

113TH CONGRESS
1ST SESSION

H. R. 2528

To establish a task force in the Department of Veterans Affairs to assess the retention and training of claims processors.

IN THE HOUSE OF REPRESENTATIVES

JUNE 26, 2013

Ms. TITUS (for herself and Mr. HORSFORD) introduced the following bill; which was referred to the Committee on Veterans' Affairs, and in addition to the Committee on Oversight and Government Reform, for a period to be subsequently determined by the Speaker, in each case for consideration of such provisions as fall within the jurisdiction of the committee concerned

A BILL

To establish a task force in the Department of Veterans Affairs to assess the retention and training of claims processors.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. ESTABLISHMENT OF TASK FORCE ON RETEN-**
4 **TION AND TRAINING OF DEPARTMENT OF**
5 **VETERANS AFFAIRS CLAIMS PROCESSORS**
6 **AND ADJUDICATORS.**

7 (a) ESTABLISHMENT.—The Secretary of Veterans
8 Affairs shall establish a task force to assess retention and

1 training of claims processors and adjudicators that are
2 employed by the Department of Veterans Affairs and
3 other Federal agencies and departments.

4 (b) COMPOSITION.—The task force shall be composed
5 of the following:

6 (1) The Secretary of Veterans Affairs.

7 (2) The Director of the Office of Personnel
8 Management.

9 (3) The Commissioner of Social Security.

10 (4) An employee of the Department of Veterans
11 Affairs selected by the Secretary of Veterans Affairs
12 who is—

13 (A) a veteran service representative;

14 (B) a rating veteran service representative;

15 or

16 (C) a decision review officer.

17 (5) An individual selected by the Secretary who
18 represents an organization recognized by the Sec-
19 retary for the representation of veterans under sec-
20 tion 5902 of title 38, United States Code.

21 (6) Such other individuals selected by the Sec-
22 retary who represent such other organizations and
23 institutions as the Secretary considers appropriate.

24 (c) DURATION.—The task force established under
25 subsection (a) shall terminate not later than two years

1 after the date on which the task force is established under
2 such subsection.

3 (d) DUTIES.—The duties of the task force are as fol-
4 lows:

5 (1) To identify key skills required by claims
6 processors and adjudicators to perform the duties of
7 claims processors and adjudicators in the various
8 claims processing and adjudication positions
9 throughout the Federal Government.

10 (2) To identify reasons for employee attrition
11 from claims processing positions.

12 (3) Not later than one year after the date of
13 the establishment of the task force, to develop a
14 Governmentwide strategic and operational plan for
15 promoting employment of veterans in claims proc-
16 essing positions in the Federal Government.

17 (4) To coordinate with educational institutions
18 to develop training and programs of education for
19 members of the Armed Forces to prepare such mem-
20 bers for employment in claims processing and adju-
21 dication positions in the Federal Government.

22 (5) To identify and coordinate offices of the De-
23 partment of Defense and the Department of Vet-
24 erans Affairs located throughout the United States
25 to provide information about, and promotion of,

1 available claims processing positions to members of
2 the Armed Forces transitioning to civilian life and to
3 veterans with disabilities.

4 (6) To establish performance measures to as-
5 sess the plan developed under paragraph (3), to as-
6 sess the implementation of such plan, and revise
7 such plan as the task force considers appropriate.

8 (7) To establish performance measures to
9 evaluate the effectiveness of the task force.

10 (e) REPORTS.—

11 (1) SUBMITTAL OF PLAN.—Not later than one
12 year after the date of the establishment of the task
13 force, the Secretary of Veterans Affairs shall submit
14 to Congress a report on the plan developed by the
15 task force under subsection (d)(3).

16 (2) ASSESSMENT OF IMPLEMENTATION.—Not
17 later than 120 days after the termination of the task
18 force, the Secretary shall submit to Congress a re-
19 port that assesses the implementation of the plan
20 developed by the task force under subsection (d)(3).

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