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EXECUTIVE OFFICE OF THE PRESIDENT

OFFICE OF MANAGEMENT AND BUDGET

WASHINGTON, D.C. 20503

INFORMATION

September 16, 1974

MEMORANDUM FOR THE PRESIDENT

THROUGH: ROY L. ASH
FROM: PAUL H. O'NEILL
SUBJECT: VETERANS BENEFITS AND SERVICES

*O'Neill**MR 2*

The following developments are reported for the week
September 3 - September 9, 1974:

1. Services to veterans on campus

It is becoming clear that the system has been improved over the last several months in two ways. First, the system is catching more situations before they result in late checks. Second, when a veteran complains of a late check, the system is responding faster.

2. Prevention of pay problems1. Face-to-face solutions

Last week, VA men-on-campus interviewed 55,700 GI Bill enrollees. They handled over 8,500 educational assistance inquiries and resolved nearly 8,300. Over three-fourths of the inquiries received are resolved within one week.

2. Advance pay

Based upon each school's advance notice of a veteran's enrollment, VA is awarding automatic advance payments rather than waiting for the veteran to request the advance. For comparable time periods, this year the volume of advance payments has increased by 25% over last year. Since total enrollment is not expected to be different from last year, this year's faster rate of advance payments should result in fewer "no-pay" complaints as the fall progresses.

3. Fast payments for veterans caught in processing delays

Hardship payments this week went up again, to over 24,500. Field offices are maintaining a high level of priority on getting student-veterans paid.