

CHAPTER 870. VETERANS BENEFITS ADMINISTRATION - REGIONAL OFFICE -
SERVICE ORGANIZATIONS

CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
1. Approval of Criteria	870-1
2. Definition.....	870-1
3. Program Data Required.....	870-1
4. Space Determinations.....	870-1
5. Operating Rationale (or Basis of Criteria).....	870-2
6. Design Considerations.....	870-2

Distribution: RPC: 0862 assigned
FD

CHAPTER 870. VETERANS BENEFITS ADMINISTRATION - REGIONAL OFFICE - SERVICE ORGANIZATIONS

1. APPROVAL OF CRITERIA

Criteria approved by the Department of Veterans Affairs (VA) on June 15, 1988

2. DEFINITION

Service Organizations:

a. Service Organizations provide aid and assistance to qualified veterans and beneficiaries.

3. PROGRAM DATA REQUIRED

a. Staffing projections by category (e.g., chief, clerical, technicians, etc.) and percentages of males and females. (To be obtained from the Service Organizations represented.)

b. Projected number of file cabinets (specify letter and specify existing legal sizes).

c. Projected number of Computer (Target) Video Display Terminals, specify number of printers and number of word processors.

d. Projected number of joint use workstations (specify personal computers, word processors, microfiche/film, facsimile, etc.)

e. List number of Service Organizations represented.

f. Project number of daily visitors and percentages of males and females.

4. SPACE DETERMINATIONS (These criteria are based on the need of each Service Organization represented).

a. Service Organization

(For each service represented)

	<u>Conventional</u>	<u>Modular System</u>
(1) Office, Service Director	11.2 NSM (120 NSF)	10.2 NSM (110 NSF)
(2) Office, Secretary/Clerical/Service Representatives	7.4 NSM (80 NSF)	3.7 NSM (72 NSF)
(3) Reception/Waiting Area	4.7 NSM (50 NSF) per Service Representative	4.7 NSM (50 NSF) per Service Representative
(4) Storage, Supply and Forms	2.3 NSM (25 NSF)	2.3 NSM (25 NSF)
	(To be shared by each service organization represented.)	

	<u>Conventional</u>	<u>Modular System</u>
(5) Office, Workstation	6.0 NSM (64 NSF) station only) 3.7 NSM (40 NSF)	6.0 NSM (64 NSF) station only) 3.7 NSM (40 NSF)
<p>These ADP workstations are for joint use by employees that do not have or are not sharing (e.g., located on lazy Susan) ADP equipment at their desks. Therefore, care must be taken when determining the number of these workstations.</p>		
(6) Files, Central Area		
(a) File Cabinet, Letter Size	0.7 NSM (7 NSF) per Cabinet	0.7 NSM (7 NSF) per Cabinet
(b) File Cabinet, Legal Size	0.8 NSM (9 NSF) per Cabinet	0.8 NSM (9 NSF) per Cabinet
(7) Office, Computer (Target) Video Display Terminal(s) and Computer (Target) Printer(s)		
	3.7 NSM (40 NSF) each pair	3.7 NSM (40 NSF) each pair
To be shared by all service organizations		
(a) Video Display Terminal Only	2.2 NSM (24 NSF)	2.2 NSM (24 NSF)
(b) Printer Only	2.2 NSM (24 NSF)	2.2 NSM (24 NSF)
(8) Photocopy Area	2.3 NSM (25 NSF) per service organization	2.3 NSM (25 NSF) per service organization

5. OPERATING RATIONALE (or BASIS OF CRITERIA)

These criteria were developed in concert with the Veterans Benefits Administration. They represent an input from the field, program officials and central office personnel. They also represent a distillation of many factors: existing VBA facilities, correction of space inadequacies, technological innovations and projected program requirements.

It is recognized that VBA functions and requirements and the physical variations of buildings will cause deviations in determining the amount of space assigned and its division into private, semiprivate, open areas, or other uses.

6. DESIGN CONSIDERATIONS

- a. All areas will utilize the open office planning concept except the Computer (Target) Video Display Terminal(s) and Printer(s) area.
- b. The Reception/Waiting Area should be adjacent to the Secretary and convenient to the Service Representatives.
- c. The Storage area will utilize cabinets and shelving units as part of the open office area.