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Authority AJD 88302

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STUDY - TO ELIMINATE DELAYS
IN PAYMENT OF SURVIVOR BENEFITS

STUDY - 8

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Authority NND 883678

216A

AGAR-RC

Study of Means to Eliminate Delays in Payment of
Survivor Benefits

Chief, WW II Br

Chief, RPR Br

20 OCT 1958
MR. Hagan/db/688

Attached is a report of Source of Inquiry for cases processed in this Branch involving statement of service during the period 29 September through 17 October 1958.

1 Incl
Report of Source of Inquiry

A. L. Davis
ALEXANDER T. IORIO, JR.
Chief, RPR Branch

Attached report erroneously showed 82 VA and 410 Gen Public inquiries in which 505 was furnished. A check of review reports revealed there were 18 VA and 43 Gen Public inquiries involved. This was brought to Mr. Medley's attention 4 Nov 58. He annotated his copy of the consolidated report to Wash. He said that a corrected report from RPR Br was not required but the Branch file copy should be annotated with the corrected info.

A. Imhof
4 Nov 58

Source of Inquiry

1. ¹⁸~~25~~ Federal Agency
- 0 - Members of Congress
 - 18 ~~22~~ - VA *
 - 0 - Civil Service Commission
 - 0 - Social Security
 - ~~X~~ - Department of Defense
 - Navy
 - Air Force
 - ~~X~~ - Army
 - 0 - Field Units
 - 0 - TAG
 - 0 - OQMG
 - 0 - Other
2. State, County or Municipal Agency
- None
3. ⁴³~~420~~ General Public
- ~~39~~ - Veteran or Representative
 - ~~391~~ - Next of Kin or Representative
 - 0 - Insurance Firms
 - 0 - Credit Agencies
 - 0 - Other
4. Other
- None

* Type of claim is indicated in the legend on Philippine Army VA Form 3101 requests as "Original Death-Philippine Vet" only. Further breakdown cannot be made such as Pension, Burial, etc.

Source of Inquiry

1. 83 <u>Federal Agency</u>	2. <u>State, County or Municipal Agency</u>	3. 410 <u>General Public</u>	4. <u>Other</u>
0 - Members of Congress	None	39 - Veteran or Representative	None
82 - VA *		371 - Next of Kin or Representative	
0 - Civil Service Commission		0 - Insurance Firms	
0 - Social Security		0 - Credit Agencies	
1 - Department of Defense		0 - Other	
- Navy			
- Air Force			
1 - Army			
0 - Field Units			
0 - TAG			
0 - OCMG			
0 - Other			

* Type of claim is indicated in the legend on Philippine Army VA Form 3101 requests as "Original Death - Philippine Vet" only. Further breakdown cannot be made such as Pension, Burial, etc.

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OVLD 2256A

01 ARL VA 209 REC LN SEC TAGO WASHDC 29 SEPT 56
TO CO USARCEN STL COL BAREY FROM COL WOODMAN REF URMSG 55 OF 26
SEPT APPARS YOUR MSG COVERS ONLY INDIVIDUALS WHO DIED IN RETIREMENT
MY MSG REFERRED TO TWO CATEGORIES OF DEATHS ONE DEATHS IN RETIREMENT
AND TWO IN SERVICE DEATHS DESIRE BOTH CATEGORIES BE COVERED IN YOUR
STATISTICS YOUR INTERPRETATION OF STMT SERVICE ACCEPTED YOUR ASSUMPTION
THAT STMT SERVICE FURNISHED TO OTHER THAN THREE CATEGORIES MENTIONED
IS NOT NEEDED IS CORRECT HOWEVER SUGGEST YOU INCLUDE FOURTH SOURCE
ENTITLED QUOTE OTHER UNQUOTE AND INCLUDE THEREIN NUMBER ALL
REQUESTS RECEIVED OTHER THAN FROM VA NOK AND SOCIAL SECURITY ALSO
GIVE EXAMPLES OF SUCH OTHER SOURCES

C LINE 3 WD 2 APPEARS IMI APPEARS
END START 1224 END 1227 ACK
RCD URMSG OK

App's with...

PRIORITY

I

DA

1/25 Sep

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REC LN SEC TAGO WARDC

UNCLAS

Your 1/25 Sep for Col Woodman from

Barry

1. Data desired on statements service not available.

Statistics will be maintained and report made for period 29 Sep thru 17 Oct reflecting (1) Number requests for statements service from VA MMK and Social Security on individuals who died in service (2) Number such requests on individuals who died in retirement

2. Statements service reported will include any type request from three sources stated where entrance and separation dates or more information furnished. Assume statements service furnished other requesters not involved in study

3. VA category will include message, letter requests and RCI's with legend "death" "burial" "pension"

4. MMK category will include statements service or copy Report of separation furnished MMK or representative such as Congressman for any purpose, usually State Exams, Housing, Social Security,

26

Sep

58

AGAR-DC

Delmar E. Hedley/plh/DCOM, USARCHS

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U.S. ARMY OFFICE OF ST. LOUIS MO

Property Settlement, Schooling for Children, Survivors Benefits,
Social or membership in patriotic organizations

4. Social Security category involves Form SS-662 and letter
contacts

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1. SOURCE OF INQUIRY

1. FEDERAL AGENCY

- Members of Congress
- VA
- Civil Service Comm
- Social Security
- Dept of Defense
 - Navy
 - Air Force
 - Army
 - Field Units
 - TAG
 - JAGM-
- Other

2. STATE, COUNTY OR MUNICIPAL AGENCY

- State Offices (bureaus)
- Penal or Correction Institutions
- Other

3. GENERAL PUBLIC

- Veteran or Representative
- Next-of-kin or Representative
- Insurance firms
- Credit Agencies
- Other

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NF

OVL D 225 GA

01 ARL VA 209 REC LN WASHDC 25 SEP 58

CO USARCEN STL COL BARRY

FROM WOODMAN CONNECTION CURRENT STUDY IN PERSONNEL DIVISION CAN
YOU FURNISH AVERAGE NUMBER REQUESTS RECEIVED PER WEEK IN USARCEN
FOR STATEMENTS SERVICE ON INDIVIDUALS WHO DIED IN SERVICE AND
INDIVIDUALS WHO DIED WHILE IN RETIREMENT STATUS BROKEN DOWN BY
SOURCE OF REQUEST THAT IS VETERANS ADMINISTRATION NEXT OF KIN
AND SOCIAL SECURITY IF SUCH DATA NOT MAINTAINED IN SUCH MANNER
REQUEST YOU MAINTAIN SUCH STATISTICS FOR NEXT THREE WEEKS AND
FURNISH THIS OFFICE ADMSG

ROUTING SLIP
 (SR 340-15-D)

NEVER USE FOR
 COINCIDENCES, OR SCHEDULED MEETINGS

TO INITIALS DATE

Executive Ofc, ARGEN

Management Office

Operations Ofc, ARGEN

Admin Off, OCO, ARGEN
 (Civilian Advisor)

Admin Serv Ofc, ARGEN

Admin Section

Mail Section

Spec Act Br, ARGEN

World War II Br, ARGEN

World War I Br, ARGEN

X Chief
 Rec Pers Rec Br, ARGEN

Post WW II Br, ARGEN

Corres Section

VA Section

Pers Records Section

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ATTN: *Mr Denton*

Remarks: *For your info - from Mr Bellman on our "SOS" report*

CHECK ACTION DESIRED

INFORMATION	SIGNATURE	NOTE AND RETURN
CIRCULATE	NECESSARY ACTION	SEE ME

FROM TELEPHONE DATE

ORGANIZATION

AGCM

25 September 1958

MEMORANDUM FOR RECORD

SUBJECT: Study of Means to Eliminate Delays in Payment of Survivor Benefits

1. ^A The conference was held on 1000 hours, 15 September, with representatives of VA and TAGO (ASD, Compt Div and Pers Div). (Attached at Tab C is a list of individuals attending the conference.) Underlined pointed out that since the Army prepares statements of service subsequent to the Report of Death, the present procedure offers delay in granting benefits to claimants. Further pointed out that since the Army already prepares statements of service for approximately 50% of the claims, we would prefer to prepare statements for all deaths and thus eliminate adjudication delays chargeable to the Army. At this point, Mr. Kane of the VA took exception to the fact that the Army presently prepares statements of service in approximately 50% of the claims. His exception was based on the following VA statistics for the months of July and August 1958: For July, there were 1,450 death claims submitted to the VA for all services, of this number only 64 requests were sent by VA to all services requesting additional information such as statements of service; for August, there were 1,624 death claims submitted to the VA for all services, of this number only 85 requests were sent by VA to all services requesting additional information. However, in conversation it was learned that since the form (VB 8-534-Tab-B) sent to the next-of-kin by the VA requests service information, many of the requests the Army receives are no doubt from the claimant and not the VA. These requests would not be included in the VA Statistics. In addition, procedures employed by the other services are such that normally VA would not request statements of service from them. Consequently, it can be assumed that the majority of the VA requests could be directed to the Army. It is also assumed that practically all Social Security cases require a statement of service; these statistics, although not reflected in the VA statistics, contribute toward the statistic cited by Personnel Division that "TAG presently provides VA and Social Security with statements of service in approximately 50% of claims for survivor benefits."

2. Recognizing that the statistical variation between Army and VA requires reconciliation before Army can determine that a procedure of automatically furnishing statements of service for all deaths is managerially sound, the meeting continued on the supposition that the Army statistics were accurate. At this point, Mr. Kane of the VA agreed that VA would accept and use the statement of service furnished on the Report of Death provided Army chose to employ this procedure and further provided that such a procedure will not unduly delay the Report of Death, Mr. Kane also agreed to place a stamp on VA Form VB 8-534 (Tab-B) indicating that

R R R B

SUBJECT: Study of Means to Eliminate Delays in Payment of Survivor Benefits

the next-of-kin should not provide service information, thus precluding requests for statements of service to the Army from the claimant. Under-
signed agreed that VA would be formally notified of any procedural change.

3. Statistics are presently being compiled to determine the number of statements requested by VA, SSA, and next-of-kin.

E. S. KENNEDY
Colonel, ADC
Chief, Management Branch

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505 Cases dispatched
29 Apr - 17 Oct 58} (Declassified
did in series)

	<u>VA</u>	<u>CA</u>
Liese	7	13
Ross	0	0
Conley	1	6
Rigdon	1	2
Kelone	6	15
Smigel	<u>3</u>	<u>7</u>
	18	43

DIS ONLY

CA

~~III~~ ~~IV~~ ~~III~~

~~IIII~~

Total 13

VA

~~III~~ II

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Total 7

Ingrise

Reps

Starts of sec on
individuals who DIS

none

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VA = 1

CA = 6

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Conley

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VA	DIS	Pos VACent	Total
III	III	III	3

GA	DIS	Pos Cent	(initiated)	
IIII	IIII	IIII	3101	7

Singer

Dis

VA 1

①

PA 11

②

TOTAL

3

3 NOV 1958

C. J. RIGDON

1 Oct 58 - 17 Oct 58

V.A.'s (Dis) (Pos Certif)

~~1~~

(6)

C.A.'s (Dis) (Pos Certif)

~~1~~~~1~~~~1~~

= (15)

Frank T. Keane

Date of Review	Type of claim		Origin of Request -						Total
	DIS	DAS	number of requests	VA	Army	Veterans Request Total	NOK Request Total	Other	
24 Sept to 30 Oct 58									
GIESE	8	1		5			3		9
Korane	30	7		14		1	14		37
Singer	20	7		5			19		27
Total	58	15		24		1	32		73 ✓
6 Oct to 10 Oct									
GIESE	4	1					5		5
KORANE	54	1		7			47	1 (SAG)	55
Rigdon	43	13		10		12	32		56
Ross	4						4		4
Singer	23	6		2		1	23		29
Total	128	21		19		11	111	1	149 ✓
13 Oct to 17 Oct									
Copley	20	22		9		5	15		42
Sisco	1						1		1
KORANE	21	1		2			20		22
Rigdon	98	8		9		20	77		106
Ross	101	4		26			79		105
Singer	82	3		3			82		85
Total	323	38		49		27	274	1	361 ✓
Grand Total	509	74		82		39	371		583
				115		42	425	1	

DATE
OF
REVIEWTYPE
IF
CLAIM13 OCTOBER — 17 OCTOBER 58
ORIGIN OF REQUEST

DATE	DIS	DAS	MEMBER OF CONGRESS	ORIGIN OF REQUEST		VETERANS REPRESENTATIVE 40-406	NFK REPRESENTATIVE 40-406	OTHERS	TOTALS
				VA	ARMY				
13 OCT 58						1			10
14 OCT 58	 								15
15 OCT 58						1	1		5
16 OCT 58							1		8
17 OCT 58									4
	20	22		20		9	15		42

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James H. Conley

ORIGIN OF REQUEST

DATE OF REVIEW	TYPE OF CLAIM		NUMBER OF CONTG.	ORIGIN OF REQUEST				OTHERS
	DIS.	DAS		VA	ARMY	VETERAN NRK OR REPRESENT	REPRESENT	
29 SEP	✓			✓				
	✓			✓				
	✓			✓				
		✓		✓				
30 SEP	✓					✓		
	✓			✓				
10 OCT	✓			✓				
20 OCT	✓					✓		
30 OCT	✓					✓		
4 OCT	✓					✓		11
	✓					✓		
	✓					✓		
	✓					✓		
9 OCT		✓				✓		10
16 OCT	✓					✓		✓
TOTAL	13	2		6		9		30

REMARKS:

REVIEWER
M. J. [Signature]

DATE
 5 SEP 1950

REVIEWER REPORT

NAME OF CLERK			TYPIST	VAA		VAD		VAP		VAR		CA		CAW		WDC		DA		VAC		VAJ		VAS		VAX		AP	GR	CR	CLL	SOS		OTHER
				J	P	J	P	J	P	J	P	J	P	J	P	J	P	J	P	J	P	J	P	J	P	J	P	J	P	P	P	J	P	J
29 SEP	✓				✓																													
	✓				✓																													
	✓				✓																													
30 SEP	✓				✓																													
	✓				✓																													
10 OCT	✓				✓																													
20 OCT	✓				✓																													
	✓				✓																													
6 OCT	✓				✓																													
	✓				✓																													
	✓				✓																													
	✓				✓																													
9 OCT	✓				✓																													
16 OCT	✓				✓																													
TOTAL	13	2			6																													

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12

10

30

REMARKS:

REVIEWER *M. J. [Signature]*

DATE 20 SEP 65

ARJEN Form 305 (ONE TIME)
1 Jul 57

Replace prior editions of this form which are obsolete

REPORT - STATEMENT OF SERVICE

29 SEPTEMBER - 3 OCTOBER 58

ORIGIN OF REQUEST

DATE	DIS	DAS	NUMBER OF CONGRESS	ORIGIN OF REQUEST					TOTALS	
				V. A.	ARMY	VETERANS REPRESENTATIVE	NOK OR REPRESENTATIVE	OTHERS		
29TH SEP	A/L			/// /		/		///		0
30TH "	///	///		///				/// /		12
1 OCT	///	///		/				/// /		9
2 "	///	///		///	///					9
3 "	///	///		///		/		///		8
TOTALS	30	7		18		1		18		37

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Authority: 44 CFR 83.602

TOTAL
REMARKS:

REVIEWER: FRANK T. KEANE DATE: 29 Sep 58

ARJEN Form 305 (ONE TIME) Replaces prior editions of this form which are obsolete
1 Jul 57

* WDC CASES NOT INCLUDED.

0

6 OCTOBER - 10 OCTOBER 58

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DATE OF REVIEW		TYPE OF CLAIM		ORIGIN OF REQUEST						
DATE	DIS	DAS	NUMBER OF CONGRESS	V.A.	ARMY	VETERAN'S REPRESENTATIVE	NOK REPRESENTATIVE	OTHERS	TOTALS	
6 Oct 58							1		= 8	
7 " "									= 15	
8 " "		1						1 (JAG)	= 11	
9 " "									= 11	
10 " "									= 10	
TOTALS	54	1		7			47	1	= 55	

TOTAL

REMARKS:

REVIEWER

FRANK T. KICANE

DATE

6 OCT 1958

13 OCTOBER - 17 OCTOBER 58

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ORIGIN OF REQUEST

DATE OF REVIEW	TYPE OF CLAIM	ORIGIN OF REQUEST						TOTALS
		MEMBER OF CONGRESS	V.A.	ARMY	VETERAN'S REPRESENTATIVE	IVOK OR REPRESENTATIVE	OTHERS	
13 Oct 58	III I					III I	6	
14 " "	III I					III I	4	
15 " "	III I		1			III I	6	
16 " "	II 1		1			II	3	
17 " "	III					III	3	
TOTALS	21 1		2			20	22	

TOTAL

REMARKS:

REVIEWER
FRANK T. KURANE

DATE 13 OCT 1958

ARCEM Form 305 (ONE TIME) Replaces prior editions of this form which are obsolete
1 Jul 57

+ - WDC CASES NOT INCLUDED

(3)

6-10 OCTOBER 1958

DECLASSIFIED
Authority NND 883078

ORIGIN OF REQUEST

DATE OF REVIEW	TYPE OF CLAIM		MEMBER OF CONGRESS	ORIGIN OF REQUEST					TOTAL	
	Dis	DAs		VA	ARMY	VETERANS REPRESENT.	NOK OR REPRESENT.	OTHERS		
10-6-58	11	11111111		11111111				110	13	
10-7-58	11111111	1		11		111		1111	11	
10-8-58	11111111			1		11		111111	11	
10-9-58	11111111	1				11111		1111111111	11	
10-9-58	11111111								1	
TOTAL				43	13	12	-	12	33	56

REMARKS: REVIEWER C. J. RIGDON DATE OCT 1958

WDC Cases not included

10 October - 19 October
ORIGIN OF REQUEST

DATE	DIS	DAS	MEMBER OF CONGRESS	V.A.	ARMY	VETERAN'S ORGANIZATION	NOK ORGANIZATION	OTHERS	TOTALS
10 OCT 58	///						///		4
13 OCT 58	///	/				///	///		25
14 OCT 58	///	/				///	///		19
15 OCT 1958	///	/				///	///		20
16 OCT 1958	///					///	///		21
17 OCT 1958	///	/				///	///		20
	105	4				26	83		109

Joseph F. Ross

ORIGIN of request

Total

Date	DIS HHS (3)	DAS HHS (3)	Members of Congress congressional staff	ORIGIN of request					Total
				YA	Army FAMILY	Veteran Representative	WOK or Representative RUKANSIP	Others Representative	
29 Sept	III	I		(1)			(3)		4
30 Sept		I		1			III		4
1 Oct	(7)	(2)		1			(5)		1
1 Oct	H4 II	II		(4)			III		9
2 Oct	(5)	(3)		III			III		9
2 Oct	H4	II		(2)			I II		8
2 Oct	15			II			III (5) III		6
TOTAL	20	7		8			19		27

REMARKS:

REVIEWER

James G. Singer

DATE 29 Sept 58
 thru 3 Oct 58

Origin of Request

Date of Review

TYPE of Claim

Date	DIS	Type of Claim						Totals	
		Disability	Compensation	VA	ARMY	Ref	Other		
13 October 1958	II			1				12	12
14 October 1958	II							13	13
15 October 1958	II							21	21
16 October 1958	II							14	14
17 October 1958	II			1				25	26
TOTAL	82	3		3				82	

REMARKS:

REVIEWER

Tommy R. Lange

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STUDY-TO ELIMINATE DELAYS IN PAYMENT OF SURVIVOR BENEFITS

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