

Providence VA Regional Office



Presented To:

Management Advisory Council (MAC)

Veterans Healthcare Administration – VISN 1

October 24, 2012

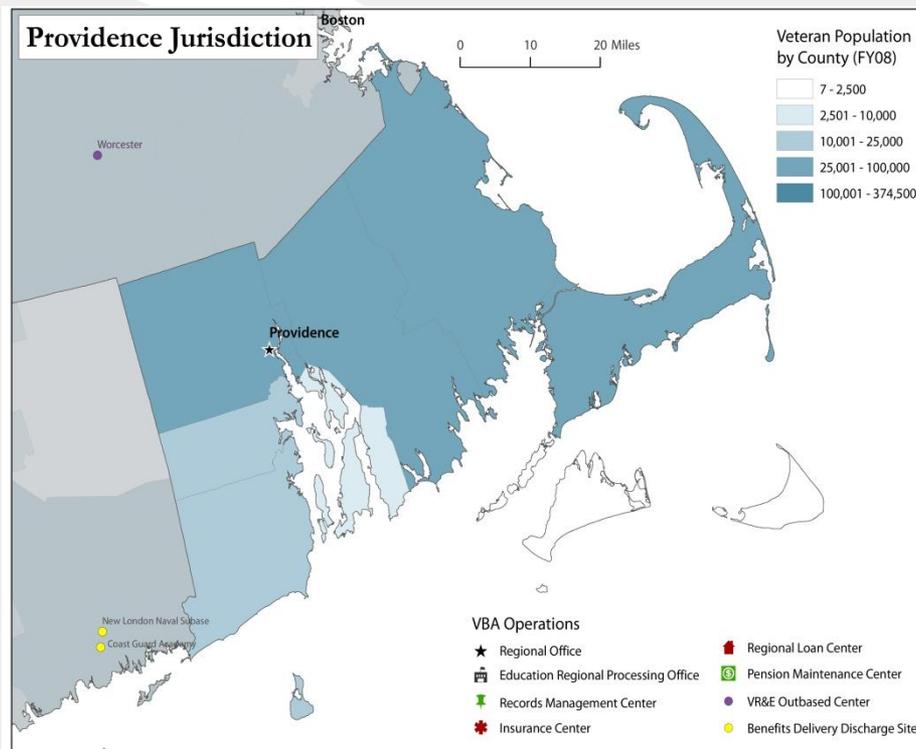
Earl J. Hutchinson, Director



Jurisdiction

The Providence Regional Office (RO) administers a variety of services and benefits including Compensation and Pension (C&P) and Vocational Rehabilitation and Employment (VR&E) throughout the State of Rhode Island and Southeastern Massachusetts.

Rhode Island and Southeastern Massachusetts



Congressional Districts

Elected Official	District
Senator Reed	RI
Senator Whitehouse	RI
Representative Cicilline	1st
Representative Langevin	2nd
Senator Kerry	MA
Senator Brown	MA
Representative McGovern	3rd
Representative Frank	4th
Representative Keating	10th



One of Our Nation's High Performing Stations

Providence VARO Initiatives

Providence (304)



- **Working Alongside the VAMC Providence**
 - Providence VAMC/RO Homeless Clinic
 - After Hours OEF/OIF Clinic
 - Reciprocal C&P Exam Assistance at the VAMC and Regional Office
 - Joint Training for Examiners and Rating Decision Makers
- **Local Integrated Disability Evaluation System (IDES) Expansion**
 - Partnered with Naval Health Care New England (NHCNE) and VAMC Providence
 - Operational since June 30, 2011
- **Serving Veterans and their Families in the Community**
 - Supporting National Guard/Reserve Forces
 - Women Veterans Programs
 - Assistance to Elderly Veterans
 - Operation Stand Down
 - Alternatives to Sentencing and Trauma Recovery Program

Providence VARO Initiatives

Providence (304)



- **Disability Rating Activity Site (DRAS)**
 - Preparing and Finalizing rating decisions for all US Navy, US Marines, and US Air Force IDES claims.
 - Processed more than 7,000 DES claims during FY 2011.
 - Projecting approximately 12,000 new DES claims during FY 2012.
- **VetSuccess on Campus (VSOC)**
 - One stop for student Veterans to receive assistance with VA benefits and services
 - Provided outreach, counseling and benefit assistance to 5,897 Veterans and dependents during FY 2011.
 - The Naval Undersea Warfare Center (NUWC) in Newport, RI, has been an excellent contact for hiring our Veterans. VSOC has placed eight Veterans at NUWC over the past two years – including two Veterans who were Seriously Injured.



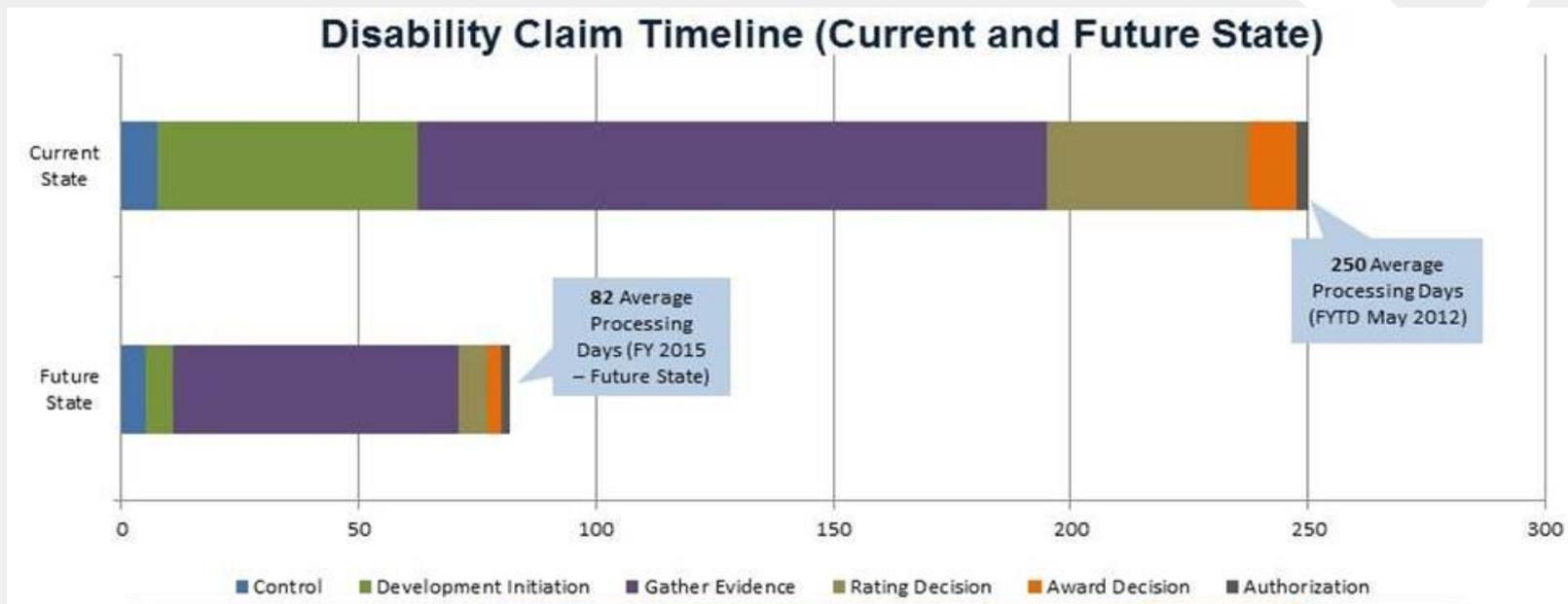
VETSUCCESS.GOV

Providence VARO Initiatives

Providence (304)



- **Veterans Benefits Management System (VBMS)**
 - Development and implementation of VBA's new paperless claims processing technology
 - Phase 1 began in Providence on November 15, 2010 with a "Go Live" date of January 2011
 - Partially implemented at Providence RO and Salt Lake City RO
 - Fully implemented at Ft. Harrison RO, Wichita RO, and Hartford RO



Providence VARO Initiatives

Providence (304)



View important claim information such as Date of Claim, Status, Claim Label

Efficient Prioritization by Suspense Reason/Date

Side Navigation for easy transitioning

View all pending claims

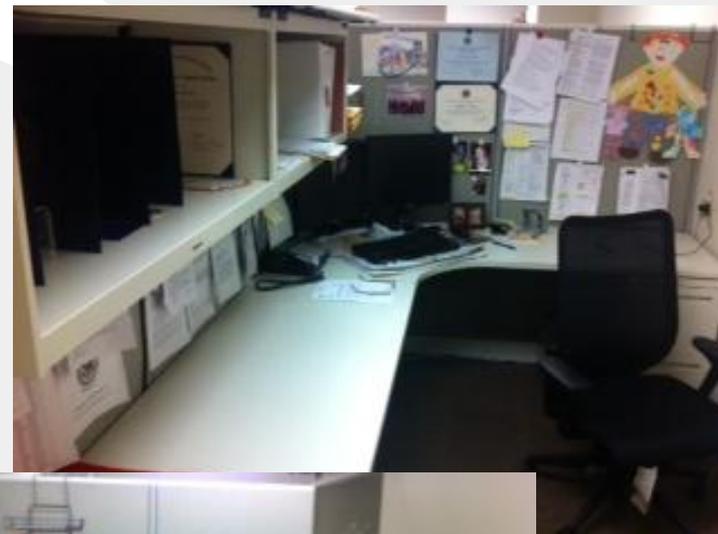
Add, Update, Delete, Organize contentions

Review, Update, Validate Military Service



Providence VARO Initiatives

Providence (304)



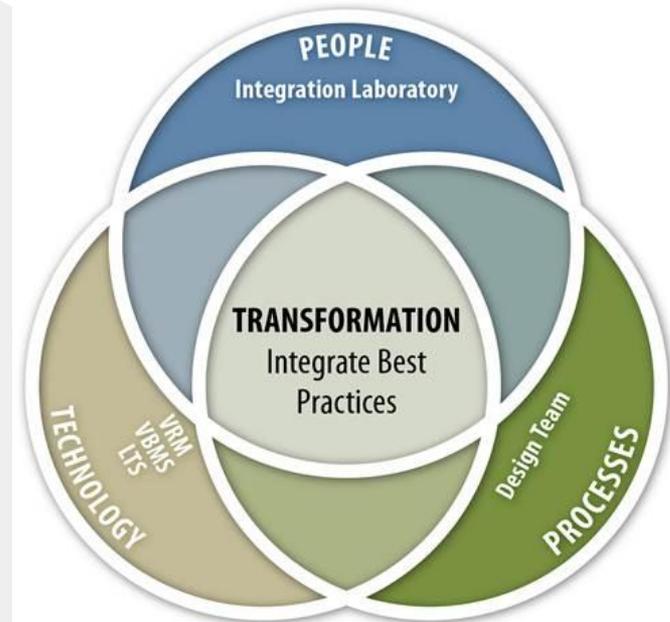
Providence VARO Initiatives

Providence (304)



- **“The Transformation”**

- **Segmented Lanes**
 - Segregates claims-processing based on complexity. Reduces variety, increases familiarization
- **Cross-Functional Teams (CFT)**
 - Fully-knowledgeable VSRs trained in both pre-determination development actions and post-determination award activities
 - RVSRs working side-by-side with VSRs in collaborative teams
- **Intake Processing Center (IPC)**
 - Increased responsibility for Claims Assistants
 - Provides more time to VSRs for claims-development
 - Reinforced, formalized mail processes and clearly defined roles of each position





Providence VARO Initiatives

- **Segmented Lanes**

- Claims are separated by complexity
- Streamlined, patterned development
- Improves Speed
- Improves Accuracy
- Improves Consistency
- Each Lane consists of one Cross-Functional Team comprised of both VSRs and RVSRs

Express Lane -

1-2 Issues, Fully Developed Claims

Core Lane -

3 or more Issues, Diabetes, Individual Unemployability

Special Operations Lane -

MST, POW, Homeless, SI/VSI, Nehmer, ALS, Parkinson's, Multiple Sclerosis, CUE, TBI, 1151, and SMC

Non-Rating Lane -

Dependency Issues, Housing, Automobile, DRAS and VBMS Authorization

Many ROs that have implemented the Segmented Lanes have seen a 10% lift in production from their Express Lane

Providence VARO Initiatives

Providence (304)



- **Fully Developed Claim (FDC) Program**

- All pertinent evidence either of record, or submitted with claim
 - Military Service Treatment Records (STR)
 - Official Military Personnel File (OMPF)
 - Substantially Complete Application
 - Any Private Treatment Records (PTR) relevant to claim
 - FDC Certification (Veteran/Claimant/VSO-certification that claim is complete upon submission)

**All FDCs are processed within the Express Lane, regardless of the number of contentions.*

- Acceptance into the FDC Program results in:
 - Expeditious processing
 - Timely Rating Decision

Director's Performance Goal:
20% of all claims received through FY12 will be FDC



Providence (304)

eBenefits

View My Status

Find out where your claim is today

Real-time data at your fingertips

Local Public Contact 100% Compliance

- *In-Person Interviews*
- *Telephone Interviews*

Servicemembers are now offered eBenefits accounts during out-processing from active service.

eBenefits has nearly 2,000,000 registered users nationwide.

Status Queries



Compensation & Pension Claims Status

View the status of your compensation and pension claims.



VA Payment History

Monitor your VA Compensation and Pension, Education, and Vocational Rehabilitation & Employment (VR&E) benefits payments.



Post-9/11 GI Bill Enrollment Status

View your entitlement and school enrollment information for Post-9/11 GI Bill Education benefits.

File claims, upload documents

Information on broad variety of VA and DoD benefits

Print your Civil Service Preference Letter

Status Queries

[Show Descriptions](#)

VONAPP Direct Connect with

Compensation

VONAPP Direct Connect with Guided Assistance

Appeal Status

Compensation & Pension Claims Status

Housing

Specially Adapted Housing

Housing

Specially Adapted Housing Grant Application & Claim Status

Insurance

DoD TRICARE Health Insurance

Personal

Service Member Civilian

Personal

Service Member Civilian Employment Information

Service Member Personnel Information

Providence VARO Performance

Providence (304)



Providence Veterans Service Center	Providence	USA	National Target
Rating - Average Days Pending (ADP)	128.1	255.0	180.0
Homeless ADP	73.7	119.2	75.0
Rating – Average Days to Complete (ADC)	157.8	262.0	230.0
% Over 125 days	38.2%	65.8%	65.0%
3-Month Rating Accuracy	89.6%	85.7%	87.0%
Notice of Disagreement (NOD) Timeliness	164.4	396.5	182.0
Certification to the Board of Veterans Appeals (BVA)	287.2	562.1	320.0
DES Rating Activity Site (DRAS)	Providence	USA	National Target
Preliminary Rating Timeliness	35.9	38.2	15
Final Rating Timeliness	53.4	54.8	30

All figures are in Days or percent of Days . Rating Workload, Cycle Times, and Non-Rating data are as of October 1, 2012. Compensation Accuracy, Appeals, and IDES data are as of EOM September 2012.



Questions?