

**CHAPTER 821. VETERANS BENEFITS ADMINISTRATION - REGIONAL OFFICE -
ADJUDICATION DIVISION**

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**CHAPTER 821. VETERANS BENEFITS ADMINISTRATION - REGIONAL OFFICE -
ADJUDICATION DIVISION****1. APPROVAL OF CRITERIA**

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

2. DEFINITION

Adjudication Division:

- a. This program is comprised of the adjudication and administration of compensation, pension and education claims, as well as ancillary programs.
- b. The Compensation and Pension program has two major components: compensatory payments for loss of earning capacity due to service-connected disease or injury; and financial assistance based on a standard of need for wartime veterans who, because of disabilities which may not be related to military service, are precluded from gainful employment.
- c. Additionally, there are specific benefit programs of dependency and indemnity compensation and pension for survivors and dependents under each of these major categories. This activity is also responsible for the adjudication of claims for the restoration of benefits formerly paid by the Social Security Administration to the surviving spouses and children of certain survivors (REPS). (The Department of Defense is responsible for the program, however, and reimburses the Department for its administrative costs.)
- d. The Education program provides financial assistance to veterans, service persons, their dependents and survivors and members of the Selected Reserve to aid them in obtaining education or training. Activities include education assistance, which provides financial benefits to veterans and other eligible persons, tutorial assistance payments, education loans and veterans-student services (work-study).
- e. There are a variety of educational benefit programs available for veterans and other eligible persons. Although certain restrictions apply to these benefit programs, opportunities exist for veterans and other eligible persons to pursue training in universities and colleges, business and technical schools, correspondence schools, apprenticeship and other on-the-job training programs. Additional opportunities exist for veterans and other eligible persons residing in foreign countries to receive financial assistance for pursuing degree objectives or their equivalent in foreign universities and colleges, or in American universities and colleges operating on American military installations.

3. PROGRAM DATA REQUIRED

- a. Staffing projections by category (e.g., chief, clerical, technicians, etc.) and percentages of males and females.
- b. Projected number of joint use workstations (Specify personal computers, word processors, microfiche/film, facsimile, etc.).
- c. Projected number of Computer (Target) Video Display Terminals, specific number of printers and word processors.
- d. Projected number of file cabinets in central file area (Specify letter and specify existing legal sizes.).
- e. Projected number of rating boards.

- f. Projected number of daily visitors and percentages of males and females.
- g. Projected number of adjudication unit chiefs.

4. SPACE DETERMINATIONS

	<u>Conventional</u>	<u>Modular Systems</u>
a. Administration		
(1) Office, Division Chief 13.9 NSM (150 NSF) (This is a private office and public access should only be through the secretary.)	13.9 NSM (150 NSF)	13.9 NSM (150 NSF)
(2) Office, Administrative Division Chief 9.3 NSM (100 NSF) This is a private office for the performance of assigned duties .	9.3 NSM (100 NSF)	9.3 NSM (100 NSF)
(3) Office, Administrative Officer 7.4 NSM (80 NSF)	7.4 NSM (80 NSF)	7.4 NSM (80 NSF)
(4) Office, Secretary/Waiting 11.2 NSM (120 NSF) Various activities performed in this area are: dictation, typing, filing, screening visitors and supervision of clerical staff. No additional space will be allocated in this office for workstations.	11.2 NSM (120 NSF)	10.2 NSM (110 NSF)
(5) Office, Clerical Administration or Technical Personnel 7.4 NSM (80 NSF)	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(6) Office, Workstationl 6.0 NSM (64 NSF) (1st station only) 3.7 NSM (40 NSF) 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.	6.0 NSM (64 NSF) (1st station only) 3.7 NSM (40 NSF)	6.0 NSM (64 NSF) (1st station only) 3.7 NSM (40 NSF)
(7) Hearing Room 23.2 NSM (250 NSF) Formal veterans hearing are conducted on a scheduled basis.	23.2 NSM (250 NSF)	23.2 NSM (250 NSF)
(8) Storage, Forms 2.3 NSM (25 NSF)	2.3 NSM (25 NSF)	2.3 NSM (25 NSF)
(1) Office, Section Chief 7.4 NSM (80 NSF) Part of the overall open office design for performance of a supervisor's duties and responsibilities	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(2) Office, Unit Chief 7.4 NSM (80 NSF)	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(3) Office, Adjudicator & Technical Personnel 7.4 NSM (80 NSF) Part of the open office design for support personnel.	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

	<u>Conventional</u>	<u>Modular Systems</u>
a. Administration		
(4) 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
(5) Office, File Clerks	2.8 NSM (30 NSF)	2.8 NSM (30 NSF)
(6) Sort and Distribute Unit	7.4 NSM (80 NSF) (One per adjudication unit chief)	6.7 NSM (72 NSF) each unit chief
(7) Office, Service Organization Review/Rating Board	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(8) Office, Rating Specialists	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(9) 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
These areas are separate and distinct from the computer (target) support room and are used by adjudicators/clerks.		
(a) Video Display Terminal only	2.3 NSM (24 NSF)	2.3 NSM (24 NSF)
(b) Printer only	2.3 NSM (24 NSF)	2.3 NSM (24 NSF)
(10) Office, Workstation	3.7 NSM (40 NSF)	3.7 NSM (40 NSF)
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.		
(11) Storage, Forms	2.3 NSM (25 NSF)	2.3 NSM (25 NSF)
(12) Photocopy Area	4.2 NSM (45 NSF)	4.2 NSM (45 NSF)

5. OPERATING RATIONALE (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, 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. Provide a private room for the Division Chief, Assistant Division Chief, and the Hearing Room(s). All other areas will utilize the open office planning concept.
- b. The Hearing Room(s) should be soundproof and easily accessible to the public and isolated from the general work area.
- c. Cable and special electrical modes, air conditioning and a secure lock are required for the computer (target) peripheral equipment and the computer (target) support room.
- d. The Files area requires special floor loading of 4.21 kilograms/sq. meter (100 lbs/square foot) minimum.
- e. The Storage area will utilize cabinets and shelving units as part of the open office area, in lieu of a separate room.