

# PUBLIC SUBMISSION

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Agency Information Collection Activities; Proposals, Submissions, and Approvals: Application for Disability Compensation and Related Compensation Benefits; OMB No. 0747; FR Doc. #2017-05383

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Comment on Agency Information Collection Activity: Application for Disability Compensation and Related Compensation Benefits; Dickey; Katherine

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## General Comment

This is a cumbersome, confusing, stressful, multi-decade process. To resolve at least part of this problem the "collection of the file" needs to be simplified. There should be an online process for the construction of "the file." It should function something like a college application, job application, etc. When the Vet logs on they should be able to see EVERY form that they have submitted. The Vet should be able to see each request by the review committee, each record submission by their health care providers, and the next point of the process. Once their file is considered "completed" the portal should inform them of the time tables for next steps in real time. Information given now is something like: "This process normally takes 2 years, in this region we are looking at 4 yrs after the file's completion." There should be an anticipated file completion date, an anticipated file review date, etc with a contact person if the deadlines are not met. This would make less stressful for the Vets and allow the regions to more accurately track their case loads. Hire tons of Pathways Interns to support every level of implementation of a consistent process throughout the county to get the backlog more under control. It should not take a decade of reviews, lost records, appeals, transfers, etc to get homeless Vets decisions to take to their state's disability boards.