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TED VOGT

DIRECTOR

September 9, 2013

The Honorable Eric K. Shinseki
Secretary
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington D.C. 20420

Dear Secretary Shinseki,

The Arizona Department of Veterans' Services (AZDVS) is honored to join the Community of Practice surrounding Fully Developed Claims (FDC). We share the U.S. Department of Veterans' Affairs commitment to ensuring that veterans' claims are submitted and processed accurately and expeditiously. Your FDC initiative is an important way that we at AZDVS, with our 36 accredited Veteran Benefits Counselors, can be part of that solution.

In joining the Community of Practice, we pledge our commitment to increasing our submission of FDCs. Towards this commitment AZDVS has:

- Participated in all VA Regional Office held training, VANTS conference training, and distribution of all fast letters. Revised operating procedures to promote the use of the EZ forms when practicable.
- Second, all AZDVS Veteran Benefits Counselors are working in a paperless environment, supported with a claims management system. This affords AZDVS management the opportunity to monitor and evaluate the use of and number of FDC's submitted monthly.
- Third, while anticipating the roll-out of the D2D program to enhance our efforts, AZDVS is utilizing the Stakeholder Enterprise Portal (SEP) in the interim, and encouraging all veterans to enroll in e-Benefits and assisting them to do so.

We at AZDVS are privileged to work with the VA and with Arizona veterans to make the claims process more efficient. We look forward to fulfilling the above stated commitments and to learning from other organizations in the FDC Community of Practice.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ted Vogt". The signature is stylized and somewhat abstract, with a large loop at the end.

Ted Vogt
Director