Veterans Benefits: Training for Claims Processors Needs Evaluation: Gao-01-601

By -

BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 26 pages. Dimensions: 9.7in. x 7.4in. x 0.1in.The Veterans Benefits Administration (VBA) developed a computer-assisted training program, known as the Training and Performance Support System (TPSS), to help its employees become more accurate in processing disability compensation and pension claims. The program seeks to provide uniform and consistent training to employees in 57 regional offices. Although VBAs long-term goal is to attain a 96 percent accuracy rate for claims processing, VBA reported an accuracy rate of only 59 percent for fiscal year 2000. This report reviews (1) the status of the TPSS programs development and implementation and (2) the extent to which TPSS will meet its objectives. GAO found that despite VBAs objective to centrally develop a standardized training program, significant delays in the development of TPSS are hindering the programs ability to provide standardized training to claims processing employees. According to VBAs current schedule, the full development of the program will not be completed until at least 2004, or about two years later than VBA had planned. Although VBA provided nine training modules to regional offices to begin the program, the extent to which the offices implemented...

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