

**NINETY-SIXTH NATIONAL CONVENTION  
OF  
THE AMERICAN LEGION  
Charlotte, North Carolina  
August 26, 27, 28, 2014**

**Resolution No. 139: Revision of Work-Rate Standards for Department of Veterans Affairs  
Adjudicators**

**Origin: Maryland**

**Submitted by: Convention Committee on Veterans Affairs & Rehabilitation**

WHEREAS, The current Department of Veterans Affairs (VA) work-rate standards are based upon a series of work credits or End Products (EPs) that can be taken upon completion of work at the various stages in the processing of a claim; and

WHEREAS, This data is used to measure and evaluate each individual adjudicator's performance as well as the station's overall performance; and

WHEREAS, Under this type of system, the amount of work performed is measured in terms of the cumulative number of EPs reported without regard to whether the action taken, as indicated by the EP, was correct or proper; and

WHEREAS, Since all action, good and bad, receives the same amount of work credit, there is no incentive to do good quality work or disincentive to do poor quality work, which makes the use of these work credits prone to manipulation and abuse; and

WHEREAS, The use of a piecemeal approach to work measurement does not provide accurate or reliable information on the actual amount of work being performed, its quality, or the amount of time and resources needed to properly process a claim; and

WHEREAS, Without a fundamental change in the work measurement system, the Board of Veterans' Appeals will continue to be burdened with an inordinate number of unnecessary appeals, and veterans and their families forced to endure prolonged hardship while waiting for a final decision on their claim; now, therefore, be it

**RESOLVED, By The American Legion in National Convention assembled in Charlotte, North Carolina, August 26, 27, 28, 2014, That The American Legion seeks legislation to amend title 38, United States Code, to provide that the Department of Veterans Affairs (VA) Regional Office adjudicators shall receive work credit under a system that integrates not only the quantity of work performed, but also the quality of work performed; and, be it finally**

**RESOLVED, That such a work credit system adequately applies negative credit to work found to be in error, whether by decision overturned on appeal, through internal reviews within the VA, such as the Systematic Technical Accuracy Review, or by any other means that are applicable.**