

# Veterans Service Center

## St. Petersburg



# FY19 Accomplishments

				Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
IDEV	TIQ	3		1.9	1.7	1.9	2.2	2.9	2.3
SUPP	TIQ	3		2.7	2.5	2.4	2.9	2.8	2.4
Combined	TIQ	6		2.7	2.7	3	4.4	3	2.9
Not-Rating	TIQ	3		5.5	1.6	1.8	2.3	2.1	1.9
Issue Based Quality	Percent	96%		93.3%	93.7%	94.0%	93.6%	93.6%	N/A
Iris Timeliness	Day	5		2.1	3	2.7	2.7	2.6	N/A
Non-NWQ + Legacy Inventory				6,714	1,053	1,418	1,473	841	1,187
Work Item Inventory (Write Out)	Days	150		103.8	64.9	91.1	109.5	167.8	69.5
	Metric	Target							

**Veterans Service Center Manager  
Christine Moorby**



# 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*

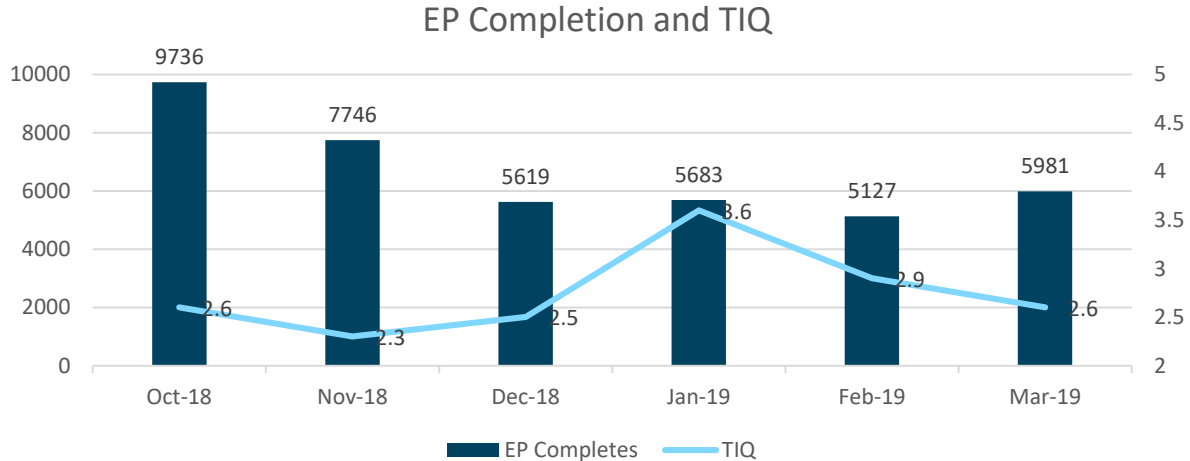


**Jennifer Mailhot**  
*Asst VSCM*

# St Petersburg VSC Employees

<b>Position</b>	<b>Count</b>
Claims Assistant	57
AQRS / RQRS	47
Legal Admin Spec	19
Management Analyst	4
Support Staff	1
Manager	46
Military Services Coordinator	10
Congressional	4
Rating Veteran Service Rep	163
Veteran Service Rep	200
Program Support Clerk	5
<b>Grand Total</b>	<b>556</b>

# NWQ Inventory Status



Served **39,895** Veterans  
Fiscal Year To Date!

# Intake Processing Center

Month	Inventory	ADP	MTD Receipts	MTD Completions
Dec 2018	21,867	13.56	28,257	16,723
Jan 2019	37,887		49,908	19,520
Feb 2019	59,379	19.0	63,677	25,052
Mar 2019	78,055	23.3	67,915	40,066
Apr 2019	9,148	14.6	54,839	55,164

# Public Contact & Outreach

FY 2019 to Date:

Inquiries		Visitors Served		Outreach	
Pending	265	Served	4,784	Events	185
Completed	3,186	Average Wait Time	>20 mins	Veterans in Attendance	~5,000

During FY 2018, 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).



# Appeals Modernization Act (AMA) & Impact on VSC Operations

- AMA went into effect February 19, 2019.
- For all decisions **on or after** February 19, 2019, new rules apply. For VSC the major impact is on how VA accepts supplemental claims. The old “reopen claim” is now considered a supplemental claim and has to be filed on VA Form 20-0995 (EP 040).
- The new evidentiary standard for supplemental claims is “new and relevant” evidence (lower threshold).
- New notification requirements. Favorable findings must be listed for all denials.
- If the Veteran files a supplemental claim on a VA Form 21-526EZ, IPC will send out the Request for Application (RFA). VA Form 21-526EZ is now only used for new claims or claims for increase.
- Private Attorneys now have the ability to receive Attorney Fees through VA for EP 040s. Veteran may have multiple claims pending EP 030, EP 040 and EP 020 with different representatives for each.

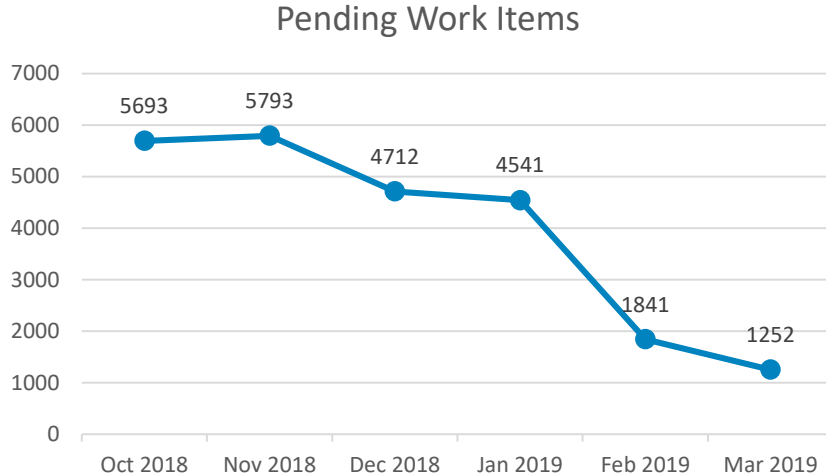
# What's New in Quality?

## 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.
- Target for VSC Created by Unmitigated Avoidable Deferrals is 93% or higher.
- 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



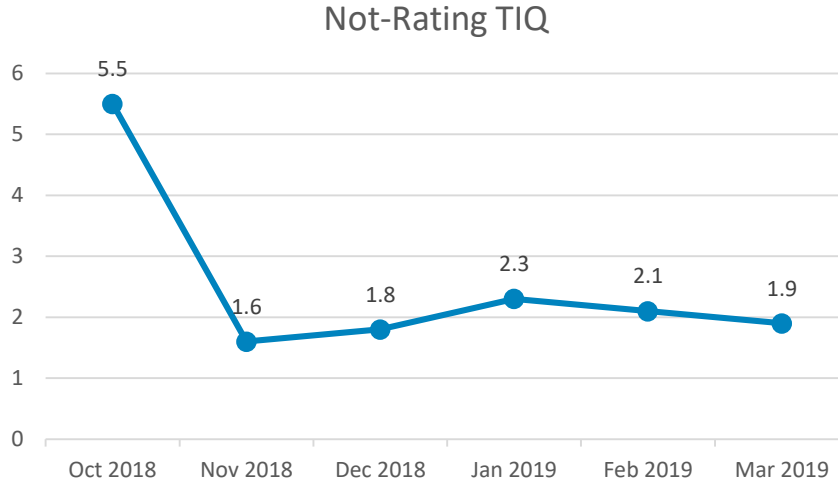
\*EP 810s (e.g. SSA Death match)

# Non-Rating Inventory

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

# Questions

