

# *Winston-Salem Department of Veterans Affairs Regional Office*

*Douglas Chapman, Veterans Service Center Manager*  
*Governor's Working Group, January 28, 2016*

You are here

We are here  
to help you  
achieve  
your goals



# Accomplishments

## ***Veterans Service Center\****

- ***VSC Rating Claim Backlog peaked in July 2013 at 30,122 claims.***
  - ***Now: 2,135 Backlog claims: 93% improvement***
  - ***Current Rating Inventory: 10,907***
- ***Pre-Discharge Rating Claim Backlog peaked in March 2012 at 17,218 claims***
  - ***Now: 1,845 claims: 93% improvement***
  - ***Current Rating Inventory: 11,007***
- ***Non-Rating Claims inventory peaked in July 2013 at 29,770 claims***
  - ***Now: 16,911 non-rating claims: 43% improvement***
- ***Nearly 300 teleworking employees in the VSC (43% of the VSC)***

# VA Regional Office

## Rating Claims\*

- Inventory 22,717
- Average Days Pending (ADP) 87
- 3 Month Claim Based Quality 93.2%
- 3 Month Issue Based Quality 97.5%

## Homeless Claims\*

- Inventory 97
- Average Days Pending (ADP) 76
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## Appeals Pending\*\*

- Notice of Disagreement (NOD) Inventory 9,302
- NOD Timeliness 7,109
- Form 9 Inventory 249 days (down 88 days)
- Form 9 Timeliness 1,249
- BVA Remand Timeliness 179.3 (down 88 days)
- Remand Inventory 346 days (down 75 days)
- Remand Inventory 961

# *Fiscal Year 2016 Goals*

- **Production Goal:**
  - 61,400 claims to complete in FY 2016
  - 62,056 claims were completed in FY 2015
- **Dependency Goal:**
  - 15,100 dependency claims to complete in FY 2016
  - 14,180 dependency claims were completed in FY 2015
  - Rules Based Processing System (RBPS) continues to assist with the dependency workload.
  - The Winston-Salem RO has maintained its focus on all aspects of the Non-Rating workload and has increased the Non-Rating team staffing while also bringing on Temporary Non-Rating Resource Teams to assist with Drill Pay Processing.
- **Appeals Goals:**
  - 4 Categories of Appeals Goals: Pre Form 9, Form 9, Remand, and Appeals Overall
  - 5,960 Pre-Form 9 actions, 2,530 Form 9 actions, and 1,365 Remand actions, totaling 9,855 Overall actions
  - There is a new national emphasis on improving the timeliness of this workload; however, the Winston-Salem RO has not waived our emphasis on the Appeals work and increased staffing in the Appeals Team during FY 2015
- **Quality:**
  - FY 2016 is the “Year of Quality” at the Winston-Salem Regional Office