

CHAPTER 823. VETERANS BENEFITS ADMINISTRATION - REGIONAL OFFICE -  
ADMINISTRATION DIVISION

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**1. APPROVAL OF CRITERIA**

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

**2. DEFINITION**

The Administrative division provides support to the substantive VBA programs. This support includes; receipt and dispatch of mail; identification of claimants; preliminary development of benefit application ; records management; operation of remote control dictating and centralized transcription systems; maintenance of publications and forms management program; control of machines and equipment; telecommunications; risk analysis and security of records in the Target system; Centralized Accounts Receivable System (CARS) and Insurance Terminal Security System; release of information; safety and fire protection; word processing systems; space; communications and supply; administrative ASP applications for Beneficiary Identification and Records Locator Subsystem (BIRLS); Veterans Assistant Discharge System (VADSO); and the Prisoner of War (POW) System.

**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 Computer (Target) Video Display Terminals, and specify number of printers and word processors.
- c. Projected number of form storage shelving units.
- d. Projected number of active record file cabinets (letter size)
- e. Projected number of inactive record storage shelving units.
- f. Projected number of joint use Workstations (specify personal computers, word processors, microfiche/film, facsimile, etc.).
- g. Is Bench Mark NSM (NSF) for the "Mail Unit" adequate?
  - (1) If yes, apply criteria.
  - (2) If no, list the space generating equipment (number of pieces and their sizes) required to accomplish the mail room activities.
- h. If Bench Mark NSM (NSF) for the "Central Reproduction Activity" adequate?
  - (1) If yes, apply criteria.
  - (2) If no, list the space generating equipment (number of pieces and their sizes) required to accomplish the central reproduction activities.
- i. If the medical center can not provide bulk storage (six month supply of letterheads, computer paper, xerox paper, etc., and excess furniture and equipment) space must be provided on an individual project basis and requires quantifiable justification.

j. Projected number of publication shelving units.

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

**4. SPACE DETERMINATIONS**

	<u>Conventional</u>	<u>Modular System</u>
<b>a. Administration</b>		
(1) <b>Office, Division Chief</b> .....	13.9 NSM (150 NSF)	13.9 NSM (150 NSF)
(This is a private office with public access only through the secretary.)		
(2) <b>Office, Assistant Division Chief</b> .....	9.3 NSM (100 NSF)	9.3 NSM (100 NSF)
(This space is a private office, provides space for managerial functions and should be contiguous to the Division Chief.)		
(3) <b>Office, Secretary/Waiting</b> .....	11.2 NSM (120 NSF)	10.2 NSM (110 NSF)
Various activities performed in this area are: dictation, typing, filing screening visitors, and supervision of clerical staff. No additional space will be allocated the Secretary/Waiting area for Workstations.		
(4) <b>Office, Clerical Personnel/Administrative Trainee</b> .....	7.4 NSM ( 80 NSF)	6.7 NSM ( 72 NSF)
Part of the overall open office design for the performance of clerical duties.		
(5) <b>Office, Security Target Officer</b> .....	7.4 NSM ( 80 NSF)	6.7 NSM ( 72 NSF)
(6) <b>Office, Workstation</b> .....	6.0 NSM ( 64 NSF)	6.0 NSM ( 64 NSF)
	(1st station only)	(1st station only)
	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.		
(7) <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
(a) <b>Video Display Terminal Only</b> .....	2.2 NSM ( 24 NSF)	2.2 NSM ( 24 NSF)
(b) <b>Printer Only</b> .....	2.2 NSM ( 24 NSF)	2.2 NSM ( 24 NSF)
(8) <b>Storage, Forms</b> .....	2.3 NSM ( 25 NSF)	2.3 NSM ( 25 NSF)
<b>b. Central Processing</b>		
(Includes central transcription & data terminal units)		
(1) <b>Office, Section Chief</b> .....	7.4 NSM 80 NSF)	6.7 NSM ( 72 NSF)
Part of the overall open office design for the performance of assigned duties and responsibilities		

	<u>Conventional</u>	<u>Modular System</u>
<b>(2) Central Transcription Unit (CTU)</b>		
(a) <b>Office, Supervisor</b> .....	7.4 NSM ( 80 NSF)	6.7 NSM ( 72 NSF)
Part of the overall open office design for the performance of assigned duties and responsibilities.		
(b) <b>Office, Transcriptionist</b> .....	5.6 NSM ( 60 NSF)	5.6 NSM ( 60 NSF)
This area provides typing and transcription support for the entire regional office through the use of remote dictation equipment. This is a separate office because of the noise factor.		
(c) <b>Central Dictation Equipment Areas</b> - This equipment is to be accommodated in the mechanical (gross) space for the facility. The actual space requirements will be determined on an individual projects basis with 150 sq. ft. considered the maximum requirement. However, the central dictation equipment should be contiguous to the central transcription activity.		
(d) <b>Office, Workstation</b> .....	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.		
<b>(3) Office, Teletype and Data Terminal Unit (DTU)</b> .....	13.9 NSM (150 NSF)	12.6 NSM (135 NSF)
(Includes equipment and one employee)		
Provide incoming and outgoing telecommunications support for the regional office, Identifies or assigns veterans claim numbers.		
(a) Additional space for equipment and employees will only be provided with proper justification.		
(b) <b>Office, Workstation</b> .....	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.		
<b>c. Service</b> (Includes mail, publications and record activities)		
(1) <b>Office, Section Chief</b> .....	7.4 NSM ( 80 NSF)	6.7 NSM ( 72 NSF)
Part of the overall office design for performance of a section chief's duties and responsibilities.		

	<u>Conventional</u>	<u>Modular System</u>
(2) <b>Mail Unit</b> .....	55.7 NSM (600 NSF)	55.7 NSM (600 NSF)
This area will receive, sort and distribute all incoming mail. It will also perform the same functions for outgoing mail. Additional space will only be provided with proper justification. See "Design Considerations" Note h.		
(3) <b>Office, Clerks and Messengers</b> .....	2.8 NSM ( 30 NSF)	2.8 NSM ( 30 NSF)
(4) <b>Publication Unit</b> .....	0.8 NSM ( 9 NSF)	0.8 NSM ( 9 NSF)
(Storage of Station Forms).....	per shelving unit	per shelving unit
(a) <b>Employee</b> .....	7.4 NSM ( 80 NSF)	6.7 NSM ( 72 NSF)
(Publications Clerk)		
(5) <b>Breakdown Area</b> .....	23.3 NSM (250 NSF)	23.3 NSM (250 NSF)
This area will accept all deliveries and will break the containers into more manageable quantities for storage and delivery.		
<b>(6) Records Management Activity</b>		
(a) <b>Storage, Active Records</b> (Letter Size) .....	0.7 NSM ( 7 NSF)	0.7 NSM ( 7 NSF)
	per cabinet	per cabinet
(b) <b>Storage, Inactive Records</b>		
(Contains boxed and stored records.).....	0.8 NSM ( 9 NSF)	0.8 NSM ( 9 NSF)
	per shelving unit	per shelving unit
(7) <b>Central Reproduction Activity</b> .....	42.7 NSM (460 NSF)	42.7 NSM (460 NSF)
This area will contain the basic equipment necessary for a centralized reproduction area. e.g., printing press, multilith machine, large copy cameras, supplies. etc. See "Design Considerations," note i. Additional space will only be provided with proper justification.		

**5. OPERATING RATIONALE (OR 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 private rooms for the Division Chief, Assistant Division Chief and other noisy distracting areas where movable partitions are inadequate, for example, Reproduction, Teletype and Centralized Transcription Units and Mail Unit. All other areas will utilize the open office planning concept.

b. The Central Transcription Unit requires cable from equipment located on dictators' desks to the central dictation equipment areas and the recorders. The central dictation equipment should be contiguous to the Central Transcription Unit.

c. Where applicable, the central processing units require special electrical modes. Cable is required to connect peripheral equipment.

d. The Mail Unit should be located for easy access of deliveries.

e. The Publications Unit and Central Reproduction Activity will require 220v capacity, a utility sink and may require special floor loading capability of 4.21 kg/sq. m (100 lbs/sq. ft.)

f. The reproduction area requires good ventilation.

g. The storage area will utilize cabinets and shelving units as part of the open office area, in lieu of a separate room.

h. The net square metric/footage (bench mark figure) for the Mail Unit is based on the drawings for Indianapolis and includes the following space generating equipment:

- 1-Scale ..... - 460 mm x 0610 mm (1'6" x 02'0")
- 2-Desks ..... - 915 mm x 1830 mm (3'0" x 06'0")
- 2-Mail Carts ..... - 610 mm x 0915 mm (2'0" x 03'0")
- 2-Utility Carts ..... - 610 mm x 1220 mm (2'0" x 04'0")
- 1-Meter Machine ..... - 760 mm x 2135 mm (2'6" x 07'0")
- 1-Pigeonhole unit ..... - 760 mm x 3200 mm (2'6" x 10'6")
- 1-Counter Top ..... - 915 mm x 4875 mm (3'0" x 16'0")
- 1-Storage Cabinet ..... - 915 mm x 1220 mm (3'0" x 04'0")
- 5-Tables ..... - 915 mm x 1220 mm (3'0" x 04'0")
- 2-Mail bags ..... - 610 mm x 0760 mm (2'0" x 2'6")
- 2-Tables ..... - 915 mm x 1830 mm (3'0" x 6'0")
- 2-Chairs, swivel, rolling

i. The net square metric/footage (bench mark figure) for the Central Reproduction Activity is based on the drawer for Indianapolis and includes the following space generating equipment.

- 1-Collector ..... - 760 mm x 1220 mm (2'6" x 4'0")
- 2-Bookcase ..... - 460 mm x 0915 mm (1'6" x 3'0")
- 2-File Cabinets ..... - 460 mm x 0610 mm (1'6" x 2'0")
- 1-Credenza ..... - 460 mm x 1525 mm (1'6" x 5'0")
- 2-Desks ..... - 760 mm x 1525 mm (2'6" x 5'0")
- 1-Addressograph .... - 915 mm x 1065 mm (3'0" x 3'6")
- 1-Cutter ..... - 610 mm x 0610 mm (2'0" x 2'0")
- 2-Tables ..... - 610 mm x 0915 mm (2'0" x 3'0")
- 2-Storage Cabinets .. - 305 mm x 1065 mm (1'0" x 3'6")
- 1-Copier ..... - 760 mm x 0915 mm (2'6" x 3'0")
- 1-Plate Maker ..... - 305 mm x 0915 mm (1'0" x 3'0")
- 2-Tables ..... - 760 mm x 1525 mm (2'6" x 5'0")