

CHAPTER 828. VETERANS BENEFITS ADMINISTRATION - REGIONAL OFFICE -  
VOCATIONAL REHABILITATION AND COUNSELING DIVISION

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**1. APPROVAL OF CRITERIA**

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

**2. DEFINITION**

Vocational Rehabilitation and Counseling Division:

a. The primary mission of the Vocational Rehabilitation and Counseling (VR&C) program is to provide all services and assistance necessary to enable veterans with service-connected disabilities to achieve maximum independence in daily living and, to the maximum extent feasible, to become employable and obtain and maintain suitable employment. Activities of VR&C are conducted at 102 locations including 58 regional offices, 32 decentralized VA offices, and 12 contract guidance centers.

b. VR&C is also charged with providing comprehensive professional counseling services to veterans, servicepersons and other eligible persons, upon their request, who are applying for the VA educational assistance under Chapter 30, 32, 34, and 35 of title 38, U.S.C., Public Law 99-238, the "Veterans Job Training ACT" and Public Law 98-543, "Veterans Benefits Improvement Act of 1984." In addition Career Development Centers provide personalized career and job assistance services to Vietnam veterans and other assistance services to Vietnam veterans and other beneficiaries at a number of regional office locations. These counseling and rehabilitation services are provided by counseling psychologists, vocational rehabilitation specialists and technical staff.

**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).
- 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. Projected number of daily visitors and percentages of males and females.

**4. SPACE DETERMINATIONS**

|  | <u>Conventional</u> | <u>Modular System</u> |
|--|---------------------|-----------------------|
| a. <b>Office, Division Chief</b> .....   | 13.9 NSM (150 NSF)  | 13.9 NSM (150 NSF)    |
| (This is a private office and should only be accessible through the secretary, affording control of visitors.) |                     |                       |
| b. <b>Office, Assistant Division Chief</b> .....   | 11.2 NSM (120 NSF)  | 11.2 NSM (120 NSF)    |
| c. <b>Office, Secretary/Waiting</b> .....  | 11.2 NSM (120 NSF)  | 10.2 NSM (110 NSF)    |
|  | <u>Conventional</u> | <u>Modular System</u> |

|  |                         |                          |
|--|-------------------------|--------------------------|
| d. <b>Office, Clerical Personnel</b> .....   | 7.4 NSM ( 80 NSF)       | 6.7 NSM ( 72 NSF)        |
| e. <b>Office, Workstation</b> .....  | 6.0 NSM ( 64 NSF)       | 6.0 NSM ( 64 NSF)        |
|  | (1st station only, then | (1st station only, then) |
|  | 3.7 NSM ( 40 NSF) ea.   | 3.7 NSM ( 40 NSF) ea.    |
| <p>These ADP workstations are for use by employees that do not have or are not sharing (e.g., located on a lazy Susan) ADP equipment at their desk. Therefore, care must be taken when determining the number of these workstations.</p> |                         |                          |
| f. <b>Office, Computer (Target) Video Display Terminal(s) and Computer (Target) Printer(s)</b> .....   | 3.7 NSM ( 40 NSF)       | 3.7 NSM ( 40 NSF)        |
|  | each pair               | each pair                |
| (1) <b>Video Display Terminal Only</b> .....   | 2.2 NSM ( 24 NSF)       | 2.2 NSM ( 24 NSF)        |
| (2) <b>Printer Only</b> .....  | 2.2 NSM ( 24 NSF)       | 2.2 NSM ( 24 NSF)        |
| g. <b>Office, Counselor-Psychologist</b> .....   | 11.2 NSM (120 NSF)      | 11.2 NSM (120 NSF)       |
| h. <b>Office, Vocational Rehabilitation Specialist</b> .....   | 7.4 NSM ( 80 NSF)       | 6.7 NSM ( 72 NSF)        |
| i. <b>Reception/Waiting Area</b> .....   | 4.7 NSM ( 50 NSF)       | 4.7 NSM ( 50 NSF)        |
|  | <b>Plus</b>             | <b>Plus</b>              |
|  | 4.7 NSM ( 50 NSF)       | 4.7 NSM ( 50 NSF)        |
|  | per counselor in        | per counselor in         |
|  | paragraph "g" above     | paragraph "g" above      |
| j. <b>Library Area</b> .....   | 11.2 NSM (120 NSF)      | 11.2 NSM (120 NSF)       |
| k. <b>Test Room/Group Counseling</b> .....   | 13.9 NSM (150 NSF)      | 13.9 NSM (150 NSF)       |
| <b>l. Files, Central Area</b>  |                         |                          |
| (1) <b>File Cabinet, Letter Size</b> .....   | 0.7 NSM ( 7 NSF)        | 0.7 NSM ( 7 NSF)         |
|  | per cabinet             | per cabinet              |
| (2) <b>File Cabinet, Legal Size</b> .....  | 0.8 NSM ( 9 NSF)        | 0.8 NSM ( 9 NSF)         |
|  | per cabinet             | per cabinet              |
| m. <b>Career Development Center</b> .....  | 27.9 NSM ( 300 NSF)     | 27.9 NSM (300 NSF)       |
| (Includes one employee)  |                         |                          |
| Provides disabled and other veterans with current career and job information, using multimedia tools.  |                         |                          |
| (1) <b>Additional Employee</b> .....   | 7.4 NSM ( 80 NSF)       | 6.7 NSM ( 72 NSF)        |
| (If include in staffing package.)  |                         |                          |
| (2) <b>Storage, Audiovisuals</b> .....   | 4.2 NSM ( 45 NSF)       | 4.2 NSM ( 45 NSF)        |
| n. <b>Photocopy Area</b> .....   | 4.2 NSM ( 45 NSF)       | 4.2 NSM ( 45 NSF)        |
| o. <b>Storage, Forms</b> .....   | 2.3 NSM ( 25 NSF)       | 2.3 NSM ( 25 NSF)        |

## 5. OPERATING RATIONALE (or (BASIS OF CRITERIA)

These criteria were developed in concert with the Veterans Benefits Administration. They represent and 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 Division Chief, Assistant Division Chief, each Counselor, Test Room, and the Career Development Center. All other areas will utilize the open office planning concept.

b. Because of the high volume of traffic this division should be located close to the main entry of the building.

c. The Reception Areas for the Veterans Services Division and the Vocational Rehabilitation and Counseling Division can be combined into one space; if building design is conducive.

d. In the Library Area each bookcase/section represents 3.7 meters (12 LF), 915 mm wide x 305 mm deep (36"W x 12"D, 4 shelves high), and each single faced section requires 0.7 NSM (7.5 NSF) including a 460 mm (18") aisle in front.

e. A double faced bookcase/section requires (1.4 NSM) (15 NSF) including half of the 915 mm (36") aisle between sections.