CHAPTER 824. VETERANS BENEFITS ADMINISTRATION - REGIONAL OFFICE - FINANCE DIVISION

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Distribution: RPC: 0862 assigned
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1. APPROVAL OF CRITERIA

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

2. DEFINITION

The Finance Division provides accurate and timely payment of the Department of Veterans Affairs (VA) benefits and other expenditures, controls and collects accounts receivables, maintains accounting records pertaining to portfolio loans, and administrators an integrated accounting system. Also, within the Finance Division activity is the Centralized Accounts Receivable Division (CARD) with the responsibility to control and collect accounts receivables for the Veterans Benefits Administration.

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 file cabinets (specify letter and specify existing legal sizes) for Accounting and Operations Sections.

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

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

e. Projected number, category and percentages of males and females MTOT students/trainees (maximum number of trainees typically on duty at one time). Project the maximum number daily functioning in the unit - not the total on the rolls.

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

4. SPACE DETERMINATIONS

	Conventional	Modular System
a. **Administration**		
(1) **Office, Division Chief**	13.9 NSM (150 NSF)	13.9 NSM (150 NSF)
(This is a private office and should be accessible only through the secretary.)		
(2) **Office, Assistant Division Chief**	9.3 NSM (100 NSF)	9.3 NSM (100 NSF)
(This is a private office and should be convenient to the Division Chief.)		
(3) **Office, Secretary/Waiting**	11.2 NSM (120 NSF)	10.2 NSM (110 NSF)
This space is for secretarial duties which include: dictation, typing, filing, screening visitors and supervision of clerical staff. No additional space will be allocated the Secretary/Waiting area for workstations.		

	__Conventional__	__Modular System__
(4) Office, Clerical Personnel	7.4 NSM (80 NSF)	6.7 NSM 72 NSF)

Includes work-study students, veterans students etc., based on MTOT.

Part of the open office design, for general office space, to perform clerical duties.

(5) Office, Agent Cashier	13.9 NSM (150 NSF)	12.6 NSM (135 NSF)
(6) Office, Workstation	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)

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.

(7) Photocopy Area	4.2 NSM (45 NSF)	4.2 NSM (45 NSF)

b. **Accounting**

(1) Office, Section Chief	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(2) Office, Technicians/Clerical Personnel	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

(3) 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
(4) 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.

(5) 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
(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)
(6) Storage, Forms	2.3 NSM (25 NSF)	2.3 NSM (25 NSF)

c. **Operations**

(1) Office, Section Chief	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

	Conventional	Modular System
(2) **Office, Technicians/ Clerical Personnel**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

   (Including work-study students, veteran students, etc., based
   on MTOT)

(3) **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 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.

(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. 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 office for the Division Chief, Assistant Division Chief and the Agent Cashier. All other areas will utilize the open office planning concept.

   b. In the design and construction of the Agent Cashier's room, adequate security measures should be taken to safeguard both the Government's assets and the employee(s) involved in the function. The cashier cage should include a counter set into an alcove for serving veterans, in order to reduce congestion in the corridors. See VA Construction Standard CD-49 and VA Handbook H-08-4, SD-67.

   c. The Storage area will utilize cabinets and shelving units as part of the open offices area, in lieu of a separate room.