

# Winston-Salem Department of Veterans Affairs Regional Office

Leigh Ann Skeens Wilson, Acting Director

Governor's Working Group, January 28, 2016

You are here

We are here  
to help you  
achieve  
your goals



# Overview

- **Senior Leadership**
  - Cheryl J. Rawls – Director (detailed to Philadelphia RO)
  - Leigh Ann Skeens Wilson – Assistant Director, currently Acting Director (Human Resources, Support Services, and Vocational Rehabilitation and Employment)
  - Brian Ward – Assistant Director (Veterans Service Center, National Missions, and Public Affairs Officer)
  - Douglas C. Chapman – Veterans Service Center Manager
  - Carolyn Lightfoot – Vocational Rehabilitation and Employment Officer
  - Lisa Bowman – Support Services Chief
- **Staffing**
  - 740 (701 permanent and 39 temporary) 761/787 ceiling
- **Budget**
  - Total: \$71,427,784 (Payroll: \$69,737,874, Non-payroll/Non-Travel: \$1,623,300, Travel: \$66,610) FY 2015
- **Other**
  - 3<sup>rd</sup> largest Veterans Service Center in the Nation
  - 6<sup>th</sup> largest Vocational Rehabilitation and Employment Division in the Nation
  - Winston-Salem RO serves 224,000 Veterans, and pays out \$289.3 million in monthly C&P benefits
  - Nearly 300 employees in the telework program

# Compensation and Pension Organizational Priorities

- **Priority One Claims:**

- Homeless, Terminally ill, Medal of Honor Recipients, Former POWs, Financial Hardships, OIF/OEF, VSI/SI, Pre-discharge, and Fully Developed Claims
- Claims pending over 125 days and Roll-Overs

- **Other Priorities:**

- Appeals
- Non-Rating
- Training
- Outreach

**QUALITY IN  
ALL AREAS**

# Other VBA Benefits in NC

- Education Benefits
  - Atlanta Regional Processing Center
  - Over 35,000 Veteran students utilized education benefits in 278 institutions across the state\*
  - Post-9/11 GI Bill benefits paid in FY15 and to date in FY16: \$427m
- Pension and Survivor Benefits
  - Philadelphia Pension Management Center
    - Income-based pension benefits (Veterans and beneficiaries)
    - Service-connected death benefits for widows/ers and children

# Hot Topics

- ***Budget Impact***
  - ***Staffing***
  - ***Travel***
  - ***Overtime***
  - ***Outreach***
- ***Camp Lejeune Contaminated Water***
- ***National Work Queue (NWQ)***
- ***MyVA Communities***

# Outreach

## Winston-Salem PCT Outreach FY 2015 Totals

- 1<sup>st</sup> Quarter 20 Counties
- 2<sup>nd</sup> Quarter 8 Counties
- 3<sup>rd</sup> Quarter 16 Counties
- 4<sup>th</sup> Quarter 6 Counties



- 231 Outreach Events
- 8,958 Regional Office walk-ins
- 12,661 interviews at Out-Based locations

# Winston-Salem Claims Clinics

- ***FY 2015 - The Regional Office hosted four large outreach events at the University Parkway Goodwill Industries facility***
  - ***2068 Veterans attended (averaged 517 Veterans per event)***
    - ***Veterans' family members attended***
    - ***Employee participation and volunteers***
  - ***Over 895,000 paid in retroactive awards***
  - ***Partnership with Goodwill Industries***
- ***FY 2016 –***
  - ***National Initiative***
  - ***Funding challenges***

# Camp Lejeune Contaminated Water Benefits Expanded

VA Secretary McDonald announced intent to propose a Rule/Regulation to make the following conditions presumptive of service at Camp Lejeune for any length of time from August 1, 1953 through December 31, 1987.

- Proposed presumptive disabilities:  
Kidney Cancer, Liver Cancer, Non-Hodgkin Lymphoma, Leukemia, Multiple Myeloma, Scleroderma,  
Parkinson's Disease, Aplastic Anemia/Myelodysplastic Syndromes
- Veterans with any of these disabilities who served at Camp Lejeune during that time frame should file a claim immediately
  - Denials will be stayed until Regulation is published
- Expansion includes Reserve and National Guard personnel
- VA will reimburse certain Veterans' family members for eligible out-of-pocket medical expenses related to the covered conditions.
  - Additional info available: <https://www.clfamilymembers.fsc.va.gov>.
- Proposed Rule goes through the Public Notice and Comment procedure
  - *Track the Rule's posting and progress on the Federal Register:* [www.federalregister.gov/agencies/veterans-affairs-department](http://www.federalregister.gov/agencies/veterans-affairs-department)

*File a claim @ [www.ebenefits.va.gov](http://www.ebenefits.va.gov); local VSO, public contact an any RO, or call to request claim form by mail 1-800-827-1000*