

MyVA District Realignment Frequently Asked Questions

What is the purpose of moving to a district framework?

The new district alignment will serve two primary purposes. First, the districts are based on state boundaries and will align the disparate organizational boundaries of the Department into a single framework. This realignment will facilitate internal coordination and collaboration between VA Organizational elements, and allow for more measurable results. The end goal is that our internal operating boundaries will be transparent and irrelevant to Veterans. Aligning with state boundaries will also enhance collaboration with external stakeholders.

Second, the district framework sets the conditions for the rollout of the District Veterans Experience Offices that will be responsible for providing enhanced customer service capabilities with the districts and across the country.

How does the district framework affect Veterans and other VA customers?

The district framework is laying the foundation of VA's transformation to a customer-centric organization. Once the realignment is complete, VA will have the internal structure to support outward-facing customer-focused initiatives. Ultimately, this improves communications between VA employees and their customers.

Where are the district offices located and what is their relationship to VBA's area offices?

Regional offices were formerly aligned under four area offices – Eastern, Southern, Central and Western. VBA has realigned the four area offices into five district offices. The district offices, under the leadership of the VBA district directors, will perform the same functions as they did under the area structure.

The district office locations and directors are as follows:

- North Atlantic District/Philadelphia, PA – Willie Clark, Director
- Southeast District/Nashville, TN – Keith Thompson, Director
- Midwest District/St. Louis, MO – Robert “Bob” Granstrom, Director
- Continental District/Denver, CO – Sandra Flint, Director
- Pacific District/Phoenix, AZ – Jon Skelly, Director

When will VBA's realignment take effect?

VBA has realigned into the five districts as of July 1, 2015. Administrative actions have been taken to realign those regional offices that now report to a different district director. The 5th District Office has been established in Denver, Colorado, and will oversee the Continental District. The Continental District will be fully staffed by the end of the fiscal year.

How do I determine my regional office's district?

District boundaries are indicated on the map below and in the attached chart that shows regional office realignments into the districts.



How does the district alignment support employees?

One of the first tasks the MyVA task force accomplished was meeting with employees from across VA and across the nation to hear their concerns. They heard from employees that often they did not feel empowered to answer a Veteran's question about a part of VA outside of their primary area of expertise. Establishing a single framework will simplify internal coordination, facilitate partnering, enhance customer service, and allow Veterans to more easily navigate VA.

Will my regional office's operations/function change as result of the district realignment?

Regional office missions and functions are not changing as a result of the district implementation. As the districts mature, increased coordination and collaboration among VA entities, Veterans, community partners, and stakeholders is anticipated.

Will my job change as a result of the realignment?

Positions and functions at the regional office level will not change as a result of the implementation. However, some regional offices will be realigned to a different district and report to a new district director.

Will VBA's regionalized operations in Education, Loan Guaranty, Fiduciary, Pension, and Insurance change under districts?

No change is anticipated in these operations. These regional business operations will continue to serve Veterans and other customers based on established jurisdictional boundaries. District POCs will be established with each of the operational areas to provide ready access and coordination within the districts.

Will my regional office's serving Human Resource Center (HRC) or Information Technology (IT) support change?

No. At this time regional offices will continue to receive support from their currently assigned HRC, and facility IT and information security staff will remain in place.

How does this change affect VSOs and Congressional staff?

Under the realignment regional offices will continue to maintain working relationships with local VSO partners and Congressional stakeholders.