



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

JAN 6 2000

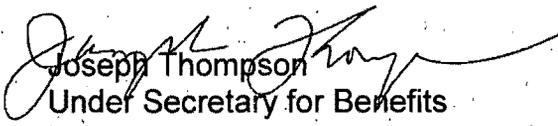
VBA Letter 20-99-89

In Reply Refer To:

•Director (00)
All VA Regional Offices and Centers

SUBJ: Passwords for the Insurance System

1. Access to the Insurance Terminal System (ITS) is controlled by a logon ID and password. This password is selected by each individual ITS user. Every 30 days, the system prompts each user to change his or her password.
2. To comply with OIG recommendations and draft VA directives on password security, the following changes are being made:
 - a. Insurance system passwords must be eight characters in length. ITS users should choose an eight character combination the next time they are prompted for a password change.
 - b. The password should include at least one letter, at least one number, and at least one special character. Some special characters are reserved by the system and cannot be used in a password. Special characters that are acceptable in the password include the dollar sign, pound sign, and ampersand. Characters that are not acceptable include the slash, hyphen, and space.
 - c. Passwords in this new configuration may be difficult to remember if changed as frequently as before. For that reason, the password expiration period will be extended to 90 days.
3. Existing procedures, such as how to request a new access and the ability of local security officers to unsuspend locked accounts, are not affected by this change in password configuration. As always, access to the Insurance System should be limited to those who may need this data to perform their job.


Joseph Thompson
Under Secretary for Benefits



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

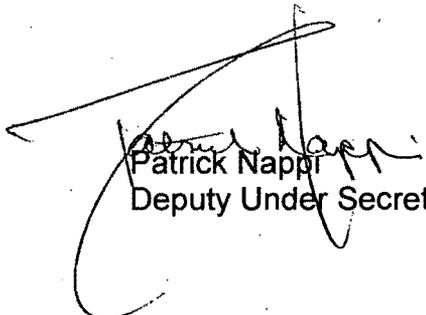
JAN 6 2000

VBA Letter 20-00- 1

Director (00)
All VA Regional Offices and Centers

SUBJ: Case Management Implementation

1. The SDN plans for case management implementation have been reviewed by the BPR staff and OFO. The next nine stations to fully deploy the standardized case management processes and tools will be: Des Moines, Fargo, Indianapolis, Houston, Huntington, Lincoln, Sioux Falls, St. Petersburg, and White River Junction. We plan to begin the roll out at these sites in February.
2. Based on the information provided in the recent satellite broadcast on case management, we will be asking the SDNs to reconsider their proposed implementation plans so that we can develop a more timely roll out schedule for the rest of the stations.
3. I have expanded Al Sinclair's assignment as the Case Management Demo Site Project Manager to include responsibility for coordinating the nationwide roll out of case management. Mr. Sinclair will continue to work closely with the C&P staff in addressing policy and procedural issues associated with case management. He will also assist OFO in identifying instructors from the case management sites who can provide training to the new sites on the processes and tools associated with case management. While C&P has accepted responsibility for developing the training modules, the cadre of instructors will be drawn from individuals in the field who have actual experience in case management. Ms. Jennifer Kavanagh, Management Analyst, VARO Denver, will continue to serve as the project analyst responsible for tracking and analyzing the key performance measures associated with our evaluation of the impact of case management.


Patrick Nappi
Deputy Under Secretary for Operations



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

JAN 10 2000

In Reply Refer To:

VBA Letter 20-00-02

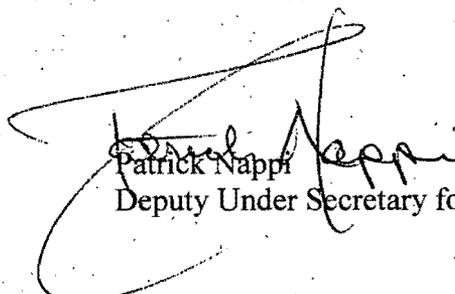
Directors (00)
See list of addressees

SUBJ: Facilities Represented by National Federation of Federal Employees

1. The American Federation of Government Employees (AFGE) has filed a petition seeking to become the exclusive representative for those employees currently represented by the National Federation of Federal Employees (NFFE). Federal Labor Relations Authority (FLRA) regulations **require** that the enclosed Notice be posted on facility bulletin boards where official notices to employees are normally posted. This Notice may be reproduced locally if necessary. **This Notice shall be posted on bulletin boards at your facility on January 18, 2000 through close of business January 28, 2000. FLRA requires that this Notice be posted for ten (10) days.**

2. After the posting period is over, the Notice along with your certification of posting should be retained at your station. Following FLRA proceedings on the AFGE petition, another posting may be required. Affected facilities are required to certify that the Notice was posted. Facilities must send via facsimile certification of the posting to the Customer Advisory and Consulting Group (CACG) (051B), ATTN: Crystal Wiggins. The facsimile telephone number is 202-273-9776. The certification should be signed by VBA's Regional Office Director or Center Assistant Director and sent within three (3) days after the Notice has been removed from bulletin boards.

3. VBA's Office of Human Resources will ensure compliance with the posting requirements. Questions concerning posting requirements should be referred to John Haltigan (202-273-4928), Doug Katcher (202-273-9824), Crystal Wiggins (202-273-4924), or Jennifer Long (202-273-7320).


Patrick Nappi
Deputy Under Secretary for Operations

Enclosure

Page 2

Addressees:

Director, Atlanta VARO (316/00)
Director, Cleveland VARO (325/00)
Director, Columbia VARO (319/00)
Director, Fargo VAM&ROC (437/00)
Director, Houston VARO (362/00)
Director, Indianapolis VARO (326/00)
Director, Jackson VARO (323/00)
Director, Little Rock VARO (350/00)
Director, Louisville VARO (327/00)
Director, Milwaukee VARO (330/00)
Director, Montgomery VARO (322/00)
Director, Portland VARO (348/00)
Director, Roanoke VARO (314/00)
Director, Austin Systems Development Staff (20S37)



NOTICE TO EMPLOYEES

FROM THE

FEDERAL LABOR RELATIONS AUTHORITY

A petition has been filed with the Regional Director of the Federal Labor Relations Authority to determine a matter related to the representation of certain employees at:

DEPARTMENT OF VETERANS AFFAIRS

The petition was filed by: American Federation of Government Employees, AFL-CIO

The purpose of the petition is to request:

- (1) an election to determine if employees in an appropriate unit wish to be represented for the purposes of collective bargaining by an exclusive representative

This case is being investigated and **NO DETERMINATION HAS BEEN MADE AT THIS TIME** by the Federal Labor Relations Authority. This Notice should be conspicuously posted for a period of ten (10) days and should not be altered, defaced, or covered by other material.

Any request to intervene or cross-petition, accompanied by any necessary showing of interest, must be submitted in writing and filed with the Regional Director or the Hearing Officer prior to the opening of the hearing. If no hearing is held, a request to intervene and a cross-petition must be filed prior to action being taken by the Regional Director in accordance with section 2422.30 of the Regulations of the Federal Labor Relations Authority.

Federal Labor Relations Authority

Date of Posting: _____


Regional Director

Address: 901 Market Street, Suite 220
San Francisco, California 94103

Case No. WA-RP-90103

Telephone: 415-356-5000

THIS IS AN OFFICIAL GOVERNMENT NOTICE AND MUST NOT BE COVERED OR DEFACED



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

JAN 10 2000

VBA Letter 20-00- 03

Director (00)

In Reply Refer To:

All VA Regional Offices and Centers

SUBJ: Regional Office/Service Delivery Network Preparedness Exercise 2000

1. You should have already received and completed the following templates:

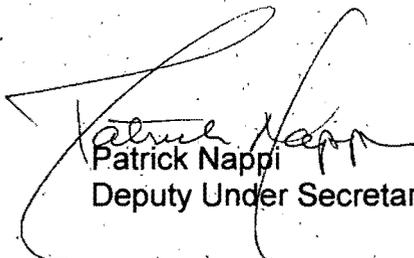
- VBA Business Continuity Contingency Plan (BCCP) Template for the Regional Offices, December 1, 1998.
- VBA Continuity of Operations Plan (COOP) Template for the Regional Offices April 27, 1999.

2. VBA will conduct tabletop exercises at the nine Service Delivery Networks (SDNs) to test the effectiveness of our Business Continuity Contingency Plan (BCCP) and our Continuity of Operations Plan (COOP). The tabletop exercises, facilitated by SRA International, Inc., will be conducted on an as scheduled basis at each SDN. It is important that copies of your station's BCCP and COOP be available during the exercises.

3. High level objectives for the exercise are to validate the procedural viability of the VBA's BCCP and COOP, and to familiarize regional office directors on key elements of each plan. The enclosure contains the Exercise Plan. It provides a brief description of the tabletop as well as the purpose, concept, and specific objectives as they relate to the above plans.

4. Participants will be involved in the exercise to test BCCP contingencies and will exercise execution of the COOP. Exercise participants should concentrate on the issues and their impact on and relationship to the policies, plans, procedures and practices that will be in force during the mock emergency. It will be a "no fault" tabletop exercise designed to examine issues, not individual performance. The exercise will be an opportunity to train participants and to test plans and procedures, and will enhance our confidence in the effectiveness of our plans and the adequacy of our preparations.

5. If additional information or clarification is necessary please contact Al Bissett, VBA Emergency Preparedness Officer (201), on 202-273-7584.



Patrick Nappi

Deputy Under Secretary for Operations

Enclosure

SDN TABLETOP EXERCISE PLAN

This exercise plan summarizes key aspects of the planned Veterans Benefits Administration (VBA) Business Continuity Contingency Plan (BCCP)/Continuity of Operations Plan (COOP) exercise planned for RO Directors/SDN personnel during January through April 2000. Topics addressed below include the following:

- Exercise purpose
- Exercise concept
- Exercise objectives (for both BCCP and COOP portions)
- Planned participants
- Date, time, and location for the exercise

PURPOSE: The purpose will be to simulate an emergency scenario that will allow the ROs to test their Business Continuity Contingency Plans and their Continuity of Operations Plans from the RO Director and SDN perspective. At the SDN Breakout session during the Y2K Conference in Pittsburgh in July 1999, RO representatives requested SDN level as well as RO exercises and, specifically, discussions of mechanisms for transferring and sharing information between SDNs during a disaster.

CONCEPT: These exercises will be conducted as Tabletop Exercises. As the name implies, they are held around a table and involve the discussion of issues and "what-if" situations, and the development of response options.

OBJECTIVES: High-level objectives for the exercise are to validate the procedural viability of the RO's COOP and its BCCP and to train RO Directors on key elements of each plan. Specific exercise objectives related to each plan are outlined below.

BCCP and COOP Objectives

- Objective 1—Validate decision-making procedures concerning activating the Emergency Backup Site (EBS).
- Objective 2—Validate procedures associated with relocating COOP teams and materials to the EBS.
- Objective 3—Validate procedures for sustaining operations at the EBS.
- Objective 4—Validate procedures for resuming full business functions at the RO primary site.

PARTICIPANTS: Planned VBA participants for the tabletop exercise are as shown in the table below.

VBA Organization	Participants
RO Directors	1 Primary/Region
SDN Personnel	1 Primary, 1 Alternate
Total Participants	Not to exceed 15

DATE, TIME AND LOCATION

DATE: The exercise will be during the January through April 2000 timeframe.

TIME: The exercise will be conducted during a span of time that encompasses slightly more than 3 1/2 hours. This time period will accommodate about 2 1/2 hours of active exercise “play,” a fifteen minute break, and just over 45 minutes that will be devoted to introductory information before “play” begins, and a “hot-wash” track at the conclusion of the BCCP and COOP session activities. Exercise play for the BCCP and COOP sessions will be further separated into several parts, with each part involving different exercise objectives and scenario variations. The overall schedule is as illustrated in the table immediately below. The subsequent table presents a high-level overview of the scope of the various sessions of the BCCP and COOP sessions (the exercise envisions four scenario updates during the BCCP session and three scenario updates during the COOP session).

Exercise Activity (Participant)	Time
In Processing	08:30–08:40
Opening Remarks	08:40–08:45
Introduction of Exercise Facilitators and Ground Rules (SRA PM)	08:45–08:55
Introduction of Exercise Participants (Each Participant)	08:55–09:00
Review of background Scenario (SRA Facilitator)	09:00–09:05
Exercise “Play” (SRA Facilitator and Participants)	09:05–10:15
15-minute Rest Breaks	10:15 -10:30
Exercise “Play” (SRA Facilitator and Participants)	10:30–11:45
“Hotwash” for BCCP and COOP Sessions (SRA Facilitator and Participants)	11:45–12:00
15-minute Rest Break	13:15

As noted above, the BCCP and COOP sessions will focus on slightly different objectives and scenarios. Accordingly, there will be differences in the structure and execution of each of these sessions.

LOCATION: The exercise will take place in various locations at the nine separate SDN meetings attended by the RO Directors.



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

JAN 10 2000

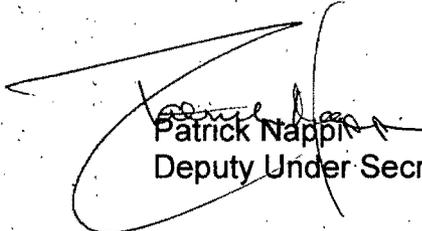
VBA Letter 20-00- 04

In Reply Refer To:

Director (00)
All VA Regional Offices and Centers

Subj: Director's Conference

1. The Veterans Benefits Administration's Director's Conference has been scheduled for May 1 through May 5, 2000. It will be held in St. Louis, Missouri.
2. There are a number of subjects which I believe should be addressed at the conference. These include Case Management, Customer Service Techniques, Resource Allocation, and Service Delivery Network Development. I also expect there will be a number of workshops resulting in action plans and renewed efforts to further VBA's long-term goals and our vision.
3. Your input and suggestions are needed to assure this conference addresses those issues you consider important to its success. I have tasked three Regional Office Directors, Pat Amberg-Blyskal, Fred King, and Jim Whitson, with developing the conference format and agenda. During the next few weeks you will be contacted by one of these Directors for the purpose of obtaining your thoughts, comments, and suggestions. When responding, please bear in mind our present challenges and long-term goals.
4. Our goal is to develop a stimulating and meaningful conference agenda which brings us together and focuses our attention on those issues critical to VBA's immediate and long-term success. Your thoughtful candor will assist us in realizing this goal.


Patrick Nappi

Deputy Under Secretary for Operations



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

JAN 21 2000

VBA Letter 20-00-5

In Reply Refer To:

Director (00)
All VACO Services and Offices and All Regional Offices and Centers

Subj: Exemplary Service Award

1. The Leadership VA Alumni Association is inviting VA employees at the GS-12 level and below, including wage grade and equivalent Title 38 employees to apply for the Exemplary Service Award.
2. The Exemplary Service Award is designed to honor employees who demonstrate exceptional potential for increased leadership and managerial responsibilities through their performance in carrying out VA's mission. The Award is divided into two awards of \$500 each: one for employees in grades GS-8 and below, and the other for employees in grades GS-9 through 12.
3. I have enclosed the award application and fact sheet. Please submit the completed application and five copies to the Office of Human Resources (20A2), 810 Vermont Avenue, NW, Washington, DC 20420 by February 3, 2000. If you have questions, please contact Francene Shelton via e-mail or call on 202-273-5913.


Joseph Thompson
Under Secretary for Benefits

Enclosures

LEADERSHIP VA ALUMNI ASSOCIATION
Exemplary Service Award
P.O. Box 27102
Washington, DC 20038

APPLICATION FOR
EXEMPLARY SERVICE AWARD
SPONSORED BY THE
LEADERSHIP VA ALUMNI ASSOCIATION

GENERAL

(Please print or type)

LAST

FIRST

MIDDLE INITIAL

Name:

Grade Level:

Years in VA:

Organizational
Symbol:

Office Mailing Address:

Phone Number (FTS):

EMPLOYMENT HISTORY

Present Job Title/Assignment/Responsibility:

Since

**LEADERSHIP VA ALUMNI ASSOCIATION
EXEMPLARY SERVICE AWARD**

EMPLOYMENT HISTORY (CONT'D)

List former positions in VA or other agencies and all previous employment in reverse chronological order beginning with your current position. (Account for all periods including military active duty.)

EMPLOYER	TITLE, GRADE OR RESPONSIBILITY	DATES
1		FROM: TO:
2		FROM: TO:
3		FROM: TO:
4		FROM: TO:
5		FROM: TO:

INTER/INTRA-ORGANIZATIONAL INVOLVEMENT

List any Inter/Intra-Departmental Committees or facility level working groups on which you have served.

NAME OF COMMITTEE	YOUR ROLE	DATES ACTIVE
1		FROM: TO:
2		FROM: TO:
3		FROM: TO:

ACHIEVEMENT/LEADERSHIP

What do you consider your strongest skill or your outstanding career achievement thus far in service to veterans and/or the Department? Please specify any leadership role you may have played.

LEADERSHIP VA ALUMNI ASSOCIATION
EXEMPLARY SERVICE AWARD

POTENTIAL FOR ADDITIONAL RESPONSIBILITIES

Please describe how or why your past leadership/achievement prepares you for increased responsibilities in service to veterans and/or the Department:

EDUCATION

Begin with high school, then college(s), business or trade schools and/or other specialized training.

NAME & CITY OF SCHOOL	DATES	DEGREE	MAJOR
1	FROM: TO:		
2	FROM: TO:		
3	FROM: TO:		
4	FROM: TO:		
5	FROM: TO:		

Extracurricular activities and special honors or awards for leadership activities while in school (please indicate school):

DEPARTMENT ISSUE

In your judgement, what is the most pressing issue we face in carrying out the Department's mission, generally, and/or in your particular area of specialty? Explain why and give any recommendations you may have for approaching and resolving the problem.

(Please use this space for your answer)

APPLICANT'S SIGNATURE: (The application must be signed for it to be considered.)

Signature

Date

**LEADERSHIP VA ALUMNI ASSOCIATION
EXEMPLARY SERVICE AWARD**

SUPERVISOR'S ENDORSEMENT

As applicant's immediate supervisor, please review information submitted by the applicant. Endorse the applicant by checking the appropriate box below, then sign and date your endorsement in the signature block. Any comments you wish to submit to support your endorsement should be included in the space provided below. Your comments will be very helpful in determining the applicant's qualifications.

- Highly Recommend
 Recommend
 Do Not Recommend

this applicant for the Leadership VA
Alumni Association Exemplary Service
Award

NARRATIVE COMMENTS:

SUPERVISOR'S SIGNATURE AND TITLE:

DATE:

Mail Application to:

LEADERSHIP VA ALUMNI ASSOCIATION
Exemplary Service Award
P. O. Box 27102
Central Station
Washington, DC 20038

AUTHORIZATION TO RELEASE INFORMATION

NOTE:

The following Privacy Act Addendum, Authorization to Release Information, must be submitted with each nomination. Information is disclosed voluntarily and is used in the selection process and for publicity and related purposes. Not providing all or part of the requested information may result in a nominee not being fully considered

(CLIP AND ATTACH TO NOMINATION)

Name of Nominee: _____

Title/Grade/Pay Plan: _____

Organization: _____

SSN: _____ Date and Place of Birth: _____

AUTHORIZATION TO RELEASE INFORMATION: Except as specified below, all personal information contained in my nomination Leadership VA Alumni Association (LVAAA) Exemplary Service Award may be used for promotion and publicity by the Alumni Association.

Exception: (Specify personal information, which you do not want released.)

Signature

Date

Leadership VA Alumni Association
Exemplary Service Award

APPLICATION FOR
EXEMPLARY SERVICE AWARD
SPONSORED BY THE
LEADERSHIP VA ALUMNI ASSOCIATION

FACT SHEET

- Title:** Leadership VA (LVAAA) Alumni Association
Exemplary Service Award
- Eligibility:** Department employees in two groups: grades up to GS-8 and
and GS-9 through GS-12 grade levels (including wage grade
and Title 38 equivalents).
- Application:** Solicited from all eligible VA employees.
- Evaluation/Selection:** By a panel of LVA alumni through established selection criteria.
- Award Amount:** \$500.00 to an employee selected in each category.
- Funding:** Solely from the treasury of the Leadership VA Alumni
Association.
- NOTE:** No additional documents are needed and, if submitted, will not
be considered with the application.

Mail Applications to:

LEADERSHIP VA ALUMNI ASSOCIATION
Exemplary Service Award
P.O. Box 27102
Central Station
Washington, D.C. 20038



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

FEB 2 2000

In Reply Refer To:

VBA Letter 20-00- 6

Director (00)
All VA Regional Offices and Centers

SUBJ: Year 2000 HACU Summer Intern Employment Program

1. The Veterans Benefits Administration will participate in the year 2000 Hispanic Association of Colleges and Universities (HACU) Summer Intern Employment Program. VBA's participation in the program demonstrates our commitment to support the White House initiative to promote Hispanic American education and employment goals and objectives. VBA also supports the objectives of the VA-HACU Memorandum of Understanding (MOU), signed on October 29, 1996. The MOU established a cooperative framework in which the Department can implement programs and activities to support Hispanic students and Hispanic colleges and universities.

2. The HACU summer intern employment program is designed to provide Hispanic undergraduate and graduate level students meaningful summer employment and an opportunity to gain practical work experience in both the private and Federal sectors. We have found that the interns who worked in VBA in the past were very energetic and eager to contribute to the programs that serve veterans and their families.

3. Interns participating in the program do not count against your employment ceiling. To facilitate the placement process, the Office of Field Operations (OFO) will pay the \$8,500 cost per intern for the 8-week program. Each VBA field station (excluding VA medical and regional office centers and outpatient centers) is requested to indicate its interest in having an intern for the summer by sending the following information via E-mail to Marsha A. Smith (20A1E) no later than **Friday, February 18, 2000**:

- a. A thorough description of the projects/assignments the intern will be given. The assignment of clerical and support duties such as typing, filing, and copying are excluded. These tasks should be incidental to the primary assignments given to the interns;
- b. A precise description of the qualifications, skills, educational background (major and minor fields of study) or previous work experience the intern should have; and

Page 2.

VBA Letter 20-00-6

- c. The name and title of your intern's prospective supervisor and his/her complete mailing address, telephone, and fax numbers.
4. The primary responsibility of an employer in this program is to ensure the development of a work plan that incorporates meaningful and challenging work assignments for the intern. An equally important responsibility is to ensure that the "right" person is designated to provide high quality and consistent supervision for the intern so that his/her work experience is a rewarding one.
5. In addition to the information described above, field stations that are selected to receive interns will be asked to assist HACU in locating suitable housing for them. HACU has indicated that many interns are not able to accept summer job offers in some high-cost cities such as New York, Los Angeles, San Francisco, and Boston because affordable housing is not readily available. Therefore, the selected field stations should make every effort to help locate rental housing that is either near the regional office or on a bus/rail line and is in a safe area of the city. One recommendation is to canvass employees to determine if they are aware of available rental units that meet the above requirements.
6. OFO will review all field station requests for interns and will decide how many will be funded. Once a decision has been made, we will forward our request to the HACU Program Coordinator who will match the qualifications requirements with the knowledge, skills, and abilities of the intern applicants. HACU will fax or mail intern applications to the designated supervisors who will have an opportunity to interview the applicants by telephone before making selections. Additional information about the program, including HACU's orientation for the interns (reporting dates, departure dates, reporting interns' absences, and other program requirements), will be provided at a later date.
7. If you have any questions regarding the HACU summer employment program, please contact Marsha A. Smith by E-mail or on (202) 273-6772.


Patrick Nappi
for Deputy Under Secretary for Operations



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

FEB 10 2000

VBA Letter 20-00-7

In Reply Refer To: 201/241A

Director (00)
All VA Regional Offices and Centers

Subj: Report of Findings on VA's Purchase Card Program for
July through September 1999

1. The Financial Services Center Quality Review (FSCQR) staff performs monthly statistical samplings of VA credit card transactions. The review from July through September 1999 involved 246 transactions from 48 stations. The FSCQR staff analysis concluded that the reconciliation process is not being followed.

2. Three findings are very serious from an internal control and funds risk status. While two of three areas improved from 3rd quarter to 4th quarter, more improvement is needed.

- a. Cardholders did not reconcile payment charges from Purchase Card Program Contractors within five days of IFCAP purchase card messages (17 findings). Untimely reconciliation may cause improper charges to go unrecognized beyond the time limits for settling disputes. The VBA non-compliance rate was 17.7% in the 3rd quarter and 8.1% in the 4th quarter.
- b. Purchases were not costed to the correct budget object class (16 findings). Improperly costed items cause inaccuracies in the General Ledger accounts. The VBA non-compliance rate was 7.6% in the 3rd quarter and 7.7% in the 4th quarter.
- c. Approving officials did not certify reconciled payment charges in IFCAP within 14 days of receipt from cardholder (10 findings). Untimely certification may cause improper charges from the vendor to go unrecognized beyond the time limits for settling disputes. The VBA non-compliance rate was 10.1% in the 3rd quarter and 4.8% in the 4th quarter.

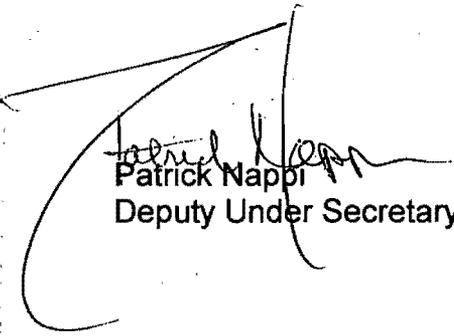
3. Other findings showed cardholders did not file receipt records by purchase card order number and orders were not input within one day.

Page 2.

SUBJ: Report of Findings on VA's Purchase Card Program for July through
September 1999

4. Attached is a list of stations sampled during the 4th quarter FY 1999. Please review this list and take appropriate action to resolve any discrepancy found at your station.

5. This area has become a priority for the annual IG Audit. The VBA reconciliation process must be accurate, timely, and in compliance. Questions may be directed to Richard Norwood of the Finance and Administrative Services Staff at 202-273-6717.



Patrick Nappi
Deputy Under Secretary for Operations

Enclosure

VBA IMPAC CARD CREDIT RESULTS
4TH QTR FY 99

STATION	NUMBER SAMPLED	AMOUNT SAMPLED	PROPER COSTING	INCORRECT BILLING	PATTERN DISPUTES	NOT RECONCILED TIMELY - 4TH QTR					THIRD QUARTER	NOT CERT A/O 14 DAYS	DISPUTES >30 DAYS	SUPPTNG DOCMNTN	FRAGMENTED	DOLLAR LIMITS	PURCHASE VA BUSINESS	INAPPROP PURCHASE	CARD SECURITY	TOTAL NON COMPLIANCE	RATE OF NON COMPLIANCE	THIRD QUARTER	
						6-10 DAYS	11-20 DAYS	21-30 DAYS	OVER 30	TOTAL												RATE	CHANGE
301	5	\$13,303.16																		0	0.0%	2.1%	-2.1%
304	1	\$1,548.74				1				1	1									1	8.3%	12.5%	-4.2%
308	4	\$5,604.83																		0	0.0%	0.0%	0.0%
307	2	\$3,386.56	1			1	1			2	4									3	12.5%	14.6%	-2.1%
308	1	\$2,455.97																		0	0.0%	0.0%	0.0%
309	8	\$9,375.19																		0	0.0%	0.0%	0.0%
310	4	\$13,010.21																		0	0.0%	5.6%	-5.6%
311	3	\$3,298.84	2			3				3	1				2					10	27.8%	33.3%	-5.6%
313	4	\$1,717.86	2					1		1										3	6.3%	0.0%	6.3%
314	8	\$11,691.06									2									0	0.0%	3.3%	-3.3%
315	3	\$2,125.37																		1	2.8%	0.0%	2.8%
316	9	\$24,227.49	1			1				1										2	1.9%		N/A
317	4	\$8,862.96	1	1		1				1										4	8.3%	1.2%	7.1%
318	5	\$3,235.06																		0	0.0%	0.0%	0.0%
319	6	\$4,045.42	1												1					2	2.8%	0.0%	2.8%
320	6	\$24,077.91																		0	0.0%	4.2%	-4.2%
322	2	\$4,818.88																		0	0.0%	0.0%	0.0%
323	2	\$2,369.97																		0	0.0%	0.0%	0.0%
325	1	\$919.30	1																	1	8.3%	0.0%	8.3%
326	6	\$12,021.75				2				2	4									4	5.6%	8.3%	-2.8%
327	4	\$4,828.95	1																	1	2.1%	0.0%	2.1%
328	2	\$2,263.00																		0	0.0%	0.0%	0.0%
329	3	\$3,308.18						1		1										1	2.8%	0.0%	2.8%
330	6	\$3,816.39																		0	0.0%	0.0%	0.0%
331	9	\$9,749.36	1																	3	2.8%	0.0%	2.8%
333	1	\$8.74																		0	0.0%		N/A
336	15	\$43,705.93	2	1											1					4	2.2%	1.0%	1.2%
339	7	\$9,921.59																		0	0.0%	8.3%	-8.3%
340	1	\$2,390.00									2									0	0.0%	8.3%	-8.3%
343	21	\$105,583.94									1									0	0.0%	1.1%	-1.1%
344	9	\$11,428.56	1								3									1	0.9%	6.3%	-5.3%
345	18	\$26,806.03																		0	0.0%	0.0%	0.0%
346	11	\$13,087.20				2				2	3									3	2.3%	6.7%	-4.4%
347	1	\$779.94																		0	0.0%		N/A
348	3	\$12,604.20																		0	0.0%	0.0%	0.0%
349	1	\$620.42	1								3									1	8.3%	4.6%	3.7%
350	1	\$995.00				1				1	2									2	16.7%	5.6%	11.1%
354	1	\$2,121.00																		0	0.0%	0.0%	0.0%

VBA IMPAC CARD AUDIT RESULTS
4TH QTR FY 99

STATION	NUMBER SAMPLED	AMOUNT SAMPLED	PROPER COSTING	INCORRECT BILLING	PATTERN DISPUTES	NOT RECONCILED TIMELY - 4TH QTR					THIRD QUARTER	NOT CERT A/D 14 DAYS	DISPUTES >30 DAYS	SUPPTNG OCCMNTN	FRAGMENTED	DOLLAR LIMITS	PURCHASE VA BUSINESS	INAPPROP PURCHASE	CARD SECURITY	TOTAL NON COMPLIANCE	RATE OF NON COMPLIANCE	THIRD QUARTER		
						6-10 DAYS	11-20 DAYS	21-30 DAYS	OVER 30	TOTAL												RATE	CHANGE	
355	2	\$1,528.15																	0	0.0%	4.2%	-4.2%		
373	2	\$2,260.50	1																1	4.2%	4.2%	0.0%		
378	2	\$2,821.78				1													2	8.3%		N/A		
377	2	\$2,851.70		1				1											2	8.3%	10.0%	-1.7%		
382	2	\$1,837.27																	0	0.0%		N/A		
383	1	\$987.06																	0	0.0%		N/A		
TOTALS	209	\$418,298.38	16	3	0	13	2	2	0	17		10	0	2	0	4	0	0	0	0	52	2.1%	3.1%	-1.0%
RELATED \$			\$11,784.28	\$7,088.14	\$0.00	\$17,350.77	\$668.85	\$1,853.46	\$0.00	\$19,873.18		\$11,440.89	\$0.00	\$168.07	\$0.00	\$3,715.55	\$0.00	\$0.00	\$0.00	\$0.00	\$54,080.09			
% OF TOTAL NON-COMPLIANCE			30.8%	5.8%	0.0%	25.0%	3.8%	3.8%	0.0%	32.7%	39.5%	19.2%	0.0%	3.8%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%				
RATE OF NON-COMPLIANCE			7.7%	1.4%	0.0%	6.2%	1.0%	1.0%	0.0%	8.1%	16.4%	4.8%	0.0%	1.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%				



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

FEB 22 2000

VBA Letter 20-00- 8

In Reply Refer To:

Director (00)
All VA Regional Offices and Centers

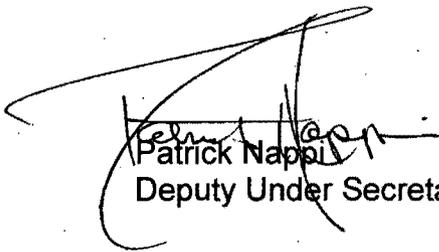
SUBJ: Customer Comment Cards

1. For some time, regional offices have requested a mechanism to obtain timely feedback on customer satisfaction. I am pleased to send you copies of prototype comment cards for your local use. These cards were reviewed and approved by the Survey Advisory Committee and the Leadership Team at the Circle meetings in November 1999. For a full copy of the Survey Advisory Report and recommendations, including the use of comment cards, please access the Surveys and Research website at: <http://vbaw.vba.gov/bl/20/cfo/surv/srsindex.html>.
2. Directors are strongly encouraged to use similar customer comment cards to obtain current information on how well their offices are meeting the service needs of their customers. Four separate prototype comment cards are attached which address veterans' satisfaction with: phone contacts; correspondence; personal visits; and a recent decision on a claim, loan, or VR&E entitlement. (A hard-copy sample of the cards and the instructions will follow by mail.) Unlike the national surveys, the data obtained from these comment cards elicit information from all customers regardless of whether or not they have a claim. In addition, the comment cards are designed to provide data *across all business lines*.
3. Each regional office is expected to design, print, distribute, compile, and distribute the results of their comment cards. While the prototypes provide an example of how to address the basic aspects of service, your cards can also be customized to reflect local customer-improvement initiatives. The data from the cards are not expected to be scientifically-valid, but they are to be used to improve stations' knowledge of service improvement issues and to allow them to observe the effects of countermeasures on a continual basis. The attached guidance gives more specific details on how to incorporate the use of comment cards into the day-to-day operations of the office. The soon-to-be established Customer Service Representatives in each regional office may play an instrumental role in the use and interpretation of results from this feedback method.

2.

VBA Letter 20-00-

4. These comment cards are intended to help local managers and Customer Service Representatives in each office in their efforts to achieve the goal of "world class" service. General comments may be directed to Veronica Wales, Office of Field Operations, at (202) 273-6868 and technical comments to Lynne Heltman, Surveys and Research Staff, at (202) 273-5440.



Patrick Napoli
Deputy Under Secretary for Operations

Enclosures

Instructions for Using the VBA Prototype Comment Cards

The Cards Themselves

Attached are four separate prototype comment cards. These cards were developed by VBA's Surveys and Research Staff, by adapting a card currently used by the Social Security Administration. (Please disregard any earlier versions of these cards.) The comment cards were designed to be used in all regional office, RPO's, RLC's, etc. and *across all business lines*. Except for the card targeting those with a recent decision, these types of cards can be used to elicit feedback from all VBA customers, regardless of whether they have filed for a benefit. Each card is designed for a particular type of VBA customer, as follows:

1. **Phone**—This type of comment card may be sent to persons who had recent phone contact with VBA for any reason.
2. **Correspondence**—This type of card may be sent to persons who recently received any type of correspondence from VBA in response to their letter to VBA.
3. **Visit**—This type of card may be handed-out or sent to persons who visited a VBA office for any reason.
4. **Recent Decision**—This type of card may be sent to persons who received a recent decision from a Regional Office, an RPO, an RLC, or the Insurance Service, regarding compensation, pension, education benefits, home loan, VR&E entitlement, insurance, or burial claims. It is important to include persons whose claim was either granted or denied when sending the cards out.

The attached comment cards are simply a possible template for regional offices to follow. The message from the Director, and the questions can be modified to reflect local customer service improvement initiatives. The data and comments derived from the cards are for local use only. Information from these cards will not be "rolled up" to the SDN or National level or used on VBA's "balanced scorecard".

The local VBA office is responsible for printing, distributing, coding, analyzing, and reporting the results. You should use business reply mail (BRM) for the return postage on the comment cards. The requirements for BRM are found in the Domestic Mail Manual, Section S922. Additional information can be found in USPS Publication 353, Designing Reply Mail. Both publications can be accessed from the Internet at <http://pe.usps.gov/> The postage will be paid centrally, through Business Reply Mail Permit number 12577 for VBA Regional Offices and number 1456 for Medical and Regional Office Centers (M&ROC's). The VBA manual requirements for use of Business Reply Mail is contained in M23-1, Part I, Chapter 1. USPS encourages mailers to submit preproduction samples of BRM to the USPS for approval before use to be sure that the cards meet Postal Regulations regarding, size, weight of paper, bar coding, and other factors. The Postal Business Centers are available to assist regional offices.

2.

Instructions for Using the VBA Prototype Comment Cards

Sampling

The first decision is to identify the universe the office wants to generalize to once the results are tabulated. This could be all visits to an RO, all phone calls to the VR&E component of an RO, all loans granted or denied by an RPO, etc. Each separate universe will involve a separate sampling scheme. In most cases, it will be more cost-effective to sample potential respondents (the universe) rather than distribute cards to all potential respondents.

The results from comment cards are not expected to be scientifically valid. However, care in selecting the sample and distributing the cards will make the results more meaningful, and therefore more useful for potential action. Whatever the universe selected (see paragraph above), each respondent in that universe should have the same chance of being selected, through a random method.

On a practical level, it might be best to collect the information on a monthly basis, so that the collection and reporting of results become part of the ongoing activities of the office. If the monthly number of potential respondents in the universe is greater than 5,000, the office should send or hand-out approximately 100 comment cards per month, but no more than 200 per month. Assuming a 50 percent response rate, the office will have completed cards for approximately 200 persons after four months, and a minimum of 400 for the year. While the number does not meet a rigorous statistical standard each month, the cumulated data and the comments themselves should provide fairly reliable feedback. If the number of units is under 5,000 per month, you will need to send out approximately 50 to 100 per month. If the 50 per month comprises 75 percent or more of the cases (66 or fewer in the universe), it is probably more efficient to include the entire universe in the mailing, and forego sampling altogether.

Any sample used should be randomly selected, either by picking each "nth" case for the month, or by selecting all cases during a certain time period. Care should be used in selecting the time period, to ensure that it doesn't encompass some unusual event. For example, one would not pick the first day of the month to get a random selection of phone calls, as these calls would be heavily weighted toward payment inquiries.

If possible, it is best not to over sample, or to simply send out or hand out the cards to everyone who visits, phones, or corresponds with the office. With over sampling, it would be very easy to survey the same people over and over. While it is probably not easy to keep a master list of everyone surveyed, it would be a useful tool to ensure that the same person only received one questionnaire per year, regardless of the nature of the interaction with the RO.

3.

Instructions for Using the VBA Prototype Comment Cards

As questionnaires may be returned months after they are sent out, the data compiled for a given month will necessarily contain some comments from previous months. It is not necessary to code each month's wave of questionnaires. The effort extended is not warranted with this method of data collection.

Confidentiality

The comment cards should not ask for the respondent's name, claim number, or address. This is because the comment cards and resultant data are being used primarily for statistical purposes, rather than as a complaint system. A complaint system would include all respondents, not just a sample of customers, and would include a system for follow-up. However, even when not requested, some respondents will include identifying information. If the person is requesting help, then the data should be tabulated, and the card referred to the appropriate person for a response. If the person is simply making a comment and identifies himself or herself, then the personal identifying information should be removed before being shared with office members. It is very important that a person's comments, good or bad, have no effect on any current or future claim. Comments regarding the performance of specific individual office employees may also occur. It is up to the local regional office to decide how to use this information. However, it should be noted that the samples are generally not large enough to determine performance (good or bad) based on these comments.

OMB Approval

These cards have been sent to OMB under VBA's generic approval for customer satisfaction surveys. Unless, we hear otherwise from OMB, they are approved under the Paperwork Reduction Act. However, as part of this approval, all comment cards used by VBA offices must contain the information contained in the "Public Reporting Burden Statement" shown in the box at the bottom of the prototype comment cards.

As these cards are printed locally, please send two copies of the card, the intended universe of respondents, and the monthly sample size to Lynne Heltman, Director, Surveys and Research Staff, (245), 810 Vermont Ave. NW. Washington, DC 20420. These cards will remain on file in this office, just in case any inquiries come in from veterans, or if OMB wants to follow up on the generic approval. This information will also allow the Surveys and Research Staff to

4.

Instructions for Using the VBA Prototype Comment Cards

provide a better estimate of burden hours to OMB, as part of the Generic Approval process conducted this summer and fall.

Tabulation and Use of Results

The cards should be straightforward enough so that the data could be hand-tabulated or put into a spreadsheet for instant results. The satisfaction scores can be summarized as mean scores, where 1.0 is the lowest mean score (lowest satisfaction) and 5.0 is the highest mean score (highest satisfaction). Scores can also be summarized using "top box" scores, or the percent of respondents who mark "very satisfied" or "somewhat or very satisfied." Month-to-month scores can be compared, but a more reliable method of determining change is to compare six-month averages over time. The Surveys and Research Staff will be developing Excel spreadsheets, which are compatible with the prototype comment cards. These will provide some examples of how the data might be tabulated and interpreted.

The actual written comments (verbatim) can be reviewed immediately, and grouped into common categories for action. It might also be useful to present the monthly findings and selected verbatims on a public bulletin board, so that employees and veterans can be aware of customer satisfaction results, and resultant initiatives.

This information can also be used to train employees to become sensitive to the veteran's viewpoint, improve public relations, and show the effects of improved service on the lives of actual individuals.

FEEDBACK

As these comment cards are a relatively new form of feedback for VBA, we welcome your comments. We encourage stations to use other techniques for customer feedback such as web-sites, customer complaint systems, or focus groups on customer satisfaction with employees or veterans. The information can also be viewed in context of the annual satisfaction surveys results for each business line. For questions or comments please contact:

Lynne R. Heltman, DMO, Surveys and Research Staff (202) 273-5440 or
Veronica Wales, Office of Field Operations (202) 273-6868.



Department of Veterans Affairs
Regional Office
Waco, Texas

Dear Veteran or Family Member:

It is our commitment to find out whether we are providing good service and then continually improving the way we deliver service to meet your expectations. We would like to know how you feel about the service you received when you phoned our VA Regional Office in Waco, Texas.

Please answer these questions based on your own recent phone call to the Waco, Texas VA Regional Office.

Your responses are very important to us. Please mail the completed postage-paid comment card to us as soon as possible.

Thank you for your assistance.

Best regards,

Jerry McRae, Director
Waco Regional Office

Public Reporting Burden Statement - OMB Control Number 2900-0569

VA may not conduct or sponsor, and respondent is not required to respond to this collection of information unless it displays a valid OMB Control Number. All responses are voluntary. Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, completing and reviewing the information. If you have comments regarding this burden estimate, call 1-800-827-1000.

Phone Comment Card

INSTRUCTIONS

The comment card will take about 5 minutes to complete. Mark only one answer box for each question. When you are finished, please fold the questionnaire so the VARO return address appears on the outside and seal with tape. No postage is necessary.

REASON FOR PHONE CALL

1. When you recently phoned the office, what type of benefit were you primarily calling about?

- Compensation Benefits (service-connected disability)
- Pension Benefits
- Education Benefits
- VA Home Loan Guaranty Benefits
- Vocational Rehabilitation & Employment Benefits
- Insurance Benefits
- Burial Benefits
- Other (Please specify) _____

2. What was the primary reason for your phone call?

- To get information before filing a claim
- To apply for a benefit
- To check on the status of my claim
- To give VA more information
- Unable to go to VA office in person
- To get an explanation of a VA letter
- Other (Please specify) _____

HOW ARE WE DOING?

Circle the number which corresponds closest to your feelings, where 1 is "very dissatisfied" and 5 is "very satisfied."

HOW SATISFIED WERE YOU WITH:

	1	2	3	4	5
3. The ease of getting through?					
4. The length of the phone call?					
5. The courtesy of the staff?					
6. The knowledge of the staff?					
7. Getting what you needed to know?					
8. The helpfulness of the staff?					
9. How well all your questions, concerns and complaints were addressed?					
10. The overall service you received?					

COMMENTS/SUGGESTIONS TO IMPROVE OUR SERVICE

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS FORM.

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. ????? WACO, TX

POSTAGE WILL BE PAID BY DEPARTMENT OF VETERANS AFFAIRS

Director
VA Regional Office (349/00)
One Veterans Plaza
701 Clay Avenue
Waco, TX 72799-0001
(BAR CODE)



Department of Veterans Affairs
Regional Office
Waco, Texas

Dear Veteran or Family Member:

It is our commitment to find out whether we are providing good service and then continually improving the way we deliver service to meet your expectations. We would like to know how you feel about the service you received during the claim or loan process, from our VA Regional Office in Waco, Texas.

Please answer these questions based on your recent claim, loan, or entitlement processed by the Waco, Texas VA Regional Office.

Your responses are very important to us. Please mail the completed postage-paid comment card to us as soon as possible.

Thank you for your assistance.

Best regards,

Jerry McRae, Director
Waco Regional Office

Public Reporting Burden Statement - OMB Control Number 2900-0569

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Decision Comment Card

INSTRUCTIONS

The comment card will take about 5 minutes to complete. Mark only one answer box for each question, unless otherwise noted. When you are finished, please fold the questionnaire so the VARO return address appears on the outside and seal with tape. No postage is necessary.

TYPE OF CLAIM OR LOAN

1. For which type of claim, loan, or entitlement did you recently receive a decision?

- Compensation Claim (service-connected disability)
- Pension Claim
- Education Claim
- VA Home Loan Guaranty
- Vocational Rehabilitation & Employment Entitlement
- Insurance Claim
- Burial Claim
- Other (Please specify)

STATUS OF CLAIM OR LOAN

2. Did VA grant you the claim, loan, or entitlement you applied for?

- Yes
- No
- Don't know

3. Which of the following (if any) actions have you taken, after receiving VA's decision? (Mark all that apply.)

- CALLED to get an explanation of the decision letter
- VISITED the regional office to get an explanation of the decision letter
- WROTE to the regional office to get an explanation of the decision letter
- None of the above

HOW ARE WE DOING?

Circle the number which corresponds closest to your feelings, where 1 is "very dissatisfied" and 5 is "very satisfied."

HOW SATISFIED WERE YOU WITH:

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied
4. Status updates on your claim/request?	1	2	3	4	5		
5. The time it took to get a decision?	1	2	3	4	5		
6. The courtesy and respect shown to you?	1	2	3	4	5		
7. Getting what you needed to know?	1	2	3	4	5		
8. The helpfulness of the staff?	1	2	3	4	5		
9. The decision on your claim/request?	1	2	3	4	5		
10. How well all your questions, concerns and complaints were addressed?	1	2	3	4	5		
11. The overall service you received?	1	2	3	4	5		

COMMENTS/SUGGESTIONS TO IMPROVE OUR SERVICE

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS FORM.

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. ????? WACO, TX

POSTAGE WILL BE PAID BY DEPARTMENT OF VETERANS AFFAIRS

Director
VA Regional Office (349/00)
One Veterans Plaza
701 Clay Avenue
Waco, TX 72799-0001
(BAR CODE)

Decision Comment Card



Department of Veterans Affairs
Regional Office
Waco, Texas

Dear Veteran or Family Member:

It is our commitment to find out whether we are providing good service and then continually improving the way we deliver service to meet your expectations. We would like to know how you feel about the service you received when you corresponded with our VA Regional Office in Waco, Texas.

Please answer these questions based on your own recent correspondence with the Waco, Texas VA Regional Office.

Your responses are very important to us. Please mail the completed postage-paid comment card to us as soon as possible.

Thank you for your assistance.

Best regards,

Jerry McRae, Director
Waco Regional Office

Public Reporting Burden Statement - OMB Control Number 2900-0569

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Correspondence Comment Card

INSTRUCTIONS

The comment card will take about 5 minutes to complete. Mark only one answer box for each question. When you are finished, please fold the questionnaire so the VARO return address appears on the outside and seal with tape. No postage is necessary.

REASON FOR CORRESPONDENCE

1. When you wrote to the office, what type of benefit were you primarily writing about?

- Compensation Benefits (service-connected disability)
- Pension Benefits
- Education Benefits
- VA Home Loan Guaranty Benefits
- Vocational Rehabilitation & Employment Benefits
- Insurance Benefits
- Burial Benefits
- Other (Please specify)

2. What was the primary reason for your letter?

- To get information before filing a claim
- To apply for a benefit
- To check on the status of my claim
- To give VA more information
- To respond to a VA letter
- To respond to a phone call from VA
- To get an explanation of a VA letter
- Other (Please specify)

HOW ARE WE DOING?

3. Did you receive a written response to your letter?

- No, SKIP to the comments/ suggestions section below
- Yes, GO ON to Q 4

Circle the number which corresponds closest to your feelings, where 1 is "very dissatisfied" and 5 is "very satisfied."

HOW SATISFIED WERE YOU WITH:

	Very Dissatisfied	Somewhat Dissatisfied	Neither	Somewhat Satisfied	Very Satisfied
4. The time it took to get a reply?	1	2	3	4	5
5. The tone (courteousness) of the letter?	1	2	3	4	5
6. The accuracy of the information contained in the letter?	1	2	3	4	5
7. Getting what you needed to know from the letter?	1	2	3	4	5
8. How easy the letter was to understand?	1	2	3	4	5
9. How well the letter addressed your questions, concerns and complaints?	1	2	3	4	5
10. The overall reply you received?	1	2	3	4	5

COMMENTS/SUGGESTIONS TO IMPROVE OUR SERVICE

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS FORM.

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. ????? WACO, TX

POSTAGE WILL BE PAID BY DEPARTMENT OF VETERANS AFFAIRS

Director
VA Regional Office (349/00)
One Veterans Plaza
701 Clay Avenue
Waco, TX 72799-0001
(BAR CODE)

Correspondence Comment Card



Department of Veterans Affairs
Regional Office
Waco, Texas

Dear Veteran or Family Member:

It is our commitment to find out whether we are providing good service and then continually improving the way we deliver service to meet your expectations. We would like to know how you feel about the service you received when you visited our VA Regional Office in Waco, Texas.

Please answer these questions based on your own recent visit to the Waco, Texas VA Regional Office.

Your responses are very important to us. Please mail the completed postage-paid comment card to us as soon as possible.

Thank you for your assistance.

Best regards,

Jerry McRae, Director
Waco Regional Office

Public Reporting Burden Statement - OMB Control Number 2900-0569

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Visit Comment Card

INSTRUCTIONS

The comment card will take about 5 minutes to complete. Mark only one answer box for each question. When you are finished, please fold the questionnaire so the VARC return address appears on the outside and seal with tape. No postage is necessary.

REASON FOR VISIT

1. When you visited the office, what type of benefit were you primarily interested in?

- Compensation Benefits (service-connected disability)
- Pension Benefits
- Education Benefits
- VA Home Loan Guaranty Benefits
- Vocational Rehabilitation & Employment Benefits
- Insurance Benefits
- Burial Benefits
- Other (Please specify)

2. What was the primary reason for your visit?

- To get information before filing a claim
- To apply for a benefit
- To check on the status of my claim
- To give VA more information
- Unable to get through by phone
- To get an explanation of a VA letter
- To meet with my rehabilitation counselor
- Other (Please specify)

HOW ARE WE DOING?

Circle the number which corresponds closest to your feelings, where 1 is "very dissatisfied" and 5 is "very satisfied."

HOW SATISFIED WERE YOU WITH:

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied
3. The convenience of the office location?	1	2	3	4	5
4. The time it took to be seen?	1	2	3	4	5
5. The courtesy of the staff?	1	2	3	4	5
6. The knowledge of the staff?	1	2	3	4	5
7. Getting what you needed to know?	1	2	3	4	5
8. The helpfulness of the staff?	1	2	3	4	5
9. How well all your questions, concerns and complaints were addressed?	1	2	3	4	5
10. The overall service you received?	1	2	3	4	5

COMMENTS/SUGGESTIONS TO IMPROVE OUR SERVICE

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS FORM.

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. ????? WACO, TX

POSTAGE WILL BE PAID BY DEPARTMENT OF VETERANS AFFAIRS

Director
VA Regional Office (349/00)
One Veterans Plaza
701 Clay Avenue
Waco, TX 72799-0001
(BAR CODE)

Visit Comment Card