

Winston-Salem Department of Veterans Affairs Regional Office

Cheryl Rawls, Director

Governor's Veterans Focus Group Update

You are here

We are here
to help you
achieve
your goals



VA Regional Office

Homeless Claims*

- Inventory 74
- Average Days Pending (ADP) 70.2
- Coordinator: Nickie Haizlip, Phone: (336) 251-6889, email: nanette.haizlip@va.gov

Rating Claims*

- Inventory 22,416
- Average Days Pending (ADP) 91.1

Backlog Claims Progress*

- May 2013: **30,122 backlog claims** vs. August 24, 2015: **4,794 backlog claims** = 84% Reduction
- Backlog claims percentage of total inventory reduced 54% in FY 2015:
9/30/2014: 13,770 backlog claims (46% total inventory)
08/24/15: 4,794 backlog claims (21% total inventory)

* Data as of August 24, 2015

VA Regional Office

August 15, 2015 Goodwill Claims Clinic

- 511 Veterans attended
- Immediate results: \$80,830 granted in retroactive benefits at the Claims Clinic location
- Held a Joint Town Hall with the Regional Office and VA Medical Center Salisbury
- Successful virtual tele-conferencing interviews conducted
- Winston-Salem Regional Office is the lead for the National Claims Clinic Initiative