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THE PRESIDENT HAS SEEN...^{ing}

THE WHITE HOUSE
WASHINGTON

August 15, 1974

MR. PRESIDENT:

When the VA difficulties developed last winter we had OMB exercise more direct management supervision in an effort to iron out the numerous veterans' complaints on pay, medical treatment, etc.

Attached is the final of a number of periodic reports on progress made which has been substantial.



Al Haig

Attachment

Keep on the president -

EXECUTIVE OFFICE OF THE PRESIDENT

OFFICE OF MANAGEMENT AND BUDGET

INFORMATION

WASHINGTON, D.C. 20503

AUG 13 1974

MEMORANDUM FOR THE PRESIDENT

THROUGH: Roy L. Ash

FROM: Paul H. O'Neill *O'Neill*

SUBJECT: Improving Services to Vietnam Veterans

This represents the final report, barring new developments.

A. Accomplishments, August 1-7:

1. VA man-on-the-campus program. The program is in operation. VA reps are using this slack period to work out final arrangements with schools in preparing for fall.
2. "No-pay" complaints. "No-pay" complaints rose 10% over last week. This is a normal increase. Checks are due on the first of the month and complaints cross the paychecks in the mail.

B. General Summary:

1. No-pay complaints. While "no-pay" complaints have not disappeared, there are many encouraging signs:
 - a. During the month of May, an average of 61% of the "no-pay" complaints had been cured within one week. The rate for the four weeks ending August 5, has risen to 71%.
 - b. Total complaints dropped from 13,000 in March to 6,600 in June. Reaction time of field offices to these situations has been reduced from over 50 days to nearly half that average.
 - c. Hardship payments now are being made earlier. About 80% of all hardship payments are being made before a complaint occurs.
2. System Changes. VA has overcome serious problems within their own system. By instituting the man-on-the-campus program and by other system changes, VA has reduced the possibility of delayed checks. This has taken place in spite of the large amount of publicity which caused an increase in non-legitimate complaints. We think VA is on the right track. We will continue to monitor the performance of these improvements.

THE WHITE HOUSE

WASHINGTON

August 16, 1974

ADMINISTRATIVELY CONFIDENTIAL

MEMORANDUM FOR: ROY ASH
PAUL O'NEILL

FROM: JERRY H. JONES

SUBJECT: Improving Services to Vietnam Veterans

Your memorandum to the President of August 13 on the above subject has been reviewed and the following was noted:

--Keep on the pressure.

Please follow-up with the appropriate action.

cc: Al Haig