

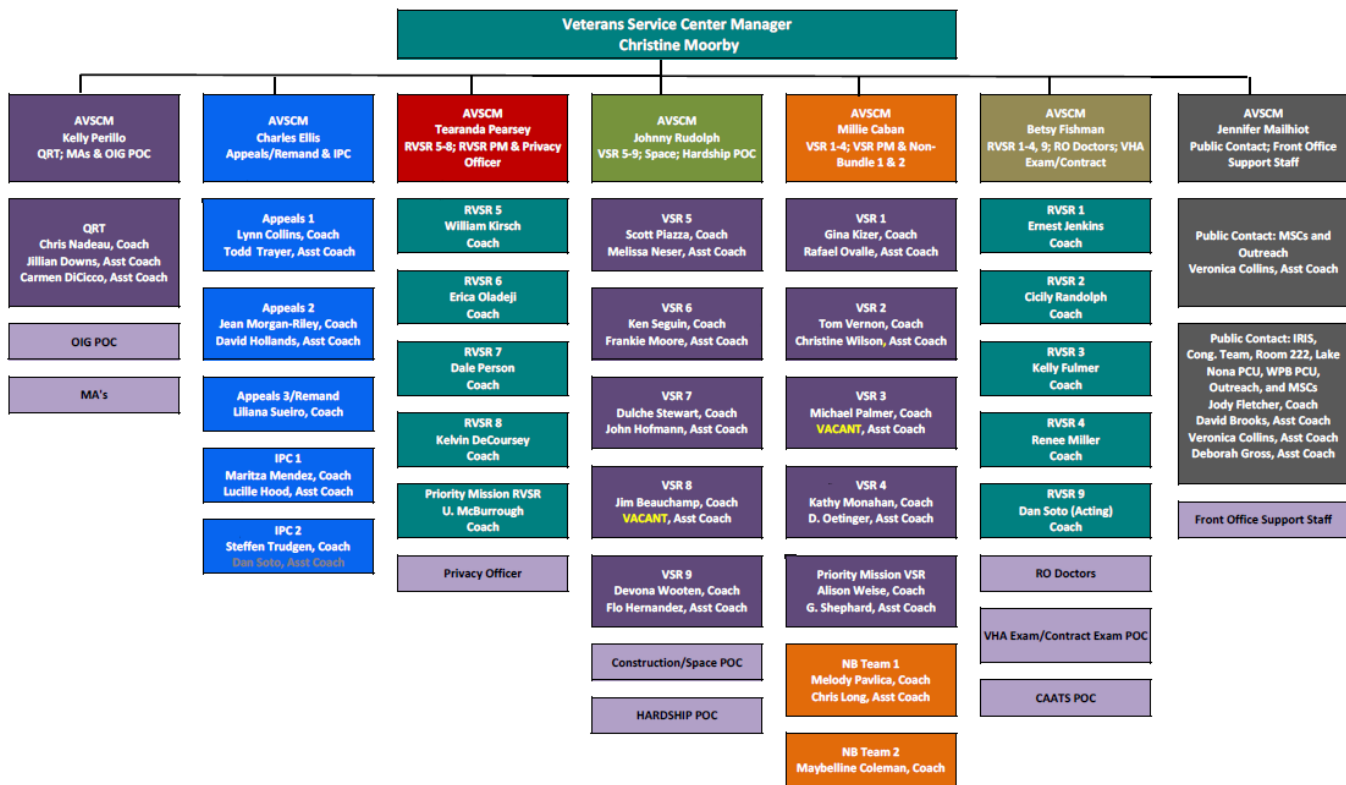
# Veterans Service Center

## St. Petersburg



# FY17 Accomplishments

	Actual	Target	%	Within Goal
Production <i>Apr-Sep</i>	35,904	40,000	89.76	Within 20%
IDEV Transactions <i>Oct-Sep</i>	71,293	76,390	93.33	Within 10%
RFD Transactions <i>Oct-Sep</i>	116,551	111,770	104.28	Target Reached
RDC Completions <i>Oct-Sep</i>	103,127	87,070	35904	Target Reached
TIQ <i>Oct-Sep</i>	2.44	5	204	Target Reached



# Regional Office Management Team



**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 Mailhot**  
*Asst VSCM*

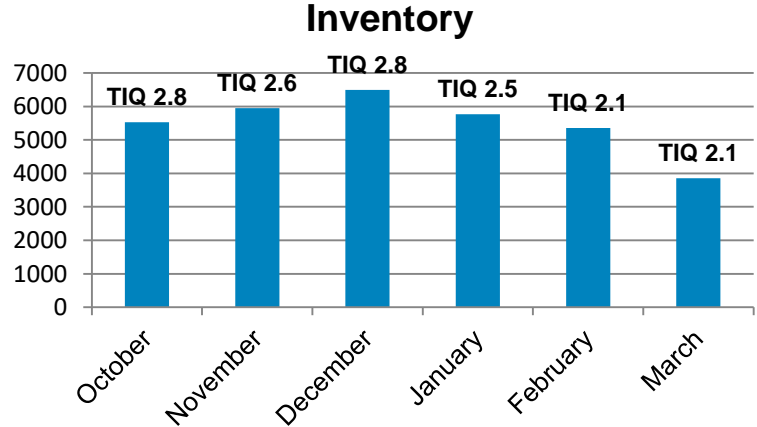
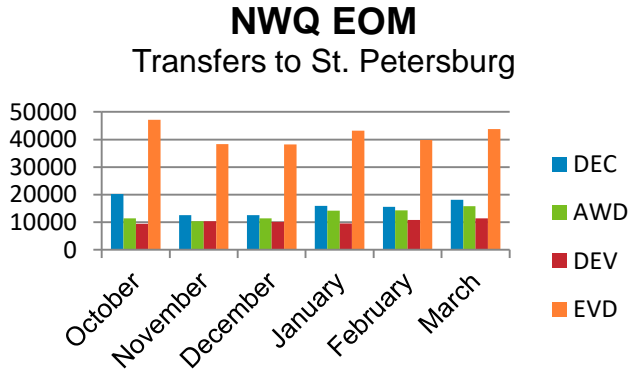
# St Petersburg VSC Employees

DATA DATE 04/27/2018

<b>Position</b>	<b>Count</b>
Claims Assistant	56
AQRS / RQRS	41
Decision Review Officer	30
Legal Admin Spec	18
Management Analyst	3
Support Staff	4
Manager	56
Military Services Coordinator	13
Congressional	4
Rating Veteran Service Rep	188
Veteran Service Rep	323
<b>Grand Total</b>	<b>736</b>

# NWQ Inventory Status

DATA DATE 04/27/2018

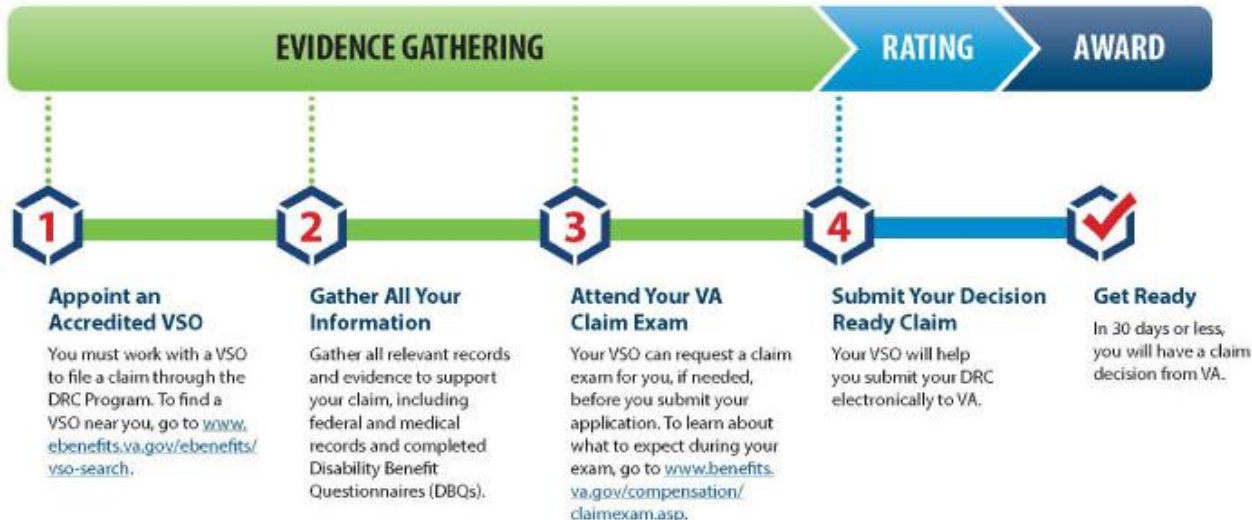


Served **26,346** Veterans  
Fiscal Year to Date!

# Decision Ready Claims

- Veterans can get a decision from VA **within 30 days** after their claim is submitted.
- A claim is considered “decision-ready” when all relevant and required evidence is submitted at the same time as the application, including VA exam results.
  - Veterans can attend an exam before they submit their claim to include the exam results with their application, making their claim truly complete.
  - Similar to filing for taxes: you must put in the work beforehand to collect all the required data needed to include with your tax return before filing.
- DRC is an expansion of the successful FDC Program because it allows Veterans to attend VA exams and include the results with their claim.
- An Intent to File (ITF) preserves the effective date while evidence is being gathered. If awarded, benefits will be paid back to that date.

# Decision Ready Claims

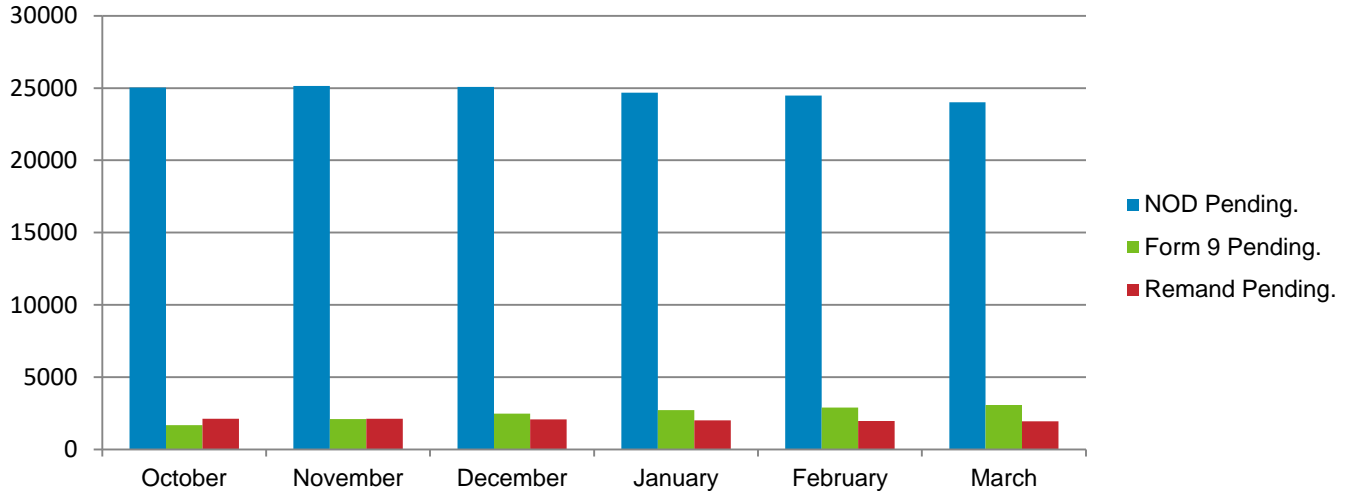




# Appeals

DATA DATE 03/30/2018

## Inventory



# Centralized Benefits Communications Management (CBCM) Overview

DATA DATE 04/27/2018

- Replaces manual letter printing and mailing at regional offices with an automated system
- CBCM Phases
  - Phase 1 – Centralized Printing (St. Petersburg March 2018)
  - Phase 2 – Digital Outbound Communications (Timeline TBD)
- Phase 1 Components
  - Veterans Benefits Management System (VBMS)
  - CBCM Vendor, CSRA
  - Centralized Printer, ITOPS
- Goals
  - Reduce costs of printing and mailing
  - Record/history of communications activity
  - Improve POA notification
  - Enable switching between electronic and print correspondence

# Public Contact & Outreach

DATA DATE through 05/02/2018

	FY 2017	FYTD 2018	Projected FY18
Personal Interviews	17,187	9,257	19,276
Congressional Inquiries completed	7,254	3,665	6,397
IRIS completed	4,026	2,815	3,380

In the first two quarters of FY 18, VSC employees conducted outreach and provided benefit information in the following areas: 55 Homeless events, 22 Wounded Warrior events, 10 Minority/LGBT/Rural/Elderly events and 51 Veteran Centric events.

# What's New in Quality?

## National Quality Reviews

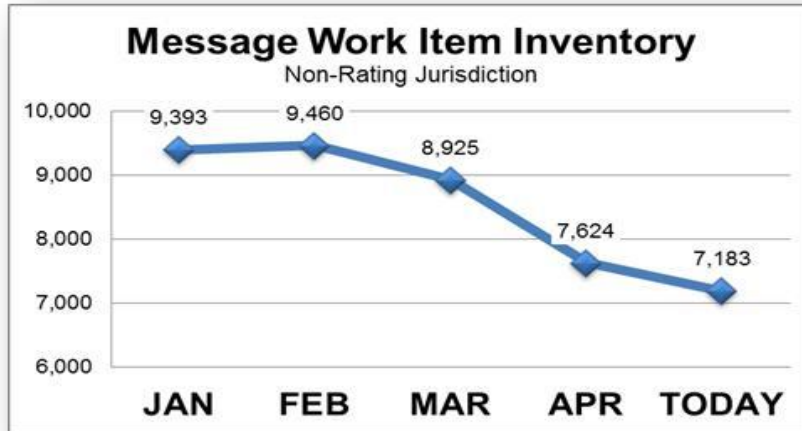
- Began January 2018
- Stations no longer complete quality reviews on a local basis
- Leverage national capacity and mitigate perception of bias

## In Process Review (IPR) Pilot

- Began November 2017
- 5 stations: Atlanta, St. Pete, New Orleans, Reno, and Wichita
- Provide timely feedback and training to employees; catch errors earlier in the claims process

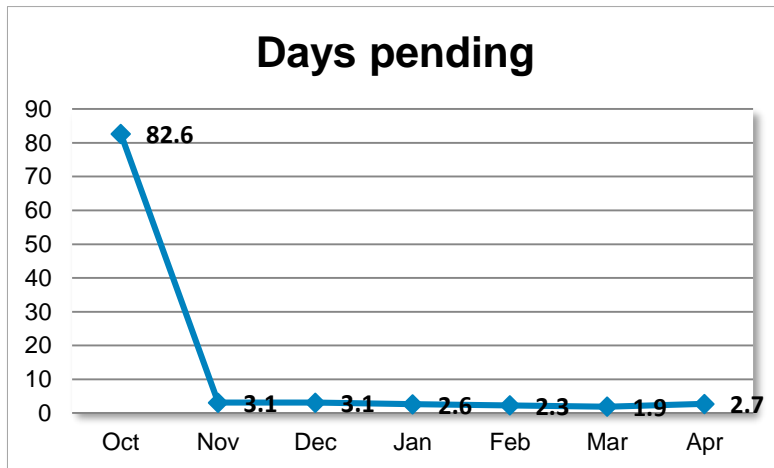


# Non-Rating Inventory



\*EP 810s (e.g. SSA Death match)

# Not-Rating Time in Queue



\*EP 130, 290, 600, 930

# Questions

