



Compensation Service Pre-Discharge Programs Staff  
**2024 Military Services Coordinator Symposium Agenda**  
**April 23 - 24, 2024**

Day One: Tuesday, April 23, 2024 (12:30 PM to 4:00 PM EDT)	
12:30 – 12:35 pm	<b>Welcome and Introduction</b> <i>Mr. Andrew Wilson, Assistant Director, Pre-Discharge Programs, Compensation Service</i>
12:35 – 12:40 pm	<b>Overview of Agenda &amp; Symposium Goals</b> <i>Ms. Angela Justice, Lead Program Analyst, Pre-Discharge Programs, Compensation Service</i>
12:40 – 1:00 pm	<b>Opening Remarks</b> <i>Ms. Jocelyn Moses, Senior Principal Advisor, Compensation Service</i> <i>Ms. Beth Murphy, Executive Director, Compensation Service</i>
1:00 – 1:15 pm	<b>Pre-Discharge Programs Staff Introductions &amp; Overview</b> <i>Mr. Andrew Wilson, Assistant Director, Pre-Discharge Programs, Compensation Service</i>
1:15 – 1:30 pm	<b>MSC Symposium FY23 Customer Survey Results</b> <i>Ms. Michelle Collins, Pre-Discharge Programs, Compensation Service</i>
1:30 – 2:15 pm	<b>National Cemetery Administration (NCA) Customer Service Best Practices</b> <i>Mr. Kirk Leopard, Executive Director, Florida National Cemetery Complex</i>
2:15 – 2:30 pm	<b>BREAK</b>
2:30 – 3:00 pm	<b>Veterans Tracking Application (VTA) 2.0</b> Transition/Updates on Bug Fixes/Reminders & Integrated Disability Evaluation System Reminders <i>Mr. Andrew Reese, Pre-Discharge Programs, Compensation Service</i>
3:00 – 3:45 pm	<b>MSC Quality &amp; Compliance</b> Compliance trends overview and best practice for Improvements Error Trends for IDES & BDD/Hot Topics <i>Mr. James D. Sharpe, 214 Quality Staff, Compensation Service</i> <i>Ms. Jessica Cabales, Quality Review (QR) SME Seattle Disability Rating Activity Site (DRAS)</i> <i>Mr. Winston Langley, Quality Review (QR) SME, Providence Disability Rating Activity Site (DRAS)</i>
3:45 – 4:00 pm	<b>MSC Special Focus Review (SFR) Findings FY24</b> <i>Mr. Andrew Wilson, Pre-Discharge Programs, Compensation Service</i>
4:00 pm	<b>Day One Close Out</b> <i>Mr. Andrew Reese, Pre-Discharge Programs, Compensation Service</i>



Compensation Service Pre-Discharge Programs Staff  
**2024 Military Services Coordinator Symposium Agenda**  
**April 23 - 24, 2024**

Day Two: Wednesday, April 24, 2024 (12:30 PM to 4:00 PM EDT)	
12:30 – 12:35 pm	<b>Day Two Kickoff and Overview</b> <i>Ms. Michelle Collins, Pre-Discharge Programs, Compensation Service</i>
12:35 – 1:30 pm	<b>Medical Disability Examination Office</b> Managing exam efficiency and improving exam timeliness/Vendor relations ME stage goal - how can MSC's assist in improving efficiency <i>Mr. Kevin Steele, Medical Disability Examination Office</i> <i>Mr. Chris Guthrie, Medical Disability Examination Office</i>
1:30 – 2:00 pm	<b>Separation Health Assessment Part A/DoD Form 3146 Update</b> <i>Mr. Reginald Washburn, Policy &amp; Program Management, Medical Disability Examination Office (MDEO)</i>
2:00 – 2:30 pm	<b>Aggravation, Direct, Secondary Medical Opinions</b> <i>Mr. Matthew Horner, Quality Review SME, Seattle DRAS</i> <i>Mr. Anthony Politelli, Quality Review SME, Providence DRAS</i>
2:30 – 2:45 pm	<b>Clarification of Exam Participation for IDES participants</b> <i>Mr. Andrew Wilson, Pre-Discharge Programs, Compensation Service</i>
2:45 – 3:00 pm	<b>BREAK</b>
3:00 – 3:15 pm	<b>Electronic Service Treatment Records (eSTR) Update</b> <i>Ms. Lauren Sullivan, Pre-Discharge Programs, Compensation Service</i>
3:15 – 3:30 pm	<b>Benefits Delivery at Discharge (BDD) Processing Timeliness</b> <i>Mr. Barrett Cooper, Pre-Discharge Programs, Compensation Service</i>
3:30 – 4:00 pm	<b>Overview of Office of Equity Assurance</b> <i>Ms. Naiya Marshall, Executive Assistant, Office of Equity Assurance</i>
4:00 pm	<b>Leadership Remarks / Symposium Survey and Closeout</b>