

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

**Resolution No. 128: Increase the Transparency of the Veterans Benefits Administration's
Claims Processing**

Origin: Maryland

Submitted by: Convention Committee on Veterans Affairs & Rehabilitation

WHEREAS, The American Legion, while supporting the Department of Veterans Affairs (VA) in its efforts to provide support to military veterans of the United States of America, recognizes the growing backlog of claims for disability and compensation submitted by military veterans; and

WHEREAS, The American Legion has continued to challenge the VA to improve both the efficiency and accuracy with which veterans' claims are processed; and

WHEREAS, Testimony by The American Legion before the Subcommittee on Disability Assistance and Memorial Affairs of the Committee on Veterans' Affairs, United States House of Representatives informed Congress that the VA continues to be inefficient and inaccurate in processing veterans' claims for disability and compensation; and

WHEREAS, Even though bonuses for Senior Executive Service (SES) employees in the Veterans Benefits Administration (VBA) have decreased from Fiscal Years 2009 to 2011, bonuses still average around \$14,000 for SES employees in the VBA while the backlog of claims and inaccuracy of claims prepared by the VBA continued to increase; and

WHEREAS, The VBA continues its inefficiency and inaccuracy in processing valid veterans' claims for compensation and pension and medical services without penalty for poor performance; and

WHEREAS, Military veterans who have submitted claims with required documentation continue to suffer from the denial of medical services and monetary compensation due to VBA inefficiency and inaccuracy; 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 urges Congress to pass legislation requiring the Department of Veterans Affairs (VA) provide, in a venue readily available to the citizens of the United States, a monthly report of the number of claims for compensation and disability that were submitted, that were granted/awarded, that were denied and that remain in a pending status; and, be it further

RESOLVED, The American Legion petitions Congress to pass legislation that requires VA be held accountable for achieving the VA Secretary's stated goal to achieve an operational state for VA in which no claim is pending over 125 days and all claims have an accuracy rate of 98 percent or higher; and, be it further

RESOLVED, That The American Legion urges Congress to pass legislation requiring that any veteran whose claim is overturned on appeal be paid an amount, to be determined by Congress, which would be compounded daily, from the date of original submission of the claim; and, be it finally

RESOLVED, That bonuses for VA senior executive staff be tied to qualitative and quantitative performance measures developed by VA.