

VA REGIONAL OFFICE Los Angeles



VA's Los Angeles Regional Office

We're Out of This World

- RO Moves on to West Los Angeles Grounds
- LA Wins Carey Award for Quality
- Improve Supply System
- Continue to Improve the Physical Plant
- Internal & External Customer Surveys
- Plan Outbasing
- Station Training & Development Center
- Conduct Employee Satisfaction Survey
- TV Monitors Provide Telephone & Workload Info to Employees
- Integrated Strategic Planning Process

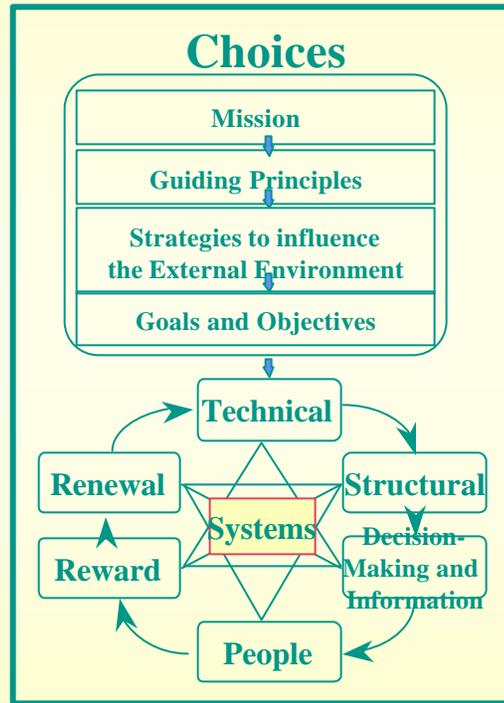
VA Regional Office, Los Angeles

Organizational Systems Design (OSD) Model

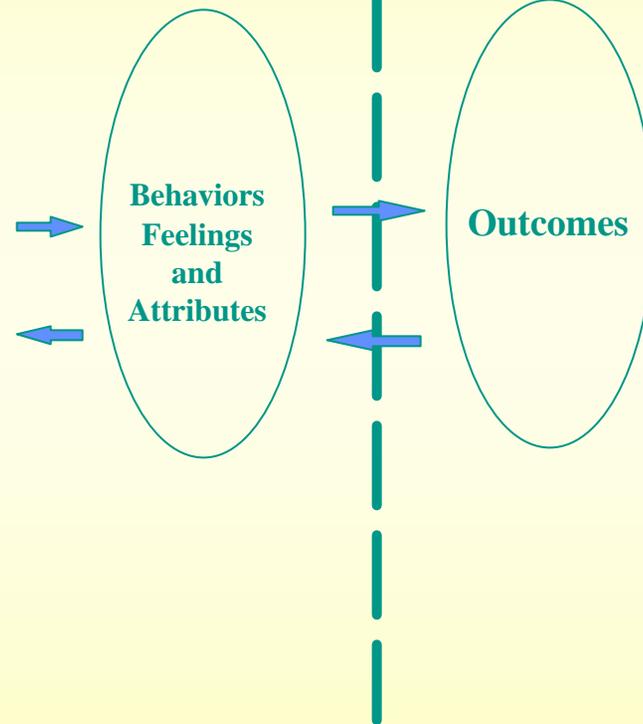
Inputs



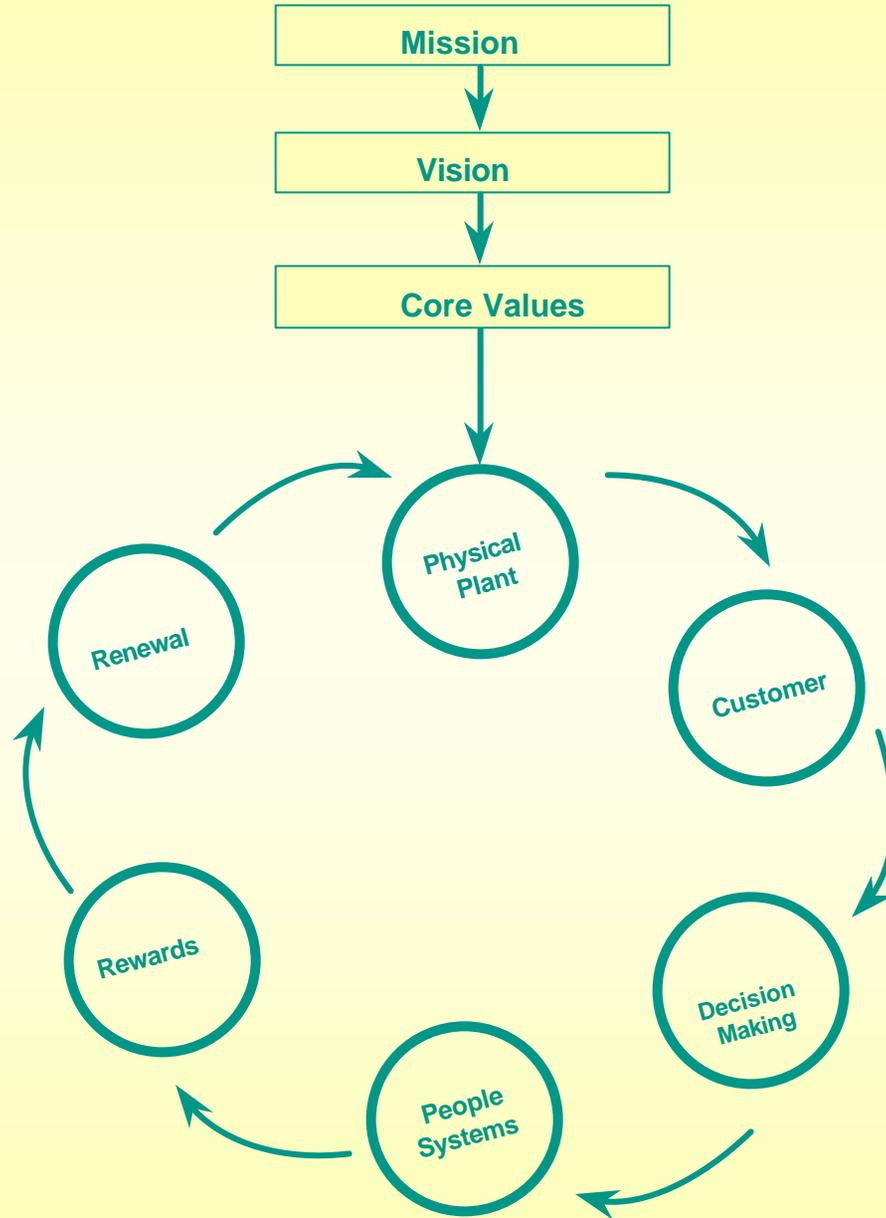
Conversion Process



Outputs



VA Regional Office Los Angeles





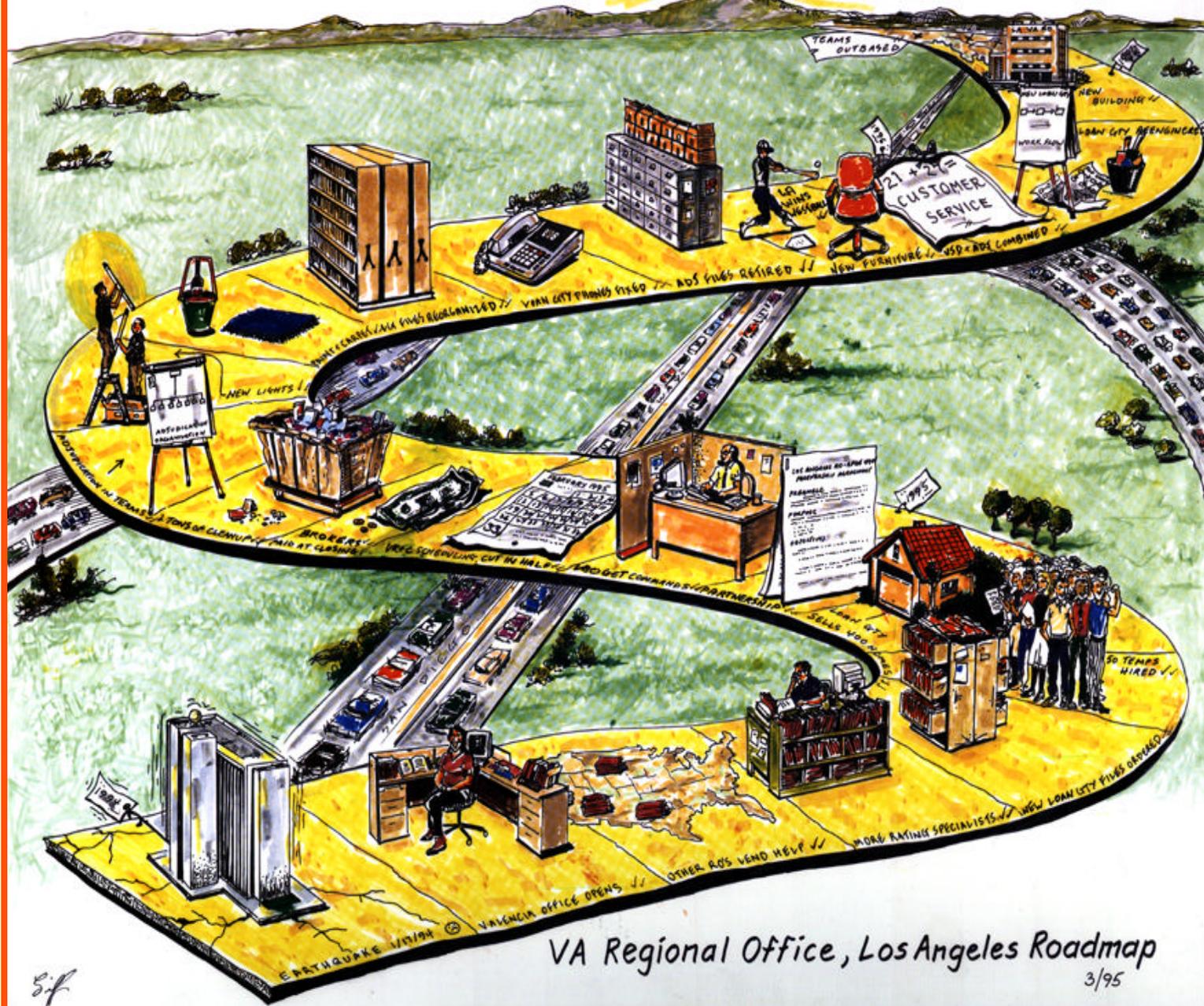
MISSION

VISION

CORE VALUES

OUR VISION: "TO BE THE NORDSTROM'S OF GOVERNMENT"

LARO



VA Regional Office, Los Angeles Roadmap

3/95

S.f

VA Regional Office, Los Angeles

"We're dealing with veterans, not procedures, with their problems, not ours."

Omar Bradley 1947

Mission

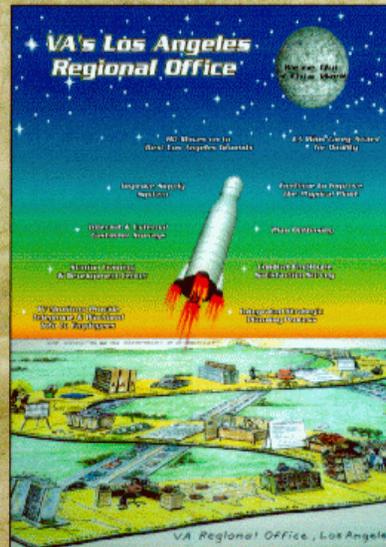
The mission of the Veterans Benefits Administration, in partnership with the Veterans Health Administration and the National Cemetery System, is to provide benefits and services to veterans and their families in a responsive, timely, and compassionate manner in recognition of their service to the nation.

Vision

*Veterans we serve will feel our nation has kept its commitment to them.
Employees will feel that they are recognized for their contributions and are part of something greater than themselves.
Taxpayers will feel that we've met the responsibilities they've entrusted to us.
Courage, honesty, trust, respect, open communication and accountability will be reflected in our day to day behaviors.*

Core Values

*Respect • Communication • Team Work • Flexibility
Accountability • Competent Performance • Pride in Accomplishment*



By The Year 2000

We'll Be The Nordstrom's Of Government

VA Regional Office Los Angeles

Physical
Plant



REGIONAL OFFICE ENVIRONMENT CIRCA 1993-94



Current RO Environment



VA Regional Office Los Angeles



F
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America's Heroes



Marlene Ellen Wheeler
Dates of Service: May 13, 1979 - February 27, 1979
Branch of Service: U.S. Army
 Entering military service during peace time because of her love for a brother who was in the Vietnam war. Ms. Wheeler graduated in the top 1% of her class at the University of California, San Diego. She was the first woman to be selected for Preparing Management at the VA's Regional Office in Los Angeles.



William F. Smith
Dates of Service: March 15, 1962 to March 18, 1973
Branch of Service: U.S. Air Force
 Nineteen years old and eligible for the draft, Mr. Smith went for his draft board examination in February, 1962. Told that everyone in the room who passed their physical would be drafted within two weeks, he volunteered that he go for the Air Force. Following an assignment of Peace Air Force Base and attendance at WFO Leadership School, he was stationed in Korea. He was discharged from Active Duty in 1963. He is currently a Veterans Service Representative at VA's Los Angeles Regional Office.



Barbara Kaganen
Dates of Service: May 29, 1964 to July 18, 1964
Branch of Service: U.S. Army
 Ms. Kaganen served with the 101st Airborne Division, 442nd Central Postal Directory, 442nd Central Postal Directory, 442nd Central Postal Directory and was the most decorated unit for its size and length of service in U.S. Army history. Together, they were honored with seven distinguished Presidential Civil Citations, over 8,000 Purple Hearts and 14,142 individual awards. Ms. Kaganen was a machine gunner on the "Weapons" Platoon.



John W. Fisher
Dates of Service: November 25, 1962 to August 17, 1968
Branch of Service: U.S. Air Force
 Following temporary duty assignments in England, Scotland, France, Spain and Turkey, Mr. Fisher was transferred in 1962 to Clark AFB, Philippines as part of a combat support group for Vietnam. He was later transferred to Vietnam for a 12 month tour at Tan Son Nhut, Bien Hoa and Cam Ranh Bay Air Force Bases. He was awarded the Vietnam Service Medal. Mr. Fisher is currently employed as the Office Manager and Service Officer for the AMBITO service organization of California.



Nick Valenzerovic
Dates of Service: March 1968 to April 1971
Branch of Service: U.S. Army
 After enlisting in March 1968, Mr. Valenzerovic was deployed to Vietnam where he served as a combat interpreter in the combat highlands zone while from the Cambodian border. Upon his return to the states, he spent the remainder of his duty as a tank driver at Ft. Hood, TX in the 1st Cavalry Field Artillery Unit. He received the Vietnam Service Medal with four bronze service stars. Mr. Valenzerovic is currently an Administrative Support Assistant in VA's Los Angeles Regional Office.



Chris Allen
Dates of Service: September 1967 to July 1973
Branch of Service: U.S. Army
 Mr. Allen enlisted in September 1967. He was deployed to Vietnam in September 1968. His experience included eight periods as the gunner of a gun company and witness of several air strikes. His Vietnam tour was the "happiest moment" of his life. Mr. Allen was awarded the Vietnam Service Medal and the bronze star. He retired July 21, 2008 after 39 years of government service, most recently as the Asst. Service Service Center Manager at VA's Los Angeles Regional Office.



Frank J. McElroth
Dates of Service: November 18, 1942 to March 23, 1948
Branch of Service: U.S. Army
 Mr. McElroth was a member of the 8888th Central Postal Directory known as "The 8888's". He was hospitalized for a year and a half with Yellow Fever during preparation for deployment to England for the D-Day offensive. After his recovery, he was deployed to the Philippines to prepare for a planned invasion of Japan. While enroute, the war in the Pacific ended and Mr. McElroth remained in the Philippines until his discharge in 1948. Following a career with the Post Office, he died on December 28, 1982.



Josephine V. Thompson
Dates of Service: November 1974 to November 1978
Branch of Service: U.S. Army
 As a hospital interpreter in the U.S. Army following the end of the Vietnam war, Ms. Thompson's duties were primarily medical. While stationed at the Naval Air Station in Palmdale, New York, she cared for service members and veterans in the Wounded and General Surgical Wards. Her most memorable experience was caring for members of a Coast Guard Cutter that was hit by a large mine. Out of a crew of 23 only 11 survived.



Jay M. Vargen
Dates of Service: July 16, 1964 to June 30, 1982
Branch of Service: U.S. Marine
 Mr. Vargen was awarded the Medal of Honor for his valor in Vietnam during a three day ground air assault in 1968. As Commanding Officer of Company G, he was hit 3 times by enemy gunfire while leading his men. Remaining in action during burning gasbombs, and disregarding his own wounds, he carried his wounded battalion commander to safety and returned to the fight. A former Secretary of the California Department of Veterans Affairs, Mr. Vargen is now in private business.



Douglas Day
Dates of Service: August 21, 1972 August 31, 1982
Branch of Service: U.S. Air Force
 A jet engine mechanic from 1972-1976, they worked on fighter, bomber and cargo aircraft. From 1976-1980, he was a team leader and instructor for operational disaster teams. As an Aircraft Maintenance Officer from 1980-1982, he supervised military and civilian mechanics at the largest military airbase in the world. He was later decorated with a maintenance team in support of "Desert Storm". He is currently a Veterans Service Representative at VA's Los Angeles Regional Office.



Stanley Shaker
Dates of Service: March 16, 1973 to March 25, 1977
Branch of Service: U.S. Army
 Mr. Shaker is a Vietnam veteran who served in the Company "A" Infantry Battalion. He is currently employed as a Veterans Service Representative at VA's Los Angeles Regional Office.



Yolanda F. Whitlow
Dates of Service: September 21, 1969 to Present
Branch of Service: U.S. Air Force
 Ms. Whitlow photographed the Vietnam POW facility at Binh An from 1973. Her service also included support for the Desert Storm and Desert Shield Operations. Ms. Whitlow is currently a Medical Photographer.



Ted Burton
Dates of Service: January 7, 1971 to February 9, 1976
Branch of Service: U.S. Air Force
 Mr. Burton served in Thailand during the Vietnam conflict. He was awarded the Vietnam Campaign Ribbon for his service. Mr. Burton is currently an Audio Visual Producer at the Loma Linda VA Medical Center.



Keith Morris
Dates of Service: July 6, 1962 to October 31, 1967
Branch of Service: U.S. Army
 Mr. Morris' service included one year as a combat medic and two years as a submarine. He was awarded numerous medals, including the Vietnam Cross of Gallantry. He has also held positions with both the Disabled Veterans of America and the American Legion. Mr. Morris is currently the Employment Development Coordinator for the Vocational Rehabilitation and Employment Division at VA's Los Angeles Regional Office.



Anthony T. Johnson
Dates of Service: August 17, 1960 to November 1, 1968
Branch of Service: U.S. Air Force
 Johnson's military career included tours in South Vietnam, the Philippines, Panama, Colombia, and special duty with the U.S. Command in Seoul, Korea. He ended his career with the Space and Missile Command in Los Angeles, Ca. He was awarded the Vietnam Service and Campaign medals, Vietnam Gallantry medal, and the Warblers Service Medal. He is currently a case manager in the Vocational, Rehabilitation and Employment Division at VA's Los Angeles Regional Office.



Maxwell Cassano
Dates of Service: 1961 to 1968
Branch of Service: U.S. Army
 Mr. Cassano had served with the 1st Air Cavalry and the 1st Infantry Division at Fort Carson, Colorado. He later went on to serve overseas in Southeastern Germany with the 8th Infantry Division. He is currently a Duplicating Equipment Operator at the Loma Linda VA Medical Center.



William F. Wiermaszka II
Dates of Service: December 31, 1964 to December 18, 1968
Branch of Service: U.S. Army
 Mr. Wiermaszka's wife, the US2E Eggersen, was heading to Korea in company to the "Purple Heart" in 1968 when it was struck by Vietnam at the start of the Tet Offensive. His mother received three Purple Hearts, small cross identification and assistance in Army and Marine branch orders. He was awarded a combat action ribbon, Vietnam Service Medal with 3 bronze stars and Vietnam Cross of Gallantry. He is currently a Rating Specialist in the VA's Los Angeles Regional Office.



John W. Jenkins, Jr.
Dates of Service: September 1960 to May 1968
Branch of Service: U.S. Air Force
 Mr. Jenkins served in the Desert Storm/Desert Shield Operations. He also served as a part of the presidential security as Air Force One during the South Administration. He is currently a Multimedia Production Specialist at the Loma Linda VA Medical Center.

MILITARY AND VETERANS' PICTURES



THE BUNKER

“The Veteran’s Experience”



THE STORY OF LA'S VETERANS



PRIVATE REFLECTION AREAS



VETERANS BENEFITS MUSEUM



VA Regional Office Los Angeles

**Decision
Making**



Regional Office Operations Center



Division Operations Centers

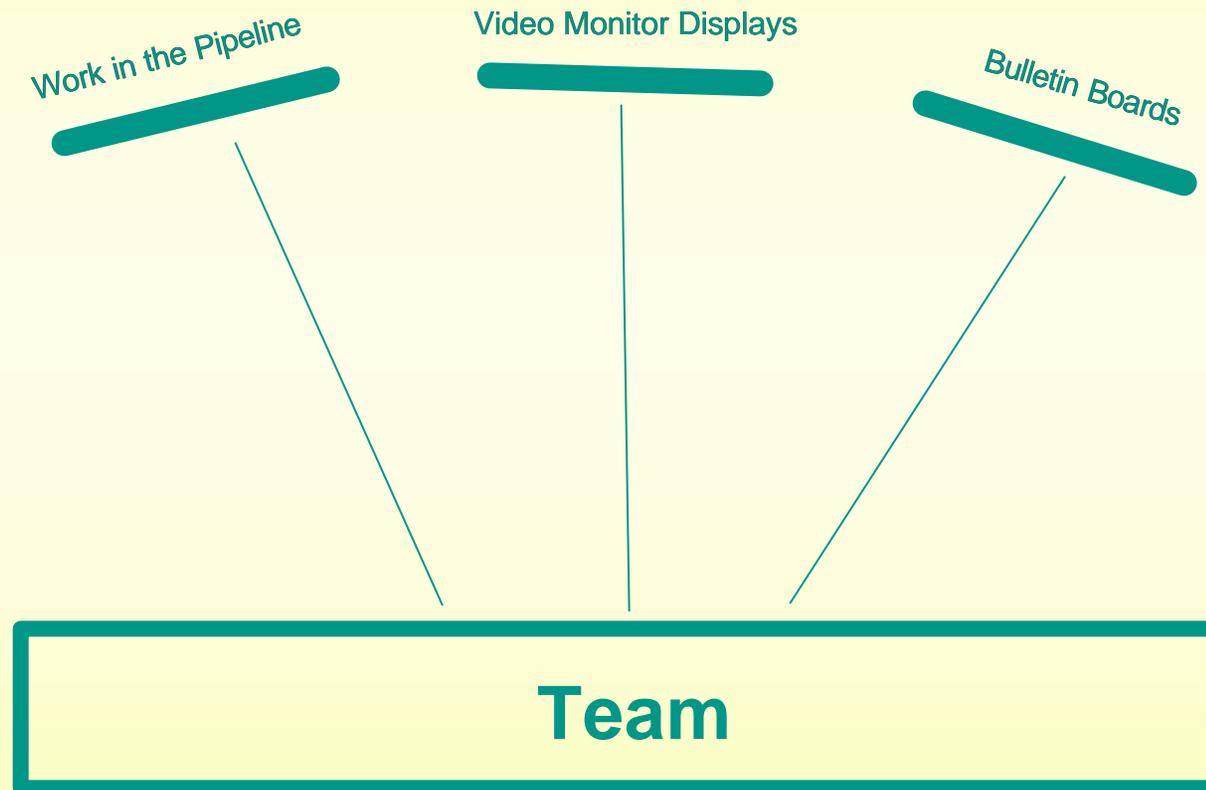


Veterans Service Center
Operations Center

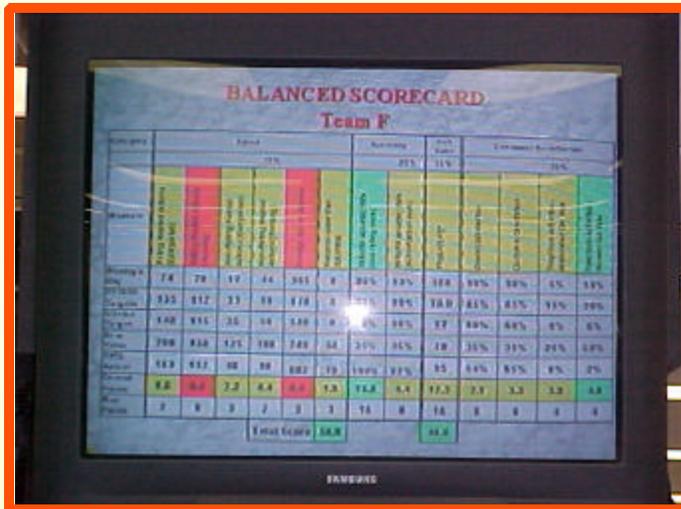


Loan Guaranty Division
Operations Center

INFORMATION DISPLAYS FOR TEAMS



INFORMATION DISPLAYS FOR TEAMS



Team Balanced Scorecard Display

Queue Name | **Calls** | **LWT** | **AWT** | **SLZ** | **Stots**

Team F (70-84)	0	0	0	100	1
Special Info	0	0	0	100	25

Agent Status - Amy's Team

Agent	Name	State	Time
F-Goodlin, Vicki		Direct	00:4
F-Yi, Cindy		Ready	03:3
*Holman, Gwen		Ready	02:1

Team Phone Traffic Display

Division and Team Video Display Monitors

VA Regional Office Los Angeles

People
Systems



Posting of Individual Performance

RS Productivity					
Current Month			Dec-99		
# of Ratings	Ratings Per Day	Errors Rate	# of Ratings	Ratings Per Day	Errors Rate
79	4.8	25%	62	3.4	6%
72	4.5	17%	51	3.4	40%
60	4.4	0%	70	3.4	0%
76	4.4	75%	35	3.3	25%
82	4.3	0%	63	3.2	0%
54	4.2	40%	57	3.1	0%
30	4.1	0%	60	3.1	50%
63	4.1	0%	63	3.1	0%
52	4.0	0%	48	3.1	8%
57	4.0	0%	63	3.0	33%
56	3.9	10%	53	3.0	17%
64	3.9	11%	40	2.9	0%
79	3.8	0%	38	2.8	
68	3.7	0%	42	2.7	0%
63	3.6	25%	38	1.9	0%
71	3.6	0%	32	1.9	33%
53	3.5	0%	30	1.6	0%

VSR Productivity					
Current Month			December-99		
SMH/Hr	Productivity Standard	Error Rate	SMH/Hr	Productivity Standard	Error Rate
2.07	0.87	0%	0.71	0.87	7%
1.93	0.87	8%	0.66	0.87	0%
1.91	0.87	9%	0.58	0.87	3%
1.83	0.87	1%	0.57	0.87	10%

80

ZLF
BEST TEAM 1999
We Do More With Less

OVER ONE YEAR OLD EPs: HEAD 'EM UP, MOVE 'EM OUT!

ALEXIS	☆☆
BLAKE	
CRYSTAL	☆☆
MR ROARKE	☆☆
TATU	☆☆
BUFFY	☆☆
JODY	☆☆
CISSY	
UNCLE BILL	☆
MR FRENCH	☆
MRS BEASLEY	☆☆☆

Team Individual Productivity Data



January 23, 1998

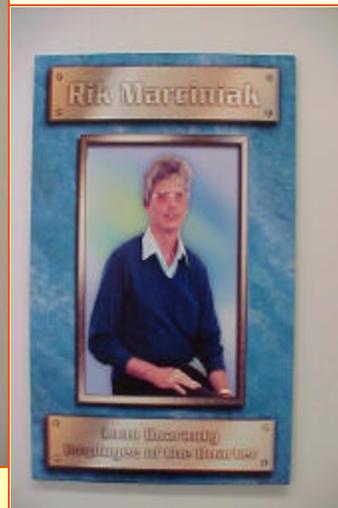


EMPLOYEE WING



EMPLOYEE WING

Honoring Employees of the Quarter

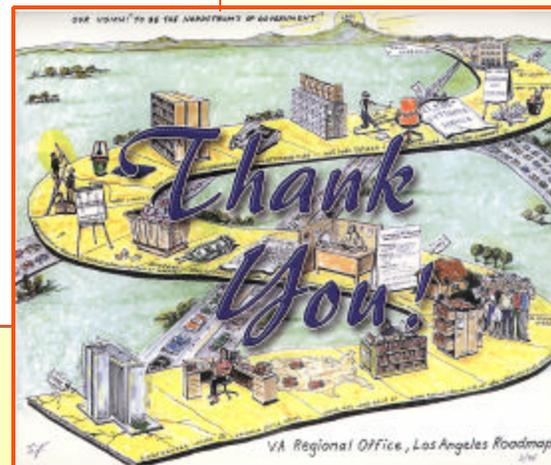


Thank you for exemplifying our core values

- Veterans have earned our respect and are our reason for being, our common purpose. All our efforts are directed toward meeting their needs.
- We are committed to communicating to our veterans and employees in a timely, thorough, accurate, understandable, and respectable manner.
- We listen to the concern and views of veterans and our employees to bring about improvements in benefits and services, and the climate in which they are provided.
- We value understandable business processes that consistently produce positive results. We foster an environment that promotes personal and corporate initiative, risk taking, and teamwork.
- We are open to challenge and flexible in our attitudes.
- Respect, integrity, trust, and fairness are hallmarks of all our interactions.
- We value a culture where everyone is involved, accountable, respected, and appreciated.
- We will perform at the highest level of competence, always, and take pride in accomplishment. We are a "can do" organization.

To

Thanks for



RO THANK YOU CARD

VA Regional Office Los Angeles

Rewards



GOALS & SHARES EARNED

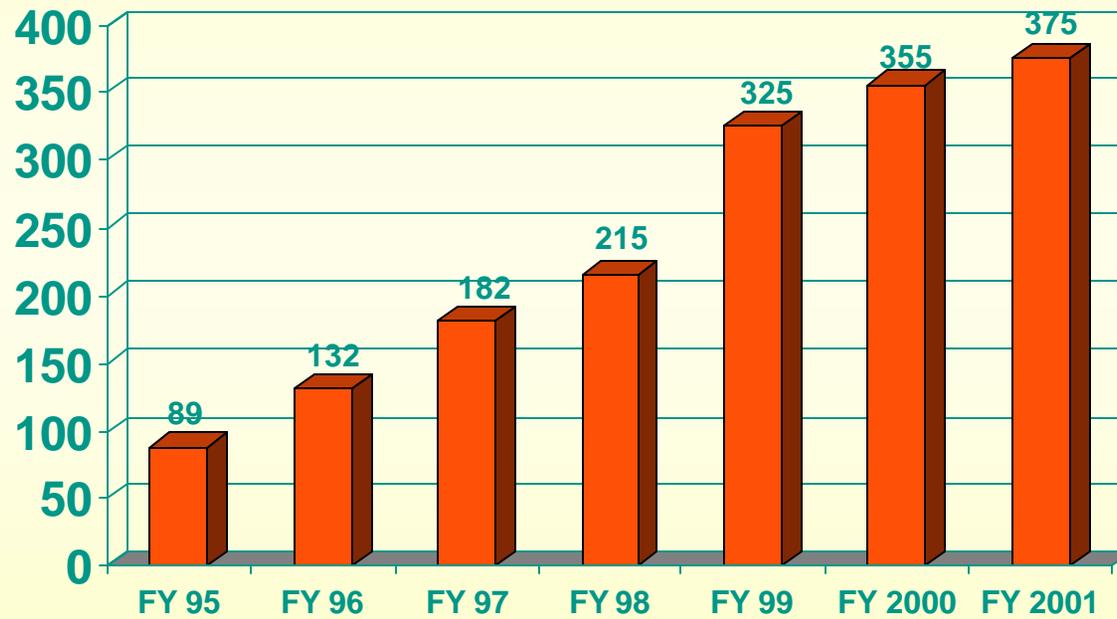
Team F

	3/31/00 Target	POTENTIAL SHARES	SCORE	SHARES EARNED
VSC	51.5	3	51.3	0
Team F	48.5	2	51.4	2
TOTAL SHARES			→→→→→→	2



RESULTS

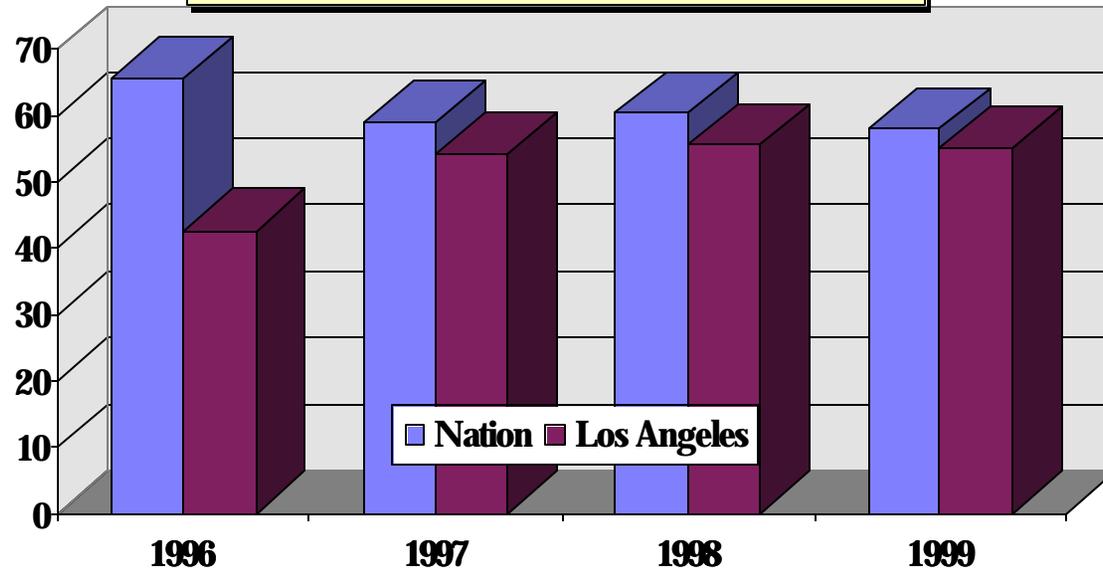
VR&E Rehabilitated Veterans



Customer Survey

Decisions On Claims

Percent Who Had A Claim Granted (Of Those Who Knew The Status Of Their Claim)

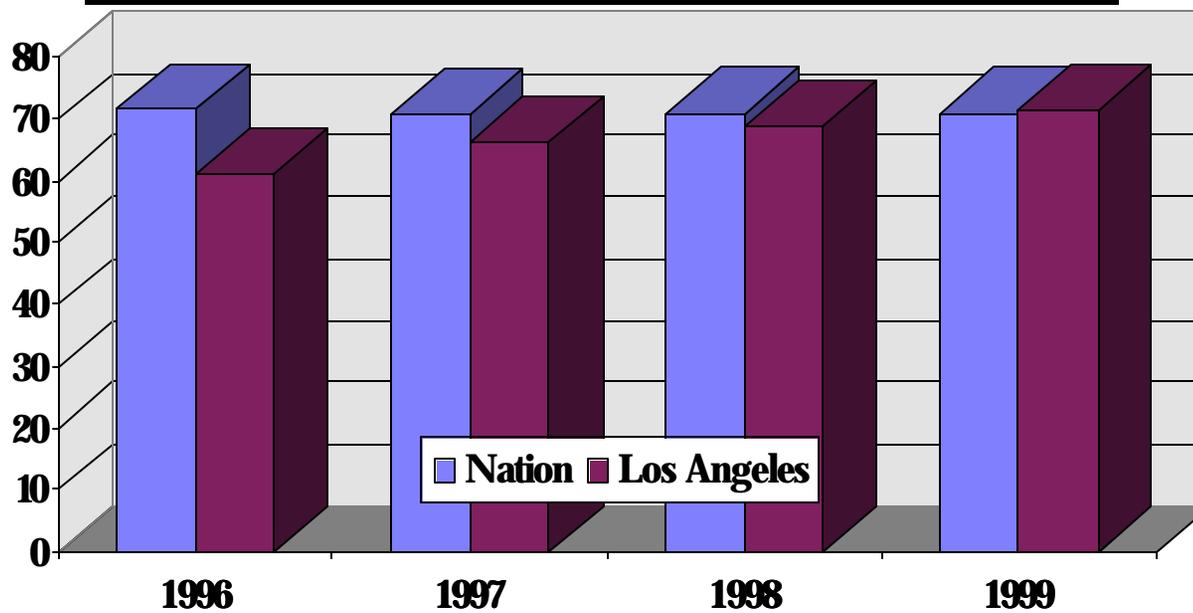


In 1996 Los Angeles was the lowest in the Nation

Customer Survey

Overall Impressions

Percent Who Said The Claims Process Reflected The
Courtesy, Compassion, And Respect Due To A U.S. Veteran



In 1996 Los Angeles was the lowest in the Nation

REGIONAL OFFICE FTE

