

2002 Current Fiscal Year Report: Department of Veterans Affairs (VA) Claims Processing Task Force

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1. Department or Agency
Department of Veterans Affairs

2. Fiscal Year
2002

3. Committee or Subcommittee
Department of Veterans Affairs (VA) Claims Processing Task Force

3b. GSA Committee No.
10729

4. Is this New During Fiscal Year? **5. Current Charter** **6. Expected Renewal Date** **7. Expected Term Date**

No 04/24/2001 04/24/2003 10/05/2001

8a. Was Terminated During Fiscal Year? **8b. Specific Termination Authority** **8c. Actual Term Date**

Yes Secretary Decision 10/05/2001

9. Agency Recommendation for Next Fiscal Year **10a. Legislation Req to Terminate?** **10b. Legislation Pending?**

Terminate No

11. Establishment Authority Agency Authority

12. Specific Establishment Authority **13. Effective Date** **14. Committee Type** **14c. Presidential?**

Secretary Decision 05/22/2001 Ad hoc No

15. Description of Committee Non Scientific Program Advisory Board

16a. Total Number of Reports 1

16b. Report Date **Report Title**

10/03/2001 Report to the Secretary of Veterans Affairs

Number of Committee Reports Listed: 1

17a. Open 0 **17b. Closed** 0 **17c. Partially Closed** 0 **Other Activities** 0 **17d. Total** 0

Meetings and Dates

No Meetings

	Current FY	Next FY
18a(1). Personnel Pmts to Non-Federal Members	\$3,493.00	\$0.00
18a(2). Personnel Pmts to Federal Members	\$0.00	\$0.00
18a(3). Personnel Pmts to Federal Staff	\$10,000.00	\$0.00
18a(4). Personnel Pmts to Non-Member Consultants	\$0.00	\$0.00
18b(1). Travel and Per Diem to Non-Federal Members	\$3,491.00	\$0.00
18b(2). Travel and Per Diem to Federal Members	\$1,293.00	\$0.00
18b(3). Travel and Per Diem to Federal Staff	\$0.00	\$0.00
18b(4). Travel and Per Diem to Non-member Consultants	\$0.00	\$0.00
18c. Other(rents,user charges, graphics, printing, mail, etc.)	\$722.00	\$0.00
18d. Total	\$18,999.00	\$0.00
19. Federal Staff Support Years (FTE)	0.10	0.00

20a. How does the Committee accomplish its purpose?

The VA Claims Processing Task Force presented the Secretary with their final report on October 2001. This report included 34 recommendations, more than half of which were to be implemented in one year. The goal is to reduce the claims backlog and processing times by 50 percent over a two-year period. The Task Force specifically identified ways to allow VA's employees to spend more time helping veterans, to improve the basic claims process, to enhance accountability at all

levels and to encourage all VA offices to attack this problem with a One-VA approach.

20b. How does the Committee balance its membership?

The Task Force consisted of 12 members who served the duration of the committee. Selection criteria for Task Force membership was based on expertise in organizational assessment, functional analysis, and improving operational processes. Membership included current and former VA officials, veteran advocacy organizations and other experts. Attention was given to equitable geographic distribution and to ethnic and gender representation.

20c. How frequent and relevant are the Committee Meetings?

The Task Force accomplished its mission.

20d. Why can't the advice or information this committee provides be obtained elsewhere?

The Secretary established this Task Force as a commitment to make the processing of applications for veterans benefits faster and more accurate. This Task Force provided a top-to-bottom review of the VA claims process.

20e. Why is it necessary to close and/or partially closed committee meetings?

The Task Force did not meet in FY 2002.

21. Remarks

The Task Force terminated on 10/5/01 following the completion of its report on recommendations to improve the quality and timeliness of processing disability claims.

Designated Federal Officer

John R. O'Hara Program Analyst

Committee Members	Start	End	Occupation	Member Designation
Block, Dale	05/22/2001	10/05/2001	Consultant	Special Government Employee (SGE) Member
Clowney, Kay	05/22/2001	10/05/2001	Retired VBA Regional Office Director, North Little Rock AR	Special Government Employee (SGE) Member
Cooper,, Daniel	05/22/2001	10/05/2001	Chairman, VA Claims Processing Task Force	Special Government Employee (SGE) Member
Gleb, Robert	05/22/2001	10/05/2001	Consultant, Doylestown, PA	Special Government Employee (SGE) Member
Hunt, Carolyn	05/22/2001	10/05/2001	Director, VA Regional Office, Lincoln, NE	Special Government Employee (SGE) Member
Jurabe,, Frederico	05/22/2001	10/05/2001	Director, National Veterans Service, Veterans of Foreign Wars	Special Government Employee (SGE) Member
McClendon, Mike	05/22/2001	10/05/2001	Consultant, Greensboro, GA	Special Government Employee (SGE) Member
McMichael, Guy	05/22/2001	10/05/2001	Acting Principal Dep. Assst. Sec. for Infor. and Tech., Dept. of Veterans Affairs	Special Government Employee (SGE) Member
Obler, Steven	05/22/2001	10/05/2001	Clinic Director, Compensation and Pension Unit, VA Medical Center Director	Special Government Employee (SGE) Member
Sinclair, Stan	05/22/2001	10/05/2001	Director, VA Learning University	Special Government Employee (SGE) Member

Umlauf, Daniel	05/22/2001	10/05/2001	VA Regional Office Service Center Manager, Roanoke, VA	Special Government Employee (SGE) Member Special Government Employee (SGE) Member
Wolfe, Ken	05/22/2001	10/05/2001	National Service Director, Disabled American Veterans	Special Government Employee (SGE) Member

Number of Committee Members Listed: 12

Narrative Description

What are the most significant program outcomes associated with this committee?

	Checked if Applies
Improvements to health or safety	<input type="checkbox"/>
Trust in government	<input type="checkbox"/>
Major policy changes	<input type="checkbox"/>
Advance in scientific research	<input type="checkbox"/>
Effective grant making	<input type="checkbox"/>
Improved service delivery	<input type="checkbox"/>
Increased customer satisfaction	<input type="checkbox"/>
Implementation of laws or regulatory requirements	<input type="checkbox"/>
Other	<input type="checkbox"/>

Outcome Comments

What are the cost savings associated with this committee?

	Checked if Applies
None	<input checked="" type="checkbox"/>
Unable to Determine	<input type="checkbox"/>
Under \$100,000	<input type="checkbox"/>
\$100,000 - \$500,000	<input type="checkbox"/>
\$500,001 - \$1,000,000	<input type="checkbox"/>

- \$1,000,001 - \$5,000,000
- \$5,000,001 - \$10,000,000
- Over \$10,000,000
- Cost Savings Other

Cost Savings Comments

What is the approximate Number of recommendations produced by this committee for the life of the committee?

0

Number of Recommendations Comments

What is the approximate Percentage of these recommendations that have been or will be Fully implemented by the agency?

%

% of Recommendations Fully Implemented Comments

What is the approximate Percentage of these recommendations that have been or will be Partially implemented by the agency?

%

% of Recommendations Partially Implemented Comments

Does the agency provide the committee with feedback regarding actions taken to implement recommendations or advice offered?

Yes No Not Applicable

Agency Feedback Comments

What other actions has the agency taken as a result of the committee's advice or recommendation?

Checked if Applies

- Reorganized Priorities
- Reallocated resources
- Issued new regulation
- Proposed legislation
- Approved grants or other payments
- Other

Action Comments

Is the Committee engaged in the review of applications for grants?

No

Grant Review Comments

How is access provided to the information for the Committee's documentation?

Checked if Applies

- Contact DFO
- Online Agency Web Site
- Online Committee Web Site
- Online GSA FACA Web Site
- Publications
- Other

Access Comments