Paul	350 Little Rock
319 Columbia	329 Detroit	329 Detroit	318 Winston-Salem		
320 Nashville	330 Milwaukee	436 Ft. Harrison			
329 Detroit	436 Ft. Harrison	335 St. Paul			
330 Milwaukee		304 Providence			
335 St. Paul		351 Muskogee			
341 Salt Lake City		319 Columbia			
350 Little Rock		350 Little Rock			
351 Muskogee					
377 San Diego					
436 Ft. Harrison					

Dependency Claims

DATA DATE 09/27/2017

	Inventory	ADP
St Pete RO	6,184	87.2
National	142,661	112.3

Appeals Express Pilot

DATA DATE 09/30/2017

Pilot Initiation to Date	
Submitted	2,743
Excluded from Pilot	1010
SOC Issued	1,299
Partial Grant	186
Full Grant	245
Pending Review	3
Average Days to Complete	22.58

Reasons: Multiple Appeals, development required, or premature NOD

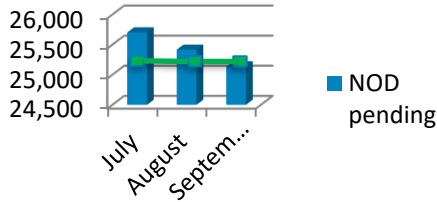
- Submitted on VA Form 21-0958, Notice of Disagreement
- Traditional Appeal Process Elected
- Receipt of Veteran's signed acknowledgment
- No DRO Hearing Request
- 5 issues or less
- No additional development required *
- No other pending appeal

* Excluding VA Medical Records/Records under VA constructive custody.

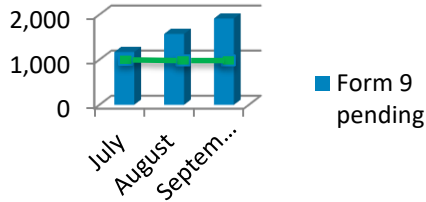
Appeals

DATA DATE 09/30/2017

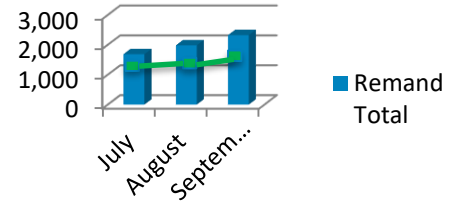
NOD pending



Form 9 pending



Remand Total

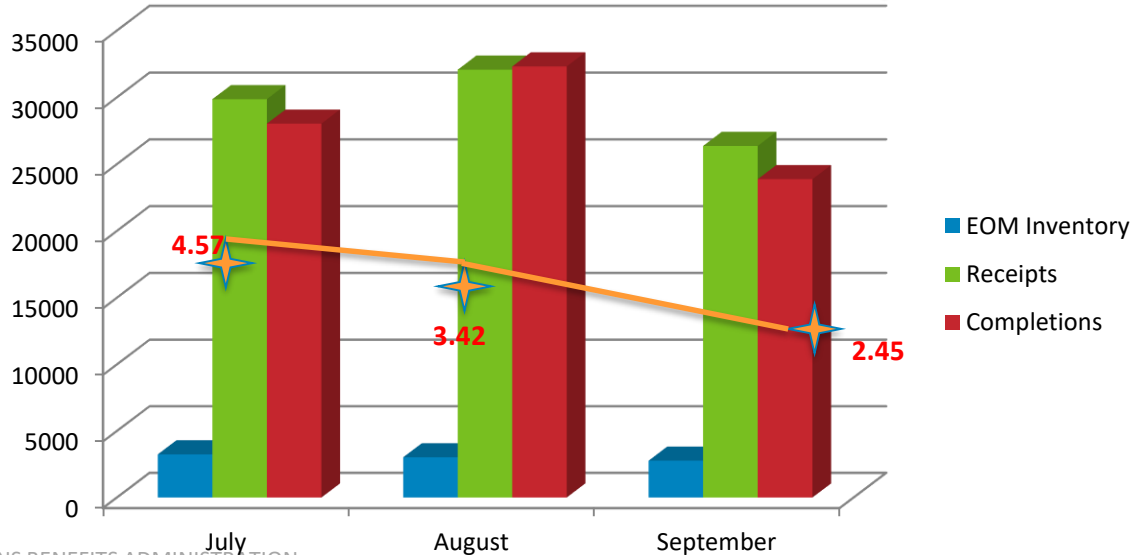


	Jul	Aug	Sep		Jul	Aug	Sep		Jul	Aug	Sep
NOD Pending	25,703	25,416	25,138	Form 9 Pending	1,171	1,572	1,914	Remand Total	1,687	1,986	2,327
NOD ADP ■	469	462	460	Form 9 ADP ■	152	146	151	Avoidable ■	12.80 %	14.60 %	19.30 %

Intake Processing Center (IPC) (1 of 2)

DATA DATE 09/27/2017

Mail Portal Workload



Intake Processing Center (IPC) (2 of 2)

DATA DATE 09/27/2017

Full Service Shipping (FSS Project) - Warehouse

- Processed 92,748 Claims Folders
- Processed 55,117 VR&E (CERT) Folders
- All folders should be uploaded to VBMS by Oct 1st, 2017
- Active folders are requested daily for expedited processing

Warehouse Before

DATA DATE 05/05/2017



Warehouse After

DATA DATE 05/05/2017



Public Contact & Outreach

DATA DATE through 09/27/2017

	FY 2016	FYTD 2017
Personal Interviews	15,098	17,187
Congressional Inquiries completed	8,111	6,837
IRIS completed	4,672	3,692

Quality (12-month)

DATA DATE 09/27/2017

	Station	Nation
Issue Based Rating Accuracy:	91.5%	94.4%
Authorization Accuracy:	88.0%	88.0%

Questions

