

Task Force on Returning Global War on Terror Heroes



May 15, 2007

Executive Order - March 6, 2007

- ◆ Interagency Task Force
- ◆ Provide recommendations to improve the delivery of services and benefits to GWOT service members with an emphasis on timeliness, ease of application, and efficient delivery within existing executive authority and resource levels.
- ◆ Report April 19, 2007

Task Force Members

- ◆ Chaired by Secretary of Veterans Affairs
- ◆ Departments of Defense, Labor, Health & Human Services, Housing & Urban Development, Education
- ◆ Office of Management & Budget, Small Business Administration, Office of Personnel Management

Tasking

- ◆ Identify and examine Federal services currently provided to returning Global War on Terror service members;
- ◆ Identify existing gaps in such services;
- ◆ Seek recommendations from appropriate Federal agencies on ways to fill those gaps as effectively and expeditiously as possible using existing resources; and
- ◆ Ensure that in providing services to these service members, appropriate Federal agencies are communicating and cooperating effectively, and facilitate the fostering of agency communications and cooperation through informal and formal means, as appropriate.

Inventory Services and Benefits

- ◆ Issued data call to Task Force agencies to provide information on both direct and indirect services and benefits currently in place for servicemembers, veterans, and their families.
- ◆ Did not consider services and benefits provided by state or local jurisdictions
- ◆ Presented information from Federal delivery system perspective

Inventory of Services and Benefits

- ◆ Health Care
- ◆ Benefits
- ◆ Employment
- ◆ Education and Vocational Rehabilitation
- ◆ Housing and Homelessness
- ◆ Interagency collaborations supporting the delivery of services and benefits

Communication Strategy Gap Analysis

- ◆ Press Release
- ◆ Internet Webpage
- ◆ Email
- ◆ Mailing address
- ◆ Dedicated fax line
- ◆ Solicit Federal employee input
- ◆ Conduct stakeholder meetings



UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

VA Home

About VA

Organizations

Apply Online

Find a Facility

Contact VA

Search

Health Care

Benefits

Burial & Memorials

Task Force on
Returning Global War
on Terror Heroes
Home

Text Only

TASK FORCE ON RETURNING GLOBAL WAR ON TERROR HEROES

Contact Information

If you have ideas, recommendations, or wish to contact the Task Force, please use the following:

Email

TFHeroes@va.gov

Correspondence

Task Force on Returning Global War on Terror Heroes
c/o Office of the Assistant Secretary for Policy and Planning
Department of Veterans Affairs
810 Vermont Avenue, NW (008)
Washington, DC 20420

Fax

202.273.9599

[Español](#) | [VA Forms](#) | [Facilities Locator](#) | [Contact the VA](#) | [Frequently Asked Questions \(FAQs\)](#)
[Privacy Policy](#) | [Web Policies & Important Links](#) | [Annual Performance and Accountability Report](#)
[Freedom of Information Act](#) | [Small Business Contacts](#) | [Site Map](#)
[USA.gov](#) | [White House](#) | [USA Freedom Corps](#)

Reviewed/Updated Date: March 14, 2007

Task Force information at www.va.gov/taskforce or go to "Hot Topics" at www.va.gov 8

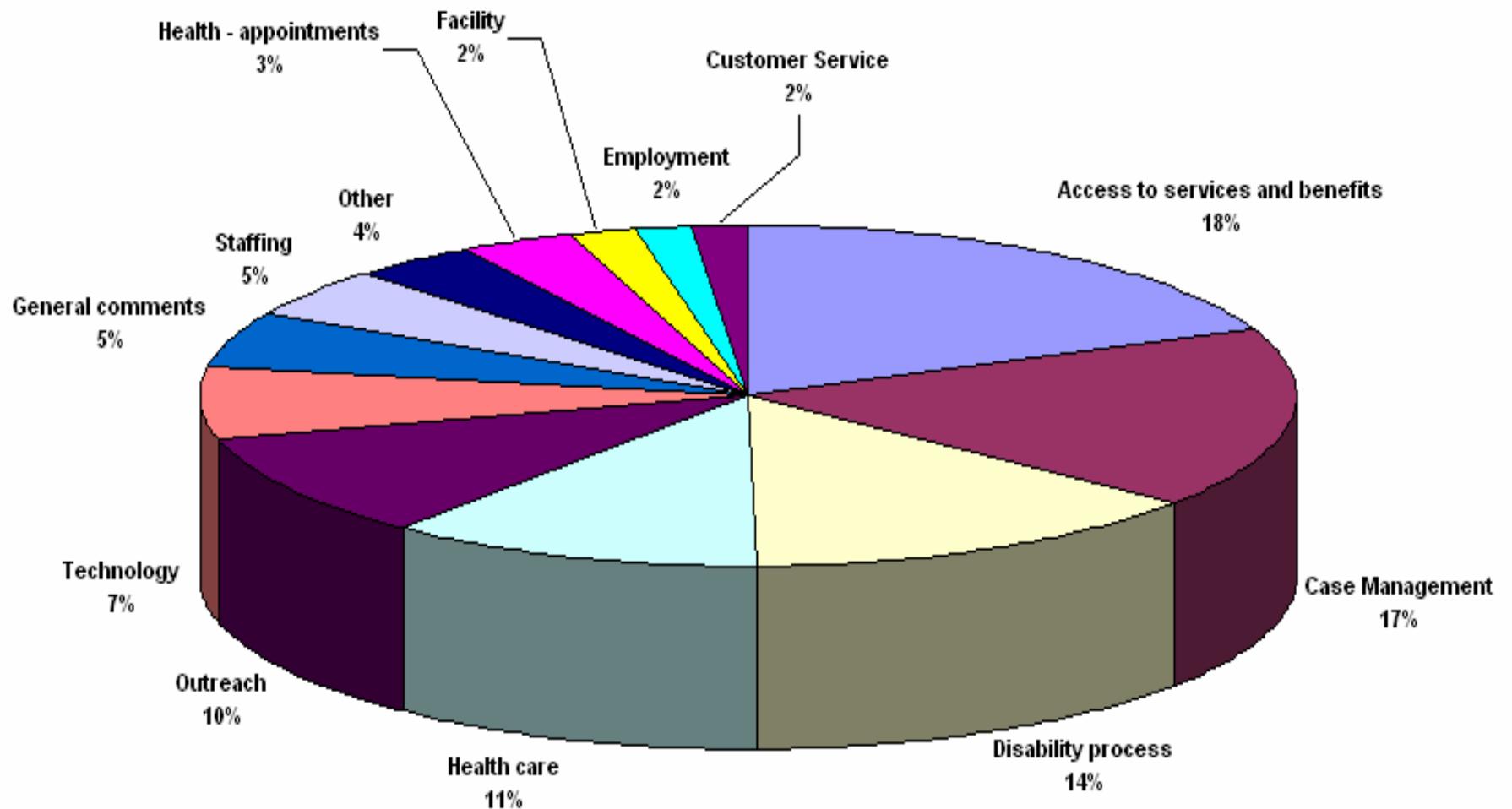
Meetings

- ◆ Family Conference – March 9
- ◆ Veterans Service Organizations – March 9
- ◆ National Association of State Directors of Veterans Affairs, National Governors Association, National Association of State Veterans Homes, National Association of County Veterans Service Officers – March 12
- ◆ VA Office of Seamless Transition – March 12

Feedback

- ◆ More than 2,400 comments
- ◆ Input received from veterans, servicemembers, family members, veterans advocates, Federal employees, state veterans affairs offices, county service officers, national veterans service organizations

Feedback Analysis



Interagency Work Groups

Gap Analysis

- ◆ Employment
- ◆ Housing and Homelessness
- ◆ Education and Vocational Rehabilitation
- ◆ VA/DoD Collaboration
- ◆ Outreach
- ◆ Veterans' Benefits
- ◆ Veterans' Health

Gap Analysis

- ◆ Unwieldy process for determining fitness for duty, level of disability for retirement, and VA compensation
- ◆ Disruptions in continuity of care when injured is transfer from DoD to VA
- ◆ Lack of awareness about available services and benefits

Recommendations

◆ **Four General Areas:**

- Health Care
- Benefits
- Jobs, Education, and Housing
- Outreach

◆ **Two Broad Categories:**

- Process – 15 recommendations
- Outreach – 10 recommendations

Health Care

- ◆ System of co-management and case management
- ◆ Screen for TBI
- ◆ Electronic enrollment process
- ◆ Post-Deployment Health Reassessments
- ◆ Standardize VA Liaison agreements
- ◆ Expand VA access to DoD medical records

Health Care

- ◆ Track GWOT servicemembers
- ◆ “Embedded Fragment” surveillance center
- ◆ Dental care
- ◆ Remote or rural areas
- ◆ IT interoperability between VA and HHS
Indian Health Service

Benefits

- ◆ Joint disability benefit determinations
- ◆ Time limit for vocational rehabilitation evaluation determinations
- ◆ Adapted housing and special home adaptation grants

Jobs, Education, Housing

- ◆ PatriotExpress loan
- ◆ Credentialing and certification
- ◆ Wounded Veterans Readjustment Work Experience Program
- ◆ National Housing Locator

Outreach

- ◆ Increase attendance at TAP/DTAP sessions
- ◆ Dept of Education will participate in DoD job fairs
- ◆ Dept of Labor will participate in the Workforce Investment System in every state
- ◆ Uniform Services Employment and Reemployment Rights Act

Outreach

- ◆ Education benefits training to Transition Assistance Program sites
- ◆ Financial aid education model as part of TAP/DTAP sessions
- ◆ OPM will expand their military treatment facility outreach

Action Plan

Tracking Implementation

| # | Recommendation | Lead Agency | Agencies | Implementation Actions | Target Date for Implementation |
|------|---|-------------|----------|--|---|
| P-9 | Screen all GWOT veterans for TBI | VA | VA | 1. Training 2. Clinical Reminder 3. Clinical practice recommendations | 1. Mar 31, 2007 2. Apr 30, 2007 3. Sep 30, 2007 |
| P-11 | Extend Vocational Rehabilitation Evaluation Determination Time Line | VA | VA | Allow immediate extension of the 12-month limit on extended evaluation plans | April 30, 2007 |
| P-12 | Expedite Adapted Housing and Special Home Adaptation Grant Claims | VA | VA | Develop and disseminate implementation procedures to VA Regional Offices | April 30, 2007 |

Summation

- ◆ Task Force focused on actions to improve government performance and results
- ◆ Task Force submitted report to the President on time – April 19, 2007
- ◆ Task Force agencies will be expected to implement recommendations within agreed upon target dates
- ◆ Task Force will report status of implementing recommendations to President on June 4, 2007