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- Fiscal year 2010 is targeted as the year for expansion of the Paperless Delivery of Veterans Benefits Initiative beyond that which has been accomplished with the Benefits Delivery at Discharge (BDD) Program and Pension Management Centers (PMCs).
- Milwaukee Disabled American Veteran (DAV) Service Office is well poised for this transition, as it has been operating in a paperless environment since February 2009.
- DAV utilizes a case management system that tracks the submittal of evidence pertinent to a claim and/or appeal. With the use of VA applications such as Modern Awards Processing (MAPD) and Virtual VA, DAV is able to electronically view claims development, decision, and award notification documents, which further assists in tracking the progression of a claim. If documents submitted by the DAV are not identified in either the development or decision document, we are able to effectively communicate with VA personnel and staff regarding specific issues noted as VA permits accredited veteran service organizations like the DAV access to their claims processing applications, which makes our efforts as a partner more value added.
- The primary goal of the Paperless Delivery of Veterans Benefits Initiative is to improve service to veterans by transitioning VA's current business model to be less reliant on the acquisition and storage of paper documents. In concert with this goal, electronic documents in the possession of VA no longer need to be reproduced for distribution to stakeholders such as the DAV, as we are permitted access to VA's document repositories (i.e. Virtual VA, MAPD). Outside entities or non-accredited veterans service organizations must follow procedures, laws, and regulations as outlined in the Freedom of Information Act (FOIA) and Privacy Act of 1974 for requesting documents from VA. In the past, claims related documents have been provided in hard copy as a courtesy to accredited County Veteran Service Officers (CVSOs); however, business operations have changed in the manner for which documents are made available to National Service Officers (NSOs). Documents are now exchanged electronically, which eliminates the need for transfer of paper. The DAV welcomes this change as it removes the constraint of moving a physical folder and reduces the likelihood of documents being lost or misfiled. To reproduce electronic documents to paper undermines its efficiency and creates redundancy in the transfer of information.
- Until VA provides a mechanism for which sensitive information can be exchanged to accredited CVSOs that keeps us in compliance with Public Key Infrastructure (PKI), Health Insurance Portability and Accountability (HIPPA), FOIA, and Privacy Act of 1974 laws and regulations, the Milwaukee Disabled American Veteran (DAV) Service Office is more than willing to take phone calls to answer all questions concerning veterans in their respective counties.
- The manner in which the DAV Milwaukee office operates is in line with VA's strategic plan to become a paperless claims processing agency by 2010, as we have been operating in a paperless environment since February 2009.

- If there are any questions concerning the above statement please contact me at (414) 902-5736.

Stephen K. Garrett
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