



Fact Sheet

Baltimore Regional Office — Transformation Action Summary

VBA is aggressively pursuing its Transformation Plan -- a series of tightly integrated people, process, and technology initiatives designed to eliminate the claims backlog and achieve our goal of processing all claims within 125 days with 98 percent quality in 2015. The Plan was built with agility in mind to allow VBA to adapt as needed with successes and to avoid potential shortcomings. This agility is allowing VA to accelerate the retraining, reorganizing, streamlining business processes, and implementing technology solutions to the Baltimore Regional Office by more than 9 months.

Baltimore Regional Office (RO) Background

- RO administers benefit programs for the state of Maryland, which has a Veteran Population of approximately 450,000
- Baltimore RO employees: 157
 - Employees working claims: 128
- Baltimore RO's rating workload: 20,284 claims (*as of Jan. 31, 2013*)
 - Of these, 16,896 claims (83.3%) are backlog (pending more than 125 days)
- Monthly compensation payments administered by the RO: over \$62 million
- The RO had a dual mission of serving both Maryland Veterans and processing national Integrated Disability Evaluation System (IDES) claims for the most seriously ill and injured service members who were discharging from service

Laying the Groundwork for Transformation

For the last year, VA has been laying the groundwork to ensure Baltimore's successful transformation. This process included:

- Installing a new leadership team
- Shifting the RO's focus from a dual mission to a singular mission focused on Maryland Veterans, their families and survivors
 - Allowed VA to move 35 employees to focus their attention on Maryland Veterans
- VA sent a *help team* made of employees from other regional offices to help Baltimore while also sending claims to other regional offices once the demand surge from new Agent Orange presumptive conditions had passed

- A team of 17 claims processors doubled the monthly output in January 2013
- Baltimore moved to the Transformation Organization Model in November 2012, which includes cross functional teams, segmented work lanes, an Intake Processing Center and a Quality Review Team to expand local quality to include in-process reviews to give employees feedback earlier and more often in the claims process

Prime for Transformation

The strategic steps VA took over the last year in Baltimore primed the RO to transition early and successfully.

- Two more *help teams* will assist in February and March 2013
 - One team will continue the work performed by the first team while the other finalizes payments for Veterans
- A seasoned Veterans Service Center Manager and coach from a high-performing RO will spend 60 days in Baltimore to provide assessment and targeted training on workload management
- The RO is scheduled to undergo top-to-bottom Station Enrichment Training in April
 - Month-long refresher training in key claims processing actions
- Following Station Enrichment Training, the RO will start Veterans Benefits Management System training with a *go live* date in June 2013