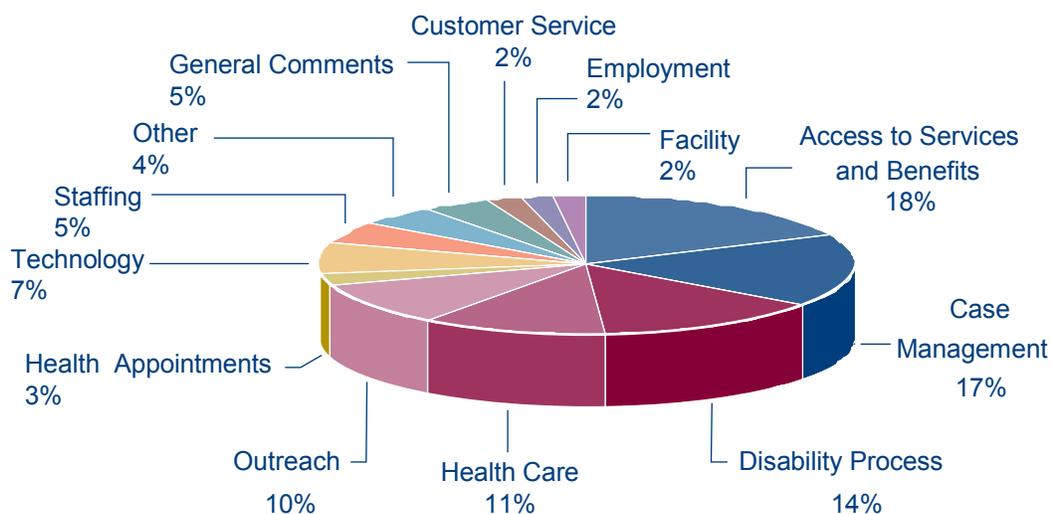


## Summary of Feedback

The Task Force solicited comments on the delivery of Federal benefits and services. Over 2,400 comments were received from GWOT veterans, veterans' advocates, Federal employees, active duty servicemembers, family members, state directors of veterans' affairs, and county service officers. In addition, the Task Force received comments from a number of national veterans service organizations.

Submitted topics covered a wide range of benefits and services as well as requests for intervention in personal cases. The most prevalent themes were about access to benefits and services, case management of transfer from one organization or Department to another, military and veteran disability process, health services including making appointments, outreach (awareness), technology improvements, and perceived need for more staffing. Other topics included employment, customer services, education, and vocational rehabilitation. Many communications included positive comments. Exhibit 5 displays the distribution of comments by topic.

Exhibit 5 - Feedback by Topic



Many constructive suggestions were offered by individuals with wide exposure to the policies and procedures associated with the delivery of Federal services and benefits, especially by Federal employees and veterans' advocates. A large number of these comments would require additional funding or new legislation and were not considered by the Task Force. Also, groups and individuals recommended articles and studies for the Task Force's consideration; many documents were reviewed for relevance to the Task Force's mandate.

Nearly 500 individuals requested intervention in their specific cases; the details were forwarded for action to appropriate organizations within Task Force agencies as individual case resolution was beyond the scope of the Task Force.

Section 4 describes the Task Force recommendations.