Atlanta #HacktheForms

- References listed are not contacted by VBA because of possible Privacy Act and HIPPA violations, statements in support of a claim are routinely submitted by Veterans and this information is used. (Buddy Statement)
- VA Form 21-0781A question 7 is confusing for Veterans and answering these provide 0 value to verifying the stressor. The decision maker will look through the records for all of these possible markers and receive annual training on how to identify the markers.
- VSO are best equipped to assist Veterans in providing Veterans with assistance free of charge and these organizational representatives are highly trained, have direct access to VBA, Veteran Records, and complete these claims with high frequency.
- Veterans who claim stressors due to combat/theater of operation or meet relaxed evidentiary standards are not required to complete VA 21-0781 they only need to complete VA 21-526EZ. Therefore killed in Action and wounded in action are not appropriate for the form and are confusing. Killed in non-battle/injured in non-battle are part of the description of incident and do not need to be separately identified.
- Inconsistency among the forms Last, First, Middle and First Middle Last are corrected to reflect the standardized Last, First, Middle
- We logged into Ebenefits and walked through the process online, there is additional information about representatives (VSO's ect.) that would be helpful to the Veterans. Also once the information is entered it is prepopulated throughout the form.
- Removed Dates of Unit assigned not used for decision making and this form is not sent to the Joint Services Records Research Center.
- Stressor Incidents routinely involve non-service members so wording is changed to reflect this. Often the Veteran does not know this information and this frustrates the process because they believe that they have to provide this.