

APPENDIX L

SEPTEMBER 17, 1997

LETTER FROM KRISTINE A. MOFFITT, DIRECTOR, COMPENSATION
AND PENSION SERVICE, VETERANS BENEFITS ADMINISTRATION, TO
VA REGIONAL OFFICES AND SERVICE CENTERS

September 17, 1997

213 (97-115)

Director (00/21/27)
VA Regional Offices and Service Centers

SUBJ: Completion of EP 684 Reviews

1. At this time, all offices are in the midst of a review of 684 end products, the Persian Gulf readjudication and code 4 denial cases. I want to commend each and every one of you for the excellent progress made in adjudicating these complex cases.
2. Members of my staff, in consultation with the Area offices, recently completed an analysis of the progress made as of the end of July. On the basis of that analysis and assuming a continuation of the efforts put forth to date, we have concluded that it is feasible for all stations to complete the reviews of the 684 end products by October 31, 1997. Therefore, I am asking and encouraging each station to make every effort to meet this goal. We do understand that development requirements and the overall complexities of these claims may cause some to remain uncompleted after October 31. However, completion of as many of these reviews as possible by the end of October will free up resources to concentrate on other claims and help us meet timeliness and customer service goals for FY 1998.
3. Again, I commend all stations for their excellent work. As always, the Rapid Response Team is here to assist you in all matters. Questions on this letter may be addressed to Steven Thornberry of the Procedures Staff (213) at 202-273-7230.

/s/
Kristine A. Moffitt, Director
Compensation and Pension Service

cc: 20A1
Area Directors (201A, 201B, 201C, 201D)
Assistant Directors (211, 212, 213, 214)