

Executive Summary

The mission of VeteranWarriors is to be the catalyst which forces the necessary changes to the manner in which the Department of Veterans Affairs does business with its only customers...the United States Veteran.

The VeteranWarriors testimony today, with regard to the manner by which the Department of Veterans Affairs manages complex claim, will introduce our position to Congressional leaders and provide clarity regarding Veterans Affairs practices and disciplines which are in our opinion, contradictory to the mission statement and very purpose of the Department of Veterans Affairs.

VeteranWarriors' primary areas of concern and recommendations remain static;

- That complex claims are the standard rather than the exception and the VA has steadfastly refused to accept that these are the standard types of claims that veterans will submit now and continuing into the future.
- That complex claims are being pushed to the "back burner" in favor of "simple claims" in an effort to appease Congressional mandates, media pressure and veterans concerns.
- That the VA Regional processing offices are foregoing handling complex claims in an effort to meet statistical requirements set out by the Secretary of the VA, as well as entice employees by creating a method to receive financial remuneration for the volume of claims "Closed", rather than focusing on accuracy and timeliness.
- That Congressional leaders discontinue hearings, audits and investigations into the multiple issues of malfeasance, incompetence and dereliction of duty regarding the VA's handling of claims, in particular complex claims that have been going on for decades.
- For Congress to discontinue accepting the officials from the Department of Veterans Affairs manipulated data as factual, in the face of incontrovertible evidence to the contrary, especially without sworn testimony by the VA officials.
- The recommendations to the panel include a complete overhaul of the Department of Veterans Affairs, specifically utilizing VeteranWarriors efficiency model.
- Having identified the multiple methods by which the VA manipulates data presented, VeteranWarriors suggests that Congress has no other clear and present duty but to demand a full overhaul of the Department of Veterans Affairs.