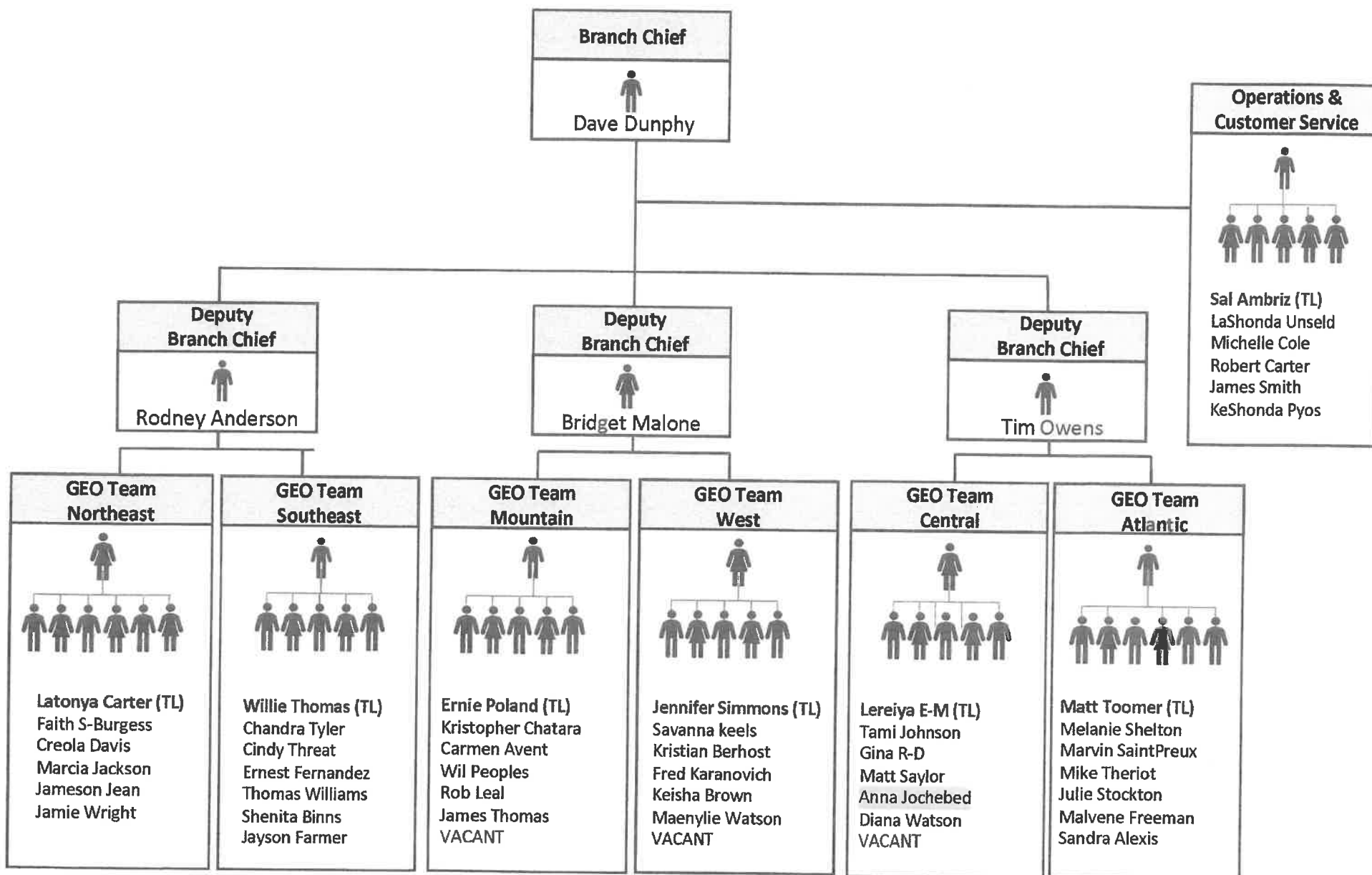


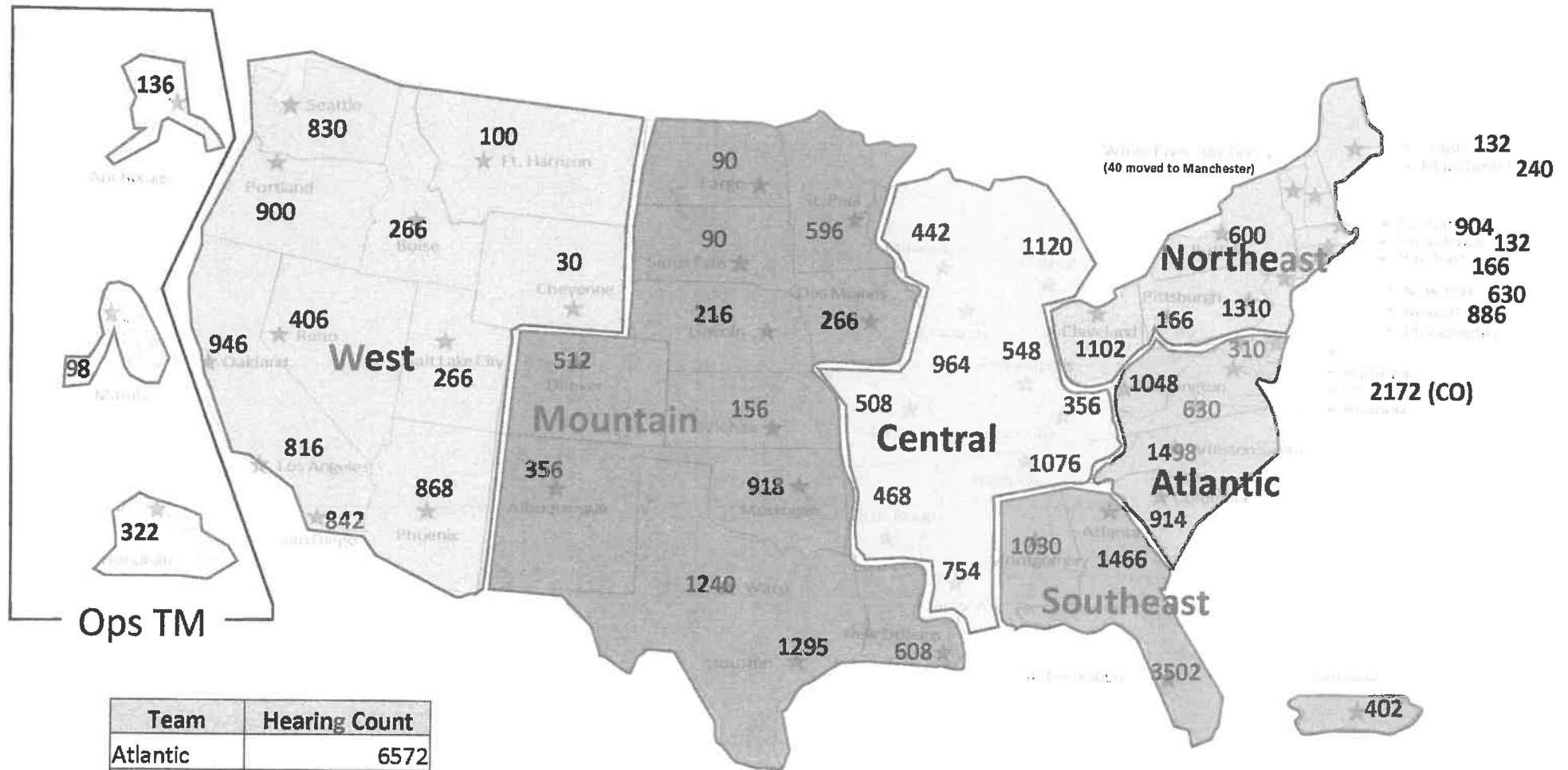
Agenda

- Branch update
 - COVID19 Ops & Impacts
 - Virtual Hearing Update
 - FY21 planning & scheduling milestones
 - Blackout Date Tracker
 - MISC Topics
 - VSO Liaison/OAR comments
 - Open Discussion
-

Hearing Management Branch Task Organization (as of 20 AUG 20)



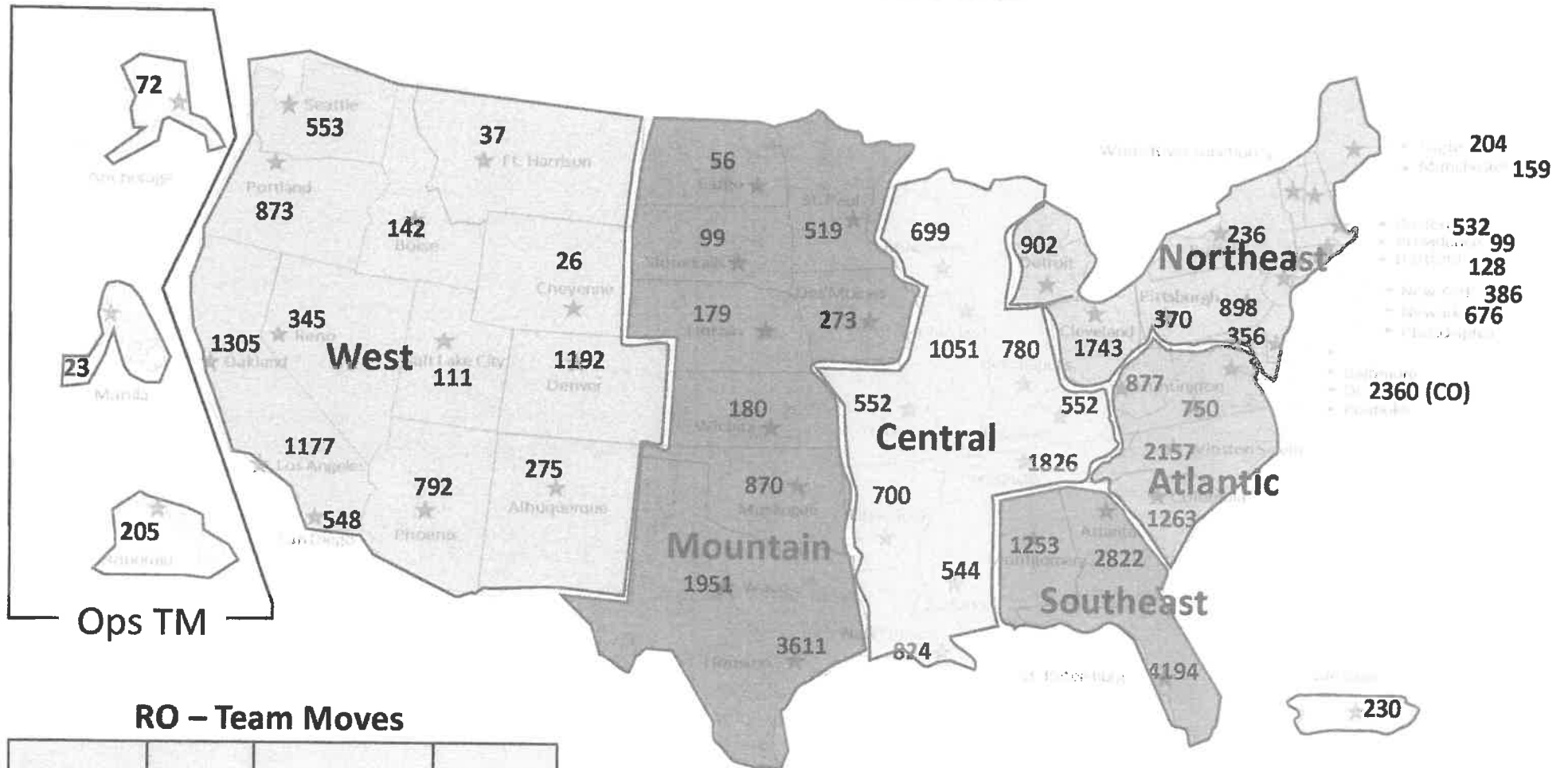
FY20 (Last Year) Docket Allocations by State



Team	Hearing Count
Atlantic	6572
Central	6236
Mountain	6343
Northeast	6268
Ops	556
Southeast	6400
West	6270
Grand Total	38645

FY21 Branch Structure

Course of Action 1



RO – Team Moves

From	To	RO	Hearings
Mountain	West	Denver	1192
Mountain	West	Albuquerque	275
Atlantic	NE	Baltimore	356
Central	NE	Detroit	902
Mountain	Central	NO	824
SE	Ops	San Juan	230

Hate mail

Hate mail everywhere

RO Coordinator POC List (as of 20 AUG 20)

Team Atlantic

Supervisor:	Tim Owens	Timothy.Owens4@va.gov
Team Lead:	Matt Toomer	Scott.Toomer@va.gov
RO	Coordinator	Email
Baltimore	Marvin SaintPreux	Marvin.SaintPreux@va.gov
Central Office	Mike Theriot	Mike.Theriot@va.gov
Columbia	Julie Stockton	Julie.Stockton@va.gov
Huntington	Matt Toomer	Scott.Toomer@va.gov
Roanoke	Marvin SaintPreux	Marvin.SaintPreux@va.gov
Winston-Salem	Mike Theriot	Mike.Theriot@va.gov

Team Central

Supervisor:	Tim Owens	Timothy.Owens4@va.gov
Team Lead:	Lereya E-Martin	Lereya.Edmonson-Martin@va.gov
RO	Coordinator	Email
Chicago	Diana Watson	Diana.Watson3@va.gov
Detroit	Gina Robinson-Shaw	Gina.Robinson@va.gov
Indianapolis	Tamara Johnson	Tamara.Johnson1@va.gov
Jackson	Gina Robinson-Shaw	Gina.Robinson@va.gov
Little Rock	Matthew Saylor	Matthew.d.Saylor@va.gov
Louisville	Matthew Saylor	Matthew.d.Saylor@va.gov
Milwaukee	Tamara Johnson	Tamara.Johnson1@va.gov
Nashville	Anna Jochebed	Anna-Sarah.Jochebed-Mayo@va.gov
St Louis	Diana Watson	Diana.Watson3@va.gov

Team Operations

Supervisor:	Dave Dunphy	David.Dunphy@va.gov
Team Lead:	Sal Ambriz	Salvador.Ambriz@va.gov
RO	Coordinator	Email
Anchorage	Michelle Cole	Michelle.Cole1@va.gov
Honolulu	Robert Carter	Robert.Carter8@va.gov
Manila	Michelle Cole	Michelle.Cole1@va.gov

Team Mountain

Supervisor:	Bridget Malone	
Team Lead:	Ernie Poland	
RO	Coordinator	Email
Albuquerque	Carmen Owen Avent	
Denver	Carmen Owen Avent	
Des Moines	Robert Leal	
Fargo	Robert Leal	
Houston	Kristopher Chatara	
Lincoln	Thomas James	
Muskogee	Ernie Poland	
New Orleans	Thomas James	
Sioux Falls	Robert Leal	
St Paul	Robert Leal	
Waco	Wilbert Peoples	
Wichita	Thomas James	

Team West

Supervisor:	Bridget Malone	Bridget.Malone@va.gov
Team Lead:	Jennifer Simmons	Jennifer.Simmons@va.gov
RO	Coordinator	Email
Boise	Mae Watson	Maenyie.Watson@va.gov
Cheyenne	Savanna Keels	Savanna.Keels@va.gov
Fort Harrison	Kristian Berhost	Kristian.Berhost@va.gov
Los Angeles	Keisha Brown	Keisha.Brown1@va.gov
Oakland	Savanna Keels	Savanna.Keels@va.gov
Phoenix	Fred Karanovich	Frederick.Karanovich@va.gov
Portland	Kristian Berhost	Kristian.Berhost@va.gov
Reno	Keisha Brown	Keisha.Brown1@va.gov
Salt Lake City	Fred Karanovich	Frederick.Karanovich@va.gov
San Diego	Mae Watson	Maenyie.Watson@va.gov
Seattle	Jennifer Simmons	Jennifer.Simmons@va.gov

Team Northeast

Supervisor:	Rodney Anderson	Rodney.Anderson@va.gov
Team Lead:	Laytonya Carter	Laytonya.Carter@va.gov
RO	Coordinator	Email
Boston	Faith Smith	Faith.Smith2@va.gov
Buffalo	Laytonya Carter	Laytonya.Carter@va.gov
Cleveland	Jameson Jean	Jameson.Jean@va.gov
Hartford	Laytonya Carter	Laytonya.Carter@va.gov
Manchester	Faith Smith	Faith.Smith2@va.gov
New York	Laytonya Carter	Laytonya.Carter@va.gov
Newark	Creola Davis	Creola.Davis@va.gov
Philadelphia	Marcia Jackson	Marcia.Jackson@va.gov
Pittsburgh	Creola Davis	Creola.Davis@va.gov
Providence	Laytonya Carter	Laytonya.Carter@va.gov
Togus	Laytonya Carter	Laytonya.Carter@va.gov

Team Southeast

Supervisor:	Rodney Anderson	Rodney.Anderson@va.gov
Team Lead:	Willie Thomas	Willie.Thomas2@va.gov
RO	Coordinator	Email
Atlanta	Ernest Fernandez	Ernest.Fernandez3@va.gov
Montgomery	Willie Thomas	Willie.Thomas2@va.gov
San Juan	Willie Thomas	Willie.Thomas2@va.gov
St. Petersburg	Chandra Tyler	Chandra.Tyler@va.gov
St. Petersburg TB	Cindy Threat	Hosav.Threat@va.gov

COVID19 (Continued) Impacts

- Hearing Branch is ~80% TW; 3-5 members are back at 425I St.
- Video Hearings (VTC) are “Realigned” through 30 SEP for all but 8 sites.
[slide]
- Travel Boards are “realigned” through the end of the Fiscal Year (30 SEP); there is a good chance that TBs will not commence until 3rd/4th QTR (more on this later)
- This Branch’s TOP priority is to do everything they can to keep Veterans from showing at closed ROs expecting a Video or TB hearing!
- Central Office Hearings: Open for face-to-face hearings as of 13 JUL. Vets can always opt in for a Virtual hearing or postpone.
- “Realigned” = (a) *Virtual Hearing*, (b) Postponement, (c) Withdrawal
- Vets who are postponed will re-enter the queue as per case order number (based on Form 9 dates, etc.) This means that most Vets will be at or near the top of the list for next available reschedules (*but, full disclosure – five months of postponements have generated a stout queue*).
- *Most reschedules will occur in FY21 (most likely late in 2nd QTR based on the backlog)*

RO Openings (so far)

- Despite openings, we still encourage Vets & Reps to opt in for Virtual hearings.
- Video dockets **can't exceed** seven (6) Vets. We will "Wave off" scheduled Vets to get us there (opt for Virtual or postpone), starting in docket order.
- We'll work to spread out appointment times (e.g., 8:30AM x 2, 10:30AM x 2, 12:30PM x 2, etc.)

RO	Team	City, County, State	Approval Phase 1	Projected Phase 2
ROANOKE RO	Atlantic	Roanoke, Virginia	22-Jun-20	15-Jul-20
HUNTINGTON	Atlantic	Huntington, WV	30-Jun-20	UNK
BALTIMORE	Atlantic	Baltimore, MD	2-Jul-20	UNK
CENTRAL OFFICE	Atlantic	Washington, DC	30-Jun-20	3-Aug-20
INDIANAPOLIS RO	Central	Indianapolis, IN	29-Jun-20	UNK
WICHITA RO	Mountain	Wichita, KS	26-Jun-20	UNK
DENVER RO	Mountain	Denver, CO	29-Jun-20	UNK
LINCOLN RO	Mountain	Lincoln, NE	29-Jun-20	UNK
DES MOINES RO	Mountain	Des Moines, IA	30-Jun-20	UNK
FARGO	Mountain	Fargo, ND	30-Jun-20	7-Jul-20
WHITE RIVER JCT RO	Northeast	White River Junction, VT	23-Jun-20	6-Aug-20
BUFFALO RO	Northeast	Buffalo, NY	29-Jun-20	UNK
BOSTON RO	Northeast	Boston, MA	30-Jun-20	6-Aug-20
MANCHESTER RO	Northeast	Manchester, NH	30-Jun-20	6-Aug-20
ANCHORAGE RO	Ops	Anchorage, AK	29-Jun-20	UNK
BOISE RO	West	Boise, ID	22-Jun-20	UNK
FT HARRISON RO	West	Ft Harrison, MT	23-Jun-20	UNK
CHEYENNE RO	West	Cheyenne, WY	23-Jun-20	UNK
RENO RO	West	Reno, NV	29-Jun-20	UNK
SEATTLE RO	West	Seattle, WA	30-Jun-20	UNK
SIOUX FALLS	Mountain	Sioux Falls, SD	7-Jul-20	UNK
MANILA	Ops	Manila, Philippines	10-Jul-20	3-Aug-20
ALBUQUERQUE	Mountain	Albuquerque, NM	15-Jul-20	UNK
MUSKOGEE	Mountain	Muskogee, OK	23-Jun-20	UNK
NEW YORK	Northeast	New York, NY	8-Jul-20	1-Sep-20

Virtual Hearing Update

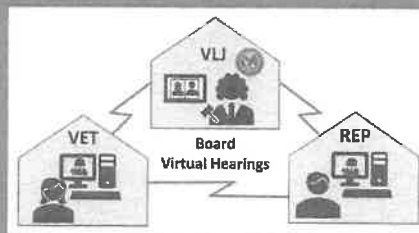
Date & Time: 7/31/2019 2:00:00 PM, Eastern

If this is your first BVA video hearing, it is recommended you access your appointment room prior to your appointment time (using the device you will use in the appointment) to ensure you will be ready at the scheduled time.

Your appointment link is valid **ONLY** for this appointment. You cannot re-use it on different days.

At Your Appointment Time, Click the Link Below to Progress to Your Appointment Room:

<https://care.va.gov/bva-app/?name=Veteran&join=1&media=&escalate=1&conference=BVA1308085@care.va.gov&pin=7553#>



BOARD2.0
every decision matters
Board of Veterans' Appeals

Welcome to the Virtual Hearing Room. The judge will join you shortly. If this is not the time for your hearing, please come back later.

Note: If you need emergent or urgent care, please dial 911 or call the Veteran Crisis line at 1-800-273-8255 and press 1.

This hearing room is private and confidential.

- This is “A WAY” to keep your currently scheduled hearing in light of COVID-19 effects.
- We only need a *minimum of 72 hours* to put this together (but longer is better).
- If you sign up, bear with the possibility of ‘technical difficulties’ in the launch. It can be a little frustrating, but we’ll get there.
- You can help by vetting your clients for hardware/software requirements & comfort; we can help you help!
- Note: This is NOT a fast track to a hearing date...but it could be quicker. More on that later.
- “If you’ve got the time, we’ve got the Virtual Docket space!” If you are interested, please write to your **Geo Team Leads** or Coordinators, or our PMs, Bridget, at Bridget.Malone@va.gov and Salvador Ambriz, at Salvador.Ambriz@va.gov.

Virtual Hearing Count by RO

Month	Virtual Hearing Scheduled
Mar	13
Apr	426
May	408
Jun	796
Jul	988
Aug	845
Sep	110
Grand Total	3586

RO	Virtual Hearing Count
Central Office	182
Detroit	169
Winston-Salem	155
Portland	146
St. Petersburg	137
Chicago	135
Jackson, MS	124
Nashville	123
Philadelphia	123
Atlanta	122
Seattle	110
New York	108
Newark	105
Cleveland	102
Buffalo	97
Phoenix	90
Muskogee	86
San Diego	75
Houston	74
Indianapolis	68
Boston	67
Columbia	67
Roanoke	64
Montgomery	62
Huntington	60
Los Angeles	59
St. Paul	58
Oakland	54

RO	Virtual Hearing Count
Louisville	52
Boise	47
Denver	47
Baltimore	46
Salt Lake City	44
St. Louis	43
Reno	39
Milwaukee	34
New Orleans	34
Togus	34
Manchester	32
Honolulu	31
Waco	31
Little Rock	30
Hartford	26
Sioux Falls	21
Pittsburgh	19
Providence	19
Des Moines	18
San Juan	18
MISC	16
Fargo	15
Lincoln	14
Albuquerque	13
Cheyenne	13
Ft. Harrison	13
Anchorage	10
Wichita	7

FY21 Docket Planning (12-slot dockets)

RO	Backlog	%BL	Hearings per Docket	Docket Days to clear BL
Albuquerque	416	0.64%	12	35
Anchorage	109	0.17%	12	9
Atlanta	4,263	6.54%	12	355
Baltimore	537	0.82%	12	45
Boise	215	0.33%	12	18
Boston	804	1.23%	12	67
Buffalo	356	0.55%	12	30
Cheyenne	40	0.06%	12	3
Chicago	1,588	2.44%	12	132
Cleveland	2,632	4.04%	12	219
Columbia	1,907	2.93%	12	159
Denver	1,801	2.76%	12	150
Des Moines	413	0.63%	12	34
Detroit	1,362	2.09%	12	114
Fargo	84	0.13%	12	7
Ft. Harrison	56	0.09%	12	5
Hartford	193	0.30%	12	16
Honolulu	310	0.48%	12	26
Houston	5,454	8.37%	12	455
Huntington	1,324	2.03%	12	110
Indianapolis	1,178	1.81%	12	98
Jackson	822	1.26%	12	69
Lincoln	195	0.30%	12	16
Little Rock	1,058	1.62%	12	88
Los Angeles	1,778	2.73%	12	148
Louisville	833	1.28%	12	69
Manchester	240	0.37%	12	20
Manila	34	0.05%	12	3

RO	Backlog	%BL	Hearings per Docket	Docket Days to clear BL
Milwaukee	1,056	1.62%	12	88
Montgomery	1,893	2.91%	12	158
Muskogee	1,314	2.02%	12	110
Nashville	2,758	4.23%	12	230
New Orleans	1,244	1.91%	12	104
New York City	583	0.89%	12	49
Newark	1,021	1.57%	12	85
Oakland	1,971	3.03%	12	164
Philadelphia	1,357	2.08%	12	113
Phoenix	1,196	1.84%	12	100
Pittsburgh	559	0.86%	12	47
Portland	1,319	2.02%	12	110
Providence	149	0.23%	12	12
Reno	521	0.80%	12	43
Roanoke	1,133	1.74%	12	94
Salt Lake City	168	0.26%	12	14
San Diego	827	1.27%	12	69
San Juan	347	0.53%	12	29
Seattle	835	1.28%	12	70
Sioux Falls	150	0.23%	12	13
St. Louis	834	1.28%	12	70
St. Paul	784	1.20%	12	65
St. Petersburg	6,335	9.73%	12	528
Togus	308	0.47%	12	26
Waco	2,947	4.52%	12	246
Wichita	272	0.42%	12	23
Winston-Salem	3,258	5.00%	12	272
	65,141			

FY21 Docket Planning (6-slot dockets)

RO	Backlog	%BL	Hearings per Docket	Docket Days to clear BL
Albuquerque	416	0.64%	6	69
Anchorage	109	0.17%	6	18
Atlanta	4,263	6.54%	6	711
Baltimore	537	0.82%	6	90
Boise	215	0.33%	6	36
Boston	804	1.23%	6	134
Buffalo	356	0.55%	6	59
Cheyenne	40	0.06%	6	7
Chicago	1,588	2.44%	6	265
Cleveland	2,632	4.04%	6	439
Columbia	1,907	2.93%	6	318
Denver	1,801	2.76%	6	300
Des Moines	413	0.63%	6	69
Detroit	1,362	2.09%	6	227
Fargo	84	0.13%	6	14
Ft. Harrison	56	0.09%	6	9
Hartford	193	0.30%	6	32
Honolulu	310	0.48%	6	52
Houston	5,454	8.37%	6	909
Huntington	1,324	2.03%	6	221
Indianapolis	1,178	1.81%	6	196
Jackson	822	1.26%	6	137
Lincoln	195	0.30%	6	33
Little Rock	1,058	1.62%	6	176
Los Angeles	1,778	2.73%	6	296
Louisville	833	1.28%	6	139
Manchester	240	0.37%	6	40
Manila	34	0.05%	6	6

RO	Backlog	%BL	Hearings per Docket	Docket Days to clear BL
Milwaukee	1,056	1.62%	6	176
Montgomery	1,893	2.91%	6	316
Muskogee	1,314	2.02%	6	219
Nashville	2,758	4.23%	6	460
New Orleans	1,244	1.91%	6	207
New York City	583	0.89%	6	97
Newark	1,021	1.57%	6	170
Oakland	1,971	3.03%	6	329
Philadelphia	1,357	2.08%	6	226
Phoenix	1,196	1.84%	6	199
Pittsburgh	559	0.86%	6	93
Portland	1,319	2.02%	6	220
Providence	149	0.23%	6	25
Reno	521	0.80%	6	87
Roanoke	1,133	1.74%	6	189
Salt Lake City	168	0.26%	6	28
San Diego	827	1.27%	6	138
San Juan	347	0.53%	6	58
Seattle	835	1.28%	6	139
Sioux Falls	150	0.23%	6	25
St. Louis	834	1.28%	6	139
St. Paul	784	1.20%	6	131
St. Petersburg	6,335	9.73%	6	1056
Togus	308	0.47%	6	51
Waco	2,947	4.52%	6	491
Wichita	272	0.42%	6	45
Winston-Salem	3,258	5.00%	6	543

65,141

FY21 RO Docket Planning

[illegible][illegible][illegible]

MISC

1. **Travel Boards.** The Board is planning to reach out to 13.2K Veterans and their reps who opted in for TBs and solicit their opt-in for Virtual hearings!
2. **FY21 Notification letters.** New version will include COVID-19 guidance and Virtual Hearing opt-in instructions. *Vets in the queue may see another Virtual outreach opt-in letter soon!*
3. **Help get the word out on continued RO closures!** We need your help in keeping the Veteran community informed of continued RO closures. Despite multiple efforts to “wave off” Vets, we still have leakers going to ROs. How do we “wave off”?
 - VEText
 - Letters
 - Phone Calls & 0820's
 - National Call Center :/
 - Representatives staying informed and spreading the word
4. **Vet contact information.** You can assist us with our Veteran communications by influencing your clients to maintain an updated phone number and email in eBenefits or on VA.gov.
5. **Satellite sites.** If RO's do open, there's a chance that their traditionally affiliated alternate hearing sites (satellites) won't be open. Virtual hearings are ALWAYS an option.
6. **Geo-Matching.** Is now entirely on 'pause'. You'll stay in-state with your Vet but be prepared for longer treks if you don't want to opt-in for a Virtual hearing.
7. **Post-hearing Surveys.** Some of your clients may have received a customer satisfaction survey link even though the hearing was postponed; please disregard.
8. **New Coordinators, new ROE.** Please assist our Coordinators in building & establishing relationships with you regional VSO and PA contacts; our goal is that your Coordinator is #1 on your speed dial!