

Site Visit Summary Report Update

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Revisions

RO Section:

According to the table below, all of the Commission sites visited, except for St. Louis, performed **below** than the national average for timeliness. Only St. Louis and Chicago performed **less** than the national average for productivity.



Revisions

Service Center employees were able to provide the Commission teams with a perspective on their operational challenges to include the difficulty in creating Veterans Claims Assistance Act (VCAA) letters, demands for productivity, the needs for training, high turnover rates and the time it takes to train new raters, communication with VSOs and examiners, frivolous claims, the development of claims with multiple conditions or issues, **and evidence for military-related stressors in PTSD claims, especially among those filed decades later.**



Revisions

Although greatly appreciative of the support from the VSOs, they would like to see an improvement in the assistance they receive from them in the form of better developed and less frivolous claims. There was some desire for the VSOs to be more encouraging of treatment and healthier life styles for veterans than just on filing claims and appeals that do not have merit and only add to the backlog and prevent cases with merit from being reviewed in a timely manner.



Revisions

VSO & State Issue Section:

Other states are looking into the possibility of emulating this program. (In reference to Washington state)



Revisions

C&P Examiner Section:

There were divergent views between some clinicians who were concerned that PTSD compensation is a disincentive to recovery and other clinicians recognized its therapeutic validation and socioeconomic relief provided for a chronic disorder.



Revisions

Town Hall meeting comment added:

Although sometimes grateful and complimentary of their VA care, there was general distrust and frustration with the system among veterans.



Revisions

Under Findings:

Additionally, in Georgia the state government's involvement was exemplary and could serve as a model for other states to follow.

